

March 18, 2020

Dear WVCS Clients,

Based on recommendations from the Santa Clara County Public Health Department and Second Harvest of Silicon Valley, we are adjusting our procedure for food and service distribution while ensuring that you continue to receive vital services. This change is being implemented to prevent the spread of the COVID-19 or coronavirus and to protect you, our volunteers, and our staff.

Starting **Wednesday, March 18th**, please expect the following:

Regarding the Food Pantry

- All food will be pre-bagged and no shopping will be allowed.
- Tuesday operating hours will be from 8AM-5PM.
- The food distribution schedule will be as follows:

| Monday | Tuesday | Wednesday | Thursday | Friday |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Morning Shift: 10 AM- 12 PM | Morning Shift: 10 AM- 12 PM | Morning Shift: 10 AM- 12 PM | Morning Shift: 10 AM- 12 PM | Morning Shift: 10 AM- 12 PM |
| Afternoon Shift: 2-4 PM | Afternoon Shift: 2-4 PM | Afternoon Shift: 2-4 PM | Afternoon Shift: 2-4 PM | Afternoon Shift: 2-4 PM |

- Please bring your ID.
- Please do not line up before the pantry shifts open.
- Food will only be distributed during the times listed above.
- Food distribution will be done outside of the building. The lobby and computer lab will not be opened for client use.
- When you get in line at the start of food distribution, please stay arms-length (6 feet away) from the person in front of you .

Regarding Case Management Appointment with Case Manager

- All appointments with case managers will be over the phone including emergency financial assistance.
 - **For Emergency Financial Assistance, please call (408) 366-6092**
 - For documentation drop off:
 - You may put your documents into an envelope and drop it at the mail slot at the door. Please make sure to address it to your case manager. If you do not know who your case manager is, please contact Jade Bradley at jadeb@wvcommunityservices.org.
 - For recertification, please also email your documents to recert@wvcommunityservices.org.
 - You can still call the front desk to make appointments.
- All workshops and classes have been canceled.
- The Breaking Barriers Fair on March 25th has been canceled.
- Summer Camp on-site (Moreland and WVCS) registration is canceled, however, Summer Camp Registration will be available through the phone and email starting Tuesday, March 17th on a first-come, first-serve basis. Please contact Anh Nguyen, Event Coordinator, at 669-245-4128 or specialprograms@wvcommunityservices.org.