



## **COVID-19 Restore Operations & Safety Protocol**

05/18/2021

**As of 05/18/2021 Our protective face mask requirement has been lifted and masks are now optional, following the guidance of the CDC and State of MN officials**

The following protocol will guide the operations and safety of the Restore, employee behavior and engagement with customers. A copy of this document is 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. Monitor # of customers in store to limit no more than 40 customers.
4. 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. When 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.
5. Customers may wear protective masks, but masks are no longer required.

### **PPE and Supplies:**

1. Restore supplies will include bleach, sanitizer, cleaners, disinfecting wipes, 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 once per day.
5. All frequently used store equipment, i.e., pricing guns, dollies, must be sanitized at least once per day.

### **Restore Operational Requirements effective immediately:**

1. Protective masks are optional for all personnel.
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. Keep 6 feet distance between all persons.
9. Set up and enforce social distancing for checkout lines.
10. Place reminders for social distancing throughout stores.

11. Maintain hand sanitizing stations at the front door, back room drop off site, and cash register, and limit possibility of theft of said sanitizer.
12. 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.

### **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 always.
6. Keep truck windows open for ventilation.
7. Disinfect trucks daily to include handles, steering wheel, dashboard, seat belts and all common areas.
8. Do not participate in any work events with 10 or more participants.
9. Instruct donor to leave items at curbside, or the garage, when possible.

### **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, handrails, 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.

***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 rejoin staff members.