

## Note In the Pocket Post Covid Re-Opening Procedures

### Goals for reopening: **Phase ONE** (May 8, 2020)

Process clothes safely and efficiently to provide clothing to children and families in need as fast as possible.

Keep staff and volunteers safe with altered facility configuration to allow for appropriate social distancing, disinfecting and time management.

### Procedures:

#### Donations:

Space - with little space for current donations, the donations received during the Phase 1 timeframe will be delivered directly into an additional truck/storage space for decontamination, whether through time or disinfecting

Receiving - By appointment - Sign Up Genius, Location based on availability

- Donations will only be received at the Center (no remote boxes) -and Crossroads Beginning March 26 by appointment.
- Donations times are Monday - Friday 9-12 and Saturdays 9-12.
- Donations will be received in vessels that can easily be disinfected. Plastic bags, and cardboard boxes only, no plastic bins etc. In the case of a plastic bin, donors will be given trash bags to transfer donations at time of drop-off.
- Donation safety timeframe: The virus that causes coronavirus disease 2019 (COVID-19) is stable for several hours to days in aerosols and on surfaces, according to a new study from National Institutes of Health, CDC, UCLA and Princeton University scientists in *The New England Journal of Medicine*. [New England Journal of Medicine](#) dated 3/17/20. The coronavirus can stay on materials for an extended period of time so we will need to ensure there is time for the virus to die on the donations. According to the study, the virus can live up to 24 hours on cardboard and up to 2-3 days on plastic. At Note in the Pocket, the exterior storage container will hold new donations for quarantine. At the Crossroads location, donations will be stored separately by date to provide the same quarantine time needed for safety. The disease is more likely to survive on hard surfaces than soft surfaces like clothing.
- Donation handling: When handling new donations staff/volunteers need to wear protective gear at all times to include mask, gloves and, if possible, long sleeves. After handling new donations staff need to sanitize the mask and dispose of gloves. It is suggested that clothes are to be separated and laundered at home to reduce the chance of spreading coronavirus to households.
- New donations can begin to be processed after items are there at least three days.

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### Volunteers:

Space - The Center will be reconfigured to create areas that staff and volunteers can work in while adhering to suggested social distancing guidelines. Center hours will be extended to accommodate social distancing while still keeping up with processing.

- Stations will be set up where the sorting/folding process can be done by one individual, as to limit interaction.
- Each station will be a minimum of 6 feet from another (in most cases over 6 ft.).
- If/when needed separate individuals can do the same process line but will continue to wear masks. Gloves will be provided but use is at the staff and volunteer's discretion.
- Only new donations that have completed the 3 day quarantine will enter the facility. The incoming donation areas (the outside container at NITP and the separate & dated storage areas at Crossroads) will be considered Red Zones, which are potentially higher risk areas.
- Staff and volunteers should not come into the Center while sick and/or exhibiting symptoms of a fever over 100 degrees, dry cough, chills, and/or shortness of breath. All staff and volunteers will be required to wash hands upon entering the Center, mid-shift and prior to leaving.
- Masks must be worn at all times and gloves according to the work staff/volunteers are doing. Mask breaks can be taken outside the Center.
- Individuals will need to communicate their intent to move around the Center, i.e. to take breaks, restroom visits, depart, etc., to ensure social distancing is maintained. Around the restroom area staff should knock on the door and then wait at least 6 feet away until room is available. All must wash hands after the restroom and use the paper towel to open the door and turn off the light.
- Items received through the mail (clothes/socks/undies) should be disinfected prior to opening and then once opened left for 24 hours before processing. Items, such as socks and undies must be taken out of packaging and put into the undie/sock container. No delivery boxes or grocery bags should go into this container.

### **Phase TWO:**

#### Donations:

Receiving - By appointment - Sign Up Genius, at Crossroads Fellowship location.

