

## **Employee Safety and Health Procedures**

### **Staying Home When Sick If:**

- o You are showing signs or symptoms of COVID-19
- o You have a member of your household diagnosed with COVID-19
- o You have been within close contact (inside of 6 feet) with a confirmed case of COVID-19 without using infection control measures

\*As always, employees will need to follow OVGI established policies for reporting.

### **Employees Should Return to work If:**

- o No other symptoms other symptoms and no Fever for 72 Hours without the use of fever-reducing medications.
- o At least seven days since the appearance of symptoms other than a fever.
- o If tests are available, you have a negative COVID-19 test result from a physician.
  - Kentucky employees should access free COVID-19 testing at available sites to confirm status of health. To schedule testing, refer to <https://chfs.ky.gov/agencies/dph/Pages/COVID-19-Drive-Thru-Locations.aspx> or call (800) 372-2973 for assistance.

**\*If an employee tests positive, immediately notify Human Resources Manager, Christopher Wells at (513) 771-4800 ext. 6301.**

### **Healthy at Work Officer**

Every OVGI retail location will assign the responsibility of a Healthy at Work Officer. OVGI Retail Store Managers are responsible for the health and safety of those who serve the individual retail locations on behalf of the organization. The Retail Store Manager will serve this role when in the building and assign the duty to the Assistant Store Manager in their absence. Duties include ensuring execution of the modified processes and procedures detailed in this document and any additional modifications as they are presented.

### **Disinfecting Practices**

All departments and positions must be responsible for ensuring a clean environment throughout all stores and offices.

- o Disinfectants must be EPA approved and approved to kill the SARS-COV-2 virus.
- o Cleaning checklists have been revised and will be maintained for all areas.
  - Retail checklists will include all "high-touch" areas that are disinfected at a minimum of every two hours:
    - o Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, drinking fountains, copiers, carts, etc.
    - o Staff are required to disinfect their work area at the end of each workday to ensure cleanliness for the next shift including, but not limited to all sort tables, offices, and cash wraps, pens, pencils, credit card machines, monitors, sneeze guards and any other material the general public comes in contact.

*\*Refer to appendix A for copy of recording document*

## **Hand Hygiene**

- o Continued focus on hand washing and hygiene in accordance with CDC guidelines. Posters will be placed in break areas, employee communication boards, and restrooms.
- o Maintain regular communication on hand hygiene emphasizing the methods and importance of good hygiene.
- o We are *not* recommending requiring universal use of gloves. The CDC does not list this as a prevention measure, and improper use could lead to a higher risk of infection. Gloves should still be worn if needed to ensure the safety of completing the job task.

## **Face Coverings**

- o All staff will be required to wear a face-covering when in common areas (most anywhere, but a private office). OVGI will provide two masks for staff use and masks for program participants use while at Goodwill. Staff is responsible for maintaining the cleanliness of the mask and wearing a mask at all times while in any human contact area.

## **Daily Reporting**

- o Staff is required to take their temperature daily prior to reporting to work.
- o Managers will take and record employee temperatures when reporting to work. Thermometers are available at each OVGI work location.
  - Employees reporting an elevated temperature (100.4 degrees or higher) or exhibiting symptoms will be sent home.
  - Employees must be advised to check with their medical provider for guidance regarding treatment, testing, or other necessary steps.
  - Kentucky offers free testing, impacted staff should prioritize testing when possible after consultation with a physician.
  - Negative COVID-19 testing results are preferred upon return to work.
  - Employees must meet the return to work guidelines set in the section above.

## **OPERATIONAL PLAN**

### **Donated Goods Re-opening – Schedule and Considerations:**

The organization will open stores following state mandates issued from the Governor's offices in Ohio, Kentucky, and Indiana. It is critical for all operations to maintain previously established disciplines focusing on the balance of a safe work environment, generating revenue, and substantial expense control measures. Maintaining communication with your supervisor is necessary for the organization to continue to make good, informed decisions as we work to increase staffing and hours of operation.

### **Store Procedure Modifications:**

#### **Employee Wellness & Daily Health Check:**

Managers are required to take and record temperatures of all employees reporting to work (thermometer provided by OVGI). If an employee has a temperature of 100.4 or higher, the employee is to be sent home.

- o Managers are required to ask and record a response to the following questions:
  - Since the last time you came to work, have you been in direct contact with anyone that has been known to have Coronavirus (COVID-19)?
  - In the previous 24 hours, have you had, or do you currently have a new cough, sore throat, new muscle aches, shortness of breath, or a fever?

**If the answer is yes to any of these questions, team members are to contact HR or direct supervisor confidentially and immediately.**

*\*Refer to Appendix B for copy of recording document.*

### **COVID19 Return-to-Work Onboarding Agreement**

All Team Members will complete an acknowledgment of and agree to execute all additional training and safety expectations the first day back on the job. This policy is put in place to help our team stay safe while combatting the COVID-19 pandemic and may change in the future.

