



HFHV
COVID-19 PROCEDURES

Version 8 Effective: August 25, 2021

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: July 1, 2021	Next Review: September, 6 2021

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 July 2, 2021, and replace all previous versions.

Procedure

For the protection of team members, volunteers and the general public, team members and volunteers are encouraged to maintain a respectful distance from others while conducting ReStore and Affiliate operations.

Daily Health Assessment

All team members are required conduct a daily health assessment before entering their place of work, either by using the online screening tool (<https://bc.thrive.health/covid19/en>) or the survey at designated entry points.

If you have one of these symptoms, notify your direct supervisor and stay home until you feel better. If you have any questions, or the symptoms don't go away contact your health care provider or call 8-1-1.

Complying with our safety measures is in the interest of everyone's collective health.

Face Masks

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

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.

Masks 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 disposable masks should a team member require replacement before the end of their shift.

Face masks 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

To assist donors and offer optimal customer service, HFHV will provide in-home donation pick-up upon satisfactory completion of a COVID-19 questionnaire. Refer to procedure C-19 1.5 Customer/Donor Interactions, item #4 – Interior Service.

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).

Vehicles

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

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: July 1, 2021	Next Review: September 6, 2021

Summary

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

Procedure

Measures have been enacted to help provide to maintain a respectful distance for people in the ReStore.

1. Traffic flow:
 - a. 2m intervals floor markings have been established.
 - b. All aisles in the ReStore are marked with floor arrows to control foot traffic creating a “one-way” flow pattern.
2. Cash counters
 - a. Physical barriers (Plexiglas or other shields) have been installed between the cashier and customer.
 - b. ReStores will continue to accept cash, debit, and credit cards.
3. Donation Areas
 - a. All donations are to be handled by representatives wearing masks.
 - b. 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 and wait until the previous donor has been processed.
4. Public Washrooms
 - a. At the supervisor’s discretion, washrooms may be made available to persons in urgent need of the facilities.
5. Volunteers
 - a. Volunteer shifts are available during regular store hours (Monday – Saturday, 9:00 am – 5:00 pm).
 - b. 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: August 24, 2021	Next Review: September 6, 2021

Summary

To outline how HFHV team members implement and monitor requirements for safe customer interactions within the ReStores. The guiding principles are those of reducing 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 maintain a respectful distance while interacting with each other (to the extent that this is possible due to the nature of their work) and customers in the ReStore.

In all interactions, team members are expected to act in accordance to the minimum standards of behaviour as outlined by Human Resource policies, code of conduct and established ReStore Customer Service procedures.

1. Maintain a respectful distance or, where appropriate, physical separation by use of barriers. Physical barriers (Plexiglas or other shields) have been installed between the cashier and customer.
 - a. 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”.
 - b. 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 August 25, 2021 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.
- d. Where it is necessary to accommodate a medical mask exemption, team members and volunteers should follow the list of actions below:
 - Politely decline entry and;

- Offer curbside pick-up (if the product is easily identified, in stock or currently in holding)
- Provide an opportunity to shop by appointment on Monday

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 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: July 1, 2021	Next Review: September 6, 2021

Summary

To define the sanitation requirements and provide an acceptable schedule for the sanitation and cleaning of all common areas within the ReStore as guided by WorkSafe BC's prevention of communicable disease guidelines. 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.
3. 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.
4. 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: July 1, 2021	Next Review: September 6, 2021

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 maintaining a respectful distance and while wearing masks.

3. Interior Service

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

 - a. Team members sanitize hands and wear booties when entering a dwelling;
 - b. Team members wear a mask when in a donor's dwelling;
 - 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 request they maintain a respectful distance and don a mask (which may be provided by HFHV team member if the resident does not have their own). It is within the donor's right to refuse to wear a mask. The donor may place the item themselves outside of the residence, while team members maintain safe physical distance.
 - e. Team members sanitize hands when returning to the vehicle

4. 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.

5. 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.

6. 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: Recommended procedures for mask use

- Wash or sanitize your hands before and after putting on and taking off your mask.
- Place your mask over your mouth and nose. 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.
- 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 reusable masks with soap and water by hand or in the washing machine. It's fine to launder it with other clothes.
- 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.