



COVID-19 ReStore Operations & Safety Protocol

5.14.2020

The following protocol will guide the re-opening and operations of the ReStore, employee behavior and engagement with customers. Each employee will receive a copy of this document and is required to sign that they have read and understand the document. Failure to comply with this protocol will result in closure of the ReStore. A copy of this document will be posted publicly in the ReStore.

Customer Engagement

1. Clearly designate separate entrance and exit points with signs instructing for 6ft separation between people. Try to limit use of West door.
2. Secure 6ft separators on the floor with tape and signage at checkout line and cash registers.
3. Cash register, monitor and credit card processing machine, will be covered in Saran wrap. Cashier will clean credit card machine after every customer.
4. Separate freshly cleaned buggies and baskets from 'just used' and have staff stationed at entrance to maintain separation and cleaning.
5. Monitor # of customers in store to limit no more than 40 customers. ReStore Manager will count of the number of people entering/exiting and will determine if we need to limit the traffic flow.
6. All employees must sign a Covid-19 waiver form before Restore opens.
7. All staff members are empowered to handle any customers who are not following proper guidelines. This has been discussed and we will document any issues that arise with a modified incident report.
 - a. In the event that a customer is not adhering to CDC distancing and non-contact guidelines, employee(s) who witness this must alert Restore Manager immediately, or Executive Director!
 - b. Store Staff is to use professional courtesy in asking customers to please adhere to guidelines and keep at least a 6-foot distance between him/herself and all others within the store.
 - c. Notify the ReStore Manager, or Executive Director, of any incidents or issues related to a lack of customer adherence.
 - d. Store staff may ask customer to leave the premises if they continue to not adhere to our/CDC guidelines.
8. Customers will be asked to wear protective masks, but masks are not required.
9. Keep fans running around the office for ventilation.

PPE and Supplies:

1. ReStore supplies will include bleach, sanitizer, cleaners, disinfecting wipes, masks, and gloves. Staff must use them all, when handling donations, or merchandise.
2. Germ barriers to be used at the cash registers; face shields are available for staff upon request.
3. Hand sanitizer station for customers to use at front door, west door and all register stations.
4. All bathrooms and break room completely cleaned and sanitized twice a day.
5. All frequently used store equipment, i.e. pricing guns, dollies, must be sanitized twice a day.

ReStore Operational Requirements effective immediately:

1. All personnel must wear masks at all times.
2. All personnel must use gloves when processing and sanitizing merchandise.
3. Frequently wash hands with soap and warm water; staff are encouraged to wash hands hourly.
4. Frequently use hand sanitizer when soap and water are not available.
5. Use non-contact greetings.
6. Follow all CDC guidelines for personal protection.
7. Promote customer use of credit cards.
8. Whenever possible, allow customer to insert credit card into machine instead of cashier.
9. Cashiers must wear gloves at all times.
10. Keep 6 feet distance between all persons.
11. Set up and enforce social distancing for checkout lines.
12. Place reminders for social distancing throughout stores.
13. Maintain hand sanitizing stations at the front door, back room drop off site, and cash register, and limit possibility of theft of said sanitizer.
14. Keep a thermometer on hand to monitor staff temperature. Any staff member with a high temperature will be sent home.
15. No volunteers allowed until further notice.
16. Maintain regular sanitizing of high-risk surfaces including computer screens, keyboards, & mouse devices, telephones, doorknobs and handles, all commonly used surfaces (see CDC Guidelines below).

Process of Incoming Donations:

1. All items must be wiped down with sanitizer completely before going onto the floor.
2. All items must be quarantined within the warehouse for 72 hours to allow for any germs to die off, unless they are sanitized first.

