

# COVID-19 SERVING KIT

CONTACT US AT  
(805) 987-0300 OR  
[KAYLA.SAWOSKI@ACTIONVC.ORG](mailto:KAYLA.SAWOSKI@ACTIONVC.ORG)



***Action***<sup>®</sup>  
SERVE. TOGETHER.

CAN YOU STAND WITH OUR  
VULNERABLE NEIGHBORS?

# OUR COMMITMENT ISN'T CANCELED.

COVID-19 will not change our commitment to serving the most vulnerable in our communities. For the time being, we will concentrate our efforts on grocery delivery and phone companionship projects for our neighbors who are living in isolation. We will be moving carefully with these projects to reduce the risk for our volunteers and clients.

IF YOU CAN HELP, SIGN UP FOR A PROJECT AT  
[ACTIONVC.ORG/COVID19-SERVICES](https://ACTIONVC.ORG/COVID19-SERVICES)

IF YOU CAN SPONSOR A CARE PACKAGE, TEXT  
"CARE" TO (805) 865-7300 OR VISIT  
[ACTIONVC.ORG/CARE](https://ACTIONVC.ORG/CARE)



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## COVID-19 SERVING KIT

# SAFETY GUIDE

**Thank you for stepping up to help neighbors in need at this critical time. In order to keep you and the clients we serve safe, please practice the following health care steps. If you have any questions, please contact [Kayla.Sawoski@ACTIONvc.org](mailto:Kayla.Sawoski@ACTIONvc.org).**

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- 1** WASH YOUR HANDS BEFORE AND AFTER YOU SERVE.
- 2** AVOID TOUCHING YOUR NOSE, EYES AND MOUTH WHILE YOU SERVE.
- 3** PLEASE USE PPE AND WEAR GLOVES DURING PICK UP AND DELIVERY OF GOODS.
- 4** IF YOU CAN'T WEAR GLOVES DURING YOUR PROJECT, PLEASE WIPE DOWN BOXES, BAGS AND ITEMS BEFORE HANDING THEM OFF TO THE CLIENT.
- 5** CONTACT ACTION AS SOON AS POSSIBLE IF THERE IS A PROBLEM DURING YOUR PROJECT OR IF YOU FEEL UNSAFE TO SERVE.
- 6** ONCE YOU HAVE COMPLETED A PROJECT FOR A NEIGHBOR, PLEASE SUBMIT PROJECT FEEDBACK AT [ACTIONVC.ORG/COVID19-FEEDBACK](https://ACTIONVC.ORG/COVID19-FEEDBACK)



## COVID-19 SERVING KIT

# PHONE GUIDE

**Thank you for stepping up to help neighbors in need at this critical time. In order to keep you and the clients we serve safe, please practice the following during your project. If you have any questions, please contact [Kayla.Sawoski@ACTIONvc.org](mailto:Kayla.Sawoski@ACTIONvc.org).**

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- 1** CONTACT THE CLIENT TO INTRODUCE YOURSELF. PLEASE LET THEM KNOW YOU ARE AN ACTION VOLUNTEER.
- 2** PRACTICE PATIENCE AND ENCOURAGEMENT DURING YOUR PHONE CALL-SOME CLIENTS NEED A LITTLE EXTRA CHEERING UP!
- 3** IF YOU FIND THIS PROJECT OR CLIENT NOT A GOOD FIT FOR YOU, PLEASE CONTACT ACTION RIGHT AWAY SO THAT WE CAN HELP YOU FIND ONE THAT IS!
- 4** WE ENCOURAGE YOU TO FOLLOW UP WITH YOUR CLIENT ONCE A WEEK, IF YOU ARE ABLE.
- 5** CONTACT ACTION AS SOON AS POSSIBLE IF THERE IS A PROBLEM DURING YOUR PROJECT OR IF YOU FEEL UNSAFE TO SERVE.
- 6** ONCE YOU HAVE COMPLETED A PROJECT FOR YOUR NEIGHBOR, PLEASE SUBMIT PROJECT FEEDBACK AT [ACTIONVC.ORG/COVID19-FEEDBACK](https://ACTIONVC.ORG/COVID19-FEEDBACK)



## COVID-19 SERVING KIT

# GROCERY GUIDE

**Thank you for stepping up to help neighbors in need at this critical time. In order to keep you and the clients we serve safe, please practice the following during your grocery delivery project. If you have any questions, please contact [Kayla.Sawoski@ACTIONvc.org](mailto:Kayla.Sawoski@ACTIONvc.org).**

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- 1** READ OUR "SAFETY GUIDE" AND FOLLOW EACH STEP WHEN SERVING.
- 2** CONNECT WITH THE CLIENT RIGHT AWAY TO SEE WHAT THEIR CRITICAL NEEDS ARE. SOME CLIENTS HAVE A LIMITED BUDGET, AND MAY NEED HELP IDENTIFYING WHAT ESSENTIAL ITEMS FIT INTO THEIR BUDGET.
- 3** FOR THE CLIENTS THAT CAN PAY FOR THEIR ITEMS, PLEASE LET THEM KNOW YOU WILL PICK UP A CHECK UPON DELIVERY.
- 4** FOR THE CLIENTS THAT CANNOT PAY FOR THEIR ITEMS, OR NEED HELP COVERING COSTS, ACTION CAN COVER UP TO \$50 PER INDIVIDUAL CLIENT. PLEASE SUBMIT RECEIPTS AT [ACTIONVC.ORG/COVID-19-FEEDBACK](https://ACTIONVC.ORG/COVID-19-FEEDBACK).
- 5** WE ENCOURAGE YOU TO FOLLOW UP WITH YOUR CLIENT ONCE A WEEK, IF YOU ARE ABLE.
- 6** ONCE YOU HAVE COMPLETED A PROJECT FOR A NEIGHBOR, PLEASE SUBMIT PROJECT FEEDBACK AT [ACTIONVC.ORG/COVID19-FEEDBACK](https://ACTIONVC.ORG/COVID19-FEEDBACK)



## COVID-19 SERVING KIT

# GROCERY LIST

For your security and the client's safety, please only purchase items from the following categories. If you have a question about anything on your client's list, contact [Kayla.Sawsoki@ACTIONvc.org](mailto:Kayla.Sawsoki@ACTIONvc.org).

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- MEAT
- VEGETABLES
- FRUIT
- CANNED FOOD / SOUPS
- BREADS/PASTAS/CEREALS
- FROZEN ENTREES
- EGGS/DAIRY
- CLOROX WIPES / SOAP
- TOOTHBRUSH/TOOTHPASTE
- FIRST AID ITEMS

