



**Igniting Hope. Restoring Lives.**

## **How CityTeam will continue to serve our community in light of COVID-19**

**COVID-19 is top of mind for everyone, and as a supporter of our work, we wanted to update you about what we are doing to address the challenge at this time.**

**CityTeam is committed to keeping our doors open to provide food, shelter and essential care to our neighbors in need. We will do this while taking additional precautions to protect the health and well-being of our entire community – clients, staff and volunteers.**

**We know that the people we serve will be very vulnerable during this critical time – and that living out God’s calling to “love our neighbors as ourselves” is something we need to do now more than ever.**

**The following are specific ways CityTeam services are adapting to enhance health and safety within our programs.**

### **For our meal service:**

- . We are committed to continuing our daily meal service, and we will be managing the flow of guests.**
- . Food will be provided in disposable containers.**
- . We have already increased cleaning and disinfecting.**

### **In our emergency shelter:**

- . We will be streamlining our daily check-in process to minimize exposure between staff and clients, and briefing our guests on the hygiene and safety measures that are expected in our community.**
- . We will be using the space we have in adjusted ways in order to create a more spacious distance between people being sheltered.**

### **For our residential programs:**

- . We are increasing daily cleaning and educating residents on health, safety and wellness measures. We will continue to do so throughout this critical time to ensure we keep our community as safe and thriving as possible.**

**For our volunteers:**

- As more people have growing concerns about being in larger groups, we are reducing our volunteer opportunities to the absolute, mission-critical shifts.  
(For the next two weeks, all volunteer groups larger than 10+ people will be canceled and/or rescheduled for a later date.)**
- All volunteers will have access to hand sanitizing supplies.**
- As always, if anyone is feeling unwell, we ask that they please cancel and join us another time.**

**How you can help during this time:**

- Please PRAY for our guests, staff and volunteers. We ask for the Lord's guidance and protection as we do all we can to fulfill our mission to share God's unconditional love.**
- Support: As we continue to deliver our services and adapt our programs, we appreciate your ongoing financial support in order to continue serving our neighbors experiencing homelessness and hunger.**
- We have a wish list of items that will help us as we take extra sanitary precautions and to subsidize the needs of our emergency food boxes during the weeks that our produce market is closed.**

**If you have questions or concerns, please do not hesitate to contact me directly at [ktucker@cityteam.org](mailto:ktucker@cityteam.org) or by phone at [610-872-6865](tel:610-872-6865).**

## **Frequently Asked Questions**

**Q: Are there any changes for volunteer groups?**

A: For the next two weeks, all volunteer groups larger than 10+ people will be canceled and/or rescheduled for a later date.

**Q: What are the changes to the Fresh Produce Distribution & Emergency Food Boxes?**

A: Our last distribution day for this month will be this Wednesday, March 18th from 1-4 pm. We will resume regular hours in April. We will be open for emergency food boxes three days per week.

**Q: Are there any Mother and Baby Program changes planned?**

A: All mother and baby programs will be canceled for the next two weeks. We will be open for emergencies (diapers and formula) three days per week.

**Q: Will Adult Clothing still be distributed?**

A: Adult clothing will be closed for the next two weeks. We will resume services in April. We will resume receiving clothing donations in April.

**Q: What are the changes for Meal Service?**

A: Hope Café is cancelled until April. Nightly meal service will continue through daily prepared to-go boxes for our homeless guests.