



# HFHV RESTORE COVID-19 PROCEDURES

Version 3 Effective: September 8, 2020



Procedure Group:	Store Procedures	Sub Group:	COVID 19
Procedure Title:	Covid ReStore Safety Procedures		Version 3
Applies to:	All Team members and Volunteers		
Date Enacted:	April 15, 2020	Date Revised:	Sep 8, 2020
		Next Review:	Dec 1, 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 September 8, 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 operations.

Face masks are mandatory and must be worn by all team members and volunteers at all times while conducting ReStore operations. Exceptions to the mandatory mask policy are noted under the PPE heading below. **The proper use of face masks is outlined in Appendix C.**

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 so as 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, after handling newly donated product, at the end of any shift manning the cash desk, when using washroom, before eating or drinking, and at the conclusion of 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.

### **PPE**

For the purposes of HFHV's definition, 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.**

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 work station positioned at least 2m away from other team members may work without a face mask If the team member is required to leave their station / desk at frequent or sudden intervals to interact with other team members or the general public, they must keep their face mask on at all times so as to avoid touching or contaminating their mask or inadvertently being in close proximity to others
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

### **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:	Store Procedures	Sub Group:	COVID 19
Procedure Title:	Safe Customer, Team member & Volunteer Interactions		Version 2
Applies to:	All ReStore Team Members and Volunteers		
Date Enacted:	April 15, 2020	Date Revised:	Sep 8, 2020
		Next Review:	Dec 8, 2020

## Summary

To outline the physical distancing, occupancy and signing requirements to provide for safe customer 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 team members and customers in the ReStore.

1. All stores are limited to 1 person per 5m<sup>2</sup> of unencumbered floor space:
  - a. Signage with maximum occupancy limits are posted at all entrances and conspicuously in stores;
  - b. Disposable face masks are available for customer use at the cash desk on request
  - c. No member of the general public will be allowed entry into the non-retail work zones of any store
  - d. All rooms and areas of the work site must be posted with maximum occupancy limits which must be adhered to; NOTE: exceptions may be made on a case by case basis if other safety measures are taken to minimize risk of exposure
  
2. Floor markings and signage:
  - a. 2m intervals floor markings have been established to guide customers in creating sufficient physical distance for 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. All aisles in the ReStore are marked with floor arrows to control foot traffic creating a "one way" flow pattern. Team members are expected to adhere to and advise customers of "traffic rules."
  - c. Reminder signs for physical distancing are prominently displayed throughout the store
  
3. 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

#### 4. Donation Areas

- a. All donations are to be accepted outside the building whenever possible. An awning or tent can be used to shelter donations from the weather
- 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 multiple simultaneous donors arrive, team members will politely ask donors to queue (either by waiting inside their car to approach donation area, or in their car while in donation area) and wait until the previous donor has been processed
- d. Donations should be processed on a first in first out basis in the receiving area; this should help to allow any active virus on product surfaces to degrade sufficiently for safety
- e. Where items can be disinfected with provided cleaners, they may be cleaned and disinfected and flow directly to the sales floor

#### 5. Public Washrooms

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

#### 6. Volunteers

- a. Volunteer hours are currently limited to non-retail hours in order to limit the number of persons in the stores, the interactions with customers and the number of persons in the receiving areas. At this time, these hours include mornings (before 12:00 noon opening), Mondays and evenings after 5:00 PM; these hours are subject to change at any time; volunteers will be notified in advance of any changes.
- b. At the supervisor's or volunteer coordinator's discretion, volunteers may be on the sales floor or in the receiving areas.

Procedure Group: Store Procedures	Sub Group: COVID 19	
Procedure Title: Sanitation – ReStore operations	Version 2	
Applies to: All ReStore Team members and Volunteers		
Date Enacted: April 15, 2020	Date Revised: Sep 8, 2020	Next Review : Dec 8, 2020

### Summary

To 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 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 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: Store Procedures	Sub Group: COVID 19	
Procedure Title: Truck Driving Teams – Customer/Donor Interactions	Version 3	
Applies to: Driving Teams and Volunteers		
Date Enacted: April 15, 2020	Date Revised: Sep 8, 2020	Next Review: Dec 8, 2020

**Summary**

To ensure that there are safe interactions with customers and donors for the truck driving teams.

**Procedure**

1. General

- a. Drivers and assistants must adhere to Covid ReStore Safety 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 be required to enter private residences as follows:

- a. At all times, team members must wear the following PPE: masks and impervious gloves
- b. The residence has been certified by the owner as vacant for 14 days
- c. They are accessing common areas of multi-unit buildings to reach a residence
- d. They do not share an elevator with a third party
- e. The owner or resident provides satisfactory responses to the COVID 19 questionnaire
- f. 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)

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 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 personal area of vehicle after each shift. This includes all hard surfaces in cab
- b. 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; This is to prevent cross-contamination of product



## Appendix A:

### Sanitation Schedule

Item	Regular Sanitization	Supplementary Sanitization
Door Handles	3 times daily	
Stair Railings	3 times daily	
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
Oak St	Outside areas used for breaks	
	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>*