

Checklist for Community Donation Programs

This checklist is intended to support community programs, non-profit and voluntary sector service organizations etc., provide and/or deliver donations (e.g. food, clothing, other items) while reducing the risk of COVID-19 transmission. Please also review the [WDGPH COVID-19 Guidance Checklist for Community Non-Profit Services](#) and [WDGPH COVID-19 Guidance for Emergency Food Providers/Food Banks](#) (for food related donations).

Visit wdgpublichealth.ca for ongoing updates and links to additional resources.

COVID-19 Screening

Considerations	Details
<p>What is your screening process for staff/volunteers and clients?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Direct staff/volunteers/clients/participants to complete a self-assessment for COVID-19 using the Ontario online self-assessment tool or a similar COVID-19 screening tool or prior to entering your agency. <input type="checkbox"/> Place signs near entrances informing staff/volunteers/visitors not to enter if they have symptoms, travelled outside Canada in the past 14 days, or been in close physical contact with a confirmed or probable case of COVID-19 in the last 14 days, without wearing medical grade PPE. <input type="checkbox"/> Be clear that people should not visit if they are ill. <input type="checkbox"/> If you are responsible for the business or organization, you must ensure all workers/staff and essential visitors (e.g., delivery, maintenance) are screened for COVID-19 before they are permitted entry into the workplace. Screening should occur before a worker enters the workplace.

Face Coverings

Considerations	Details
How will you ensure face coverings are worn by staff/volunteers and clients?	<ul style="list-style-type: none"> <input type="checkbox"/> Staff/volunteers and attendees are required to wear face coverings <input type="checkbox"/> For those clients who cannot wear a face covering for medical reasons, consider offering appointment times when there are fewer people in your agency <input type="checkbox"/> Train staff on the proper way to wear and care for face coverings <input type="checkbox"/> Review the Frequently Asked Questions in regards to face coverings. <input type="checkbox"/> Post signs at entrances and inside your facility to remind patrons about wearing face coverings

Physical Distancing

Considerations	Details
How will you ensure that people in your agency (staff, volunteers, clients, participants) maintain 2 metres (6 feet) of distance from each other?	<ul style="list-style-type: none"> <input type="checkbox"/> Determine the maximum number of people permitted in your agency at one time in order to maintain physical distancing requirements (e.g. can be calculated as one person per two metres squared – four square metres or 43 feet – of publicly accessible floor space) <input type="checkbox"/> Manage entry and exit points to control the number and flow of clients entering the agency <input type="checkbox"/> Use indicators on the floor, signs, and block off areas <input type="checkbox"/> Mark spaces on the floor where people can stand at the front desk with intervals of 2 metres (6 feet) for people to line up. Barriers such as plexiglass may also be added. <input type="checkbox"/> Stagger appointment times and arrivals with individuals wishing to pick up/drop off items where possible, to reduce congestion <input type="checkbox"/> Avoid use of waiting rooms whenever possible by having clients call when they arrive and wait outside. <input type="checkbox"/> Discourage greetings that require physical contact (handshaking, hugging, etc.) <input type="checkbox"/> Arrange workstations to be 2 metres (6 feet apart)

	<ul style="list-style-type: none"> <input type="checkbox"/> Have flexible work schedules and stagger lunch and break times for employees/volunteers <input type="checkbox"/> Use signs, tape, floor markers, pylons etc. throughout the facility to remind people about physical distancing
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Hand Hygiene & Respiratory Etiquette

Considerations	Details
How will you ensure that staff/volunteers and clients adhere to proper hand hygiene and respiratory etiquette?	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure staff and clients are aware of proper handwashing and respiratory etiquette (e.g., sneezing or coughing into the crook of their elbow) and post signs throughout your facility <input type="checkbox"/> Have alcohol-based hand rub (ABHR 60-90% alcohol) available at all entrances and exits <input type="checkbox"/> Have ABHR (60-90%) available throughout the agency <input type="checkbox"/> Limit sharing of objects and tools by staff/volunteers and clients (e.g., pens, paper, other office supplies) <input type="checkbox"/> Remind staff/volunteers to practice hand hygiene after: <ul style="list-style-type: none"> <input type="checkbox"/> Coughing, sneezing, or touching the face <input type="checkbox"/> Cleaning and disinfecting surfaces <input type="checkbox"/> Upon starting a shift, returning from a break <input type="checkbox"/> Receiving deliveries <input type="checkbox"/> Any other time which may cause hands to become contaminated

