

COVID-19 Wraparound Services Guide

It is important for Tribal communities to have a plan for wellness and supply services, referred to as “wraparound services” to provide critical necessities to households throughout the pandemic. The wraparound services will ideally be able to provide support for people need to quarantine or isolate due to COVID-19. The following 6 steps are recommended to be taken in the development of the Services Program.

Step 1. Determine the organization who will manage and coordinate the wraparound services including the distribution plan

The Tribe should identify an organization(s) that will lead the management and coordination of the services. This organization can serve as the central coordination point for other Tribal Programs who are interested in assisting. The lead organization manages the receipt and coordination of donations, and will develop an equitable distribution plan in close coordination with the tribal contact tracing team to ensure wellness boxes and Food boxes are distributed in an efficient and timely manner to community members who are quarantined and/or in isolation.

Step 2. Determine items to be included in the wellness and food boxes.

There are two boxes recommended for distribution including 1) Wellness boxes that contain hygiene, cleaning supplies and other necessities; and, 2) Food boxes that provide non-perishable (and some perishable) foodstuffs.

Wellness Boxes: The following are the suggested materials for one Wellness box that will serve 4-6 family members for 14 days:

- Bleach (with instructions for mixing)
- Spray bottle (1)
- Hand sanitizer (1 container)
- Disinfectant wipes (1 container)
- Disposable gloves (1 container, otherwise include washable gloves)
- Paper towels (2 rolls)
- Toilet paper (5 rolls)
- Bars of soap OR bottles of hand soap (3)
- Laundry detergent
- Thermometer (1)

- Alcohol wipes to clean thermometer (1 box)
- Masks with instructions for proper use (14 disposable masks, or 2 hand sewn masks for patient and one additional for each household member)
- Water (bottled)
- Personal hygiene packets (including shampoo, toothpaste/toothbrush, toiletries, etc.)
- Health communications materials, such as fact sheets
- COVID-19 local resource phone number list

Food boxes: Ideally separate food boxes will be created that include enough food to support a family of 4-6 for 14 days. Locally sourced or culturally significant foods should be included. An example of items in the food box that will last for fourteen days includes (example taken from Navajo Nation area):

- Beans (4 lbs. or multiple 7 oz. containers)
- Cheese
- Tuna in water (2 oz package)
- Canned chicken (1 oz can)
- Rice (7 oz package)
- Potatoes (5 lb. package)
- Quick oats (42 oz container)
- Tea (10 oz packet)
- Ground coffee (5 oz package)
- Evaporated milk (12 oz can)
- Salt (7 oz Ziploc)
- Baking powder (7.5 oz Ziploc)
- Corn meal (3 lbs. Ziploc)
- White rice (32 oz Ziploc)
- Lard (1 oz carton)
- Granola (1 lb. package)
- Trail mix (1 oz package)

Step 3. Identify a supplier for Wellness and Food Boxes

It is important to identify a supplier(s) for the wellness and food boxes. There are also many organizations that will donate items such as [Partnership with Native Americans](#) and local church/ mission-based organizations.

If the Tribe has funding to purchase items, it is best to purchase wholesale. The following list are some companies where items can be purchased in bulk.

Supplies (non-food):

- Sam's Club
- Walmart
- Home Depot
- Lowes
- Amazon

Food items:

- Shamrock
- Sysco
- Local grocery stores

Step 4. Identify a central location for items to be stored

It is important to identify a location early on for items to be stored, located in a secure central place in the community. Ideally, the space will be large enough for storage as well as workspace to assemble wellness/food boxes. Staff should be available to receive deliveries and organize items at the storage space.

Step 5. Prepare the Wellness and Food Boxes

A great deal of care needs to be done to prepare both the food and wellness boxes in a safe manner. See "Safety Protocol for Assembling & Distributing Emergency Relief Packages" for detailed guidance. To ensure the safety and health of staff and community members, the following safety precautions are recommended for all essential staff members working on the relief packages. All safety precautions listed are recommended by the Centers for Disease Control and Prevention and World Health Organization.

General safety precautions:

Staff will practice safe interactions (i.e. maintain a 6-foot distance) with co-workers, community members, and community partners. If staff are sick, they must **NOT** report to work.

Face Coverings:

Staff are required to wear cloth face coverings over their nose and mouth while receiving and assembling emergency relief packages, as well as when distributing packages and program packets/documents within the community. The Tribal organization should provide [cloth face masks](#) for all staff. If a cloth face mask is unavailable, other cloth face covering alternatives have been recommended by the surgeon general.

Guidance on Wearing Face Coverings:

1. Before touching clean face covering/mask, wash hands with soap and water for at least 20 seconds (see below Proper Handwashing section).
2. Put on clean face covering/mask. Adjust and secure the face covering/mask to fit snug to face – over nose bridge and below chin.
3. After use, remove face covering/mask. If reusable, place in laundry and wash with detergent.
4. Wash hands immediately after removing face covering/mask.

