



Society of St Vincent de Paul

Southwest Texas **helping people in need since 1871**

PO BOX 831074, San Antonio, Texas 78283 | 210.225.7837 | www.svdpsa.org

Brother and Sister Vincentians:

Our Board of Directors met this Monday to address how we will respond to serve our brother and sisters in need during this crisis. By consensus, the following protocols were developed considering CDC protocols, Local orders, and the Archbishop's Decree. The Archbishop in responding to Frank Kiolbassa's letter we were asked to continue offering services since he considers our operations an essential service in the Archdiocese, yet use caution to protect the health of our vulnerable Vincentians, he leaves these arrangements to our wisdom.

To ensure communications and questions are addressed properly we need to follow our practice of going to the District President who in turn will work with our Council leaders and staff to arrive at solutions. Please follow this process.

Our goal remains to provide services as St Vincent and Blessed Frederic did during the health crisis of their day. If one of your Vincentians are diagnosed with the virus immediately, inform your District President and Valerie Finely our Executive Director. Instruction will follow. Your Conference should consider closing until the issue is addressed and a healthy environment remains for continuing services.

We encourage you to post signs strategically around the church noting our services are or are not available.

Finally, during this stressful time, we all need to find ways to personally deal with it. Attached are ideas you may want to follow in addition to contemplative prayer. Also included is a prayer we suggest you use at the beginning of your service day.

Please go to our website svdpsa.org for the most current information.

Your Servant Leader,

Frank Kiolbassa

BEST PRACTICE GUIDANCE PROTOCOL

March 17, 2020

1. SERVICES

- a. Provide Food and cleaning products (if available) as your priority service. See attached Food Bank guidance, they have decided to discontinue income limitations during the crisis.
- b. Second financial assistance.
- c. Clothing if available and practical.
- d. Vincentian visiting encounters. See HOME VISIT Section for more details.

2. PANTRY /OFFICE CLEANLINESS: Sanitizing means applying the disinfectant, soapy water and vigorously wiping the surface or your hands to create friction. Friction is what actually destroys the virus.

- a. Scrub your surfaces!
 - i. Sanitize areas used by the public before and after all uses.
 - ii. Products used to clean should have bleach in it, such as a Clorox product.
 - iii. Use disinfectant wipes to quickly clean things you touch multiple times a day – doorknobs, sinks, cabinet handles, and refrigerator doors.



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- iv. Use a bleach mixture to clean floors – your shoes step on a lot of gross stuff, you could track in viruses and other germs.
- v. Use gloves in handling, bagging, and distributing food and clothing. Change gloves frequently.
- vi. Trash and debris should be bagged and disposed of after each service.
- b. Sanitize every 3 hours. This means if your operation extends beyond three hours, stop serving and sanitize before you resume.
- c. If your pantry has a sink in the area have our Vincentians, and our brothers and sisters wash their hands for at least 20 seconds with warm water.
- d. If your pantry does not have a sink in the area please have hand sanitizers available in several areas and encourage Vincentians and our brothers and sisters to avail themselves of the sanitizer.
- e. If meeting in the office please leave at least 6 ft. between the Vincentian and the brother or sister.
- f. If brother/sister is completing form(s), have them complete the form(s) on a clipboard. Wipe down clipboard and pen(s). Gloves can be worn by the Vincentian while completing forms.

3. VOLUNTEERS

- g. If your Conference is in need of volunteers **before you close your Conference pantry** check with Sophia Volunteer@svdpsa.org. We have younger healthy volunteers who may be able to assist. Let us know your needs as soon as possible so we can arrange it. You will work with the volunteers to coordinate their responsibilities. Be sure to be appreciative of their help!

4. HOME VISITS AND OTHER ENCOUNTERS

- h. Home Visits are suspended until further notice.
- i. Conduct as much of the information exchange by phone as possible.
- j. Complete forms by phone and fax or scan the forms for signature.
- k. Continue home deliveries but arrange a schedule so that perishable products are taken in the home soon as delivered. Leave products at the door.
- l. Stay in contact with those who are homebound. A phone call is precious to give them hope.

5. FINANCIAL ASSISTANCE IN OFFICE

- m. Meet in an open space, making sure that the Vincentian is 6ft. apart from our brother/sister.
- n. Wipe down area with cleanser before and after. *See Pantry /office cleanliness.*
- o. Vincentian should complete the form(s).
- p. Get pertinent information and notify families that you will call them and complete the application by phone.
- q. If you are providing CPS assistance, please remember that you must have a signed CPS authorization completed on file before disbursing payment. If you are providing assistance over the phone, then appendix a can be emailed to our brothers or sisters to be electronically signed and returned to the conference.



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- r. If you need a copy of the electric or water bills, authorized should contact the utility provider for support. (if brother or sister is on phone).
 - i. If the utility provider is CPS energy then you can obtain the bill directly from the CPS Agency Portal.
 - ii. If the utility provider is SAWS, then you can email affordability@saws.org or call them at 210-233-2273 and request a copy of the bill.
 - s. If problems arise or you do not have a computer in the office please call or email Devon.Maddox@svdpsa.org phone 210-220-2463 or Rosario Abreu: Rosario.Abreu@svdpsa.org phone 210-220-2447 for assistance.
6. CLOSED PANTRIES: The Archbishop considers our Society as an essential service. We are polling our Conferences so the Archdiocese can contact pastors who will not allow us to open or creating impossible requirements to open. Please contact your District President and Valerie.
- t. If you have chosen to close your pantry, please notify Valerie Finley promptly.
 - u. Your phone message should be updated with closure details and families should be encouraged to contact United Way 2-1-1 Resource helpline or contact the Council office for assistance (210-225-7837, option 2).
 - v. A sign at the door of the pantry, or church office, provided to notify our brothers and sisters of the closure of the pantry. The sign should include where brothers and sisters can get assistance.
 - i. United Way 2-1-1 Resource Helpline or Council office, see phone number above.
7. VULNERABLE VICENTIANs
- w. If you are sick, STAY HOME, do not volunteer at the pantry, or attend meetings.
 - x. Check on vulnerable Vincentians, make sure they have what they need and have family looking after them.
 - y. Meetings held only if necessary; sending out emails with information may be the prudent thing to do.
8. TECHNOLOGY
- z. Check our website – we have a page dedicated to the COVID-19 virus.
 - aa. Conduct your meetings (e.g. a conference call)
 - i. How to acquire your own conference call-in number:
<https://www.uberconference.com>
 - ii. <http://krisp.ai/blog/conference-call-etiquette-guide/>

THANK YOU FOR YOUR COMPASSIONATE CHARITY