



HFHV
COVID-19 PROCEDURES

Version 5 Effective: December 4, 2020

Procedure Group:	Covid-19	Sub Group: Safety
Procedure Title:	General Covid Safety Procedures	C-19 1.1
Applies to:	All Team Members and Volunteers	
Date Enacted: April 15, 2020	Date Revised: November 18, 2020	Next Review: Dec 14, 2020

Summary

The environment with respect to the COVID-19 pandemic continues to evolve. In response, HFHV will monitor and change its COVID-19 procedures as required for the protection and safety of team members, volunteers and the general public.

The procedures outlined in this document are effective November 18, 2020, and replace all previous versions.

Procedure

For the protection of team members, volunteers and the general public, team members and volunteers must observe appropriate physical distancing of at least 2m from others whenever possible while conducting ReStore and Affiliate operations.

Daily Health Assessment

All team members are required per WorkSafe regulations to conduct a daily health assessment, either by using the provided form or the online screening tool (<https://bc.thrive.health/covid19/en>) at designated entry points before entering their place of work. Team members must confirm their negative results by initialling a daily sign-in sheet.

Complying with our safety measures is in the interest of everyone's collective health. Please note that any person who refuses to answer screening questions will be denied access to our work locations.

PPE / Face Masks

For the purposes of HFHV's definition for COVID-19 Procedures, PPE includes cloth or disposable face masks and impervious gloves. Additional, job-specific PPE, may be required and mandated by HFHV at any time. **The proper use of face masks is outlined in Appendix C.**

Face masks are mandatory and must be worn by all team members and volunteers at all times while conducting ReStore and Affiliate operations. Exceptions to the mandatory mask policy are noted below.

All representatives must:

1. Wear a face mask at all times, with the following exceptions:
 - a. When wearing a mask interferes with a medical condition as outlined in a doctor's note (see 2);
 - b. When wearing a mask interferes with another established safety protocol;

- c. When working in a workstation that meets the criteria for maintaining physical distance (see 3);
 - d. While consuming food or drink in a designated area; team members must maintain a 2m physical distance when they are unable to wear a mask.
2. Persons unable to wear a mask for any reason (such as in 1a or 1b) must substitute mask use with some other form of PPE such as a face shield or other physical barrier. These will be provided by HFHV.
3. Team members seated at a desk or workstation positioned at least 2m away from other team members may work without a face mask. If the team member leaves their station/desk for any reason, they must wear a face mask. If another team member enters their workspace, they must put on a face mask.
4. First aid may only be conducted with the use of a face mask, face shield and examining gloves as required by Worksafe regulation.

Personal PPE must not be shared.

Reusable cloth masks provided by HFHV must be washed after each day of use and/or replaced with greater frequency if soiled or contaminated. HFHV will provide temporary, disposable masks as required should a team member's PPE require replacement before the end of their shift.

Tools and equipment used by more than one team member must be disinfected after each use.

PPE, inclusive of cloth or disposable face masks and impervious gloves, must be worn at all times when:

- Entering any vehicle or confined area owned or occupied by a member of the general public
- Entering a private place of residence to pick-up donations
- Entering a business to request or pick-up donations

Should donors or customers require assistance unloading or loading their vehicles, team members are encouraged to operate as a team with a co-worker to avoid, wherever possible, help from a donor or customer in the unloading or loading process.

HFHV will encourage curbside pickup (includes open garages and carports) of donations whenever possible. To assist donors and offer optimal customer service, HFHV will provide in-home donation pick-up upon satisfactory completion of a COVID-19 questionnaire.

Hand Washing

The single best process to minimize the possibility of transmission of COVID-19 is regular hand washing. At a *minimum*, hands must be washed before commencing shift, at the end of any shift manning the cash desk, when using the washroom, before eating or drinking, and at the conclusion of the shift. All representatives should obey the recommended practices of the BC CDC in order to practice effective hand hygiene.

In the event that hand washing is not possible, the use of hand sanitizers is an acceptable substitute.

