



COVID-19 Preparedness & Response Plan

- 1.0 Purpose:** To serve as a guideline for organization's planning and response to pandemics and communicable disease outbreaks, including COVID-19.
- 2.0 Scope:** All Goodwill Staff
- 3.0 Responsibility:** Goodwill Crisis Response Team
- 4.0 Procedure:** This plan is based on the most current and relevant information available from local, state, and federal agencies and is subject to change when necessary. Procedures referred to in this plan will be found on the Goodwill COVID-19 Information internal SharePoint site.
- 5.0 Occupational Risk:** The Occupational Safety and Health Administration (OSHA), has published Guidance on Preparing Workplaces for COVID-19 to assist employers. We are using the OSHA guidelines, in addition to information from the Centers for Disease Control (CDC), the State of Michigan and local health departments to make decisions regarding health and safety in the workplace. Based on OSHA worker classifications, Goodwill of Greater Grand Rapids falls into the below two risk classifications:
 - 5.1 Lower Exposure Risk (Caution):** Jobs that do not require contact with people known to be, or suspected of being, infected with COVID-19. Workers in this category have minimal occupational contact with the public and other coworkers. These jobs would include remote workers, office staff, warehouse workers, etc.
 - 5.2 Medium Exposure Risk:** Jobs that require frequent/close contact with people who may be infected, but who are not known to have or suspected of having COVID-19. Workers in this category may include some retail employees or others in close, frequent contact with the public.
 - 5.3** Goodwill has implemented the controls described in this Response Plan to mitigate a Medium exposure level of risk.
- 6.0 Crisis Response Team:** Goodwill Industries of Greater Grand Rapids has activated a Crisis Response Team consisting of the Interim Chief Executive & Chief Financial Officer, Chief Operating Officer, Chief Marketing Officer, Chief Workforce Development Officer, Vice President of Donated Goods Operations, Vice President of Human Resources and Director of Loss Prevention & Corporate Compliance Officer. This team is responsible for decision-making, communications, procedure development and other tasks related to the organizations COVID-19 crisis response.
- 7.0 Worksite COVID-19 Safety Coordinator:** Location and/or Department Managers have been designated to implement and monitor COVID-19 strategies at their respective locations and

should always be on-site when employees are present. This category includes Store Leads and Assistant Managers.

8.0 General Training: All Goodwill employees are required to complete the 'COVID-19 Staff Training' available on the organizations SharePoint site. Documented training verification is required upon completion. Managers are responsible for ensuring their staff complete the training in a timely manner upon returning to work. The below topics are covered in detail.

8.1 Workplace infection control practices, including how the COVID-19 virus spreads.

8.2 Proper use of personal protective equipment.

8.3 Cleaning and disinfecting worksites.

8.4 Social distancing techniques.

8.5 Suspected employee cases of COVID-19.

8.6 How to report unsafe work conditions.

9.0 Building Access:

9.1 Each building manager should designate a single point of entry for staff.

9.2 Contractors, vendors, customers, etc. access should be restricted and monitored closely.

9.3 Non-essential visitors are not permitted at this time.

9.4 All Goodwill health & safety protocols also apply to non-employees.

9.5 All staff reporting to work at the Grandville building should enter through the east staff entrance only. Weather conditions may require health screens to be conducted at the check-in table.

9.6 Staff working at the Goodwill Employment Center should refer to the 'GEC Building Access Procedure' for more information.

10.0 Daily Health Screens: All staff are required to complete a health screen prior to entering the workplace each day. Goodwill uses an electronic health screen tool available on our Audit Portal to process health screens and track data.

10.1 Managers and professional staff should self-report via the portal prior to coming into work each day. All other staff will be screened by a manager prior to building entry at a predetermined screening point.

- 10.2 Temperature checks will be required when thermometers are available.
- 10.3 Each manager should advise employees of the specific entry point for their location and instruct them not to enter the building until passing a health screen. Special signage has been provided for entry points.
- 10.4 Staff that do not pass the health screen should be instructed to return home and contact their healthcare provider for instructions. A member of our Human Resources Department will follow up with them to provide additional directions.
- 10.5 Refer to the 'Daily Staff Health Screening Procedure' for more details.

11.0 Social Distancing is the act of keeping physical space between yourself and others. It is considered crucial in preventing the spread of virus's in the workplace and should always be adhered to if possible.