*\*Refer to Appendix C for copy of document.*

### **Employee Assistance Program**

If members of your team need support for personal issues, please refer them to our existing employee benefit, the Employee Assistance Program.

*Refer to Appendix D for copy of reference document.*

### **TELADOC Services**

Make employees participating in the OVGI Aetna Health Care plan aware of the free TELADOC health services for COVID-19 related issues.

*\*Refer to Appendix E for copy of reference document.*

### **Store Cleanliness**

- o Retail checklists will include all "high-touch" areas that are disinfected at a minimum of every two hours. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, drinking fountains, copiers, carts, etc.
- o Cashiers will clean credit card machines, pencils, pens, keyboards, monitors, and countertops at least every two hours, with every effort being made to clean more frequently.
- o When using chemicals to clean, ALWAYS wear gloves and any other required PPE.

### **PPE Requirements**

All staff will be required to wear a fabric mask and gloves (where required) during work hours. Staff is permitted to fabricate and supply their own mask or use one that will be provided by Goodwill.

*\*Refer to Appendix G for mask wearing and washing guidance.*

***\*Staff members refusing to wear a mask or gloves (where required) are not permitted to work and will be issued disciplinary action in accordance with existing progressive disciplinary safety policies and procedures.***

### **Social Distancing**

All stores have implemented a floor marking system designating 6' spaces between where customers should position themselves while waiting to check out. Employees observing customers getting too close to others should request the individuals adhere to the physical spacing requirements.

Employees must remain at a distance from others of at least 6'. This includes while punching in/out, taking breaks, entering and leaving the building.

### **Customer Masks**

All individuals in Ohio must wear facial coverings in public at all times when:

- At an indoor location that is not a residence
- Outdoors, but unable to maintain six-foot social distance from people who are not household members
- Waiting for, riding, driving, or operating public transportation, such as a taxi, a car service, or a private car used for ride-sharing.

The order only requires those 10 years old or older to wear a mask. Additional exclusions include:

- Those with a medical condition or a disability or those communicating with someone with a disability;
- Those who are actively exercising or playing sports;
- Those who are officiants at religious services;
- Those who are actively involved in public safety; or
- Those who are actively eating or drinking.

Goodwill team members will offer a written reminder to customers not wearing masks when they enter the store.

Retail locations will have a supply of masks for customers who may need them while shopping in the Goodwill store.

The Mask wearing requirement is posted on the entry doors of all Goodwill retail locations for customer information.

For more information, please visit <https://governor.ohio.gov/wps/portal/gov/governor/media/news-and-media/covid19-update-07222020#:~:text=All%20individuals%20in%20Ohio%20must,who%20are%20not%20household%20members>

Kentucky [https://www.wdrb.com/news/gov-beshear-extends-kentucky-mask-mandate-for-additional-30-days-beginning-jan-2/article\\_a8e5562e-4a1a-11eb-81a4-cff193273db0.html](https://www.wdrb.com/news/gov-beshear-extends-kentucky-mask-mandate-for-additional-30-days-beginning-jan-2/article_a8e5562e-4a1a-11eb-81a4-cff193273db0.html)

Indiana <https://www.wishtv.com/news/indiana-news/gov-holcomb-adds-covid-19-restrictions-tells-hoosiers-to-keep-wearing-masks/>

### **Goodwill Greeter**

A Goodwill Greeter will welcome customers to the store; the greeter will clean the cart handle in front of the customer while providing instruction on new shopping standards to help stop the spread of COVID-19. Disinfecting wipes will be mounted and available to shoppers in the cart area.

### **Hand Sanitizer**

Units will be mounted throughout the store for regular use by customers and staff. Units will be checked every two hours as part of store cleaning schedules.

### **Plexiglass Cash Register Barriers**

All stores have installed plexiglass cash barriers (Sneeze Guards) that provide added protection at the register stations for our cashiers and customers.

### **Dressing Rooms Closed**

Dressing rooms will be closed temporarily for the safety of our customers; small enclosed areas present an unnecessary risk.

### **Return Policy Suspended**

We will not be accepting returns of any product at this time. Placing products back on the sales floor may contaminate existing inventory.

### **Discounts Discontinued**

Store discounted sales are suspended. No color sale discounts will be in effect upon re-opening as all merchandise is fresh and customer count/sell-through will be low. This may be revisited later; however, we will open with no discounts of 50% or \$0.99 day.

Senior and Military discounts will continue at 10% all hours and days of operation.

### **Guidance for Product Processing**

Team members processing donated items will be provided masks and gloves to ensure safety. The interval time between donations being received and the product is placed on the sales floor will exceed 72 hours or be disinfected following CDC guidelines.

Discard all soft goods or cardboard boxes that have a "wetted surface" when received as a donation: This extends the life of the virus.