Physical Barriers

Physical barriers have been placed in the workplace to provide separation between team members and the general public in areas of high contact (cash stations). Should customers encroach within the barriers in place to protect a team member's area, the team member may courteously remind customers of the barrier and the need to maintain physical distance.

Vehicles

Drivers and passengers must adhere to the PPE requirements of regular workspaces.

Passenger areas must be cleaned with a disinfectant solution after use.

Workers using vehicles must have appropriate PPE with them to adhere to the procedures outlined in this document.

Procedure Group:	Covid-19	Sub Group: Safety
Procedure Title:	ReStore Covid Safety Procedures	C-19 1.2
Applies to:	All ReStore Team Members and Volunteers	
Date Enacted: April 15, 2020	Date Revised: December 4, 2020	Next Review: Dec 14, 2020

Summary

To outline the physical distancing, occupancy and signing requirements to provide for safe interactions within the ReStores and throughout HFHV buildings. The guiding principles are those of physical distancing, management of occupancy within prescribed limits and the reduction of contact between unrelated parties.

Procedure

Physical distancing measures have been enacted to help provide for a minimum of 2m physical separation without barriers for people in the ReStore.

1. All stores are limited to 1 person per 5m² of unencumbered floor space:
 - a. Signage with maximum occupancy limits are posted at all entrances and conspicuously in stores. NOTE: Exceptions may be made on a case by case basis if other safety measures are taken to minimize the risk of exposure.
 - b. 2m intervals floor markings have been established.
 - c. All aisles in the ReStore are marked with floor arrows to control foot traffic creating a “one-way” flow pattern.
 - d. Reminder signs for physical distancing are prominently displayed throughout the store.

2. Cash counters
 - a. Physical barriers (Plexiglas or other shields) have been installed between the cashier and customer.
 - b. Cashiers must wear impervious gloves (latex or nitrile).
 - c. ReStores will continue to accept cash, debit, and credit cards.

3. Donation Areas
 - a. All donations are to be accepted outside the building whenever possible.
 - b. All donations are to be handled by representatives wearing masks and gloves.
 - c. Donations are to be handled one at a time whenever possible; to minimize donor and team member interactions, when simultaneous donors arrive, team members will politely ask donors to queue (either by waiting inside their car to approach the donation area or in their car while in donation area) and wait until the previous donor has been processed.
 - d. Where items can be disinfected with provided cleaners, they may be cleaned and disinfected and flow directly to the sales floor.

4. Public Washrooms

- a. At the supervisor's discretion, washrooms may be made available to persons in urgent need of the facilities.
- b. The washroom must be cleaned by a team member after each use by a member of the general public – please refer to Appendix A.

5. Volunteers

- a. Volunteer shifts are available during regular store hours (Monday – Saturday, 9:00 am – 5:00 pm).
- b. At the supervisor's or volunteer coordinator's discretion, volunteers may be on the sales floor or in the receiving areas.
- c. Volunteers who do not wish to have task assignments that require their presence on the sales floor are asked to inform the Volunteer Coordinator in writing in advance of scheduling their shift. Volunteers are always welcome to inform the supervisor or volunteer coordinator if they are unable to perform any tasks for any reason, including safety concerns.

Procedure Group:	Covid-19	Sub Group: Safety
Procedure Title:	Safe Customer Interactions	C-19 1.3
Applies to:	All ReStore Team Members, Volunteers & Customers	
Date Enacted: April 15, 2020	Date Revised: November 18, 2020	Next Review: Dec 14, 2020

Summary

To outline how HFHV team members implement and monitor requirements for safe customer interactions within the ReStores. The guiding principles are those of physical distancing, management of occupancy within prescribed limits, the reduction of contact between unrelated parties and adherence to all orders issued by the Public Health Office, WorkSafe, or other appropriate authorities.