- 11.1 Maintain a minimum of six feet between yourself and others.
- 11.2 Eliminate physical contact such as handshakes, sharing items, etc.
- 11.3 Follow all social distancing guidelines involving workstations, break areas, meeting spaces, etc. Limit the number of people using restrooms at the same time, do not share elevators and avoid group meetings (take advantage of our video conferencing applications instead).
- 11.4 Stagger lunch and break times.
- 11.5 Consider propping doors, assigning equipment to only one person and removing commonly shared items if they are not necessary.
- 11.6 Physical barriers may be installed where applicable.

12.0 Face coverings:

- 12.1 Type: Current CDC and State guidelines recommend cloth masks for employees in our work environments. Employees are permitted to use their own face coverings if they meet CDC guidelines (www.CDC.gov/coronavirus). Goodwill will provide either reusable cloth or disposable face coverings depending on availability. Employees will be responsible for cleaning and reusing their cloth masks. Disposable masks should be discarded after becoming dirty or damaged.
- 12.2 When to wear: Face coverings will be required in the workplace any time you may be in close contact with others. Current CDC guidelines define close contact as within six feet. If you cannot consistently remain six feet from all others you will need to wear your face

covering. In some job tasks you may be permitted to remove your face covering if no other people are around. Other job tasks may require continuous mask covering use. A member of the Crisis Response Team will work with your supervisor to make the final decision on face covering requirements based on the most current guidelines.

- 12.3** Customers, participants, contractors, and visitors will also be required to wear a face cover when in our buildings. Applicable signage will be posted at entrances.

13.0 Other Personal Protective Equipment:

- 13.1** Gloves: Blue Nitrile and/or other types of gloves are available for employee use while handling donations and to prevent the spread of germs. Requirements for glove use will change based on the most current CDC or OSHA guidelines. Gloves are not a substitute for proper handwashing.

- 13.2** N-95 masks are not provided by Goodwill as they are needed by healthcare employees due to global shortages. Any employee that want to bring in their own N-95 mask must first obtain and sign a Voluntary Respirator Use Policy. Contact your supervisor for details.

- 13.3** Face shields may be available in some locations. Like gloves, face shield use will be based on the most current CDC or OSHA guidelines and may be dependent on job task, work environment or medical conditions.

14.0 Handwashing: While it is believed that COVID-19 is primarily transmitted by airborne droplets, touching surfaces contaminated with the virus and then touching your eyes, nose, mouth, or face may be a secondary means of disease transmission. Frequent handwashing and/or sanitizing is very important and should be a frequent part of your day.

- 14.1** Wash your hands for at least 20 seconds and frequently with soap and water throughout the day.

- 14.2** Use alcohol-based sanitizer if handwashing is not an option.

- 14.3** Always wash or sanitize your hands before eating, drinking or smoking.

- 14.4** Avoid touching your face, eyes, nose or mouth.

- 14.5** Wash hands after removing gloves to avoid cross-contamination.

15.0 Cleaning and Disinfecting

- 15.1** Schedule: Cleaning & disinfecting schedules will be based on location. The current schedule is hourly disinfecting of high-touch services and daily cleaning. A deep clean is required following any confirmed cases of COVID-19 in the workplace.
- 15.2** Protocol: Follow the 'Environmental Cleaning and Disinfecting Recommendations' for specific guidelines.
- 15.2.a** *Cleaning* refers to the removal of dirt, impurities, and germs from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
- 15.2.b** *Disinfecting* works by using chemicals to kill germs on surfaces. Killing germs remaining on a surface after cleaning, further reduces any risk of spreading infection.
- 15.3** Supplies: Cleaning and disinfecting supplies will be specified by our Facilities Department and ordered through normal suppliers. Please contact the Director of Facilities if you are unable to order cleaning products, including sanitizer. Per normal practice, a current Safety Data Sheet (SDS) is required for each chemical that will be used on site. The Director of Facilities provides SDS sheets. Do not stock chemicals until you have the correct SDS.
- 15.4** A Cleaning and Disinfecting Checklist should be completed regularly and submitted to the Facilities Department weekly.

16.0 Employee notification of confirmed cases of COVID-19 in the workplace

- 16.1** Employees that have been in close contact (within six feet) for a prolonged period of time (fifteen cumulative minutes over 24 hours) of an individual who has a confirmed or suspected exposure to COVID-19 will be determined through contact tracing and notified by our human resources department. If determined through contact tracing the employee(s) have been exposed, he/she will be notified and also be quarantined per CDC guidelines.
- 16.2** The Human Resources Department will contact the local health department if there is a confirmed case of COVID-19 in the workplace.

