



An Update from us on COVID-19

Dear Volunteers,

We know this is an increasingly challenging time for you and your loved ones. Cross-Lines is aware of the continued rise in COVID cases in the Kansas City area. We are doing everything we can to keep our clients, volunteers, and staff safe while continuing our essential services. We ask for your patience and understanding as we navigate this uncertain time. This email is meant to provide you with a deeper understanding of how we are continually addressing safety concerns and creating a safe space for our clients, volunteers, and staff.

We have several procedures in place for safety at this time:

- **PPE (Personal Protective Equipment):**

Masks are required on the Cross-Lines campus at all times. Extra masks are available to all. Gloves and hand sanitizer are also available upon request.



- **Regular cleaning:** Our buildings are professionally cleaned on a weekly basis. Cleaning products are easily available. Cross-Lines staff regularly wipe down and clean high contact surfaces.
- **Limited number of volunteers:** We have limited the number of volunteers in each area to the bare minimum. Volunteers are asked to sign themselves up using our Sign Up Genius to insure we do not have too many volunteers in a space at a time.
- **Limited Hours and Accessibility**
 - Our **Front Office** is only open to the public on weekday mornings 8AM-12PM. Those entering the office are asked to stay within a designated area by the door to receive help.
 - Our **Food Distribution Building** is only open weekday mornings 9AM-1PM. We are currently handing out pre-assembled boxes of food in our pantry instead of our usual free choice model. We have designated floor markers for clients waiting to be served and a plexiglas shield between front-line staff and clients.
 - Our **Community Kitchen** serves breakfast, lunch, and sack lunches in the morning via a plexiglas to-go window. Those

receiving emergency showers or laundry services are added to a list and admitted one at a time on weekday mornings. The dining room is closed to the public.



Procedures for COVID-Positive Employees or Volunteers

Cross-Lines is closely following all public health recommendations. This means:

- Ill or COVID-positive employees are sent home and must isolate for at least 10 days following the onset of symptoms. If symptoms have improved and they are fever free (without medication) for at least 72 hours, they can return to work.
- Employees that are exposed to someone who tests positive for COVID-19 will quarantine for 14 days and return to work if they do not show symptoms.
- An employee awaiting test results will stay at home until a negative test is confirmed.

Cross-Lines volunteers will be alerted if they have been potentially exposed to COVID-19 by a Cross-Lines employee or volunteer.

Volunteers that show symptoms or test positive should let Cross-Lines staff know if they are unable to make a previously-scheduled volunteer shift. Safety is always a first priority, so we are understanding if this does not always happen.

Volunteers should NOT come to Cross-Lines if they have COVID symptoms, have recently tested positive for COVID, or have been potentially exposed to COVID.

Cross-Lines strongly recommends that volunteers follow the above public health recommendations for maximum safety.

[See our Volunteer Opportunities](#)

COMMUNICATION IS KEY

If you have questions or concerns regarding safety on the Cross-Lines campus during this pandemic, please let us know. If you feel uncomfortable or unsafe at any time, please speak with a Cross-Lines staff member. We are continually learning how to best handle the virus and your feedback is important to us!

[Contact Us](#)

