



EMPLOYEE PROTOCOL- COVID 19 - PHASE ONE: ReStore

- **Hours of operation: Tuesday-Saturday, 9 a.m. – 5 p.m. Employees will clock-in to PayrollDept.biz via phone. Staff may not clock-in more than five minutes before scheduled time. Upon exiting their vehicles in the ReStore parking area, and prior to entering retail space, they will place masks on appropriately.**
- **Employees will be issued 10 new masks each work week. They are to ensure a new mask is used daily and will place mask on, prior to entering retail area.**
- **To avoid multiple entries to indoor retail space, all employees shall enter via the back, east gate. The east gate is to remain open until the store is closed.**
- **COVID Station shall be located at exterior sink. Staff must wash hands with anti-bacterial soap upon arrival and put gloves on.**
- **Manager to take staff temperature and log results at arrival, noon and departure. If fever exists, staff must leave the premises. If staff exhibits any of the COVID symptoms, they shall be released from their duties to go home. Symptoms may consist of:**
 - **Shortness of breath**
 - **Headache that persists**
 - **Fatigue or achiness**
 - **Vomiting, diarrhea**
 - **High fever**
- **Western gate shall remain closed until donation/construction customer has called to identify product need or drop-off.**
- **ReStore retail space will remain locked to the public. Repair area slider shall stay open for ReStore Staff only.**
- **No bathroom access for customers/donor/public.**

- Construction customers may come in individually to view/make purchases. They will be required to wear masks. (Children will not be allowed on the premise)
- Only two non-employee individuals shall be allowed in back yard at any time.
- ReStore Manager will manage landline phone, register and computer only. Manager will screen donations prior to giving word to open gate. No one except for the manager will be allowed to be behind the counter.
- A designated receiving area on pallets/risers shall be kept clear of unnecessary items, as to facilitate smooth placement from donor vehicle to area. Items to be kept for five days, then disinfected.
- Products donated may only enter retail indoor space once properly cleaned and time-period has passed.
- No volunteers allowed to assist in ReStore sales or construction yard donations.
- Since there are three bathrooms, bathrooms shall be assigned to staff for full-day use. Staff to follow bathroom protocol:
 - Removal of gloves
 - 60 seconds of handwashing with anti-bacterial soap
 - New gloves
 - Spray sanitizer on departure on faucet, toilet handle, inner and exterior doorknobs ... allow to sit.
- Breakroom closed. Staff requested to eat on lawn, personal vehicle or leave premise for lunch break.

IF THESE PROTOCOLS ARE NOT FOLLOWED, IT WILL BE GROUNDS FOR TERMINATION.

CUSTOMER PROTOCOL-COVID PHASE ONE

- Customers may call to set appointment for donation drop-off, ONLY IF product has been vetted. Appointments shall be spaced hourly to avoid congestion in back area.

- Customers dropping-off or wanting to purchase construction materials may enter back, west gate after calling store staff. Thus, ensuring no more than two customers in Construction Yard at any point.
- Masks/gloves available at gate for those assisting with drop-off or customer.
- Customers should park on road and leave household members in car. No dogs allowed.
- Donor Receipts shall be completed by Yard Personnel, for signature (COVID) shall be placed. Thus, avoiding cross-contamination.
- Purchases shall be check or credit card only, NO CASH.
- Online ReStore retail sales shall be handled by Restore Manager. Purchased product to be placed with receipt in designated front parking area, by appointment only. Staggered hourly appointments, to avoid congestion.
- No bathrooms for use.
- Must maintain 6-foot distance from all others.
- Must wear mask appropriately or will be asked to leave.
- Only vehicles picking up or dropping off may be in yard roadway.

Yard Maintenance Protocol-Phase One-ReStore

- Staff/volunteers to be assigned designated parcels of landscape. One person per 1000 sq. ft. area, mask and gloves required. All volunteer engagements to be coordinated by Volunteer Coordinator. In some cases, only one volunteer household per day, may be appropriate. Landscaping may be accommodated in early hours or evenings to allow for further social distancing.
- Similar protocol with bathrooms and 6-foot distance when near other staff/customers.
- Tools to be kept within western gate. Access through the gate each morning and exit from the same gate. All tools to be sprayed with disinfectant before use and on departure. Tools shall not be shared.
- Timecard accessed through cellphone - PayrollDept.biz. Volunteers to email hours to Volunteer Coordinator.

Our staffs' safety is the most important matter as we soft-open. Please be diligent in your actions to keep us all healthy.

For anyone unable to work in PHASE ONE due to current health issues. Please provide the Executive Director with a physician's note stating the specific accommodations being requested.

In the event you become ill due to COVID or any other illness, we ask that you stay home, take care and call to let your immediate supervisor know of your circumstances.

Approved April 27, 2020 and effective April 28, 2020.

Rachel Taylor-Saghie, Executive Director