Resource Guide for Reopening Operations during COVID-19

April 29, 2020

**THIS DOCUMENT IS A SAMPLE FOR REFERENCE PURPOSES ONLY. PLEASE CONSULT WITH LEGAL COUNSEL BEFORE IMPLEMENTING ANY POLICIES, PROCEDURES, OR OTHER LEGALLY-BINDING DOCUMENTS AT YOUR AFFILIATE.**

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# “Return to Work” Board Resolution - SAMPLE

The following is a SAMPLE resolution and should serve only as an outline of any “Return to Work” Resolution a Board should choose to implement. As always: it is fundamental for the Board to consult with legal counsel before passage of any binding resolution and it is the responsibility of the Board to ensure such resolutions are a clear, adequate description of the Board’s intent.

We, the Board of Directors of AFFILIATE NAME, do on this date, DATE, hereby authorize all employees of AFFILIATE NAME to return to work beginning on DATE. Any and all employees who return to work at AFFILIATE NAME locations shall be expected to comply fully with the AFFILIATE NAME [Name of your safety or infectious disease control policy] approved by the Board of Directors on DATE.

The safety and well-being of our employees, volunteers, and patrons is of the highest concern of AFFILIATE NAME. Therefore, the Board wishes to make clear to all employees:

1. It is the responsibility of each individual employee to ensure they are complying with [Name of your safety or infectious disease control policy] at all times.
2. It is the responsibility of each individual employee to convey to AFFILIATE NAME in a timely manner any perceived errors, omissions, or necessary revisions to our safety procedures and practice a “See something, say something” attitude when it comes to safety and health.
3. Personal protection equipment (PPE) will be provided by AFFILIATE NAME, but employees are welcome and encouraged to utilize any additional PPE (at their own expense), which they feel is necessary to safely performing their duties.
4. Any employee experiencing symptoms of an infectious disease will not be allowed to return to the work without a written explanation from a physician.

[Add any additional caveats or conditions which your Board feels may be applicable or helpful. For example, here is why you would list if the Board wishes to restrict the number of patrons at any given time in the ReStore, limit the hours of operation for the ReStore, authorize the Executive staff to purchase specific PPE, etc.]

Board Chair Date

Board Secretary Date

# Checklist SAMPLES

## Post-Pandemic “Return to Work” Checklist – SAMPLE One

* Two weeks’ worth of personal protective equipment (PPE) for all staff and volunteers.
* A Board-approved infectious disease control policy, including procedures for ensuring ReStore and job site safety.
* A Board-approved resolution to return to work.
* All staff and volunteers have been trained on how to safely limit the spread of infectious disease at all affiliate locations.
* All affiliate staff have reviewed policies and procedures relevant to limiting the spread of infectious disease and have had an opportunity to ask questions and/or comment.
* Adequate signage is posted throughout affiliate property to encourage staff, volunteers, and patrons to ensure healthy “social distancing” and disinfecting procedures (e.g., washing of hands, covering one’s face, etc.).
* All affiliate staff have been asymptomatic of any infectious disease for at least fourteen (14) days prior to returning to work.

## Checklist for Reopening ReStores – SAMPLE Two

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. 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 1pm6pm Mon-Sat, beginning ((DATE)). Under no circumstances will we make exception to these hours. No one will be allowed in without an appointment before 1:00 p.m.
* Appointment Process: When customer reaches out by phone or Facebook, Communications Team Member will get their phone number and store preference and pass that info to respective manager to set up appointment.
* All management staff must be empowered to handle any customers who are not following proper guidelines. Employee(s) who witness this must alert store manager immediately.

# ReStore Opening Guide - SAMPLE

The new guidelines are aimed at preparing and implementing phased reopening of ReStores in affiliate geographic service areas with low transmission of the coronavirus.

### Phase I - ReStore staff returns to store; ReStore remains closed to the public; No volunteers

* Training, disinfecting store, cash register “shields,” no contact payment, shopper “flow” guidelines to adhere to social distancing, additional public reopening prep
* Stagger staff to limit quarantine requirements if exposure occurs
* Online sales
* External drop-offs, no contact donations, procedure for disinfecting
* Maintain social distancing

**Benchmark Suggestion Prior to Beginning Phase I**

**GSA Determination**: Based on SCEMD + DHEC Daily Situation Reports by Affiliate County \*based on CDC + White House “[Opening Up America Again](https://www.whitehouse.gov/openingamerica/#criteria)” approach

**Symptoms**: Downward trajectory of influenza-like illnesses (ILI) reported within a 14-day period AND downward trajectory of COVID-like syndromic cases reported within a 14-day period

**Cases**: Downward trajectory of documented cases within a 14-day period OR downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests)

**Hospitals**: Treat all patients without crisis care AND robust testing program in place for at-risk healthcare workers, including emerging antibody testing

**Employer Considerations**: Schools and organized youth activities are closed; Visitation to senior living facilities and hospitals are prohibited; Elective surgeries can resume; Bars remain closed.