Procedure

For the protection of team members, volunteers and the general public, team members and volunteers must observe appropriate physical distancing while interacting with each other (to the extent that this is possible due to the nature of their work) and customers in the ReStore.

1. Provide for a minimum of 2m physical separation or use of barriers.
Physical barriers (Plexiglas or other shields) have been installed between the cashier and customer.
 - a. 2m intervals floor markings have been established to guide customers in creating sufficient physical distance for the customer and team members' safety while in queues. This includes outdoor crowd control at entrances (if and when required) and queue establishment for the cash counters.
 - b. Aisles in the ReStore are marked, as needed, with floor arrows to control foot traffic creating a "one-way" flow pattern. Team members are expected to adhere to and advise customers of these "traffic rules".
 - c. Reminder signs for physical distancing are prominently displayed throughout the store.
 - d. No member of the general public will be allowed entry into the non-retail work zones of any store.

2. Use of face masks
Effective November 19, 2020, all customers must wear face masks while inside of any part of the ReStore.
 - a. ReStore signage at the entry of the stores clearly indicates that the wearing of masks is required while shopping in our stores.
 - b. Complimentary masks are available at the cash desk upon request.
 - c. Team members must remind customers who are not wearing a mask that they are mandatory (due to orders by the Public Health Office) and offer a complimentary mask if required.

3. Donations

- a. Donations are to be handled one at a time whenever possible to minimize donor and team member interactions. When multiple simultaneous donors arrive, team members will politely ask donors to queue (either by waiting inside their car to approach the donation area or in their car while in the donation area) and wait until the previous donor has been processed.

Procedure Group: Covid-19	Sub Group: Sanitization	
Procedure Title: Sanitization Requirements	C-19 1.4	
Applies to: All Team Members and Volunteers		
Date Enacted: April 15, 2020	Date Revised: September 8, 2020	Next Review: Dec 14, 2020

Summary

To define the sanitation requirements and provide an acceptable schedule for the sanitation and cleaning of all common areas within the ReStore. The guiding principles are those of physical distancing, the reduction of contact between unrelated parties, and the ongoing, regular sanitizing of common touch areas. Appendix A gives a summary of the sanitation schedule.

Procedure

1. Common Areas
 - a. Alcohol-based hand sanitizers are placed at store entries, cash desks and strategically throughout the store as needed.
 - b. All hard, high touch surfaces such as railings, door handles, cabinet hardware, and drawer handles are to be sanitized on a schedule attached as Appendix A.
 - c. All common areas (break rooms, meeting rooms, and washrooms) must be cleaned daily at the beginning of each shift. All surfaces touched by users must be cleaned after each use.
2. Cash counters
 - a. High touch areas (PIN pads) must be sanitized after each use.
 - b. Cash counters and tills must be sanitized as per the Appendix A schedule during operations and when workers change.
3. Work Stations
 - a. If avoidable, team members should not share computer workstations.
 - b. The number of team members using a common workstation/area should be minimized; it is preferable to have a team member designated as the operator for the entire shift.
 - c. When a common work area cannot be designated or must have multiple users (such as break relief of cashier), the workstation must be sanitized by the departing team member, including computer keyboards, mice, shared office supplies, etc.
4. General
 - a. All team members must wash their hands after using the washroom, before any break, at the end of their shift, before preparing food, and after any removal of gloves.
 - b. Team members undertaking sanitation duties must use appropriate PPE and must themselves wash their hands after each round of sanitation duties.

5. Public and Team Member Washrooms

- a. Washrooms must be sanitized after each use by a member of the general public, team member or volunteer. This entails cleaning of all hard surfaces touched by the user, or in the case of use by a member of the general public, the cleaning of all hard surfaces by a team member.

Procedure Group:	Covid-19	Sub Group: Truck Driving Teams
Procedure Title:	Customer/Donor Interactions	C-19 1.5
Applies to:	Driving Teams and Volunteers	
Date Enacted: April 15, 2020	Date Revised: September 8, 2020	Next Review: Dec 14, 2020

Summary

To outline the specific and additional requirements of driving teams (paid and unpaid) to ensure there are safe interactions with customers and donors.

