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## Partner Agency Blast

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### Agency Update



### Notice Regarding Partner Agency Mask Policies

Good afternoon partners,

**As of this afternoon, Austin-Travis County has moved to Stage 4 of the Austin Public Health COVID-19 guidelines.** The Central Texas Food Bank has determined that to be aligned with our community and prevention efforts, we will follow Austin-Travis County mask guidelines linked [here](#). This announcement is to inform our Partner Agency network about this update, and to ensure you that CTFB will continue to follow the guidance of the Centers for Disease Control and Prevention (CDC) as it relates to practices put in place to prevent the spread of COVID-19. Below is a reminder of what protocols impact Partner Agencies.

- All Partner Agency staff and volunteers will be required to wear a mask and practice social distancing while receiving food from CTFB. This applies to on-site pick-ups, as well as both direct agency deliveries and at regional delivery locations.
- For pick-ups onsite at CTFB, one person at a time is allowed to come inside the facility to sign-in for your organization and must immediately exit to wait for your order to be pulled.

Additionally, we realize that many of you are discussing distribution models that include bringing services back inside while limiting the number of people in your pantry. If you choose to require masks at your distributions, below is guidance to consider.

- Partner Agencies may establish and enforce policies for mask use in accordance with local and state guidelines.
- Any established policy must be applied equally to all staff, volunteers, and clients.
- Consider posting clear signage, in multiple languages, that clearly outlines any policies related to mask use.
- If clients refuse to follow your mask policy and choose not to receive food from your agency, please make your best effort to refer clients to other food assistance resources.

These rules will be in place until further have any questions please reach out to us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) or contact your CTFB relationship manager. We appreciate your partnership and are grateful for your cooperation as we continue to do our part to minimize the spread of the coronavirus.

## Contact the Team

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