



Goodwill Industries of Northwest Ohio Viral Pandemic Guidance Manual COVID-19

Please note that the content of this guidance manual is subject to change at any time. Please revisit regularly for updates and revisions.

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Introduction and Purpose

According to CDC, Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Depending on the severity of COVID-19's international impacts, outbreak conditions—including those rising to the level of a pandemic—can affect all aspects of daily life, including travel, trade, tourism, food supplies, and financial markets.

Goodwill Industries is committed to keeping its' employees, clients, and customers safe through awareness, preparation and planning. This manual offers guidance for management and employees to identify risk and implement control measures to reduce exposure to both themselves and guests of Goodwill. Additional guidance may be needed as COVID-19 outbreak conditions change, including as new information about the virus, its transmission, and impacts, becomes available.

About COVID-19

Symptoms of COVID-19

According to the CDC, infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as *asymptomatic cases*, have experienced no symptoms at all. Symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure

How COVID-19 Spreads

According to the CDC, although the first human cases of COVID-19 likely resulted from exposure to infected animals, infected people can spread COVID-19 to other people.

The virus is thought to spread mainly from person- to-person, including:

- Between people who are in close contact with one another (within about 6 feet).
- Respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouth or nose of people who are nearby or possibly be inhaled into the lungs.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, as the virus survives on different surfaces for different periods of time. However, this is not thought to be the primary way the virus spreads.

People are thought to be most contagious when they are most symptomatic (i.e. experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads.

Although the United States has implemented public health measures to limit the spread of the virus, it is likely that some person-to-person transmission will continue to occur.

The CDC website provides the latest information about COVID-19 transmission:
www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

Basic Infection Prevention Measures

For most employers, protecting workers will depend on emphasizing basic infection prevention measures. As appropriate, Goodwill will implement good hygiene and infection control practices, including:

- Workers are encouraged to stay home if they are sick to help with their own recovery, slow down and prevent the spread of the disease throughout the community.
- Employees should wash their hands frequently for at least 20 seconds and use hand sanitizer throughout the day.
- Employees should cover open skin wounds, cracks, cuts and sores.
- Should cover their mouth and nose with a disposable tissue or cloth in the event they cough or sneeze, or cough or sneeze into the elbow or arm as an option.
- Employees should refrain at all times from touching their face, eyes, nose or mouth.
- Use company provided trash receptacles to dispose of waste such as tissues and other throw away items.
- Stay 6 feet apart from other employees and guests whenever possible
- Always refrain using other workers' phone, desk, office, or other work tools and equipment, when possible.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment with EPA approved disinfectants.

Monitoring, Confirming, and Tracking of Infectious Employees.

- Goodwill encourages employees to self-monitor for signs and symptoms of COVID-19 if they suspect possible exposure.
- If an employee is experiencing symptoms of COVID-19, the employee should report this immediately to their supervisor. Employees should stay home when sick.
- Goodwill management will notify Human Resources with any report of illness. HR will document and track these cases and employees who might have been exposed to illness as the result of working in close proximity of the employee showing symptoms.
- Employees who report an illness can refer to the Family First Corona Response Act (FFCRA) poster to be found on our website in the Employee's Corner section or the employee breakroom for further guidance.
- Goodwill management will take the temperature of employees on a daily basis as they report to work when thermometers are available. If unavailable, management request that employees take their own temperature at home before they report to work.
- If an employee is at the worksite and displays an elevated temperature of 100.4 degrees or more after a daily temperature check and/or the employee is showing other symptoms of illness, the supervisor will send the employee home.
- It is the employee's responsibility to report illness related symptom they might be experiencing or those of fellow coworkers who might be displaying symptoms.
- Employee must have a full release from a physician to return work if they: voluntarily take themselves off work due to COVID-19 like symptoms, have been sent home due to suspected infection after showing symptoms; have been tested and confirmed positive for the COVID-19 virus.