Procedure

1. General
 - a. Drivers and assistants must adhere to all Covid-19 Procedures.

2. Corporate Service
 - a. All corporate pickups must be performed while conducting appropriate physical distancing protocols (2m separation and the wearing of masks).
 - b. All donations must be handled with impervious gloves.

3. Curbside Service
 - a. Curbside service is the preferred method of service to the general public. This means whenever possible, representatives will not enter private residences.

4. Interior Service

Notwithstanding the preference for Curbside Service, to meet the needs of our donors, truck teams may enter private residences if the following apply:

 - a. At all times, team members are wearing the following PPE: masks and impervious gloves;
 - b. They do not share an elevator with a third party;
 - c. The residence has been certified by the owner as vacant for 14 days OR the owner or resident provides satisfactory responses to the COVID 19 questionnaire;
 - d. If a donor or donor representative is present in the residence, team members will require them to use a mask (which may be provided by HFHV team member if the resident does not have their own). If the donor refuses to wear a mask, the HFHV team members should not enter the residence. The donor may place the item themselves outside of the residence, while team members maintain safe physical distance.

5. Handling Product
 - a. All product must be handled with impervious gloves. Face-shields may also be worn while handling product in confined areas. This includes vacant residences.

6. Consumption of Food
 - a. Driving teams must thoroughly wash their hands before consuming food. This means that food may not be consumed while on board vehicles.

7. Cleaning Vehicles
 - a. Drivers must clean and sanitize the personal area of the vehicle after each shift. This includes all hard surfaces in the cab.
 - b. The cargo area must be sanitized after each shift by cleaning any high-touch surfaces and equipment used.

8. Deliveries
 - a. Deliveries must be completed before any pickups are allowed to prevent cross-contamination of product.

Appendix A: Sanitation Schedule

Item	Regular Sanitization	Supplementary Sanitization
Door Handles	2 times daily Morning/Midday	
Stair Railings	2 times daily Morning/Midday	
Washrooms / First Aid Stations	Daily	After each use
Work Stations	Daily	
Designated Break Areas	Daily	After each use
Cash Counters / Registers	Every 30 min	
Debit Machines	After each use	
Shopping Carts / Baskets	After each use	
Vehicles	Daily	After each use

Appendix B: Designated Mask Free Zones*

Location	Area	Occupancy Limit
Orono Ave	Upstairs Meeting Area	3
	Downstairs Lunch Room	2
	Washrooms	1
	Outside areas used for breaks	
Oak St	Affiliate Office	2
	Lunch Room	2
	Outside areas used for breaks	

* Physical distancing **MUST** be observed when masks are not worn

Appendix C:

Recommended procedures for mask use

The CDC recommends that you wear a cloth face mask when you're around people who don't live with you and in public settings when physical distancing is difficult.

Here are a few pointers for putting on and taking off a cloth mask:

- Wash or sanitize your hands before and after putting on and taking off your mask.
- Place your mask over your mouth and nose.
- Tie it behind your head or use ear loops and make sure it's snug.
- Don't touch your mask while wearing it.
- If you accidentally touch your mask, wash or sanitize your hands.
- If your mask becomes wet or dirty, switch to a clean one. Put the used mask in a sealable bag until you can wash it.
- Remove the mask by untying it or lifting off the ear loops without touching the front of the mask or your face.
- Wash your hands immediately after removing your mask.
- Regularly wash your mask with soap and water by hand or in the washing machine. It's fine to launder it with other clothes.
- And, here are a few face mask precautions:
- Don't put masks on anyone who has trouble breathing, or is unconscious or otherwise unable to remove the mask without help.
- Don't put masks on children under 2 years of age.
- Don't use face masks as a substitute for physical distancing.

Source: <https://www.mayoclinic.org/diseases-conditions/coronavirus/in-depth/coronavirus-mask/art-20485449>