# ReStore Operations Plan:

Timing:

**Week Zero**

* Draft Operations Plan Outline
* Communicate to staff about plans to return to facility at least part-time
* Draft deep clean goals, and procure supplies as needed

**Week One** - April 28-May 2

* Clean and Sanitize ReStore (see attachment for priorities and list)
* Train staff (including drivers) on sanitizing
  + The truck cab surfaces should be wiped down daily
  + The box of the truck should be completely emptied and cleaned daily
  + All large items must be cleaned off the truck as they are removed
  + All small items should be placed in dated gaylord bin or marked area for three days
* Train staff (including drivers) on physical distancing from public and staff interactions.
  + All staff must wear masks when:
    - In proximity with the public
    - Working in same area as other staff
    - In homes or other businesses
    - Assisting with and processing donations
  + All staff must wear gloves when:
    - Working in the receiving area, sales floor, or in a business or someone’s home
    - Gloves should be disposed of in between tasks and in between helping different donors
* Set stores up for new safety implementations
* Work on projects in store – not open to public
* Take photos of staff cleaning

**Week Two** – May 5-9

* Launch online sales
* Develop truck pickup protocol
* Clean and Sanitize ReStore (see attachment for priorities and list)
* Work on projects in store – not open to public
* Take photos of staff cleaning
* Marketing plan: Facebook post – Push for pickup signups and online sales

**Week Three** – May 12-16

* Clean and Sanitize ReStore (see attachment for priorities and list)
* Work on projects in store – not open to public
* Run truck to make business donation pick ups
* Develop donation drop-off protocol
* Marketing plan: Announce drop off dates, push for donation pickups, continue to post and promote online sales
* Take pictures of sneeze barriers and other projects
* Continue with online sales

**Week Four** – May 19-23

* Begin local pickup service
* Begin local drop off service
* Clean and Sanitize ReStore (see attachment for priorities and list)
* Work on projects in store – not open to public
* Continue with online sales
* Marketing plan: Promote drop off dates, announce store opening date(?) continue to post and promote online sales
* Take pictures of new items being cleaned as they enter the store

**Week Five** – May 26-30

* Continuing services – pickups, drop offs, and online sales
* Clean and Sanitize ReStore (see attachment for priorities and list)
* Work on projects in store – not open to public
* Implement daily cleaning routine
* Marketing plan: Promote drop offs and store -re-opening date & hours. Continue to post online sales
* Take pictures of people dropping off items at the ReStore

**Week Six** – June 3-??

* Store opens with limited hours and no volunteers
* Continue with donation services and online sales
* Implement daily cleaning routine
* Marketing plan: Promote store hours, thank the public for their patience, continue to post and promote online sales
* Take pictures of people shopping at the ReStore

New Safety Implementations – stay up to date on all recommendations from the CDC and WHO, with immediate implementations. Every employee and volunteer will go through safety training relevant to their position. Below are some general guidelines as we begin. Note that additional measures may be added as we develop the protocol for the resumption of services in the coming weeks.

Cashier Safety

* Create 2 sneeze guards for register areas. We have plexiglass, need hardware and expertise to construct
* Change POS receipts to paper signatures. Designate a pen for signatures.
* Stock cashier station with items to disinfect cash register area after each transaction. Diluted bleach or rubbing alcohol, hand sanitizer, paper

product for wiping down area (Kleenex, paper towels or TP). Utilize after each interaction.

* Everyone uses personal stylist on iPad. Gloves, masks, etc as needed. (Need ½ dozen stylist pens)
* Create marketing signage to educate shoppers on how to check out
  + Please leave your items in the cart.
  + Please maintain 6’ between shoppers.

Shopper Safety

* Disinfecting surfaces hourly
  + Shopping carts and baskets
  + Bathrooms
  + Service counter
  + Door Handles – bathrooms, entry and exit doors, breakrooms, garage doors, offices (see daily cleaning checklist)
* Tape 6’ distancing suggestions on to the sales floor.
* Create space around register areas to allow for distancing.
* Create marketing signage to educate shoppers. See posters from CDC. (Kari has them downloaded to Safety folder)
  + how to shop in the store. 6’
  + wash hands
  + stay home if sick.

