

## Coronavirus Disease 2019 (COVID 19)

updated 4.20.20

### PLAN/CHECKLIST FOR RE-OPENING RESTORES

#### *The following items must be in place in order to re-open the ReStores:*

- Clearly designate **separate entrance and exit points** with signs instructing for 6ft separation between people.
- Secure **6ft separators** on the floor with tape and signage at checkout line and cash registers.
  - At registers with a separate credit card processing machine, place a small table on customer side in front of register for credit card processing machine
- All aisles must be marked as ONE WAY
- Separate freshly cleaned buggies** and baskets from 'just used' and have staff stationed at entrance to maintain separation and cleaning.
- Limit # of customers in store to 5 per every 1000sf and track.** (HP=125; WR=50) This will be **tracked as follows:** each store will have **laminated number cards** up to their limit. The person manning the front door and wiping carts, will instruct each incoming customer to take a freshly cleaned number card out of a specific bin. When they return to leave they will be asked to leave the number card in a separate bin. The returned cards will be sanitized before another customer takes one.
- Make appointments** from 10am-12pm, Mon-Sat. Sanitize store from 12-1pm, then **open to the public 1pm-6pm Mon-Sat, beginning FRI, APRIL 24TH. Under no circumstances will we make exception to these hours. Folks that do not have an appointment before 1pm, will not be allowed in.**
- Appointment Process:** When customer reaches out on FB, Jules will get their phone number and store preference and pass that info to respective manager to set up appointment. When customer reaches out via Donation Line, Nico will get their phone number and store preference and pass that info to respective manager to set up appointment
- All employees who are **self-declaring** must sign new declaration form...I asked Wendy for an updated form to send on to Managers. Currently, possibly Elizabeth, Brittany and Nancy Moline
- All management** staff must be **empowered** to handle any customers who are not following proper guidelines...this has been discussed and we will document any issues that arise with a modified incident report and forward to Julie
  - In the event that a customer is not adhering to CDC distancing and non-contact guidelines, employee(s) who witness this must alert store manager immediately

- Store Manager is to use professional courtesy in asking customer to please adhere to guidelines and keep at least a 6ft distance between him/herself and all others within the store.
- Notify the Director of any incidents or issues related to a lack of customer adherence.
- Store Manager may ask customer to leave the premises if they continue to not adhere to our/CDC guidelines
- ☐ Continue **online marketing**/conversations-don't lose momentum!
- ☐ **PPE and Supplies:**
  - Stores have bleach and cleaners
  - Julie will find more disinfecting wipes for stores
  - Evy has a friend who is making us 24 more masks
  - Julie has two boxes of gloves going to WR
  - We have a shipment of 10 bottles of sanitizer due from Amazon on 4/22
- ☐ Complete/build temporary germ barriers to be used at the cash registers-**COMPLETE**
- ☐ Hand sanitizer station for customers to use at front door, donation door and all register stations
- ☐ All bathrooms and break room completely cleaned and sanitized
- ☐ All buggies, hand baskets, two-way radios and price guns completely sanitized
- ☐ Post FFCRA\_Poster\_WH1422\_Non-Federal in breakroom for staff (Wendy emailed to all Managers a few weeks ago)
- ☐ Have a **form** completed that shows that all larger items **have been properly sanitized**. This form is to be **displayed on all large merchandise** on the sales floor.

### **ReStore Operational Requirements effective immediately:**

- ☐ All personnel must **wear masks at all times**
- ☐ All **personnel use gloves when processing** and sanitizing merchandise
- ☐ **Frequently wash hands** with soap and warm water
- ☐ **Frequently use hand sanitizer** when soap and water are not available
- ☐ Use **non-contact** greetings
- ☐ Follow all **CDC guidelines** for personal protection
- ☐ Promote customer use of credit cards or tap to pay options only – **no cash at this time**
- ☐ Whenever possible, allow customer to insert credit card into machine instead of cashier
- ☐ **Cashiers must wear gloves at all times**
- ☐ Keep 6 feet distance between all persons
- ☐ Set up and enforce social distancing for checkout lines
- ☐ Place reminders for social distancing throughout stores

- Maintain **hand sanitizing stations** at the front doors, each cash register and at donation door and limit possibility of theft of said sanitizer.
- Keep fans running** around the store and warehouse for ventilation
- Keep a **thermometer on hand** to evaluate staff temp. if presenting with symptoms
- Assign a staff person to **wiping down buggies & baskets** after each use during open hours
- Maintain **hourly hand washing** schedule for all staff
- Maintain regular sanitizing of high risk surfaces** including computer screens, keyboards & mouse devices, telephones, door knobs and handles, all commonly used surfaces (see CDC guidelines below)
- No volunteers** allowed until further notice
- Reduce all non-essential expenses
  - Resume weekly reporting of donation numbers to Director.

