

Kristopher Tazelaar

From: Shaun Thomson
Sent: Thursday, March 12, 2020 2:37 PM
To: SHFBSW All_Staff - Cloud
Cc: Michelle Orge; Nasra Wehelie; Kristopher Tazelaar; Tiffany Klopp; Adam Thomas; Mike Wilson
Subject: Important Information for Staff Regarding SHFB's COVID-19 Response
Importance: High

Hello,

As you all know, we provide an essential service to the community, and as a result, we are planning to take additional precautionary steps to limit the number of individuals that enter our distribution center as well as our workspace. We are taking these steps to limit the spread of COVID-19 amongst our workforce, both staff and volunteers.

- Effective Friday, March 13, we are cancelling all volunteer groups through at least Friday, April 3, we will not schedule any additional groups prior to April 30.
- We will continue to allow individual volunteers to serve, however we are sending them communication that if they have any signs of fever, sore throat, cough, shortness of breath, or fatigue, or have been exposed to anybody with these symptoms, they should not serve until they have been symptom free for at least 24 hours.
- We have created accounts for video conferencing/meetings through Cisco Webex, and all Department Directors have an account.
 - We are asking that staff members cancel all nonessential external meetings, or instead schedule a video or phone meeting. You can speak with your department director about scheduling video conferences through Cisco Webex.
- **Effective Monday, March 16, we are asking all staff members that have the ability to do their jobs remotely to do so until further notice.** Please talk to your Director to determine if you will be working remotely. This is part of an effort to help keep those that must report to our facilities to do their jobs healthy. Please see the following expectations for those working remotely:
 - Those working remotely are expected to be available by phone or email during the same hours as if they were working in the office.
 - Staff members working remotely must check in with their supervisor about projects and other tasks, setting up times for video/conference calls.
 - Your department director will communicate with you regarding any additional expectations they have about working remotely. If you have questions about how this will impact your work, and whether you are able to do your work remotely, please speak with your department director, or me.
 - We recognize that staff members working remotely may need to occasionally come in to the office or distribution center to gather materials and/or documents to effectively do their work. We ask that these instances be kept to a minimum as necessary to effectively do your work.
 - There may be days that we will need additional support in the distribution center, or at community sites for food distribution. Staff members will be expected to help out as needed in these instances, as long as they are free of fever, sore throat, cough, shortness of breath, and fatigue, as well as have not been exposed to individuals with such symptoms.
 - Mike sent out a meeting yesterday regarding Microsoft Teams. This is a great tool to stay connected with other staff members while you are not in the office, and can be used on your computer, and there is also an app that you can download on your mobile device.
- Our All Staff meeting scheduled for Thursday, March 26 will be cancelled.

- If you have not already done so, we urge you to sign up for our staff text notification system. You can do so by texting SHFBSTAFF to 555888. We will use this system as an additional form of communication as necessary.
- Mike has created a google doc that staff members can voluntarily share their cell phone number with other staff members. If you would like to share yours, you can do so [here](#).
- As you are discussing Second Harvest's response to the outbreak of COVID-19, here are the talking points we want you to use:
 - We remain committed to our mission to eliminate hunger in our 16-county service area
 - We are maintaining business as usual, but we have contingencies in place
 - We are closely monitoring the situation
 - The safety and wellbeing of our participants, partners, volunteers, and staff are our top priority

As this is a constantly evolving situation, our Leadership Team is meeting on a daily basis, and additionally as necessary to determine how best to safely and effectively continue to serve our community. Please remember that these are steps that we are taking to help slow the spread of COVID-19, as well as to continue providing our services to the community. If you have any questions, please speak with your department director or any other member of the leadership team.

Thank you,
Shaun



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Human Resources Director

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Second Harvest Foodbank exists to end hunger in southwestern Wisconsin. To learn more, go to SecondHarvestMadison.org.