Proper Handwashing:

Wash hands often, including:

- Before entering and after leaving the box assembly line.
- After using the bathroom.
- Before applying gloves and after removing gloves.

How to properly wash hands:

1. Wet hands with warm or cold water, turn off water.
2. Apply soap.
3. Lather hands by rubbing together.
4. Scrub hands for least 20 seconds.
5. Rinse hands well under running water.
6. Dry hands with clean paper towel.
7. Use towel to turn off faucet and dispose of used towel in a no-touch waste basket.

Social Distancing:

Maintain a distance of 6 feet between co-workers. Individual workstations should be at least 6 feet apart.

Cleaning and Disinfecting Procedures:

The site workspaces must be cleaned and disinfected before each use. There are several approved cleaning and disinfecting products. Soap is an approved cleaning product that can be mixed with water. Bleach, ammonia, and hydrogen peroxide are all approved disinfecting solutions.

Before cleaning and disinfecting work surfaces that will be used to assemble boxes, the following high-touch surface areas should be disinfected:

- Door handles
- Light switches
- Faucets and faucet knobs
- Toilet seat and handle
- Computer keyboard
- Tablet surfaces (all)
- Cell phone(s)
- Vehicle (see below)

Best Practices for Cleaning and Disinfecting Workspaces:

- Wear disposable gloves.
- Do **NOT** mix disinfecting chemicals together.
- Do not eat while cleaning.

Steps for cleaning and disinfecting workspace/surfaces:

1. Wash hands following steps listed in the Proper Handwashing section.
2. Put on gloves.
3. If work surface is visibly dirty, first clean surface with soap and water to remove dirt, dust, and/or debris.
4. Rinse surface with water and dry with clean towel.
5. Apply disinfectant to work surface. Follow disinfectant label instructions (amount of time required on surface may vary). Some disinfectants require 10 minutes of contact with the surface before wiping with a clean towel.

*While waiting, clean and disinfect the project vehicles that will be used for distribution (see guidance below).

6. Wash hands after removing gloves.

*All vehicles that will be used for delivery and distribution must be disinfected prior to loading boxes. The following surfaces should be disinfected: all door handles and back door/trunk handle, steering wheel, gear shifter, radio, driver side door panel, and other car surfaces around the driver seat.

Cleaning and disinfecting instructions should be followed again after work is done for the day.

Assembly Line for Box Creation

Once workspace cleaning and disinfecting is complete, the assembly line can be created. This will vary depending on staffing and the space.

Each staff member should be designated a station. Divide stations into “dirty” and “clean” stations. Dirty stations are for items from vendors that have not yet been disinfected while clean stations are for items that have been disinfected.

Dirty stations include:

- Unpacking items received from vendors (i.e., Partnership with Native Americans, Office Depot, Amazon, etc.)
- Disinfecting items received from vendors (i.e., Partnership with Native Americans, Office Depot, Amazon, etc.)

Clean stations include:

- Box assembly and sticker application.
- Disinfected items ready to be packed into boxes.
- Moving packed boxes from packing station to designated storing area or directly to vehicles for distribution.

Tape or separated tables/desks can be used to clearly designate different workstations. Each site should create an assembly line plan that all staff agree to and understand. Each station should be operated by one staff member to avoid cross contamination between dirty and clean stations.

Safety Protocol for Boxes:

It is important to use boxes that are of a reasonable weight and size so when filled can be lifted by an elder (no more than 25 pounds), which may mean splitting delivery items into more than one box. Below is a brief summary of safe lifting practice.

One person should be able to lift an object weighing up to 25 pounds **IF** these conditions are met:

- The object is within 7 inches from the front of the body.
- The object is at waist height and directly in front of the person.
- There is no twisting involved.
- There is a handle on the object.
- The contents do not shift once lifted.

If any of the conditions listed above is not met, then the box would be considered unsafe. In order to make it a safe lift:

- The weight of the box must be decreased, or
- It needs to be a "two-person" lift, or
- Mechanical assistance must be used (dolly, cart, lift, etc.).

Step 6. Distribution of Wellness and Food Boxes

The following are general guidelines for staff to distribute the Food and Wellness boxes in a safe and efficient manner. Staff should distribute boxes to identified community members individually – one staff member per vehicle. The Tribal Coordinating organization will need to create a plan for delivery and distribution as noted above in step 1. The preferred method of box deliver is non-contact delivery:

Prior to delivery:

1. All community members (recipients) should be contacted to communicate the estimated delivery time and confirm that they will be home or at the designated location to receive the items.
2. Communicate the non-contact delivery procedures (listed below) to the recipients.

Non-contact delivery:

1. Staff will call the recipient once they arrive at the home or designated location to confirm they are there to receive the delivery.
2. Once confirmed, staff will drop package by front door or designated location without contact with recipient.
3. Recipient should confirm via text, call, or staff observation that they received the package.

If non-contact delivery is not possible, such as in the case of delivering boxes to a hospital, clinic, fire station or a Chapter House, staff will maintain 6 feet of distance between themselves and the recipient.

