**Does Echo Compassion have delivery precaution guidelines?**

We have provided an option for [non-contact deliveries](https://docs.google.com/document/d/1Z5S9FSUIaJko1huQtUGRKDSvt8VCb7oodb8BzCF7G5g/edit), which allows you to specify where you would like your order to be left (for example on your doorstep or in your building’s lobby). You can always access this option when placing a request for help under ‘Delivery Options.’

Whether you are experiencing symptoms or exercising precautions, you may use this option to limit person-to-person contact.

#### **What is Echo Compassion doing to keep me safe?**

Health and safety is paramount for us in this effort. Our Echo Compassion Team is closely monitoring the situation and continuously looking into solutions that will help our community.

If we are notified that anyone using our platform to offer to help has tested positive for COVID-19, we will hold their account from volunteering with Echo Compassion until an incubation period is complete. We’re also connecting our volunteers to preventative care guidance from the [CDC](https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html).