- Donations times are Monday - Friday 9-12 and Saturdays 9-12.
- Afternoon time slots will be opened Monday through Fridays (1pm to 4pm) starting July 20th.
- Donations will be received and put on a specific side/space of the mountain at Crossroads, giving it ample time to sit for quarantine.
- Donation safety timeframe: The virus that causes coronavirus disease 2019 (COVID-19) is stable for several hours to days in aerosols and on surfaces, according to a new study from National Institutes of Health, CDC, UCLA and Princeton University scientists in *The New England Journal of Medicine*. [New England Journal of Medicine](#) dated 3/17/20. The coronavirus can stay on materials for an extended period of time so we will need to

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ensure there is time for the virus to die on the donations. According to the study, the virus can live up to 24 hours on cardboard and up to 2-3 days on plastic. At the Crossroads location, donations will be stored separately by date to provide the same quarantine time needed for safety. The disease is more likely to survive on hard surfaces than soft surfaces like clothing.

- Donation handling: When handling new donations staff/volunteers need to wear protective gear at all times to include mask, gloves (unless hand sanitizing after each load) and, if possible, long sleeves. It is suggested that clothes are to be separated and laundered at home to reduce the chance of spreading coronavirus to households.
- New donations can begin to be processed after items are there at least three days. Donations will be pulled from the back of the stage to be weighed and put into processing.

### **Volunteers:**

Beginning Phase Two: New volunteers will begin to learn the new process flow and individual workstation configuration.

- All bullet points for Processing in phase ONE.
- At Home Processors will need to be pre-approved and documented by the staff person who assists them when they pick up and drop off sorted bags through the no-contact outside process. Returned bags should be placed in the four predesignated areas, recycle, spring/summer, fall/winter & shoes.
- At Home Processors must wear a mask when coming into the Center due to bad weather. In good weather pick up and delivery will be done outside.
- Volunteer shifts are scheduled for both the Volunteer Center and Crossroads.
- Volunteer Numbers as it stands:
  - Note Volunteer Center - 4 processing & 1 shoe
  - Crossroads Center - 8 processing & 1 donation helpers
- Processing System:
  - Note Volunteer Center - 3 table system: 1st sort, 2nd sort (harder look), 3rd fold & label
  - Crossroads Center - 2 table system: 1st sort & harder look, 2nd fold & label
- 3 shifts are currently in place:
  - Note Volunteer Center - Morning Shift (9am-12pm)
  - Crossroads Center - Morning Shift (9am-12pm) & Afternoon Shift (1pm-4pm)
- Starting July 20 there will be 4 shifts, both locations will have a morning and afternoon shift.
- All surfaces will be cleaned thoroughly after each shift. Cleaning supplies are located at both centers. This includes all touched surfaces, tables, chairs, folding boards, pens, baby wipes top, hand sanitizer bottle, etc. Vacuuming floors in the Crossroad space as well.
- Bathrooms Cleaning:
  - Note Volunteer Center - These should be cleaned after the morning shift. Once 2 shifts are in place (July 20), bathrooms can be cleaned at the end of the afternoon shift.

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- Crossroads Center - Bathrooms are cleaned by Crossroads Fellowship.

### Fulfillment:

Phase Two will include:

- One fulfillment person plus the Program Manager on the fulfillment side.
- Masks must be worn while inside the Center.
- Fulfillment will continue to practice a “no contact” delivery with social workers who come to pick up their requests. An email or text is sent to the Program Manager when they are on their way, and then the items are set just outside the front door. The Social Worker loads the car themselves. They will know ahead of time how many bags to expect. The same plan will be in place for volunteer drivers. Bags will be placed outside for them to pick up and deliver (if they are comfortable with that). The quantity of items packaged may be slightly decreased to accommodate the increased number of requests.(TBD)
- Shelves will be scheduled during hours when there are fewer people on the fulfillment side.

### Administration:

Phase Two will include:

- Staff and volunteer staff coming into the office to perform needed administrative roles must enter and exit through the back door closest to the office.
- Masks must be worn while inside and around others
- Will be assigned their own desk and will disinfect their area and any shared and used equipment (printer, etc) with provided cleansers before they leave each day.
- Admin persons will also practice the same verbal notification to alert others on-site if they need to move around the building.