### **Processing of Incoming donations:**

- All items must be wiped down with sanitizer completely** before going onto the floor
- Large items** – if the item cannot be adequately sanitized by cleaning, item must be **quarantined within the warehouse for 72 hours** to allow for any germs to die off
- All large items are to **be labeled, “SANITIZED”** when placed on the sales floor
- All hard surface pieces, especially metal, MUST be wiped down completely using a bleach/water solution** (see below)

### **Procedures for Fleet Staff**

#### All Personnel-

- Follow all CDC guidelines
- Keep hand sanitizer in trucks and office
- Frequently wash hands with soap and warm water
- Use non-contact greetings
- Keep 6 feet distance between all persons

#### Truck crew-

- Wear gloves at all times
- Only pick up items left at curbside-until further notice
- Keep 6 feet distance between all persons
- Keep truck windows open for ventilation

- Disinfect trucks daily to include handles, steering wheel, dashboard, seat belts and all common areas
- Do not participate in any work events with 25 or more participants

#### Manager

- Instruct donor to leave items at curbside until further notice
- When qualifying all donors for all pickups, utilize questionnaire supplied by HFHGC to qualify donor/pickup. If any answers are 'Yes', decline pick up.
- Maintain a hand washing schedule for all employees, as set forth by Director of Retail Operations
- Maintain a sanitizing schedule for all surfaces including computer screens, keyboards & mouse devices, telephones, door knobs and handles, all commonly used surfaces, as set forth by Director of Retail Operations
- Keep fans running around the office for ventilation
- Cease all unessential work travel to other areas outside the Upstate
- Do not participate in any work events with 25 or more participants
- Keep a thermometer on hand to evaluate staff temperature if symptoms are present

Note: See next page for guidelines for sanitizing different materials.

**High-risk surfaces**

- “High touch” surfaces such as faucets, toilets, floors, tables, toys, toilet rails, counters, phones, tables, chairs, sleeping mats, walls, hand rails, doorknobs, elevator buttons, phones, light switches, and ice machines require frequent cleaning.

**Non-porous surfaces/Hard surfaces**

- Examples include: bath rails, chairs (all wooden, plastic, and steel parts), counters, doorknobs, elevator buttons, faucets, handrails, light switches, phones, tables, toilets, sinks, etc.)
- Disinfect with chlorine bleach; rinse with water for food preparation areas.

**Porous surfaces: Carpets/Upholstered Furniture**

- Examples include carpets and upholstered chairs and sofas.
- Visible debris should be cleaned with absorbent material (double layer) and discarded in a plastic bag to minimize airborne particles.
- Steam clean (heat inactivation) 158° F for 5 minutes or 212° F for 1 minute for complete inactivation. Disinfecting with bleach may discolor carpets and/or upholstered furniture.

**Disinfecting with Chlorine Bleach**

**Chlorine bleach concentrations and mixing instructions**

Food/mouth contact items, toys	Most non-porous surfaces	Heavily contaminated non-porous surfaces
1 tablespoon of bleach in 1 gallon water (1:250 dilution)	1/3 cup bleach in 1 gallon water (1:50 dilution)	1 and 2/3 cups bleach in 1 gallon water (1:10 dilution)

**Contact time**

Leave bleach on surface for 10-20 minutes and then rinse thoroughly with clean water.

**Stability of Chlorine Bleach**

- + Once opened, bottles of household bleach will lose effectiveness after 30 days.
- + Use a new unopened bottle of bleach every 30 days for preparing diluted disinfectant solutions.
- + Prepare a fresh dilution of bleach daily and discard unused portions.

Continued on next page  
3 of 4

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**Other disinfectants**

- Phenolic-based disinfectants (e.g., Pinesol or Lysol) are effective but may require concentrations of 2-4 times the manufacturer’s recommendations for routine use.
- Heat disinfection [to 140° F (60°C)] is suggested for items like upholstery and carpet that cannot be cleaned with chemical disinfectants such as chlorine bleach.
- Quaternary ammonium compounds, often used for sanitizing food preparation surfaces and disinfecting large surfaces such as countertops or floors, are **not** effective against noroviruses.