Procedures for Fleet Staff (ReStore Donation Trucks): All Personnel will:

1. Follow all CDC guidelines.
2. Keep hand sanitizer in trucks and office; sanitize or wash hands frequently.
3. Use non-contact greetings.
4. Keep 6 feet distance between all persons.
5. Wear gloves at all times.
6. Only pick up items left at curbside, or in a garage, until further notice.
7. Keep truck windows open for ventilation.
8. Disinfect trucks daily to include handles, steering wheel, dashboard, seat belts and all common areas.
9. Do not participate in any work events with 10 or more participants.
10. Instruct donor to leave items at curbside, or the garage, until further notice.
11. When qualifying a donor for pickup, if donor is unable to follow new guidelines, decline pick up.

CDC Guidelines on Cleaning & Disinfecting Surfaces

High-risk surfaces

- "High touch" surfaces such as faucets, toilets, floors, tables, toys, toilet rails, counters, phones, tables, chairs, sleeping mats, walls, hand rails, doorknobs, elevator buttons, phones, light switches, and ice machines require frequent cleaning.

Non-porous surfaces/Hard surfaces

- Examples include: bath rails, chairs (all wooden, plastic, and steel parts), counters, doorknobs, elevator buttons, faucets, handrails, light switches, phones, tables, toilets, sinks, etc.)
- Disinfect with chlorine bleach; rinse with water for food preparation areas.

Porous surfaces: Carpets/Upholstered Furniture

- Examples include carpets and upholstered chairs and sofas.
- Visible debris should be cleaned with absorbent material (double layer) and discarded in a plastic bag to minimize airborne particles.
- Steam clean (heat inactivation) 158° F for 5 minutes or 212° F for 1 minute for complete inactivation. Disinfecting with bleach may discolor carpets and/or upholstered furniture.

Disinfecting with Chlorine Bleach

Chlorine bleach concentrations and mixing instructions

Food/mouth contact items, toys	Most non-porous surfaces	Heavily contaminated non-porous surfaces
1 tablespoon of bleach in 1 gallon water (1:250 dilution)	1/3 cup bleach in 1 gallon water (1:50 dilution)	1 and 2/3 cups bleach in 1 gallon water (1:10 dilution)

Contact time

Leave bleach on surface for 10-20 minutes and then rinse thoroughly with clean water.

Stability of Chlorine Bleach

- Once opened, bottles of household bleach will lose effectiveness after 30 days.
- Use a new unopened bottle of bleach every 30 days for preparing diluted disinfectant solutions.
- Prepare a fresh dilution of bleach daily and discard unused portions.

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03/2015

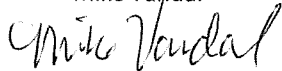
Other disinfectants

- Phenolic-based disinfectants (e.g., Pinesol or Lysol) are effective but may require concentrations of 2-4 times the manufacturer's recommendations for routine use.
- Heat disinfection [to 140° F (60°C)] is suggested for items like upholstery and carpet that cannot be cleaned with chemical disinfectants such as chlorine bleach.
- Quaternary ammonium compounds, often used for sanitizing food preparation surfaces and disinfecting large surfaces such as countertops or floors, are *not* effective against noroviruses.

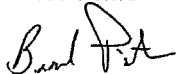
Important: All of these policies that make up the COVID-19 ReStore Operations & Safety Protocol (the entirety of this document), will be followed by any volunteers once they are able to rejoin staff members.

The undersigned employees agree to the aforementioned COVID-19 ReStore Operations & Safety Protocol:

Mike Vandal



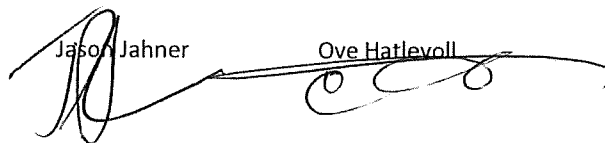
Brad Poitra



Isaac Kelly

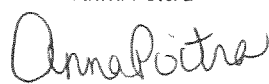


Jason Jahner



Ove Hatlevoll

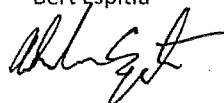
Anna Poitra



Pete Christopher



Bert Espitia



Jim Nelson

