

COVID-19 Crisis ReStore Reopening Plan



Goals and Objectives

The mission of the Habitat ReStores is to contribute to the work of Habitat for Humanity. Due to the COVID-19 Crisis, Greater Jackson Habitat for Humanity ReStore closed its doors on March 19, 2020. The purpose of this plan is to outline the strategy for reopening in a safe, efficient manner with the health and safety of our staff, volunteers, and customers top of mind.

General Policy Items

- All those entering a Habitat workspace, job site or ReStore must not demonstrate any symptoms of COVID 19 and may be evaluated for a fever.
- Employees will understand and follow all Safety Protocol.
- Social distancing protocol will be followed.
- Employees will follow all hand washing and basic hygiene protocol; hand sanitizer and sani-wipes will be available on all sites.
- Employees will wear a mask when on a worksite or workspace.
- Social distancing protocol will be in place in the board room and during organized lunch hours. Lunch hours will be staggered to meet social distancing requirements.
- Employees will be responsible for wiping down personal workspace throughout the day.
- Common areas will be cleaned daily.

Safety Protocol & Social Distancing

- PPE shall be worn by all employees & volunteers.
- Hand sanitizer shall be used after each cash transaction.
- Check out counter to be sanitized after each sale transaction.
- Sanitize all common areas, wipe down every 30 minutes with a bleach solution and wipe dry (store entrance doors, door handles, phones, counter tops).
- Sanitize public bathroom every hour wiping down areas with bleach solution and wipe dry (sink, toilet, grab bar, door & handles, paper towel dispenser).
- Frequent and thorough hand washing. Two bathrooms are available with soap and water. In addition, hand sanitizer and sani-wipes will be available throughout the facility.
- Stay home if you are sick.
- Cover all coughs and sneezes using a tissue and dispose properly in a trash receptacle.
- Do not use other workers' phones, desks, offices, or other work tools and equipment.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of

surfaces, equipment, and other elements in your workspace.

- Always remain at least 6 feet from others.
- Wear a mask when on worksite or in workplace.
- Refrain from groups of more than 3 in any confined space.
- Clean up and thoroughly clean and disinfect your eating space after eating.
- Staff will not attend off site meetings, all meetings will continue virtually.

April 27 – May 1

- The ReStore, kitchen area, board room and restrooms will undergo deep cleaning.
- Organize inventory and showroom to prep for opening day.
- Post signage related to customer social distancing and special COVID-19 policies and procedures.
- Mark flooring for one-way isles to maintain social distancing.
- Tape off isles to direct foot-traffic in the store.
- Tape off areas outside in the yard.
- Decide what selling platform(s) to use to sell online
- Take pictures of merchandise to post on selling platform

May 5 – May 16

The ReStore is open to sell merchandise online and by phone.

Topic	Action
Sales	Merchandise listed online and sold online and by phone. Curbside, scheduled pickup of items by customer. Customer loads their own merchandise.
Staff	ReStore staff back to work: Priscilla, Danny, Dave and Dan. Chris (operations) back to work.
Volunteers	No volunteer activity during this time
Customers	No customers in the store. Curbside pick up of items purchased online or over the phone.
Donations	Donations accepted by drop-off only Tues – Sat 12-4. No pick-ups. Quarantine and disinfect all donations.
Operations	Following safety and social distancing protocol at all times.
Hours	Online ordering: 24/7; Order by phone: Tues-Sat 10-5; Pick up purchased items: Tues – Sat 12-4

May 17 – May 31

The ReStore is open to customers with modified hours and restrictions listed below.

Topic	Action
Sales	Online sales continue. Curbside, scheduled pickup of items by customer continues as an option. Customer loads their own merchandise. Number of people (including staff, volunteers, and customers) allowed in the store at one time: 20 .
Staff	All staff back to work.
Volunteers	Volunteer activity limited to 2 volunteers (Mark & Will) plus AARP if they're released to work by now.
Customers	Curbside pick up of purchases is still an option. Customers load their own merchandise. Number of customers allowed in the store at one time: 20. Social distancing strictly followed.
Donations	Donations accepted by drop-off only, Tues – Sat 12-4. No pick-ups. Safety measures: <ul style="list-style-type: none">• Near-zero contact• Donors to unload their own donations• Quarantine and disinfect.
Operations	Following safety and social distancing protocol at all times.
Hours	Normal store hours: Tues – Sat 10-5. Online ordering: 24/7; Pick up purchased items: Tues – Sat 12-4

June 1 – June 13

The ReStore is open normal hours with restrictions as listed below.

Topic	Action
Sales	Online sales continue. Customers must load their own merchandise when picking up. Number of customers allowed in the store at one time: TBD .
Staff	All staff back to work.
Volunteers	Volunteer activity limited to 2 volunteers (Mark & Will) plus AARP if they're released to work by now.
Customers	Curbside pickup of purchases is still an option. Customers must load their own merchandise. Number of customers allowed in the store at one time: TBD . Social distancing strictly followed.
Donations	Allow drop-off donations Tues – Sat 12-4 with above listed safety measures in place.
Operations	Following safety and social distancing protocol at all times.
Hours	Normal store hours: Tues – Sat 10-5. Online ordering: 24/7

June 14 – June 27

The ReStore is open normal hours with certain restrictions.

Topic	Action
Sales	Online sales continue. Customers must load their own merchandise when picking up. Customer count restriction lifted (TBD).
Staff	All staff back to work.
Volunteers	Volunteer activity can resume.
Customers	Curbside pickup of purchases is still an option. Customers must load their own merchandise. Customer count restriction lifted (TBD). Social distancing strictly followed.
Donations	Allow drop-off donations during regular store hours with above listed safety measures in place. Modified pick-up services resume with following restrictions: <ul style="list-style-type: none">• Zero contact• Masks and gloves for staff• Outside or garage pick-up only• Sanitize trucks daily• Quarantine and disinfect donations upon return
Operations	Following safety and social distancing protocol at all times.
Hours	Normal store hours: Tues – Sat 10-5. Online ordering: 24/7

June 30 – July 31

- All Cleaning regimens continue with no changes
- Donation Quarantine, cleaning and sanitizing continues
- Pick-up service continues with established safety guidelines
- Full volunteer, AARP and community service activities resume