**COVID-19 Preparedness Plan for the Community Closet Thrift Store –**

**operated under Pearl Crisis Center (Legal Name: Pearl Battered Women’s Resource Center)**

**This plan serves as guidance as volunteers and staff return to work in the store setting**

Pearl Crisis Center is committed to providing a safe and healthy workplace for all our staff, victims, volunteers, community members, shoppers, and stake holders. To ensure we have as safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. The Director and employees are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our director and staff. Only through this cooperative effort can we establish and maintain the safety and health of our volunteers, staff, and workplaces.

The Board of Directors, Director, and employees are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. Our employees and volunteers are our most important assets. We are serious about safety and health and keeping volunteers and our employees working at the Community Closet Thrift Store. Employee involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved the staff in this process by sending out an email and through ZOOM meetings requiring staff to suggest ways they themselves need to have in place for them to feel safe at work and other vital components in place at the work settings to serve customers while keeping everyone safe. Our COVID-19 Preparedness Plan takes guidance from the Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48.

**Opening the Community Closet Thrift Store for retail business**

**\*Community Closet Thrift Store will begin a gradual re-open beginning July 6, 2020.**

**\*July 6 – July 31, 2020 hours of operation will be Monday, Tuesday, and Wednesday 9 am – 4 pm**

 9:00 am to 10:00 am used for cleaning

 10:00 am to 11:00 am being used for our vulnerable populations

 Up to one staff and one volunteer will be at the store

**\*August 3 – August 31, 2020 hours of operation will be Monday – Thursday 9 am -4 pm**

 9:00 am to 10:00 am used for cleaning

 10:00 am to 11:00 am being used for our vulnerable populations

 Up to one staff and one volunteer will be at the store

**\*It will be re-determined on September 1, 2020 if all volunteers and staff can return to work on site as well as options for customers and increasing hours of operation.**

**\*Until determined the dressing room will be closed and if a return is made the customer will receive store credit.**

**\*Shoppers will be asked to remain a six-foot distance from each other with markings of distance on the floor when checking out.**

**\*Community members wanting to donate their items to the store will be allowed to in person on the days the store is open (mentioned above) or they can make an appointment as well. They can also make an appointment to bring donated items on the days mentioned above that we are closed.**

**\*Walk-in shoppers are allowed but workers and/or volunteers will limit shopping to fifty percent of store capacity. Shoppers may be asked to come back later or wait outside until there is safe space to enter and shop.**

**Screening and policies for employees and volunteers exhibiting signs and symptoms of COVID-19**

Staff and volunteers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess volunteers and workers’ health status prior to entering the workplace and for volunteers and staff to report when they are sick or experiencing symptoms.

1. Staff and volunteers who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (100 degree F or greater) signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom altering medicines (e.g. cough suppressants). Staff and volunteers should notify the Executive Director and/or the store manager and stay home if they are sick. PEARL WILL PROVIDE A THERMOMETER (NON-TOUCHING) IN WHICH ALL STAFF AND VOLUNTEERS WILL TAKE THEIR TEMPERATURE UPON ARRIVING AT WORK EACH MORNING. STAFF AND VOLUNTEERS WILL ALSO REPORT IF THEY HAVE ONE OR MORE OF THE FOLLOWING SYMPTOMS **BEFORE** COMING TO THE WORKPLACE:

 \*A new fever (100° F or higher), or a sense of having a fever

 \*A new cough that you cannot attribute to another health condition

 \*New chills that you cannot attribute to another health condition

 \*New shortness of breath that you cannot attribute to another health condition

 \*A new sore throat that you cannot attribute to another health condition

 \*New muscle aches that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)

 \*A new headache that you cannot attribute to another health condition

 \*New loss of smell or taste that you cannot attribute to another health condition

2. Staff and volunteers who appear to have acute respiratory illness symptoms (cough, shortness of breath) upon arrival to work or become sick during the day will be separated from other staff and volunteers and sent home. Staff and volunteers should cover their noses and mouths with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

3. Staff and volunteers who are well but who have a sick family member at home with COVID-19 should notify the Executive Director and/or store manager and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

4. If a staff or volunteer is confirmed to have COVID-19, the Executive Director will inform fellow staff and volunteers of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees/volunteer exposed to a co-worker or volunteer with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

5. Staff and volunteers who become infected with the COVID-19 virus or suspect they are infected will be required to follow guidelines recommended by CDC, what to do if you are sick.

