

## Donation Drop Off Procedure

Starting **May 28<sup>th</sup>**, we will be resuming drop-off service at the Habitat ReStore. For the foreseeable future, drop-offs will occur Thursday through Saturday 11am-4pm. We will revisit the drop-off schedule monthly.

### General Rules:

- Donation drop off schedule will be Thursday through Saturday 11am-4pm.
- Only one donor will be served at a time.
- Masks and gloves must be worn at all times when serving donors and disinfecting the donations.
- Donors will complete their own donation receipts.
- Pre-sort bins will be established.
- Three-day quarantine area will be established for small items.
- With the expectation that there may be a surge of donations initially, additional lane space will be marked off removing some staff/volunteer parking in the process.
- Common touch points will be cleaned at least twice daily.
  - Door knobs
  - Clip Boards & bins
  - Pens
  - Carts

### Donors:

- Let donors know that we are currently accepting items under a “Touch Free” process.
- Require that donors remain in their cars for social distancing.
  - Signage placed in the donation lane making this request
- Require that donors do not unload their own donations.
  - Signage will also indicate this request.
- Thank donor for waiting as we may only help one person at a time.
  - Separate sandwich board signage thanking donors for their patience
- We will unload any items we are able to accept.
- If taking a receipt, a clipboard will be handed to the donor, and they will be asked to complete the receipt. The donor will be asked to leave one copy on the clipboard and give clipboard back to staff.
  - Signage will indicate this information.

### Staff Receiving Donation:

- A facemask and gloves must be worn at all times when screening and receiving donations.

- If donation is not immediately visible, request that the donor unlock their trunk.
  - If donor gets out of vehicle despite instruction, back away from the donor to maintain social spacing of at least six feet.
  - Request that the donor return to their vehicle and offer to assist.
- Once the donation has been screened, please give the donor a clipboard with an unused donation receipt.
  - Ask for them to complete the contact information and what they donated.
  - You may unload items while the donor does this in order to speed up the process.
- There will be a tote full of clipboards to be used for donation receipts.
  - Place an unused receipt on each clip board.
  - Use each clipboard once and then place in a second tote for disinfection.
  - When the bin of used clip boards is full, remove all filled out receipts and wipe down the clipboards before reusing.
- Remove all items from the vehicle.
- Smaller items that fit into donation lane pre-sort categories may go into the appropriate bins without coming inside.

#### Donation Processing:

- Mask and gloves must be worn while processing donations.
- All items need to be quarantined in the warehouse for three days or disinfected immediately.
  - There will be spaces for items on days 1-3 and for items ready to be sold.
- Disinfection means all exterior surfaces wiped down with an approved disinfecting cleaner.
- Disinfected items should be moved to the designated area to be processed and/or taken to the sales floor.
- Items to be disposed should be removed from the building nightly.

#### Additional supplies needed for donation processing:

- Disposable gloves
- Hand Sanitizer
- 2-1 disinfectant
- Lysol
- Bleach
- Wipes
- Paper Towels
- Masks