### Phase II ReStore reopens to public on limited schedule

* Continue to stagger staff
* No volunteers while shoppers are present
* Hours open to public are less than normal to ensure time for cleaning and reset store/new donations
* Maintain social distancing
* Gatherings larger than 10 people are to be avoided; 20% of fire code; 5 people per 1,000 sq. ft.

**Benchmark Suggestion Prior to Beginning Phase II**

**GSA Determination**: Based on SCEMD + DHEC Daily Situation Reports by Affiliate County \*based on CDC + White House “[Opening Up America Again](https://www.whitehouse.gov/openingamerica/#criteria)” approach

**Symptoms**: Pull from [federal website](https://www.whitehouse.gov/openingamerica/#criteria).

**Cases**: Pull from [state website](https://txdshs.maps.arcgis.com/apps/opsdashboard/index.html#/ed483ecd702b4298ab01e8b9cafc8b83).

**Hospitals**: Pull from [federal website](https://www.whitehouse.gov/openingamerica/#criteria).

**Employer Considerations**: Pull from [federal website](https://www.whitehouse.gov/openingamerica/#criteria).

### Phase III ReStore Returns to Normal Hours; Precautionary measures adjusted but maintained

* Maximize social distancing
* Limit gatherings to no more than 50 people
* Volunteers

**GSA Determination**: Based on SCEMD + DHEC Daily Situation Reports by Affiliate County \*based on CDC + White House “[Opening Up America Again](https://www.whitehouse.gov/openingamerica/#criteria)” approach

**Symptoms**: Pull from [federal website](https://www.whitehouse.gov/openingamerica/#criteria).

**Cases**: Pull from [state website](https://txdshs.maps.arcgis.com/apps/opsdashboard/index.html#/ed483ecd702b4298ab01e8b9cafc8b83).

**Hospitals**: Pull from [federal website](https://www.whitehouse.gov/openingamerica/#criteria).

**Employer Considerations**: Pull from [federal website](https://www.whitehouse.gov/openingamerica/#criteria).

### Phase IV Normal Operations

Federal officials warn that some social distancing measures may need to remain in place through the end of the year to prevent a new outbreak.

# Reopening Protocol for Affiliate Operations and ReStore SAMPLE

### Agency-wide

**Overall Philosophy:** AFFILIATE currently plans to be back on the build site with volunteers starting ((DATE)) with updated protocols in place. ReStores will re-open for business beginning ((DATE)), with limited pick-ups and drop-offs allowed prior to that date. The office will also re-open on ((DATE)).

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 ((DATE)). 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 ((DATE))
* **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 ((DATE))**
* **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

# Working from Home Policy and Procedures - SAMPLE

Date Reviewed: ((DATE))

## Policy

((AFFILIATE)) is committed to providing a healthy, safe and flexible working environment for its staff. A Working from Home (WFH) agreement provides an opportunity to ensure the safety of our staff, an application process must apply. All applications are considered on a case by case basis by the Supervisor for subsequent consideration and approval by the executive director. The Supervisor and staff member are responsible for ensuring that the requirements under these guidelines have been satisfied prior to an application for a WFH agreement being approved. If all requirements cannot be satisfied, it is upon the supervisor to ensure adequate alternative measures are taken.

Prior to working from home a staff member must apply, using the Working from Home Agreement Form, and gain the approval from their supervisor.

## Requirements for home-based work

### 2.1. Staff responsibilities

Staff approved to work from home must:

* Adhere to all the Organization’s policies and procedures
* Be contactable during the normal span of hours
* Ensure fitness for work requirements are met. If staff members are unwell or unable to work due to other reasons, then leave entitlements are to be accessed
* Ensure home work site complies with health and safety requirements at all times
* Report any health, safety and wellbeing hazards, near misses and incidents
* Maintain accurate and up to date records of hours worked at home within normal span of hours
* By agreement, provide authorized Organization staff or other approved parties with access, where necessary, for matters such as WHS inspections, and retrieval of any Organization-supplied equipment
* Take reasonable precautions necessary to secure the Organization’s equipment.

### Supervisor responsibilities

The Supervisor must:

* Ensure the staff member is working in accordance with their Working from Home Agreement and adhering to ((AFFILIATE)) policies and procedures,
* Review and sign off on records of hours worked (timesheets) as required
* Monitor and review the WFH agreement on a regular basis as recorded in the WFH agreement
* Schedule communication meetings including methods of disseminating information to staff who are working from home
* Where practicable, provide equipment and tools required to perform the tasks required (does not include workstation furniture, additional services or costs)
* Accurately document the ownership and usage arrangements of the equipment and assets.

### Indemnity

The staff member indemnifies the Organization against all loss or damage to the staff member’s property and all claims by third parties in respect of personal injury and property damage except to the extent caused by the negligent act, error or omission of the Organization.

