

### **LMHA COVID-19 Neufeld Farms Safety Protocol**

- Please ensure a member of your family is available for the pickup date and time of Saturday, February 27<sup>th</sup> at 10am. For your safety, Neufeld Farms will not be able to take back ANY items that were not picked up or ordered wrong. Once the product has left their truck, it is yours.
- Please arrive promptly at 10am, wearing a mask, and with your trunk unlocked. Before you leave home, please ensure there is sufficient room in your trunk for an LMHA volunteer to pack your order inside without needing to move other items around.
- Please park in the designated parking spots near the Neufeld Farms delivery truck and remain in your vehicle. The delivery location is across from Langley Sportsplex in the Colossus parking lot.
- A masked LMHA volunteer will greet you and ask for the last name of the person who placed the order. When it is your turn, the LMHA volunteer will advise where to proceed to enter the line for our drive thru contactless pickup.
- Your order may take longer to distribute with the new COVID-19 safety guidelines. Please keep that in mind and thank you in advance for your patience. Neufeld Farms has added additional sanitization measures to ensure your safety/
- Between deliveries, they will fully sanitize the workstations, pens, etc.
- Do not come to the delivery if you are sick, have cold symptoms, or have travelled in the last fourteen (14) days. Please ask someone who you have NOT been in close contact with to come in your place.
- We prefer only one person per order for pickup. If you have more than one person with you, they must also wear a mask and remain in the vehicle.
- Neufeld Farms will bring tables to the delivery where they will set up one order at a time. Once your order is ready, you will proceed to the drive-thru pickup.