

**April 24, 2020**  
**HABITAT FOR HUMANITY OF GREATER NASHVILLE**  
**RE-OPENING PROTOCOL \*\*\*\*UPDATED DRAFT\*\*\*\***

**AGENCY-WIDE**

**Overall Philosophy:** Habitat of Greater Nashville currently plans to be back on the build site with volunteers starting Saturday, May 30 with updated protocols in place. ReStores will re-open for business beginning May 26, with limited pick-ups and drop-offs allowed prior to that date. The office will also re-open on May 26.

In re-opening, all CDC guidelines including hand-washing and social distancing will continue to be followed, additional safety precautions will be incorporated into each component of our business, and visitor entry into the office areas will be on a limited, as-needed basis. Any employee or other person engaging with Habitat such as a volunteer or contractor who feels ill or has a fever should stay home and should follow standard absence notification procedures. Habitat will provide a face covering to each employee, at which time the face covering becomes the property and responsibility of the employee to have it when needed and to maintain its cleanliness. Signage will help provide reminders of the requirements for face coverings, social distancing and other guidelines to staff and visitors.

**RESTORES**

● **Donor and Shopper Services Resume:**

- Stores will re-open to the public on May 26. ReStores will be closed on Sundays and Mondays.

● **Safety Protocols:**

- Minimum social distancing of 6 feet maintained, with the only exception being in the ReStore trucks (maximum of 2 people in the cab at one time, with face coverings required)
- Plexi-glass barriers installed at cashier stations in all stores
- Credit card terminals not requiring a customer signature installed at all stores
- Floor decals will indicate 6 foot spacing for social distancing
- Face coverings to be worn by all employees, volunteers and day laborers unless alone in an enclosed office or vehicle, or in the breakroom while eating lunch and adhering to social distancing requirements. Employees must have their face coverings on prior to entering the store.
- Vests will not be shared
- Utilization of volunteers and day laborers restricted to the minimum levels required for customer service while adhering to social distancing minimum of 6 feet
- In-store customer levels managed to maintain social distancing minimum of 6 feet
- Number of employees in the breakroom at any one time limited to maintain social distancing minimum of 6 feet
- Only food and beverages clearly labelled as to their owner will be allowed in the breakroom refrigerator
- All countertops, breakroom tables, coffee pots, light switches, and door handles wiped down regularly throughout the day and after each use
- Restroom countertops, faucets, light switches and door handles wiped down regularly throughout the day and after each use
- Hand sanitizer will be available at the cashier station and drop-off areas in all stores and in each ReStore truck
- A wipe dispenser and trash receptacle will be available at the shopping cart area
- Donation receipts will be electronic only

## **OFFICES**

- **Offices reopen**

- Office staff return to work in the offices May 26

- **Safety Protocols:**

- Minimum social distancing of 6 feet maintained
- All office entry doors will remain locked throughout the day until further notice
- The interior shared access doors to the ReStore and the Construction warehouse will remain closed and locked throughout the day
- The Front Office Coordinator will have access to a portable phone, which will be used only by that individual unless it has been wiped down prior to its use by someone else such as the lunch relief
- Access to the building beyond Habitat employees will be limited. Signage on the front door will direct ReStore shoppers to the store, with other visitors asked to call the main phone number for assistance
- Habitat conference rooms or other spaces will not be available to outside entities for meetings or training sessions until further notice
- Any visitor admitted to the office building will be required to wear a face covering while in the building
- Current homeowners, future homeowners, sponsors and volunteers will be asked to communicate with Habitat staff by phone when possible
- The vestibule in between the double doors in the Academy will continue to be used as a contact-free drop-off and pick-up location for mail and deliveries. Hand sanitizer and cleaning wipes will be available in the vestibule.
- Only food and beverages clearly labelled as to their owner will be allowed in the breakroom refrigerator.
- Number of employees in the breakroom at any one time limited to adhere to social distancing minimum of 6 feet
- Face coverings to be worn by all employees unless in an enclosed office or a vehicle alone, or in the breakroom while eating lunch while adhering to social distancing minimum of 6 feet. Employees must have their face coverings on prior to entering the office building.
- In-person meetings between two or more employees must adhere to the minimum social distancing requirements
- Any shared space such as a conference room must be wiped down by the meeting “driver” immediately upon termination of the meeting.
- All counters, breakroom tables, refrigerator handles, restrooms, light switches, copy and mail machines and door handles will be wiped down daily by the individual(s) assigned to Copy/Breakroom duty that day, as well as immediately after use by anyone using these shared spaces
- All Board, Advisory Council, Committee Meetings and All-Staff Meetings will be conducted virtually until further notice. Department meetings, which generally have a smaller number of participants, can be conducted in person, adhering to social distancing minimums of 6 feet.

