Pages edited in CRM due to COVID-19:
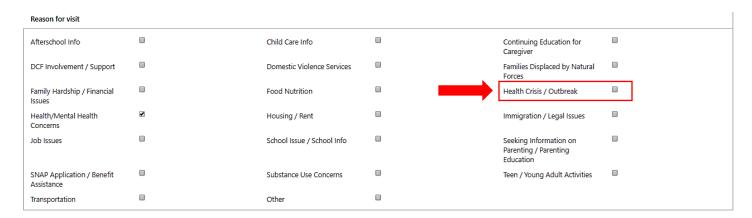
1. Family Member
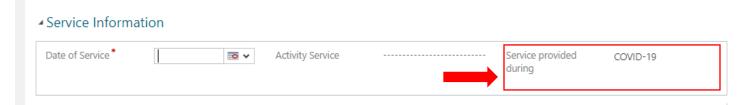2. Service Provision
      A. New Service
3. Contact Log

1. Family Member Page:

- We have added a new option: (Health crisis/Outbreak) under the "**Reason for visit**" that is clickable.
- This option should be clicked anytime that there is a **NEW** family member coming to the FRC due to COVID-19

2. Service Provision Page

- We have added a new field "Service provided during" at the top right corner that is a dropdown with the option COVID-19. The only option in there should be COVID-19
- Please select this field anytime adding a service provided because of COVID-19

- For food/care package delivery:
  - please select "External Activity/Service"
  - Make sure service provided during "COVID-19"is selected
  - In this case the service provision option in the dropdown that would be used is "Food/Nutrition"

◢ Service Information

| Date of Service * | ✖ -- | Activity Service | External Activity/Service | Service provided during | COVID-19 |

Service, Resource or Program

| Service, Resource or Program | Food/Nutrition (Pantry, Meals, ' | Program Category | 🔒 H - Other Services & Referrals | Program Sub-Category | 🔒 Basic Needs |

A. NEW SERVICE:

- We have added a new service provision called "Outreach during crisis", the field will automatically select the program category and the subcategory.
  - **Service, Resource or Program**: Outreach during crisis
  - **Program Category**: H – Other services & Referrals
  - **Program Sub-Category**: Family Support

Service, Resource or Program

| Service, Resource or Program | Outreach during crisis | Program Category | 🔒 H - Other Services & Referrals | Program Sub-Category | 🔒 Family Support |

3. Contact Log

- The contact log will have the same service provision added above in the list of services.
- There is also a new field: **"Contact related to" and it will have the option COVID-19.**