



NORTHINC

1300 W. Lehigh Avenue, Suite 104, Philadelphia, PA 19132
Phone: 215 978 6100, Fax: 215 236 4743

Managers of the Philadelphia WIC Program

March 18, 2020

Re: COVID-19 Update

Dear Community Stakeholders:

We are writing you to update you NORTH, Inc.'s, Managers of the Philadelphia WIC Program, response to the COVID-19 pandemic. In an effort to decrease face to face interactions between our staff and participants, effective, Monday, March 23, 2020, all Philadelphia WIC Offices will have their office hours reduced. WIC Offices will operate Monday – Thursday from 7:00am – 1:00pm. Our Overbrook WIC Office will reopen on March 23rd. In addition to a reduction in hours, participants will no longer be seen in the office. A card exchange system is being initiated outside of the office so that there is at least a 6ft distance between staff and participants and no direct contact.

As everything related to this pandemic changes rapidly, we are projecting to have this procedure in place until April 6th. At that time, or sooner, if necessary, we will re-evaluate the effectiveness of this new procedure and make additional changes as deemed necessary.

We have also waived the requirement of infants, children and/or pregnant women having to come in for their WIC benefits. Participants can elect to have a proxy come in for them as long as they notify WIC staff over the phone of who will be coming to pick up their benefits and that their proxy have photo identification. If at all possible, participants will be issued three months of benefits.

In addition to the above changes to our normal procedures, we are continuing the changes that we put into effect on March 12th:

- We are requesting that any employees or participants that do not feel well, please stay home and not come to their WIC Office
- If someone has travelled internationally within the past 14 days, particularly to one of the high risk areas as identified by the CDC, they should refrain from coming to their WIC office
- Effective March 12th all Mobile WIC Office services will be suspended
- All toys in the waiting areas have been removed. Items that are not able to be removed, have been covered.
- In addition to our normal cleaning, staff will be disinfecting common areas and surfaces throughout the day
- Staff will be wearing gloves while providing service
- Hand sanitizing stations are being installed in each WIC office
- All outreach events have been postponed until further notice

We will continue to monitor the progression of the COVID-19 virus and continue to adapt our business practices as necessary to ensure the safety of our staff and participants. Our goal is to continue to provide WIC services to our participants in a manner that is the safest and most effective for all parties involved.

For up to date information on any changes within the Philadelphia WIC Program as it relates to our response to COVID-19, please refer to our website, northwic.org, Facebook page, www.facebook.com/PhiladelphiaWICProgram, Instagram page, PhillyWIC or Twitter account, <https://www.twitter.com/philadelphiawic>.

Sincerely,


Linda M. Kilby, PhD, RD, LDN

Executive Director