



Emergency Response to COVID-19

### **Week of March 16, 2020**

As a proactive measure, HOPE will follow the lead of the City of Jacksonville, JISD, and TMF-J and postpone any non-essential gatherings until March 30th. Any cancelations/postponements will be posted on HOPE's social media accounts, including:

- Twitter HOPE\_Jville
- Facebook @hope.jacksonville
- Instagram hope.jacksonville

Our social media accounts will also follow and post relevant information on the crisis as it becomes available.

The situation is fluid; we are monitoring closely, HOPE will work hand-in-hand with all federal, state, local health authorities, non-profits, the City of Jacksonville, and the private sector to proceed with the best interest of Cherokee County in mind.

### **Continuation of Services**

All essential services will continue as normal. Essential services include:

- Clinic of HOPE
- Manna Pantry
- PAAP
- Transportation
- Backpack Program
- Kitchen of HOPE
- Brown Bag Program
- Rx Exercise and Nutrition Program
- Produce Program
- East Texas Workforce Programs
- Sunday School

**Volunteers are welcome and are in great need at this moment. As per our year-round policy, if you are not feeling well, please wait until you are better to volunteer with us.**

**For social distancing, we are asking clients to have only 1 representative from each household receive food or other service to decrease the number of people and interactions. If possible, other family members should wait in their cars or outside**

H.O.P.E. Helping Others Pursue Enrichment  
Phone: (903) 586-7781 Fax: (903) 586-2569 Email: [ed@hopecenter.info](mailto:ed@hopecenter.info)  
[hopecenter.info](http://hopecenter.info)

595 S. Ragsdale ST Jacksonville, TX 75766



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**away from others.**

### **Days and Hours of Operation**

- HOPE is open Monday - Thursday 9a -3p, we take a 30-minute lunch from 12:00 -12:30
- The Kitchen of HOPE will serve a hot meal Monday - Thursday 11:15 - 12:15
- HOPE's van will run on schedule

We will follow CDC Guidelines on identifying individuals with symptoms.

### **Additional Prevention Measures**

- In addition to our year-round daily cleaning measures, every 2 hours, sanitizing common surface areas including door hardware, tables, seats, etc.
- Communicate to volunteers and staff to stay home if sick
- Review Pandemic Plans

### **Enforce year-round Volunteer Center policies, such as:**

- Volunteers wear nitrile gloves during repackaging activities
- Enforce hand-washing procedures at clock-in, breaks and clock-out
- Actively reject any volunteers who demonstrate flu-like symptoms
- or the full list of volunteer guidelines, [click here](#) (ETFB Coronavirus Update, 2020).

### **Other Methods of Communication**

#### **• For Clients:**

We are striving to increase our capacity for new clients to sign up and returning clients to renew, online, and by phone, increasing productivity and decreasing the time a client spends in the office. These systems will be available Monday, March 23rd.



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