### Services

Not all of ((AFFILIATE))’ services are available or supportable when used from home. The staff member accepts this and agrees not to impose any overheads on the Organization for additional service

# Infectious Disease Control Policy SAMPLE

The purpose of the following policy and procedures are to ensure the safety of all affiliate staff, volunteers, and patrons from the spread of infectious disease. It is the general intent that all staff, volunteers, and patrons should exercise the highest degree of concern for both themselves and others. This includes, “erring on the side of caution” and not performing tasks with which they do not feel comfortable.

## General

### Present When Displaying Symptoms of Illness

Individuals are expected to be considerate of their health situation prior to visiting any affiliate property for work, volunteerism, or patronage. Affiliate staff are expected to exercise good judgment and not come to work when exhibiting symptoms of illness. Any affiliate staff, volunteers, or patrons exhibiting symptoms of illness will be required to leave the affiliate property immediately.

### Reasonable Caution

Affiliate staff are expected to exercise reasonable caution in the performance of their duties so as to limit the spread of infectious disease. “Reasonable caution” should be understood to mean taking measures to limit their physical interactions with others (such as not shaking hands) and reducing the risk of exposure to themselves and others by regularly cleaning their hands, work surfaces, tools, etc.

### Basic Training

AFFILIATE NAME will provide to all of its staff and volunteers basic training related to the safe and effective use of Personal Protective Equipment (PPE) and other necessary protocols (such as hand washing, disinfecting of surfaces, etc.) in order to limit the spread of infectious disease. It is the responsibility of any staff or volunteer who does not feel they have adequate knowledge of such procedures to notify AFFILIATE NAME immediately in order to receive training.

## ReStore Procedures

### “Social distancing”

The AFFILIATE NAME ReStore shall limit its retail activity to only NUMBER of people (including ReStore staff and volunteers) being present within the ReStore at any given time. Likewise, the ReStore shall remain in a configuration so as to allow customers to maintain a distance of six feet (6’) from each other at any given time. Proper signage shall be displayed at all times to encourage customers to remain at a safe distance from one another and a permanent, solid barrier (such as a plexiglass shield) shall exist between the customers and the staff performing check out functions.

### Personal Protective Equipment (PPE)

AFFILIATE NAME provides the following PPE to its staff and volunteers: particulate respirators and/or protective face coverings, disposable non-latex gloves, and disinfecting hand sanitizer. AFFILIATE NAME staff and volunteers are expected to utilize PPE at all times while in the performance of their duties and to err on the side of caution in utilizing PPE. AFFILIATE NAME shall maintain a minimum two (2) week supply of PPE for all staff.

### Loading and Unloading

In addition to other safe lifting practices, AFFILIATE NAME staff shall exercise the highest degree of caution when loading or unloading objects for customers and donors. Staff and volunteers shall not enter a customer or donor’s place of residence without first receiving verbal permission to do so from the customer/donor, nor should staff or volunteers enter the residence if they do not feel it is sufficiently safe to do so. While in the residence, AFFILIATE NAME staff and volunteers will maintain the use of protective face coverings and gloves. Upon exiting the residence and/or loading or unloading a vehicle, staff and volunteers shall utilize proper disposal of PPE and either wash their hands or utilize disinfectant hand sanitizer.

### Signage

AFFILIATE NAME shall maintain adequate signage to notify all customers and volunteers of areas that are strictly limited to AFFILIATE STAFF only. Likewise, adequate signage shall be placed throughout the ReStore to notify all present of AFFILIATE NAME policies related to “social distancing”, cleaning and disinfecting, and available PPE

### Disinfecting

AFFILIATE NAME staff shall routinely disinfect the ReStore throughout the day (including before opening and after closing). These disinfectant procedures shall include, but not be limited to: thoroughly cleaning and disinfecting all floor surfaces, cleaning and changing of any air purifier filters, and applying disinfectant to all additional surfaces and relevant products.

## Build Site Procedures

### “Social distancing”

The practice of safe “social distancing” (remaining at least six feet (6’) from another individual may not at all times be possible in a construction environment. However, staff and volunteers are expected to utilize discretion and attempt to maintain this minimum safe working distance whenever possible.

### Signage

AFFILIATE NAME shall maintain at its build sites adequate signage to let anyone present be aware of “social distancing”, disinfecting, and PPE requirements. These signs shall be highly visible and referred to during the daily safety briefing.

### Hand Wash Station

AFFILIATE NAME shall maintain a simple hand washing station at each of its build sites to allow staff and volunteers to adequately clean their hands throughout the work day. This station will include some form of clean, running water (including a gravity-fed mechanism), antibacterial soap, a disposable method of water removal (e.g., paper towels), trash receptacle, and hand sanitizer.

### Disinfecting

All AFFILIATE NAME staff and volunteers will practice routine build site disinfect and decontamination. This shall include, but not be limited to: regular cleaning with disinfectant of all build site surfaces (such as exposed concrete floors), disinfecting of hand and power tools before and after use, and regular disposal of all waste products (e.g., paper cups used by volunteers to drink water, paper towels used to dry hands, etc.) in a safe manner.