17.0 Response plan for confirmed infection in the workplace

- 17.1** When an employee is confirmed to test positive for COVID-19, the employee is notified and all points of close contact per CDC guidelines are determined based on contact tracing. The list of employees found to have been in close contact for a prolonged period of time are reviewed with the manager then contacted.

- 17.2 Any employee found to have close contact is sent home to quarantine for the applicable period of time based on current CDC guidelines.
- 17.3 Employees sent to home to quarantine must contact Human Resources prior to their return to work. Documentation may be required.
- 17.4 Temporary facility closures may occur if necessary to facilitate deep cleaning or if there are multiple confirmed cases of COVID-19 in that workplace.
- 17.5 Following a confirmed case of COVID-19 any areas of the workplace the sick employee may have been in contact with will be deep-cleaned following protocols established in the 'Environmental Cleaning & Disinfecting Recommendations'.

18.0 Business travel restrictions

- 18.1 All long-distance business travel will be evaluated based on the most current conditions. Returning travelers may be required to quarantine for 14 days.
- 18.2 Non-essential local business travel is discouraged.

19.0 Promotion or requirement of remote work: Remote work will continue to be recommended for staff that are able to do so. Departments may consider exploring virtual services and other formats to accommodate remote working. Virtual meetings should take place in lieu of onsite meeting whenever possible. Contact your supervisor to discuss your options for working remotely.

- 19.1 Requirement of remote work: Based on guidance from federal, state or local officials Goodwill may at times *require* remote work. In these cases please refer to the 'Remote Work Policy' for detailed instructions.

20.0 Grandville Plant & Remico Distribution Center (RDC)

- 20.1 Health screen are required for all staff daily prior to entering the building. Management and professional staff can complete self-screens using the electronic tool. Front line staff should line up outside entrances following social distancing and will be screened by a member of management prior to entry.
- 20.2 All staff will be required to enter through the East staff entrance (Grandville) and main door (RDC).
- 20.3 Non-essential visits have been suspended, including tours.
- 20.4 All employees will be required to complete the COVID-19 Staff Training.

- 20.5** Congestion in common spaces will be reduced wherever possible. To the extent possible, employees should maintain at least six feet distance from one another.
- 20.6** Shift scheduled will be modified when possible to accommodate social distancing.
- 20.7** Stagger meal and break times if possible. Eliminate extra chairs in break areas to accommodate social distancing.
- 20.8** Install temporary physical barriers, where practical between workstations and cafeteria tables.
- 20.9** Personal contact should be minimized upon delivery of materials to the facility.
- 20.10** Protocols should be adopted to limit the sharing of tools and equipment to the maximum extent possible.
- 20.11** Handwashing and/or hand-sanitizing stations are available at worksites.
 - 20.11.a** Hand dryer use should be discontinued, if applicable.
- 20.12** The Human Resources Department will notify managers and contact potentially exposed employees if necessary.
- 20.13** Employees are required to self-report to managers as soon as possible after developing symptoms of COVID-19.
- 20.14** Areas of the facility may be shut off for cleaning and disinfection, as necessary, if an employee goes home because he or she is displaying symptoms of COVID-19.

21.0 Retail Stores

- 21.1** Communication materials for customers to inform them of changes in store practices and to explain precautions the store is taking to prevent infection have been installed at entrances, added to social media and put on in-store monitors.
- 21.2** Establish lines to regulate entry with markings for patrons to enable them to stand at least six feet apart from one another while waiting.
- 21.3** The limit to number of customers allowed in the store is based on the most recent Executive Order. The current limit is ten customers at a time, by appointment only.
- 21.4** Signs are posted at store entrance(s) instructing customers of their legal obligation to wear a face covering when inside the store.

