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Coronavirus Update and Guidance #4



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All Staff



All-Staff: Please **READ CAREFULLY and COMPLETELY**. This document **contains operational information that will impact your work!**

The work that Hopelink does is critical in this community. From coordinating thousands of non-emergency medical transportation trips every day for Medicaid patients, to providing food and shelter for families, to delivering emergency financial assistance for eviction prevention. Providing stability in crisis is the first step in our theory of change. And we need to provide stability now more than ever.

According to the Center for Disease Control (CDC) and the King County Public Health Department, the vast majority of people exposed to COVID-19 (the coronavirus) will experience only minor illness, or no symptoms at all. For people over 65, those with suppressed immune systems or those with underlying disease, however, can experience severe illness and the disease can be fatal.

In the interest of continuing to provide all services while limiting the potential spread of COVID-19 among staff, volunteers, clients and the community, Hopelink is taking the following proactive and temporary steps effective Monday, March 9 at 9 am:

- **The Bellevue Hopelink Center will be operational, providing all services, but the facility itself will be closed to the public.** The food bank will continue to provide groceries at a clearly marked entry point in pre-packed boxes in order to limit exposure for clients, staff and volunteers. Other Hopelink staff in Bellevue will report to work as usual and engage with clients **online or by phone**.
- **All other Hopelink Centers and Housing sites will be operational, providing all services** with limited public access, distributing food in pre-packed boxes at clearly marked entry points and engaging with clients **online or by phone** when possible.
- All adult education services, case management, financial assistance, energy services and mobility management will be provided **online or by phone** when possible.
- Hopelink is also requesting that people **refrain** from providing walk-in food donations during this time.
- Hopelink is **cancelling events where more than 10 people** gather. This includes both internal multi-location staff meetings and external events with guests. Where possible, meetings will be held by telephone or in meeting rooms that allow for participant to remain six feet apart.
- **Transportation DART services are operational** and will continue to follow Metro safety guidelines.

These steps will be continually assessed following CDC and King County Public Health guidance, as well as by assessing their impact and effectiveness. Please provide your manager and director with information about how these steps are impacting your ability to provide services to your customer base. That feedback will help leadership determine what steps to take moving forward.

It is our commitment to prioritize safety and health for all our community, while providing services to our clients. Together we are taking proactive steps in responding to an unprecedented challenge. These actions are all intended to help keep staff, volunteers (many of whom are in the age-related high-risk category), clients and the community safe, while allowing us to continue providing services that are critical for a vulnerable population at time of high community need.