## **HOMEOWNER SERVICES**

- **Services continuing, with homeowner services staff returning to work in the offices May 26**

- **Safety Protocols:**

- Office safety protocols followed while in the office; build site protocols followed while on the build site
- Current homeowners, future homeowners, and homeownership applicants will use the vestibule in between the double doors in the Academy as a contact-free location for drop off and pick up of homeownership brochures, checks, receipts, and other documents.
- Conversations with current homeowners, future homeowners, and homeownership applicants will be by telephone when possible. If this is not practical, an in-person meeting can take place in a space that allows for adherence to 6 feet social distancing; participants will wear face coverings
- Homeownership classes for those already in the training program will be virtual if possible and practical. Classes for which this is not feasible will be held in person in a space allowing for adherence to 6 feet social distancing; all participants will wear face coverings
- Loan disclosures will be issued electronically with electronic document signing to be incorporated. Review of these to be implemented virtually except where special needs (disability or language barrier) require otherwise. If in person is necessary to ensure the future homeowner understands the mortgage process/disclosures, use of Boardroom or Academy, face coverings, and 6 foot social distancing will be observed
- Applicant home visits will be virtual, incorporating the use of FaceTime or other technology
- Future homeowner walk-throughs will be conducted in person with no more than two representatives of the family (including an interpreter) and one representative of Construction in attendance; 6 foot social distancing will be followed and all participants will wear face coverings.
- Homeowner closings will be in person in the Boardroom or a corner of the Academy with the Mortgage Manager and the homeowners available in person to ensure documents are properly executed and the attorney representative remoting in 6 foot social distancing will be followed and all participants will wear face coverings
- Information meetings for future homeowners will be virtual, with enhanced technology/video content incorporated as it becomes available. Those needing special accommodations which require attending a meeting in person will be accommodated if possible; participants will be required to wear face coverings and adhere to 6 foot social distancing.
- Classes for newly approved future homeowners not currently in class will be held in the Academy, with 6 foot social distancing and all participants wearing face coverings. HomeRoom for kids will be suspended until further notice. Budget coaching sessions will be modified to incorporate 6 foot social distancing.
- Aging in Place/Senior Trust personnel will follow protocols issued by Memphis Habitat. In the absence of such protocols, minimum of 6 foot social distancing will be maintained, face coverings will be worn by Habitat staff and contractors entering a senior's home or meeting with the homeowner in the Habitat office, with a face covering also provided to the senior.

## **BUILD SITE**

- **Volunteer Builds Resume:**

- Volunteer builds will resume on May 30.

- **Safety Protocols:**

- Minimum social distancing of 6 feet maintained
- Face coverings to be worn by all employees, volunteers, SOS and contractors unless working alone or in a location or vehicle separated from others or while eating or drinking while adhering to social distancing requirements
- Work gloves, safety glasses and hard hats provided to each individual will be for that individual's use only, with returning volunteers, SOS and staff asked to bring these items and their face coverings to the site on each subsequent build day
- Port-o-lets cleaned daily
- Hand washing stations and hand sanitizer available in easily accessible locations throughout the volunteer build site
- Food and beverages required to be in individually wrapped/contained servings, with no self-serve options for food or beverages available; sponsors/volunteer groups to designate 1-2 of their participants to be servers, with those individuals following CDC protocols for social distancing and hand sanitization
- Morning safety briefings will occur at the individual houses instead of a site-wide format, with volunteers divided into groups of a maximum of 10 in support of maintaining minimum social distancing of 6 feet while working on the houses
- Build Site photography processes will be modified
- House dedication ceremonies will be modified