



**A GUIDE TO UNDERSTANDING
LEVEL OF OPERATIONS**

Program Area – Front Desk

<u>Level 0</u>	Normal Operations					
<u>Level 1</u>	Enhanced cleaning of risk assessed areas	Eliminate forms and updated information for HEART	Modify intake process to minimal information			
<u>Level 2</u>	Enhanced cleaning of risk assessed areas	Eliminate forms and updated information for HEART	Modify intake process to minimal information	Eliminate guests “hanging out” in the lobby	Eliminate outside agencies marketing services	Ask individuals experiencing flu or COVID-19 symptoms to leave the building and conduct a phone interview
<u>Level 3</u>	Enhanced cleaning of risk assessed areas	Eliminate forms and updated information for HEART	Modify intake process to minimal information	No entry into lobby	Require phone interviews and schedule appointments	Schedule a food pick-up time to eliminate need to be here on site
<u>Level 4</u>	All access is eliminated and only distribution for Emergencies					

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Compassionately communicating God’s love to the people of Lebanon County by serving their immediate felt needs, empowering their personal sustainability, and sharing the heart of God with them.