### **Phase THREE:**

#### Donations:

- Off-site donation boxes will be opened to the public (including the outside box at our Lacy Volunteer Center. We will still continue to have donations by appointment on our SignUp Genius for our Crossroads Fellowship location.
- Donation times are Mon-Fri (9-12 & 1-4) and Sat (9-12).
- Donations will be received and put on a specific side/space of the mountain at Crossroads, giving it ample time to sit for quarantine.
- Donation safety timeframe: The virus that causes coronavirus disease 2019 (COVID-19) is stable for several hours to days in aerosols and on surfaces, according to a new study from National Institutes of Health, CDC, UCLA and Princeton University scientists in *The New England Journal of Medicine*. [New England Journal of Medicine](#) dated 3/17/20. The coronavirus can stay on materials for an extended period of time so we will need to ensure there is time for the virus to die on the donations. According to the study, the virus can live up to 24 hours on cardboard and up to 2-3 days on plastic. At the

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Crossroads location, donations will be stored separately by date to provide the same quarantine time needed for safety. The disease is more likely to survive on hard surfaces than soft surfaces like clothing.

- Donation handling: When handling new donations staff/volunteers need to wear protective gear at all times to include mask, gloves (unless hand sanitizing after each load) and, if possible, long sleeves. It is suggested that clothes are to be separated and laundered at home to reduce the chance of spreading coronavirus to households.
- New donations can begin to be processed after items are there at least three days. Donations will be pulled from the back of the stage to be weighed and put into processing.

### **Volunteers:**

- Volunteers must wear a mask to enter the building.
- Volunteers must wash hands or use hand sanitizer once they enter the building.
- Volunteers will be assigned to work areas/stations where they will fold or sort. All stations will be a minimum of 6 feet from another (in most cases over 6 ft.). There may be other projects/areas where volunteers are asked to work during .
- If/when needed, separate individuals can do the same process line but will continue to wear masks. Gloves will be provided but use is at the staff and volunteer's discretion.
- Masks must be worn at all times and gloves according to the work staff/volunteers are doing. Mask breaks can be taken outside the Center.
- Staff and volunteers should not come into the Center while sick and/or exhibiting symptoms of a fever over 100 degrees, dry cough, chills, and/or shortness of breath. All staff and volunteers will be required to wash hands (or hand sanitize) upon entering the Center, mid-shift and prior to leaving.
- Individuals will need to communicate their intent to move around the Center, i.e. to take breaks, restroom visits, depart, etc., to ensure social distancing is maintained. Around the restroom area staff should knock on the door and then wait at least 6 feet away until room is available. All must wash hands after the restroom and use the paper towel to open the door.
- All volunteers entering the Center must be tracked, to include date and duration (this should include volunteers that are dropping off pre-sorting from other locations, i.e. their home, etc.) This assists in the tracing and notification of volunteers and staff so to handle protocol if someone who has been to Note/Crossroads has tested positive for COVID-19. If that happens Note in the Pocket will take the appropriate steps.
- All touched services and volunteer areas will continue to be disinfected after every shift.
- There will be a sufficient, safe space available for the following volunteer numbers (not including Fulfillment):
  - Crossroads Volunteer Center - 24 vol. maximum (12 can currently sign up).
  - Lacy Volunteer Center - 10 vol. maximum. (6 can currently sign up).

### **Fulfillment:**

- Three fulfillment people plus the Program Manager on the fulfillment side.
- Masks must be worn while inside the Center.

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- Social workers and Volunteer drivers will be able to enter the building with a face mask.
- Shelves will be scheduled during hours when there are fewer people on the fulfillment side.

### Administration:

- All bullet points for Administration in phase TWO.

Reference: Center for Disease Control: *Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)*

*New England Journal of Medicine 3/17/2020*

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

<https://www.osha.gov/Publications/OSHA3990.pdf>