

## **RAM Covid-19 Safety Plan – Last Updated 08.17.20**

In response to the Covid-19 crisis, Roanoke Area Ministries/RAM House is making some temporary changes. We are coordinating with local government officials, health officials, and fellow nonprofits in order to continue serving the most vulnerable people in our community.

- We are serving breakfast and lunch in to-go packaging using a minimal staff.
- We are now accepting donations for clothing and are in need of men's shorts, Khakis, and T Shirts. For more info, please see the needs list on our "donate" page of our website.
- Please do not donate clothing if you, or someone you have been in contact with, has been exposed to Covid-19.
- We are encouraging mask wearing and social distancing among staff, volunteers, and guests.
- RAM House hours are back to normal hours of 8:00 AM – 4:00 PM
  - Bagged breakfast for those who are homeless is available from 8:30 AM – 9:00 AM
  - Bagged lunch is available for anyone from 12:00 PM – 1:00 PM

### **Temporary Changes in Volunteer Operations**

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#### **Changes for Current Volunteers**

- If you are in the **HIGH-RISK** group, **PLEASE DO NOT** volunteer at this time.
- Please contact Geralynn Trellue if you have questions about what 'high-risk' means.
- We have reduced our services so that we are able to operate with fewer volunteers.
- We do need three kitchen volunteers every day (9:15 AM – 1:15 PM) to make bag lunches.
- Volunteers should enter through the gate on the north side and use the ramp entrance.
- Masks are available for volunteers who do not have one.

#### **Opportunities for New Volunteers – Join the Lunch Brigade!**

- We welcome help from local congregations and other groups who can prepare to-go lunches.
- Lunches can be made in your group's commercial kitchen or here at the RAM kitchen.
- We need approximately 120 bag lunches per shift in order to feed our hungry neighbors.
- Please contact Geralynn Trellue if your group would like to help.

### **Temporary Changes to RAM Day Shelter Operations**

#### **Changes for our Guests**

- We have a hand washing station at the main entrance for our guests.
- We strongly encourage frequent hand washing by our guests throughout the day.
- We are taking each guest's temperature at the door with a scan thermometer.
- Guests who have a temperature above 99F are not allowed inside RAM House, and will be advised to seek medical help.

- We are requiring that our guests maintain a 6-foot distance from one another.
- Our staff and volunteers are working to educate our guests about the dangers of Covid-19.

## Temporary Changes to Other RAM Services

### Donations

- Financial donations may be given online ([www.raminc.org](http://www.raminc.org)) or mailed to RAM.
- We are still accepting donations of food and supplies. Please call before delivering.
- We are now accepting clothing donations. We are in need of men's shorts, Khakis, and T Shirts.
- Please do not donate clothing, food, or other items if you or someone you know has been exposed to Covid-19.
- For more info on our needs, please see the Needs List on our "donate" page of our website.

### Clothing Closet

- The clothing closet is open by appointment to those who are homeless. Covid-19 safety measures taken place in the day shelter are also implemented in the clothing closet.
- We are now accepting clothing donations, we are in needs of Men's T-shirts, shorts, and Khakis.
- Please do not donate clothing if you, or someone you have been in contact with, has been exposed to Covid-19.
- If you have an urgent need, please contact the shelter manager at 540-343-3753.

### Emergency Financial Assistance

- We will see guests by appointment, and require clients wear masks upon entry of building.
- We will be taking applications by mail, or car-side pick-up/drop-off.
- If you are in a state of crisis, please call 540-981-1732 or submit an inquiry at <https://raminc.org/emergency-financial-assistance>.

Please contact us for updated information or with questions at: [www.raminc.org](http://www.raminc.org) or call 540-345-8850.

For media inquiries, please contact:

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