



Tri-Lakes Cares

Grocery Pick-Up Guidelines

General Information:

- Tri-Lakes Cares aims to improve people's lives through emergency, self-sufficiency, and relief programs.
- TLC's volunteers are important supports for staff and clients. Please be courteous and respectful towards them. If you have questions or concerns regarding interactions with volunteers, please see a Case Manager or the Director of Operations.
- Clients exhibiting escalated behavior or who appear to be under the influence may be asked to leave the property. Please know that we will be happy to serve those clients on another day when these concerns are alleviated. If you feel you cannot alleviate these concerns on your own, you may speak with a case manager regarding available referrals or resources.

Guidelines for Picking up Groceries at Tri-Lakes Cares:

Please:

- Be courteous and respectful of others when picking up groceries. Everyone deserves a safe, friendly environment.
- Do not come onsite to TLC if you are sick, quarantined, exhibiting symptoms of COVID-19, awaiting the results of a COVID-19 test, or concerned that you have been exposed to COVID-19. Contact your Case Manager if you need special accommodations.
- **Masks are required for everyone when onsite at TLC per the direction of the El Paso County Public Health Department.** We cannot serve you while you are onsite if you are not wearing a mask that covers both your mouth and your nose. If you do not have a mask, we are happy to provide you with one. There will be a mask/sanitizer station in the parking lot for your convenience.
- Once you arrive at TLC, please call TLC's front desk at 719-481-4864. **Do not call in ahead of time or while you are on your way to TLC.** We cannot prepare your grocery order until you are physically onsite.
- **Only park in TLC's parking lot during your 15-minute pick-up window.** This allows us to keep parking spaces open for other clients to safely pick-up their groceries.
- If you are unable to come during your 15-minute pick-up window, please call TLC's front desk at 719-481-4864 for further direction.
- Be mindful to maintain an appropriate social distance of at least six feet from others when picking up groceries from TLC. Do not approach the table until your name is called.
- You agree to accept the food and sundries for your personal use. You agree not to sell the food and sundries that you receive from TLC.