

MAD RVA Sanitation and COVID-19 Protocols

Due to asymptomatic and pre-symptomatic transmission of COVID-19, we must take the safety of our volunteers and people receiving orders seriously by following strict protocols. Many of the people requesting orders are elderly or immunocompromised, and therefore are at high risk for developing severe illness. Our #1 goal is always to make sure that we do not transmit the virus among ourselves or along with orders!

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2 to 14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- New loss of taste or smell
- Sore throat
- Headache
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This document will serve as a guide for how we plan to address COVID-19 exposures or positive test results among volunteers, and for sanitation at all steps of the Supply Drive operation. It is our intention to keep MAD RVA operating and to work through these situations if we can while still following all guidelines. We understand that communication is key, and want to make sure that we are delivering it accurately and clearly. These protocols are informed by rules from CDC and VDH regarding COVID-19 and will continue to be updated as information becomes available.

Sanitation Protocol

Key Guidelines:

1. Volunteers should shower and change into clean clothes before coming to the space, especially if they have been in public at all that day (i.e., in stores, around people, walking in your neighborhood).
2. Volunteers are required to wear an appropriate face covering that goes over the mouth and nose and is securely attached at all times, unless eating or drinking in the break area. Face coverings should be either a cloth mask on top of a

disposable mask (double mask) or a three-layered cloth mask with a PM2.5 filter inserted. See our [graphic](#) for more information.

3. To practice social distancing, volunteers should stay at least six feet (about two arm lengths) from other people at all times while in the space. If you must pass another volunteer through a walkway that does not allow six feet of distance, pass with your backs toward each other so you are not breathing in the same direction.
4. Upon first entering the space, volunteers must wash their hands with soap and water for at least 20 seconds. Gloves are provided but not required. If anything other than supplies or order units are touched (e.g., face, mask, doors), volunteers must wash/sanitize their hands again and change their gloves if wearing them. It is recommended that this be done often anyways. Hand sanitizer is available throughout the space as well and can be used along with hand washing. Remember that phones are hotspots for germs! If you touch your phone with your hands or gloves, wash/sanitize your hands and put on a fresh pair of gloves if wearing them.
5. Volunteers should take their temperature before every shift. If you have an elevated temperature or any symptoms (fever, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion, nausea or vomiting, diarrhea), do not volunteer onsite or with deliveries. You can always help with remote/dispatch tasks.
6. All surfaces and handles throughout the space should be wiped down regularly with a disinfectant spray and clean rag.
7. All items donated from the public should be either 1) sanitized with disinfectant and put away on shelves, or 2) left in the donation pile and labeled with a date three days from then ("good 4/25") to indicate when it can be put away without needing sanitation first.

Packing Guidelines

- Unless eating or drinking in the break area, packers should always wear an appropriate face covering while in the space.
- Before getting started, packers must wash their hands. Packers can choose whether or not to wear gloves while fulfilling orders. Regardless it is very important for packers to be aware of what they are touching and of when they last washed/sanitized their hands or changed their gloves. If anything other than supplies or order units are touched, packers must wash/sanitize their hands again and change their gloves if wearing them.
- Packers should help disinfect surfaces and handles at the beginning and end of their shift and once every hour while in continuous use. This is especially

important when doing anything with food on the surface, even if the food is packaged and sealed.

- When using paper bags to fulfill orders, packers should line each one with a trash bag prior to putting items inside. When using boxes to fulfill orders, packers should first ensure that the inside of the box is clean.
- It is recommended that packers wear gloves when handling food directly, such as with packaging produce, preparing bulk items, and bagging eggs.
- Produce should always be placed in the clean produce bags provided or in a paper bag that is lined with a trash bag. Produce does not need to be sanitized prior to packing it, but a produce cleaning spray is provided for when a piece of fruit or vegetable has visible dirt or has been accidentally dropped on the floor.
- Packers should use disinfectant spray and a clean rag to help sanitize items purchased from shops before they are stocked on shelves at the space. You will find these items on the floor in front of shelves in plastic grocery bags.

Driving Guidelines

- Drivers should try to sanitize their vehicles to the best of their ability, especially if the vehicle is used to transport other people often. View [this article](#) for information on how to sanitize your vehicle. Most important is to sanitize door handles inside and out, steering wheel, gear shift, and anything inside the car that you touch. If you can, place a clean sheet, towel, or tarp in your vehicle where you will be placing the order units.
- Drivers must keep hand sanitizer with them while delivering orders – this can be provided if needed. It should be used frequently and especially before picking up orders at each delivery or after touching your face or any handles.
- Drivers should always wear an appropriate face covering while carrying orders and approaching homes. If orders are in the trunk, then the driver may remove the mask while driving only. If orders are in the front seat, please keep the mask on at all times.
- If someone is helping you load or unload orders, make sure that person has clean hands. Open the doors for them as this limits the chance of cross-contamination.
- Do not touch your face while carrying orders. Avoid holding order units close to your face or up against your body while carrying them.
- If you cough or sneeze on an order do not deliver it. It can be repackaged if necessary.
- Do not stand in front of the door and talk with the person when you deliver an order; only talk from a distance of at least six feet. Assume that you are a potential carrier and that the person receiving the delivery is high-risk. Sometimes you will need to enter an apartment complex or carry an order into a house for someone who is unable to. Do your best to take precautions and keep

at least six feet distance from others. When you first call the person about delivery, it is helpful to remind them to wear a mask when coming to the door or interacting with you.

