

LLHFH's ReStore Covid-19 Safety Guidelines (Volunteer Edition) 1

Based on PA Department of Health, CDC and OSHA recommendations

New Customer Hours for the ReStore

Tuesday - Friday: 9am – 4pm

Saturday: 9am - 3pm

Store hours have been shortened in order to follow COVID-19 safety guidelines - including thoroughly cleaning the store in the middle and end of the day

1. Site Requirements:

a. Front of Store

- i. Signage in English and Spanish will be posted outside in the front of the store, around the sales floor, outside the side door, and by the register.
 1. All customers, staff and volunteers must be wearing a mask (mask must cover nose and mouth) in order to enter, shop and drop off donations, at the ReStore
 2. Maintain 6 ft distance at all times between customers, staff and volunteers
 3. Sanitize hands when entering and exiting the ReStore
 4. Please refrain from touching merchandise, unless you intend to buy it
 5. There may be delays in service in order to observe proper safety procedures. Please be patient with our staff. We want to keep you safe.
 6. Donation Drop Off - NOT a store entrance
 7. Enter and Exit through this door ONLY
 8. Customers, staff and volunteers: Wash hands for at least 20 seconds after using the bathroom.
 9. New Store Hours:

Tuesday - Friday: 9am – 4pm

Saturday: 9am - 3pm

ii. All customers, staff and volunteers must wear a mask.

1. **This means properly covering their mouth and nose, at all times.**
2. Customers who cannot wear a mask due to a medical condition (including children under the age of 2) may enter the store and are not required to provide documentation of their medical condition
3. Masks will be given to customers for free if they do not have their own.

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- iii. Hand sanitizer stations will be available at the front door, registers and side doors for customer, volunteer and staff use.
- iv. Customers will be directed to exit through the front door.

b. Cash Register:

- i. The register area will be disinfected regularly throughout the day and before closing the store.
- ii. Customers waiting in-line will be guided to stand 6 feet apart.
 - 1. Signage in both English and Spanish will be posted around the register announcing this expectation.
 - 2. Markers on the ground will show the appropriate distance customers should stand apart while waiting to check-out.
- iii. There is a glass barrier in front of each register.
- iv. Volunteer Check-in computer, printer, phones, and all countertops will be wiped down as often as is possible and before closing the store each day.

c. Side Door + Processing Area:

- i. Donation drop-offs
 - 1. Customer donation drop-offs will only be accepted at the side door.
 - 2. Customers will need to wear a mask to drop off items.
 - 3. Lines marking 6 ft distance are on the ground for customers to stand and wait their turn and keep their distance from staff/volunteers.
- ii. Purchased items pick-up
 - 1. **Customers should not exit or enter the store through the side door.**
 - a. They should enter and exit through the front door.
 - 2. Customers will need to wear a mask while picking-up items.
 - a. If customers can't load their purchase(s) on their own – and staff/volunteers are available, staff/volunteers will load purchases.
 - i. Staff/volunteer will ask the customer to step away at least 6 ft.
 - 3. Lines marking 6 ft distance are on the ground for customers to stand and wait their turn and keep their distance from staff, volunteers, and other customers.
- iii. The side door will be kept open while the store is in operation.

d. Bathrooms

- i. Toilets, stalls, countertops, faucets, soap containers, towel dispensers, light switches, doors and doorknobs need to be cleaned and disinfected as often as possible throughout the day and before closing.

- ii. Customers will be instructed via signs to wash their hands for at least 20 seconds after using the bathroom.

e. Breakroom

- i. Only one person at a time, should eat or drink (ie: have their masks off) in the breakroom.
 - 1. While wearing a mask, disinfect all areas you touch before and after eating.
- ii. The table, refrigerator, countertop, faucet, microwave, chairs, light switches, doors and doorknobs need to be cleaned and disinfected as often as possible throughout the day and before closing.
- iii. Before and after eating, hands should be washed for at least 20 seconds.

f. Ensure the ReStore has a sufficient number of staff (and volunteers when relevant) – at minimum 6 - to perform the above protocol.

2. Volunteer Requirements

a. Before coming to volunteer:

- i. Send out new volunteer requirements via email so that volunteers know what to expect and know our new policies (including, asking the screening questions)
- ii. When volunteers are signing-up for shifts (ie: on Volunteer Local), ask them the screening questions as well as include the Site Requirements for them to digitally agree to.
 - 1. **Screening questions:** Are you experiencing ANY of the following symptoms?
 - 2. A new onset of a cough?
 - 3. Shortness of breath?
 - 4. A fever (temperature of 100.4 or higher)?
 - 5. Chills?
 - 6. Fatigue?
 - 7. New, loss, or change of taste or smell?
 - 8. Headache?
 - 9. Muscle or body aches?
 - 10. Sore throat?
 - 11. Nausea, vomiting or diarrhea?
 - i. Are you feeling ill in any way?
 - ii. Have you been exposed to someone who has tested positive for Covid-19 within the last 2 weeks?

