



# COVID-19 Response Plan Hunger Resource Center

*As of March 20, 2020*

**As NVFS adjusts to this rapidly evolving crisis, our goal is to maintain food distribution while limiting personal contact among clients, staff and volunteers.**

**Effective immediately we are suspending the Mason and Partners wellness clinic services** at our Hunger Resource Center in Manassas, however clients can access the following website to continue to get services: <https://chhs.gmu.edu/mapclinics/locations>

**For the duration of this crisis we have modified food distribution procedures:**

- We are bypassing most documentation requirements for eligibility. Clients will need to show a form of ID at appointment check-in. New clients should call the intake line at **(571)279-2262** for an appointment. ***Walk-ins will not be accepted on any day. We are no longer doing in-person intakes on Wednesdays.***
- The intake line is available for “new clients only” to schedule a food pick-up appointment. The phone line will be available weekdays from 10:00am-12:00pm and 4:00pm-5:30pm. ***Messages left on the line will not be checked, nor calls returned.***
- At this time new client appointments will be scheduled for “Fridays only” between 1:00pm-3:00pm. As things change, new dates and times may become available.
- Grocery Carts will be pre-packed for distribution according to family size at the appointment time.
- Clients are asked to wait in their cars until their scheduled appointment time. We want to maintain appropriate social distance by avoiding groups of people gathering at the door. We will limit the waiting room to one person per family, with no more than 5 people total in the space to minimize potential risk for exposure.
- Each client will provide staff during intake and at check-in the head of household name, date of birth, address, phone number, and number of individuals in the household. They will receive up to 2 weeks of supplemental groceries and they will schedule next month’s visit.

**Special note:** Current clients who miss their scheduled appointments, must call **571-748-2680** Monday, Tuesday or Thursday between 3:30pm and 5:00pm to schedule a new appointment time. Given the volume of calls, we will not be able to respond to messages left on this line. **We will not be able to serve you without an appointment.**