Workplace Controls and Work Station Setup

Along with safe worker behaviors and practices, Goodwill has implemented a number of workplace controls to help reduce exposure:

- Physical barriers such as sneeze shields are placed at each register checkout.
- Departments and positions must be responsible for ensuring a clean environment throughout all workspace.
- Workplace sanitizing will be regularly exercised using a schedule, check list and signoff method to track the cleaning and disinfecting of frequently touched surfaces such as door handles, carts, cash registers, toilets, faucets handles, sinks, light switches, sorting tables, etc.
- In addition to the regular intervals of scheduled cleanings, staff is required to disinfect their work area at the end of each shift to ensure cleanliness for the next shift.
- Material donations will either be disinfected or placed into safe storage to ensure safe handling.
- Goodwill will provide resources and a work environment that promotes personal hygiene. Items to be provided are hand soap, alcohol-based hand sanitizer containing at least 60 percent alcohol, EPA approved disinfectants, and disposable towels for workers to clean their work surfaces.
- Goodwill employees are required to regularly wash their hands or the use of alcohol-based hand sanitizer. Workers should often wash their hands when they are visibly soiled and after removing any PPE.
- Goodwill will provide postings reminding employees of safe workplace practices including reminders to keep safe distances from others, washing of hands, PPE, etc.
- Floors are marked appropriately by the register checkout to ensure customers are six feet apart when waiting to check out.
- Work shifts and breaks will be staggered to limit worker contact and to promote safe distancing.
- Nonessential travel to locations with ongoing COVID-19 outbreaks will be discontinued, rather employees will be encouraged to telecommute whenever possible to minimize face to face contact. Administration will regularly check CDC travel warning levels at: www.cdc.gov/coronavirus/2019-ncov/travelers.
- Goodwill will instruct workers who need to use protective clothing and equipment how to put it on, use/wear it, and take it off correctly and dispose of if applicable.
- Goodwill will restrict public access to the restrooms to help minimize exposure risks.
- Access to frequently used appliances such as breakroom refrigerators, microwaves, vending machines, coffee pots, etc. will be restricted.
- The number of shoppers allowed in a location will be limited at any given time to ensure there is adequate space for employees and guests to exercise social distancing requirements.
- Work stations are to be set up in such a way to ensure the 6 foot social distance between each other.

Personal Protective Equipment (PPE)

Goodwill Industries will provide PPE in the forms of masks and gloves to all of their employees to reduce the risk of exposure.

Face Coverings

- Must be worn when 6 feet social distancing is not possible.
- Wash your hands before and after every time you touch or remove your face covering.
- Wash a face covering every night after use using hottest water possible and wear when face covering is completely dry.
- Face coverings should be inspected regularly and replaced when necessary.

Gloves

- Wear gloves when performing job tasks including sorting donation and operating cash register.
- Avoid touching our face, eyes, mouth and nose.
- Dispose of gloves at the end of your shift or when needed in a proper receptacle.
- Wash your hands after removing or disposing of gloves.
- Gloves should be inspected regularly for tears and replaced when necessary.

Safe Work Practices Communications

- Goodwill will post appropriate signage throughout its facilities to remind employees of safe work practices, social distancing, hand washing, surface sterilizing, etc.
- Employees will receive ongoing training.
- Goodwill will post the Family First Coronavirus Response Act (FFCRA) guidelines to help employees navigate the new employee rights if applicable to their own situation.
- Human Resources will be available to help assist employees who have questions or concerns regarding the pandemic outbreak or flare up. HR can be contacted by calling 419-255-0070 or emailing HR@goodwillnwohio.org.

Workplace Flexibilities, FMLA, and Protections

Goodwill recognizes that employees may be presented with family challenges due to pandemic outbreaks. As a result Goodwill will make every accommodation possible for employees to ease these burdens that may arise:

- Goodwill encourages sick employees to stay home,
- Goodwill has established workplace sick policies located in the Goodwill Employee Handbook for the employees to refer to for additional guidance. Standard FMLA guidelines are also found in the Goodwill Employee Handbook,
- With the recent addition of the FFCRA, Goodwill has posted the new guidelines at each location and on the website and will maintain compliance with the expanded provisions cited in this act.

Employee Onboarding and Ongoing Education

- Education on hand hygiene practices-Video, in store meetings, internet based.
- Education on proper cleaning procedures, how to wipe down, time to let product dry, and chemical used.
- Education on recognition of COVID-19 symptoms and understanding our expectations for isolating and not coming to work.
- Proper use of PPE(face coverings, removing gloves if used. Etc.
- Employee cleaning responsibilities by role.
- Goodwill will provide workers with the most up-to-date education and training on COVID-19 risk factors and protective behaviors (cough etiquette and care of PPE).