- 21.5** Signs are posted at store entrance(s) informing customer not to enter if they have recently been sick.
- 21.6** To the extent possible, workstations have been configured to accommodate social distancing. A “touchless” donation process has been implemented to encourage distancing between donors and donation clerks.
- 21.7** Plexiglass physical barriers have been installed at all cash registers.
- 21.8** Enhanced cleaning and sanitizing protocols have been established for high-touch areas like restrooms, credit card machines, keypads, counters, shopping carts and other surfaces.
- 21.9** The ‘COVID-19 Staff Training’ also includes the below information specific to retail employees:
 - 21.9.a** Appropriate procedures for cleaning or disinfecting between customers including cash register areas and shopping carts.
 - 21.9.b** How to manage symptomatic customers upon entry or in the store including notification of management, social distancing requirements and encouraging the customer to return when he or she is feeling better.
- 21.10** Employees will be notified by the Human Resources Department if Goodwill learns that an individual (including a customer or vendor) with a confirmed case of COVID-19 has visited the store.
- 21.11** Retail staffing will be based on the minimum number of staff necessary to meet donation, production and sales goals.
- 21.12** Due to the unique shopping experience the Outlet Center will have additional requirements not found in other retail stores. These procedures can be found in the ‘Outlet Restart Guide’.

22.0 Offices

- 22.1** A dedicated entry point(s) for all employees to reduce congestion will be assigned at each building. The East staff entrance will be used at the Grandville building. The main staff entrance will be used at the Goodwill Employment Center.
- 22.2** To reduce congestion at entry points, electronic self-screening for all management and professional staff is recommended.

- 22.3** Face coverings will be required any time you may be in close contact with others in shared spaces, including in restrooms, hallways, meeting rooms, etc.
- 22.4** Workstation reconfiguration will be considered when necessary to accommodate social distancing.
- 22.5** Drinking fountains have been turned off to prevent the spread of germs.
- 22.6** Unnecessary social gatherings and meetings that do not allow for social distancing or that create unnecessary movement through the office are prohibited.
- 22.7** Disinfecting supplies have been provided. Employees are required to wipe down their workstations on a regular basis, or at least twice daily.
- 22.8** Signage has been posted throughout all facilities to encourage personal hygiene, handwashing, etc. based on CDC guidelines.
- 22.9** Staff will be assigned to disinfect high-touch surfaces throughout the day.
- 22.10** A “deep clean” process will be implemented in cases of confirmed COVID-19 in the workplace. This process is found in the ‘Environmental Cleaning & Disinfecting Procedure’.
- 22.11** Human Resources will notify the appropriate employees if Goodwill learns that an individual (including a customer, participant, or visitor) with a confirmed case of COVID-19 has visited our offices, classrooms, labs, etc.
- 22.12** All nonessential visitor access has been suspended.
- 22.13** Non-essential travel by office staff, including in-person conference events has been suspended.
- 22.14** Specific access procedures for the Goodwill Employment Center can be found in ‘GEC Building Access Procedure’ document.
- 23.0 Community Services:** Workforce development services provided by Goodwill staff in community settings must meet the same level of health and safety requirements as those established for Goodwill-operated facilities.
 - 23.1** Virtual services should be considered in lieu of in-person services whenever possible.
 - 23.2** Staff/participant activities that do require in-person interaction are subject to all social distancing and PPE requirements as outlined in this plan.

23.3 Health screenings are required for staff *and* participants prior to services.

23.4 Specific requirements outlining staff and participant health and safety when providing services to the community can be found in 'COVID-19 Precautions and Participant Services' found on the organizations COVID-19 SharePoint site.

24.0 Compliance: The organization has implemented systems to measure the organizations response to the COVID-19 crisis.

24.1 Reports to verify health screening objectives, response to confirmed COVID-19 cases, PPE inventory and cleaning/disinfecting requirements.

24.2 Documented Health & Safety Audits related to COVID-19 measures.

24.3 COVID-19 staff training documentation.

24.4 Records of required notifications.

25.0 Applicable Standards/Rationale: MIOSHA Emergency Rules Coronavirus Disease 2019 (COVID-19), Michigan Department of Health & Human Services COVID-19 Orders, Kent County Health Department guidance, CDC requirements.

26.0 Related Documents/Support Materials: COVID-19 Staff Training module, GEC Building Access Procedure, Daily Staff Health Screening Procedure, Outlet Restart Guide, Environmental Cleaning and Disinfecting Recommendations, COVID-19 Precautions and Participant Services, Remote Work Policy.

27.0 Records: COVID-19 Staff Training signoffs, Daily Staff Health Screening reports, Cleaning & Disinfecting Checklist, Weekly COVID-19 Health & Safety Audits. (One –year retention)

28.0 Approval and Review

Approval and Review	Details
Department	Compliance
Approved by	Kevin Eikenberry
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