Cleaning & Disinfection

Considerations	Details
How will you ensure that there is enhanced cleaning and disinfection of your agency?	<ul style="list-style-type: none"> <input type="checkbox"/> Increase cleaning and disinfection of all areas and at least twice a day for commonly touched areas/surfaces (e.g. door knobs, light switches, counters, toilet, sinks, handrails, touch screens etc.)

	<ul style="list-style-type: none"> <input type="checkbox"/> Use disinfectants approved by Health Canada. <ul style="list-style-type: none"> <input type="checkbox"/> Follow guidance for public washrooms. <input type="checkbox"/> All seating areas/tables should be cleaned and disinfected between uses <input type="checkbox"/> Clean and disinfect any shared items (toys, computers, writing tools, etc.) between uses <input type="checkbox"/> Consider closing any additional amenities such as vending machines if they cannot be adequately cleaned and disinfected on a regular basis <input type="checkbox"/> Close shared drinking fountains <input type="checkbox"/> Ensure ventilation systems are operating properly <input type="checkbox"/> Resources: <ul style="list-style-type: none"> <input type="checkbox"/> Public Health Ontario: Cleaning and Disinfection for Public Settings <input type="checkbox"/> Government of Canada: Cleaning and disinfecting public spaces during COVID-19
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Donation of Non-Food Items

Considerations	Details
<p>How will you ensure the safe handling of non-food item donations?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Fabrics (e.g. clothing/sheets/towels) should be isolated for a minimum of two days. If they cannot be isolated, they should be laundered on high heat settings (wash and dry) <input type="checkbox"/> Household items that are nonporous, such as items made of plastic, porcelain, etc., should be cleaned and disinfected. <input type="checkbox"/> Items that cannot be properly cleaned and disinfected should be isolated for three days. <input type="checkbox"/> Where possible, clients/customers should launder clothing after receipt/purchase using regular laundry soap and hot water (60-90°C) and dried well <input type="checkbox"/> Practice hand hygiene before and after handling donated items <input type="checkbox"/> Encourage online monetary donations or gift cards purchases

Delivery/pick-up of donated items (if applicable)

Considerations	Details
How will you ensure safe delivery/pick-up of items?	<ul style="list-style-type: none"> <input type="checkbox"/> Contact clients in advance to schedule a delivery/pick up time and screen client for COVID-19 over phone <input type="checkbox"/> Pre-bag items for ease and safe delivery <input type="checkbox"/> Drop-off/pick-up donations at front door without entering client's home <input type="checkbox"/> Wear face covering if any interaction with client <input type="checkbox"/> Practice physical distancing of 2 metres from other people <input type="checkbox"/> Practice hand hygiene before and immediately after handling donated items

Attendance Policies

Considerations	Details
What attendance policies do you have to ensure the safety of your staff/volunteers and clients?	<ul style="list-style-type: none"> <input type="checkbox"/> Remind staff/volunteers about the importance of screening for COVID-19 prior to arriving <input type="checkbox"/> Remind staff/volunteers to report illness to their supervisor/manager <ul style="list-style-type: none"> <input type="checkbox"/> If a staff/volunteer becomes sick while at work, they should go home immediately and self-isolate. <input type="checkbox"/> Staff/volunteers experiencing symptoms should get tested for COVID-19 at an assessment centre <input type="checkbox"/> For additional health-related questions, call Telehealth or a health care provider <input type="checkbox"/> Maintain a record of staff/volunteer shifts and client appointments or attendance to support contact tracing, if needed

References

Toronto Public Health, COVID-19 Guidance for Food Banks/Donation Centres. [Accessed: Nov 9, 2020]. Available at <https://www.toronto.ca/wp-content/uploads/2020/03/948e-COVID-19-Guidance-for-Food-Banks-and-Donation-Centres.pdf>