6. Pearl Crisis Center will provide gloves, tissues, hand sanitizer, and hand wash for use by staff and volunteers. Volunteers will be asked to wear a face mask. Pearl may provide masks if available, otherwise volunteers will be asked if they can provide their own.

7. Pearl will provide disposable disinfectant wipes or other approved forms of disinfectant for staff and volunteers to routinely clean all frequently touched surfaces in their spaces (checkout desk, doorknobs, chip reader/phone, cash register etc.).

8. For staff and volunteers who are struggling with anxiety, fear, depression, and other forms of mental health issues it is recommended they reach out for help with a mental health professional.

**Handwashing**

Basic infection prevention measures will always be implemented at the Community Closet Thrift Store. Staff and volunteers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the toilet. Customers will be asked to use hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) at entrances and locations in the store so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

**Respiratory etiquette**

Cover your cough or sneeze. Staff and Volunteers will be instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose, and eyes, with their hands. They should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all staff, volunteers, and customers.

**Social distancing**

Social distancing of six feet will be implemented and maintained between staff, volunteers, and customers in theCommunity Closet Thrift Store through the following engineering and administrative controls:

1. As the Community Closet Thrift Store gradually opens, staggering shifts will be scheduled. Only two staff/volunteers will be at the store per day. Store manager will assist in creating a weekly schedule and volunteers/staff will immediately notify the store manager and/or director if they cannot work/volunteer due to illness so a replacement can be made.

2. Shopping appointments can be scheduled with customers or walk in shoppers are welcome but limited customers will be allowed in the store. Customers may be asked a list of health questions prior to their visit to the store.

3. Customers, staff, and volunteers will remain six feet apart while in the store and notify customers, visitors of this distance through signs as well as prior to their appointment or upon entrance.

4. Volunteers and staff will be required to wear a mask at the store and customers will be asked (but not mandatory) to wear a mask while shopping. Customers and visitors will be asked to bring a mask of their own. Pearl will try to supply masks for customers and visitors although supplies may be limited at times.

**Cleaning, disinfection, and ventilation**

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, cash registers, checkout counter, and areas in the store environment, including restroom. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, door handles, and credit card readers, etc. A cleaning schedule sheet is developed to log times and dates the above cleaning was completed.

Close off areas visited by the ill persons. Open outside doors and use ventilating fans to increase air circulation in the area. Wait 24 hours or, as long as practical before beginning cleaning and disinfection.

Appropriate and effective cleaning and disinfectant supplies and gloves have been purchased and are available for use in accordance with product labels, safety data sheets, and manufacturer specifications. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people. Doors may be opened accordingly when air circulation is needed.

**Communications and training**

This COVID-19 Preparedness Plan was communicated through email to all staff May 18, 2020and necessary training was providedMay 18, 2020 – Video- Guidelines for Re-opening a MN Retail Store or Customer Facing Business by Bruce Nustad, President of the MN Retail Association and Two Bettys Cleaning Company**.** Additional communication and training for staff and volunteers will be ongoing through assistance from our Coalitions, online updates, MDH and other secured sources and provided to all workers who did not receive the initial training.

Instructions will be communicated to customers and visitors about how to enter the thrift store setting to ensure social distancing between the visitors, customers, volunteers, and staff. Customers, visitors, volunteers, and staff will be required to follow the above hygiene practices, and recommendations that those mentioned use face masks when entering the store setting. They will also be advised not to enter the store if they are experiencing symptoms or have contracted COVID-19.

The Director with assistance from staff and volunteers will monitor how effective the program has been implemented by daily check in meetings. The Director, staff and volunteers will work through this new program together and update training, as necessary. This COVID-19 Preparedness Plan has been certified by Pearl Crisis Center Director and Board of Directors and is available for review at the workplace **July 6, 2020**. It will be updated, as necessary.

Certified by:

Judy Pearson, Director

**June 10, 2020**