Shopping Guidelines

- Shoppers must keep hand sanitizer with them while visiting stores - this can be provided if needed. It should be used frequently and especially before picking up items at each store or after touching your face or any handles.
- Shoppers should always wear an appropriate face covering while carrying items and entering stores. If items are in the trunk, then the shopper may remove the mask while driving only. If items are in the front seat, please keep the mask on at all times.
- If someone is helping you load or unload items, make sure that person has clean hands. Open the doors for them as this limits the chance of cross-contamination.
- Do not touch your face while carrying items. Avoid holding items close to your face or up against your body while carrying them.
- Items that have been picked up from the back of stores and were not put out on shelves for customers (such as with the large weekly Lidl shop), do not require sanitation and can be immediately stocked once in the space.
- Items purchased directly from shelves at stores (such as with smaller shops at Walmart, Dollar Tree, and Lidl), must be sanitized with disinfectant spray and a clean rag before being stocked on shelves in the space.

COVID-19 Protocol

Key Guidelines:

1. MAD RVA is not required to stop operations based on an exposure or positive case, however we will openly discuss these situations and do what is deemed safest for all involved. Since MAD RVA has strict protocols regarding mask wearing, hand washing, and surface cleaning, operations will continue while waiting for test results from those exposed.
2. Any COVID-19 tests done should be PCR/antigen tests and not rapid tests. While it may take longer to obtain results (typically 2 to 7 days), PCR tests are the gold standard and you are less likely to receive a false negative. This means that you test negative but do actually have the virus. Rapid tests are considered most accurate in an individual who is having symptoms of COVID-19, but this does not mean that they are always accurate and we do not advise they be used.
3. Join and use the #covid channel in Slack to discuss protocols, exposures, test results, etc. Be as specific as possible when describing your exposure and time

at the MAD RVA space where others may have been exposed. If you are not comfortable with your medical information being shared, reach out to another volunteer who you trust that can post about it anonymously on your behalf.

Exposure to COVID-19 Guidelines:

- VDH and CDC still recommend that close contacts quarantine (stay home) for 14 days after their last exposure. This is the safest option. If people choose to end quarantine early, there are 2 options:
 - Quarantine can end after day 10 without testing and if no symptoms have developed; OR
 - Quarantine can end after day 7 if a PCR test performed on or after day 5 is negative and if no symptoms have developed.
- You are able to volunteer so long as you are not experiencing a new onset of cough or shortness of breath or 2 or more symptoms from the list above AND you are not waiting on test results or have not been exposed for more than 15 minutes in close proximity with someone who has tested positive or who is having 2 or more symptoms and awaiting a test.

Here is an example scenario - A volunteer is exposed or potentially exposed to COVID-19. This volunteer immediately quarantines and gets a PCR test on or after day 5 of quarantine. If the test is negative and no symptoms have developed by day 7, the volunteer can then come back to MAD RVA. If this volunteer develops symptoms during their 7 day quarantine period, they must get another PCR test. If this test is again negative, they will complete quarantine and come back when they are fever free for 24 hours. If this test is positive, they are required to quarantine for 10 days from the positive test result and be fever free for 24 hours.

Positive COVID-19 Test Guidelines:

- In the event of a volunteer testing positive for COVID-19, MAD RVA can likely continue operations safely. If it has been less than 7 days since the infected volunteer has been at the space, we will close the warehouse and wait 24 hours before disinfecting all surfaces. During the waiting period, we will open outside doors for as long as possible to increase air circulation throughout. If it has been 7 days or more since the infected volunteer was at the space, additional disinfection and waiting is not necessary.
- If a volunteer tests positive at any point, they are required to quarantine for 10 days from the positive test result, be fever free for 24 hours, and see an improvement in symptoms before returning.

- Any other volunteers that have been around this infected volunteer within six feet for longer than 15 minutes will also need to get a PCR test and follow exposure guidelines.
- If the exposure was limited to time at MAD RVA while wearing a mask and working in passing (not close proximity) with an infected volunteer, no further action is required until a test result is received. The exposed volunteer(s) may choose to stop volunteering while waiting for test results but are not required to if there are no symptoms.
- If no one else is positive, MAD RVA operations will continue as usual. If additional volunteers test positive, we will stop operations and reopen once we are able based on the availability of volunteers that meet appropriate criteria.