- iii. **If you answered yes to any of the above questions, then do not sign up to volunteer.**
- iv. It is extremely important that if you feel under the weather even in the slightest, that you do not come to volunteer. For the safety of our volunteers and staff, and for the continuation of our work – you must feel 100% to be on-site with us. We deeply appreciate your desire to serve, and we need you to take care of your own health first.
- v. If volunteers feel comfortable being on-site and are in 100% good health, we happily invite volunteers to serve with us under these guidelines.

b. When volunteers first arrive at the ReStore.

- i. All volunteers must wear a mask.
 - 1. Masks must cover the mouth and nose, at all times.
 - a. Volunteers unwilling to wear their mask properly and consistently, unfortunately, will be asked to leave.
 - 2. Volunteers are asked to bring their own masks, when possible.
 - a. Masks should be put on while volunteers are in their car, and should be kept on until they get back in their car to leave for the day.
 - 3. If volunteers do not have their own mask OR theirs is soiled/over-used/not a proper mask, they will be provided one on-site.
- ii. Habitat staff will ask the screening questions one more time and take every volunteers temperature.
 - 1. Anyone who answers yes to any of the prescreen questions and/or exhibiting a fever of over 100.4, will be asked to leave immediately.
- iii. Extra copies of this document will be available next to the check-in station for reference.

c. Expectations on-site

- i. Help ensure that customers know and are following our covid-19 safety guidelines (wearing a mask properly, keeping a safe distance, not entering through the side door, etc)
- ii. **Lunch Break:**
 - 1. Volunteer shifts have been adjusted so that volunteers are able and encouraged to eat lunch at home or off-site, before or after serving.
 - 2. **If lunch or a snack is needed on-site, we ask all volunteers to eat individually, outside (away from customers) or inside their car.**

- a. There's a lovely tree out back and at a distance from incoming customers.
- iii. Staff/volunteers must maintain 6ft distance as much as possible.
 - 1. This includes being mindful when arriving and leaving the ReStore.
 - 2. This also includes asking customers and other volunteers politely to back away and observe the 6 ft distance when they get too close.
 - a. This is especially likely to happen when being asked a question, during interactions at the side door, or while moving inventory.
- iv. Volunteers are encouraged to take hand-washing breaks every hour.
 - 1. If the outside of your mask is touched, stop and wash your hands/sanitize, immediately.
- v. End of Day Cleaning
 - 1. Once the store is closed to customers, staff/volunteers will stay for up to an hour to thoroughly clean the store.
 - a. Volunteers are encouraged to help address cleaning high-touch areas such as the register, breakroom, bathrooms, handles, light switches, trashcans and shopping carts.
 - i. When emptying the trash, use gloves and/or wash your hands/sanitize, immediately.

d. After volunteering with us

- i. Up to 48 hours after volunteering, if you develop symptoms of covid-19, test positive for covid-19 or discover you were exposed within 2 days of volunteering, get in touch with Jacquie Morges, the Volunteer and Community Engagement Manager (Jacquie@llhfh.org 717-719-2955), IMMEDIATELY for contact tracing.
 - 1. Volunteers cannot return to volunteer until...
 - a. If they test positive AND have symptoms: wait until at least 3 days with no fever AND symptoms improve AND 10 days since symptoms first appeared.
 - b. If they test positive AND have no symptoms: wait until 10 days AND continue having no symptoms.
 - c. If they test negative on the 5th day after exposure AND have no symptoms: wait at least 7 days AND continue having no symptoms.
 - d. If they think they've been exposed AND have symptoms: wait until at least 3 days with no fever AND symptoms improve AND 10 days since symptoms first appeared.

- e. If they think they've been exposed BUT have no symptoms: wait until 10 days AND continue having no symptoms.
- f. If they have a weakened immune system: they should talk to their doctor, as it may be recommended to stay home longer.
- ii. If volunteers have any questions, concerns or hesitations about volunteering – please get in touch with Jacquie.

3. LLHFH's Response if there is a Probable or Confirmed Covid-19 Case

- a. Identify and notify volunteers and staff immediately, who were in close contact with that individual, (within 6 ft from that individual for at least 10 minutes) – without breaking confidentiality of who has, or might have, covid-19. (Jacquie)**
 - i. **Volunteers can expect to receive both a phone call and email.**
 - ii. If one staff person tests positive for covid-19, the entire staff team will quarantine and the store will close.
- b.** Close off and ventilate areas visited by that individual (ReStore Management).
- c.** Wait a minimum of 24 hours, or as long as practical, before beginning cleaning and disinfection.
- d.** Clean and disinfect all spaces possibly contaminated, to the best of our ability.
- e. Staff who were exposed to a person with covid-19, should not return to ReStore until they have properly quarantined:**
 - i. If staff has symptoms: wait until at least 3 days with no fever AND symptoms improve AND 10 days since symptoms first appeared.
 - ii. If staff has no symptoms: wait until 10 days AND continue having no symptoms.
 - iii. If staff wants to get tested – and doesn't have symptoms: wait until at least 5 days after possible exposure to get tested, and then if after 7 days they still have no symptoms, they can return to work.
 - iv. If staff has a weakened immune system: they should talk to their doctor, as it may be recommended to stay home longer, and let their manager know their return timeline.