

Dallas AI-Anon Information Service / Literature Distribution Center

COVID -19 SAFETY PROTOCOLS

Below is listed protocol the Dallas AIS/LDC has in place to ensure the safety of our members, volunteers and Special Workers. It is asked, respectfully, that visitors to the office adhere to these procedures. These procedures will remain in place until the CDC and County regulations recommend otherwise.

Member / Volunteer / Special Worker - Personal Safety:

- PLEASE, do not visit our office if you are sick.
- The Office door will remain locked during normal business hours until further notice. Please call ahead to let us know you will be visiting.
- Masks are to be worn in the office following “social distancing” guidelines.
- If you have gloves, please wear them. If not, there is Hand Sanitizer provided for use when you arrive and before you leave.
- Please maintain at least 6 feet separation from other individuals when possible.

Office Safety:

- The Office door will remain locked during normal business hours until further notice. Please call ahead to let us know you will be visiting.
- Regular and frequent cleaning and disinfecting of surfaces regularly touched — such as doorknobs, tables, desks, chairs, door handles, telephones, computer keyboards and copier keypad – will be maintained.
- Disinfect any items that come into contact with customers.
- Hand sanitizer, disinfecting wipes, and similar disinfectant is readily available.
- No more than 4 people in the Office at one time.
 - Office Manager and Office assistant will resume regular office hours with Phase I.
 - Office Volunteers will be requested at the start of Phase II, if willing.
- These protocols will be posted on the entry door.

Literature Orders (Phase I): June 1, 2020

- Orders via e-mail, mail and telephone will continue to be processed; On-site literature orders are not available until Phase II is implemented.
- Orders may be picked up at the office, or shipped via UPS or US Postal Service.
 - UPS and US Postal Service Guidelines will be followed when shipping to groups by these methods.
 - Pick up at Office:
 - Park in “Visitors Parking” if available.
 - Call the office when you arrive and a Special Worker/Volunteer will meet you at your car with your literature. Do not come in the building.
 - They will wear a mask and gloves, for your safety and theirs.
 - They will hand you the literature order on the passenger side of the vehicle.
 - Payment –
 - If you are able to pay via Zelle, please do so and a “paid” receipt will with the order when picked up.
 - Cash/Check –

DALLAS AIS/LDC COVID-19 SAFETY PROTOCOLS (continued)

- If paying with check, if the check number has been given in advance, the Office will have a “paid” receipt in the order with check information.
- If paying with cash, please let the Office know ahead of time so that a “paid” receipt will be in with the order.
- Please put on the passenger seat for Special Worker to collect.
- If payment method hasn’t been finalized, the Office will e-mail a “paid” receipt to the purchaser.

Literature Orders (Phase II): July 1, 2020 (tentative)

- Orders via e-mail, mail and telephone will continue to be processed; On-site literature orders will be available.
- *On-Site* Literature Orders:
 - Two people allowed in Book room at a time maintaining “social distancing” guidelines – A member of the Office Staff/Volunteer and the Literature Coordinator or the person picking up books.
 - Office Staff/Volunteer will pull the literature as directed by the Representative.
 - Written order, *or*
 - Verbally
 - Literature will be handled by Office Staff/Volunteer until transaction completed – order entry, payment, and “packing” (bag or box).
- *Off-Site* Literature Orders:
 - Orders may be picked up at the office, or shipped via UPS or US Postal Service
 - UPS and US Postal Service Guidelines will be followed when shipping to groups by these methods.
 - Pick up at Office:
 - Park in “Visitors Parking” if available.
 - Call the office when you arrive and a Special Worker/Volunteer will meet you at your car with your literature if you do not want to come in the building.
 - They will wear a mask and gloves, for your safety and theirs.
 - They will hand you the literature order on the passenger side of the vehicle.
 - Payment –
 - If you are able to pay via Zelle, please do so and a “paid” receipt will with the order when picked up.
 - Cash/Check –
 - If paying with check, if the check number has been given in advance, the Office will have a “paid” receipt in the order with check information.
 - If paying with cash, please let the Office know ahead of time so that a “paid” receipt will be in with the order.
 - Please put on the passenger seat for Special Worker/Volunteer to collect.
 - If payment method hasn’t been finalized, the Office will e-mail a “paid” receipt to the purchaser.