Donation Door Receiving Safety

* Sanitize all empty shopping carts with diluted bleach at the beginning of the day and as they come back empty. Utilize Lysol for any Gaylord.
* Disposable gloves must be worn to receive donations with gloves changed between donations. A mask must be worn with facing donors.
* Stock area with disinfecting supplies like register area.
* Attendant unloads donations. Donor stays in the car.
* Donation cart or gaylord gets labeled with date. Hold small items for processing for a minimum of 3 days.
* Large items must be cleaned in place before moving to the sales floor
* Create marketing signage to educate donors on new procedures. Place on at least 2 sandwich boards.
  + “Please stay in your car”. “Do not unload your own donations” –
  + “We will unload the merchandise we are able to accept today”.
  + “Thank you for waiting we can only help one person at a time”.

Donation Processing Safety

* Utilize Lysol for all items difficult to wipe down, such as upholstery, cardboard, grease covered. Utilize diluted bleach for other items that are immediately moved to the sale floor, such as hutches, tables, dressers, cabinets.
* Items with excessing filth should be rejected or disposed of immediately
* When possible label and date items to store for 3-4 days prior to processing to the floor.
* Gloves should be worn. Area will be stocked with disinfecting supplies like the register area.
* Carts for receiving and stocking should be wiped down when empty.
* Create marketing signage for staff and volunteers following CDC guidelines and post throughout shared spaces.

Stocking and Merchandising Safety

* Always maintain 6 feet from shoppers on the sales floor. If stocking in same area as shoppers, greet and leave to allow for 6’ of distance. Resume when they are done shopping.
* Wear gloves as stocking. Either personal or vinyl.

Driver Safety:

* Drivers wear disposable gloves. Safety gloves are disposed of after each pick up is complete and placed in plastic trash bag. Sanitize hands and steering wheel at start of day and after each pick up is complete.
* At end of route/day, dispose of trash from truck and sanitize/clean cab (wiping steering wheel, handles and dashboard).

Donation Pick up Procedures:

* First week the truck is to make business pickups only.
* Business donation pick up: Donations team to reach out to businesses to determine the logistics of the pick up. Minimize the interaction with the donor.
* Residential donation pick up: Follow no touch procedure of not going into a home to pick up donations:
  + Driver will call donor prior to leaving for scheduled pick up to confirm items are in place
  + Items must be placed outside or open garage and able to be loaded with one person only
  + The driver will not enters homes
  + Receipts will be left behind as instructed upon scheduling
* Items shall not be left on truck at the end of the day. All items should be moved to the appropriate area and/or disinfected immediately

Personal Safety Supplies:

* Gloves size L
* Hand Sanitizer
* 2-1 disinfectant
* Paper towels
* Lysol
* Bleach
* Wipes
* Masks

Employee Absences and Store Operations

* Employee sick/customers sick/stay home notices posted everywhere – plan for absences, snow day punch list, staff moving between stores based on availability.

Miscellaneous

* Design and print off labels for marking incoming product and/or gaylords bins with dates.
* Create donor drop off communication. Stay in your car. How to prepackage donations.
* Keep doors propped open to reduce number of touches on door handles

CDC Personal Guidelines for cleanliness and safety COVID-19

* Wash your hands often with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available.
* Avoid touching your eyes, nose, and mouth with unwashed hands.
* Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water

are not available, use hand sanitizer containing at least 60% alcohol. Learn more about coughing and sneezing etiquette on the CDC website.

* Clean AND disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use products that meet EPA’s criteria for use against SARS-CoV- 2external icon, the cause of COVID-19, and are appropriate for the surface.
* Avoid using other employees’ phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
* Practice social distancing by avoiding large gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible.

https://[www.cdc.gov/handwashing/posters.html](http://www.cdc.gov/handwashing/posters.html) https://[www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html](http://www.cdc.gov/coronavirus/2019-ncov/communication/factsheets.html) https://[www.cdc.gov/healthywater/hygiene/etiquette/coughing\_sneezing.html](http://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html) https://[www.cdc.gov/handwashing/index.html](http://www.cdc.gov/handwashing/index.html)