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Updated Food Pantry Protocol / Procedures  
Re: COVID-19

**Boone, NC** – With regards to COVID-19, we have been engaged with AppHealthCare for over two weeks now and are currently in touch multiple times each day. We are following the county-wide protocol put in place by AppHealthCare and are following their lead and directives as they come. No one here has tested positive for COVID-19.

We will continue to be open 7 DAYS A WEEK between the hours of 9a – 11a and 1p – 4p. However, effective Wednesday March 18th there will be a new prepackaged protocol. Please be advised of the following:

- Client Choice is suspended until further notice.
- We are implementing DRIVE-THRU SERVICE ONLY
- Clients will pull into the loading dock area (driving forward) and circle down to the Food Pantry door so that the driver's side of the car is closest to the Food Pantry door.
- Food Pantry patrons are NOT to come in the front lobby door. You are to follow the signs and drive up to the outer food pantry door. Please do NOT get out of your car.
- A staff member, intern or volunteer will greet you at the car, get the necessary information (in paper form) and load the food box into your car.
- Food Pantry patrons who ride the bus will have an option for a food bag, instead of a box, which will be lighter and easier to carry. Please approach the distribution table and stay behind the required social distancing marker.

- Under no circumstances are Food Pantry patrons allowed to handle food or unpack and/or repack their food box.

We apologize for this inconvenience but we need to take extra precautions to keep everyone safe. We remain committed to serving our community with housing, hunger relief and crisis assistance, no matter the circumstance. Thank you for your patience and understanding during this unprecedented time.

For the latest updates and ways to help visit [HospHouse.org/covid19](https://HospHouse.org/covid19) and follow us on social media (Facebook / Instagram: @hosphouse; Twitter @HospHouseNwnc for the latest updates. To make a contribution please visit [HospHouse.org/donate](https://HospHouse.org/donate) or Venmo @hosphouse