



# Health & Safety Policy\*

For All Store Customers

## Welcome!

Our tradition at Working Wardrobes over the past 30 years has always been to keep the people we serve first in our minds. That same tradition informed the new protocols below to ensure your safety, as well as an amazing experience, when you visit any of our operations – our Career Success Center, Donation Center, Hanger Boutiques and Hanger Outlet shops.

The safety protocols below indicate how we will operate to ensure the health and safety of our clients, donors, volunteers, customers and staff at all times.

Please know how very grateful we are to welcome you. We will continue to find ways to safely and effectively offer our support to those who need us as we navigate this new environment together.

Sincerely,

**Jerri Rosen, Founder & CEO**

**Justin Frame, Chair, Board of Directors**

### A. Social Distancing

- Customers, Donors, volunteers, and staff will be staggered and/or spread out to meet the CDC Social Distancing & Health Policy Guidelines maintaining at least 6' of space between individuals.
- Social distancing posters and floor markings will guide flow and safe behavior.

### B. Protective Gear

- All customers, donors, volunteers, and staff will be required to wear a face mask or other facial covering over the nose and mouth in accordance with CDC and OSHA recommendations.
  - Cloth or disposable face masks and disposable gloves will be provided for everyone as needed.
  - All employees and volunteers will be required to wear gloves when handling donated products.
  - Disposable masks and gloves must be properly discarded after use.
- Signage requiring regular handwashing, personal hygiene, wearing gloves and face masks will be posted throughout the store, dressing rooms, and restrooms.

...continued.

### **C. Health**

- Customers, donors, volunteers, and staff who have COVID-19 symptoms (i.e., fever, cough, or shortness of breath) are expected to stay home except to get medical care.
- Staff and volunteers should inform their supervisor if they have a sick family member at home with COVID-19, and follow CDC recommended self-quarantine.
- All customers, donors, volunteers, and staff at all locations will complete a temperature check in accordance with Working Wardrobes' Temperature Check Procedure prior to entry.
- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.

### **D. Sanitization**

- All donated clothing will be quarantined for two days prior to being placed on the sales floor.
- All clothing will be sanitized between customer fittings prior to being placed back on the sales floor.
- Always practice good hygiene.
  - Wash your hands as often as you can, especially after touching any frequently used item or surface. Wash your hands with soap and water for at least 20 seconds.
  - Use hand sanitizer with at least 60% alcohol if soap and water are not available.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Avoid using other employees' phones or other work tools and equipment, if possible. If necessary, clean and disinfect before and after use.
- Hand sanitizer, soap and disinfectant cleansers will be provided at all Working Wardrobes locations.
- Daily cleaning and disinfecting of common areas between customer visits will include all areas or equipment that are frequently touched or handled. Cleaning and disinfecting protocols will be standardized and updated according to the recommendations from the CDC.
  - Dirty surfaces will be cleaned with soap and water prior to disinfection.
  - In addition to daily cleaning, we will clean AND disinfect touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs frequently.

This policy will be updated as necessary based upon public regulations and guidelines.

\*All guidelines issued above are in accordance with the Centers for Disease Control - <https://www.cdc.gov/>