



RESTORE

HFHE Safety Protocols for Volunteering during COVID-19

A COPY OF THIS DOCUMENT SHALL REMAIN POSTED FOR REFERENCE PURPOSES

Volunteers, thank you for your willingness to volunteer during these complex and challenging times. The health and safety of HFHE employees and volunteers is our top priority. HFHE provides hand sanitizer, supplies and other Personal Protective Equipment to ensure our employees and volunteers are safe. With this in mind, we ask that you read through this document and understand its contents to ensure a safe and healthy environment.

The COVID-19 pandemic has necessitated changes to routines and practices to keep volunteers, customers and staff safe and healthy during volunteering. The following are general guidelines to be adhered to before, during and after volunteering.

Before every volunteer shift :

1. We need all staff and volunteers to self-assess their health daily, prior to entering the workplace. The following need to be self-assessed and affirmed daily:

- I am feeling healthy overall today.
- I do not currently have any symptoms of COVID-19 (fever, chills, cough, sore throat, muscle aches, severe exhaustion/weakness or shortness of breath.)
- I have not had a fever of 38°C / 100.4°F or greater within the past 72 hours.
- I agree to respect social distancing while on site today.

During the previous 14 days I have not:

- been advised to self-isolate or quarantine by a doctor or health authority
- traveled outside of the country
- had contact with a COVID-19 case

I cannot think of any reason I should not be allowed access to the site today.

Anyone with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms are to complete the AHS [self-assessment](#) and get tested for COVID-19.

2. In preparation for volunteering:

- Bring a personal bottle of hand sanitizer. We can supply if needed.
- It is recommended that all volunteers use a cloth or disposable mask while on the sales floor interacting with customers, and care should be taken to keep these masks clean and contaminant free when not in use. (Cloth masks may be available through Habitat).

- Bring a personal supply of food/drink, if needed, to avoid sharing dishes and food with others. HFHE will continue to provide single portion, individually wrapped lunches for volunteers who would like to partake.

In preparation for volunteering (cont):

- Store management holds a safety toolbox talk every morning. If you are not available to attend, please ask store management to inform you of current situations you need to be aware of.
- Please bring your own work gloves. We are not recommending latex gloves, but rather frequent washing of hands.

During your volunteer shift:

All workers have a responsibility to help prevent the spread in the workplace. Take steps to protect yourself and others:

- Maintain social distance (6 ft) separation at all times
- Practice good hygiene: wash hands often for at least 20 seconds, cover coughs and sneezes, and avoid touching face
- Do not touch your face
- Inform your supervisor immediately if you have any of the symptoms: cough, fever, shortness of breath, runny nose or sore throat
- Inform your supervisor immediately if you have been in contact with someone that has confirmed to be COVID-19 positive
- Self-isolate for the legally-required 14 days if you have any symptoms that are not related to a pre-existing illness or medical condition
- Pause/yield to ensure passage of others
- All work in warehouse/receiving must be done with distancing.
- Masks are recommended

After your volunteer shift:

- Inform the store manager when departing your volunteer session of the effectiveness of the measures in place and where change is necessary.
- If you need to talk about something that occurred during your shift, please approach the store manager or the Volunteer Engagement team at HFH Edmonton for support.
- Take care to rest and refresh.
- If you are not feeling well a few days after volunteering with us please follow your local public health protocols. Update Habitat that you are not feeling well so that appropriate safe guards can be taken.

COVID protocol on Donations and Purchases

Effective May, 2020 until further notice

Protocol for Receiving Donations at the ReStore

Phone / Curbside Sales – Phone and curbside sales will be offered Tuesday through Thursday, 9:30 am – 11:30 am, specifically to meet the unique needs of senior customers and those with compromised immune systems that don't feel they can safely enter the store. The store manager will provide instructions on this process to volunteers as required.

Drop Off Donation Receiving –ReStores will accept drop off donations only under the following conditions.

- a) Donations will only be accepted until 4:30 pm daily to allow staff sufficient time to safely handle, sanitize, and quarantine donations.
- b) Donations will be accepted one at a time. Traffic control will be established to prevent overlap of donors.
- c) Donations will be vetted by staff practicing appropriate physical distancing.
- d) Containers should be provided for small items to minimize handling while items are under quarantine.
- e) Donations will be packaged onto Pallets or bins by staff wearing appropriate PPE and moved into Quarantine area of store.
- f) Donations will either be sanitized or quarantined before being moved to the floor for sales. If an item cannot be sanitized based on manpower / supplies, the following quarantine timelines will apply. Managers will use their judgement to prioritize sanitization of new donations based on stock needs and ability to sell an item in a quick timeframe. If possible, items should still be cleaned / sanitized following their quarantine period, although not to the level required for items that are just being sanitized. These quarantine periods are based on scientific studies as to how long the COVID-19 virus is believed to be able to live on surfaces.
 - i. Metal surfaces (unless otherwise indicated): 5 days
 - ii. Glass surfaces: 5 days
 - iii. Ceramic surfaces: 5 days
 - iv. Wood surfaces: 4 days
 - v. Plastic surfaces: 3 days
 - vi. Stainless steel: 3 days
 - vii. Cardboard / Boxes: 1 day

Approved donations will be accepted through a process that allows for proper social distancing, and protects our staff and volunteers from exposure to potential COVID cases. Additional training on process will be provided to volunteers by store management as needed.

Protocol for placing inventory to the sales floor at the ReStore

1. After products have been cleared of any quarantine:
 - a. Associate/volunteer to wear gloves at all times while handling products
 - b. All products are to be wiped thoroughly with disinfectant/sanitizer
2. Collect cleaned and priced inventory to be placed onto in a contained “clean” zone.
3. Inventories should only be moved to the sales floor if area to be stocked is clear of all customers or prior/after public access hours.

Protocol for customer service at the ReStore

1. High vis vests, masks to be worn when dealing with the public
2. Maintain social distance at all times
3. Items requiring two (2) or more people to move/lift will be completed only by staff members as a team or by the customer and any help he/she may have. No movement of items can be done in tandem between staff and general public
4. Request customers to step back and maintain distance while move/load is in progress
5. Tie downs and securing of any product is the customers responsibility

As the COVID-19 pandemic is a rapidly evolving situation, HFH Edmonton and its managers are responding to changes regularly in order to deliver a safe and positive environment and experience for our valued staff, volunteers, donors, and customers. The store manager will keep you informed of any updates to policies or procedures not yet included in this document.

I agree to abide by the practices and protocols outlined in this document and to maintain focus on personal health and safety amid the current challenges of COVID-19.

Signed: _____ Date: _____

Print name: _____