Andre House (AH) is committed to serving and supporting our guests every day. Due to the risk of COVID-19, we have implemented some changes to the operations of our programs in order to minimize exposure. We are monitoring the situation, reaching out to our community, and making alternate plans.

Based on current CDC guidelines, we have thoughtfully created a COVID-19 (Coronavirus) Preparedness Plan with the following goals in mind:

* Continue programs while keeping guests, staff, volunteers and community safe;
  * Continue fundraising to ensure future programming;
  * Provide community support during a public health emergency;
  * Return to normal services as soon as possible.

This plan will be implemented effective 3/17/20 and is as follows:

* Out of an abundance of caution for the health and safety of our volunteers and guests, as of 3/17/20 we are temporarily suspending all volunteer activity for four weeks.

* Meal service will still be offered but will be modified. Meals will be prepped by AH staff and served in to-go containers at our front gate from 4:30PM-6:30PM Saturday-Thursday.

* The building will be accessible for bathrooms, showers and clothing closet, but is effectively closed. The dining room will not be open to guests during the day or during the dinner service hour.

* Bathrooms and showers will be accessible for guests and flow of these operations will be modified to limit the number of people in the building at one time. We already have rigorous cleaning procedures for these high contact spaces, but are expanding those practices to sanitize door handles, sinks and faucets, and toilet seats on an hourly basis. Each shower is cleaned and sanitized after each use. Minimizing the number of people coming in at one time will allow us to deploy these practices.

* The Pascente office will be closed but blankets, hygiene kits, and backpacks will be distributed from the Porter station.

* Laundry service is suspended indefinitely

* Clothing closet will be available Monday, Wednesday and Thursday 10AM-12PM and flow of this service will be modified to limit the number of people allowed in the space at one time.

* We are still accepting in-kind donations and urge donors to consider shopping our Amazon wishlist. Our needs list and Amazon wish lists can be viewed at www.andrehouse.org/donategoods.

* If dropping off donations, for the safety of donors and guests, we ask that donors remain in their vehicles and let staff unload and provide a receipt.
How the public can help Andre House during this time:

* Make a donation at www.andrehouse.org/donate. Donations will support our critical and essential services, supplemental food for weekend breakfast programs that will be temporarily suspended and purchase of extra cleaning supplies, and generally helps us get what we need most when we need it. Consider joining the Meaningful Meals Circle, Andre House's monthly giving circle which will sustain us during this critical time and beyond.

* Purchase from our Amazon wishlist. We are updating this list daily with things that we need

* If you are able to find hand sanitizer anywhere online please purchase on our behalf. Our guests have limited access to proper handwashing stations so sanitizer will be key to their health and safety in the coming weeks. Hand sanitizer can be mailed to our hospitality center at 213 S. 11th Ave, Phoenix 85007.

* We are still accepting donation drop offs. When you arrive, please do not get out of your vehicle. A staff member will assist you in unloading and get you a receipt so that you do not have to leave your vehicle. Check our in-kind donation page for regular updates on things we need.

As the COVID-19 situation evolves, we will continue to follow the guidance of local and national public health authorities. While we are adjusting the way we operate our programs, our staff will continue to provide essential services to our community as outlined above. Andre House will provide updates should further changes to our operations become necessary. Regular updates can be found on our website at https://andrehouse.org/covid-19-response/ and on the Andre House Facebook page.