



# SOP for Volunteerism During COVID Restrictions

(Addendum to current Team Depot SOP, supersedes Team Depot SOP where conflicts occur)



At times, CDC, Federal, State or Local authorities (“Government Agencies”) may conflict with guidance below. However, all volunteers and nonprofits must adhere to the more restrictive policies between Government Agencies’ and The Home Depot. Those requirements as well as The Home Depot standard operating procedures must be understood and incorporated into the guidance below prior to the start of your project.

## All Volunteer Guidelines

- All volunteers must sign a Team Depot waiver and receive safety briefing before participating
- Interaction with nonprofit personnel or homeowners should be minimized and social distancing should be observed at all times, even while outdoors

## Associate Volunteer Guidelines

- Only pre-registered THD associates may participate; no walk-ups or non-associate family members/friends
- Associates must meet all on-the-clock and fit-for-duty requirements even when volunteering off-the-clock
- No associate can enter a beneficiary’s home.
- Associates should wear a mask in all public and shared transit (including rental cars / carpooling)
  - Wash your hands often and carry hand sanitizer to use when soap and water are not available

## Non-Associate Volunteer – (family members, other company volunteers, nonprofit representatives)

- No project should include non-associate volunteers other than the necessary nonprofit leaders supporting your project. If any nonprofit leaders support your project they must meet the guidelines below:
  - Nonprofit partner must notify Team Depot Captain of pre-registered number of non-associate attendees
  - Nonprofit partner must ensure any non-associate volunteers have not been exposed to anyone with COVID-19 or have experienced symptoms of COVID-19 in the 14 days prior to the project.

## Beneficiaries

- Beneficiaries should stay in their home. If beneficiaries come outside, follow social distancing guidelines.
- This understanding should be established with beneficiary and nonprofit prior to project day and conditional on Team Depot’s ability to move forward or complete a project. If beneficiary refuses or becomes disrespectful volunteers should disengage with the beneficiary, pause the project and connect with Foundation for next steps.
- Captain or Nonprofit Partner must get confirmation the day before the project that the beneficiary has not been exposed to anyone with COVID-19 or have experienced symptoms of COVID-19 14 days prior to the project.
- Beneficiary will also sign volunteer waiver.

## Projects

- Exterior projects are allowed on homes and nonprofit facilities
- Interior projects must follow the guidance below:
  - No projects where people live, only nonprofit facilities
  - Captain and Nonprofit Partner must ensure there are no shared spaces between beneficiary and Associates
  - Captain should reach out to nonprofit partner prior to project to understand their COVID safety protocols and communicate to volunteers prior to event
  - At a minimum, associate count should be limited based on ability to socially distance from others (6 feet apart)

## Masks

- Mask guidance will follow updated COVID-19 policies which can be found at [livetheorangelife.com/covid19](https://www.livetheorangelife.com/covid19).
  - Nonprofits and Beneficiaries should be viewed as customers.

## **Safety**

- A salaried manager **and** Team Depot Captain must ensure:
  - Participants adhere to social distancing guidelines recommended and/or required by Government Agencies and THD
  - A copy of the in-store social distance/safety signage must be posted in project location
  - A designated check-in area must be provided to ensure contact tracing
  - Prior to the start of the project, all participants must attend a safety briefing to review:
    - Social distancing guidelines
    - Cleaning and sanitation guidelines
    - PPE guidance
  - Associates must be provided gloves, face protection, hand sanitization or a hand washing station
- Ensure cleaning and sanitation process is in place
  - Supplies are available and adequate for the duration of the project
  - Shared surfaces should be cleaned before, during and after the project
- Health Checks: Associates must complete the appropriate Health Check requirements for a Team Depot project as they would for the stores. Locate your team's specific guidance at [lives.theorangelife.com/hc](https://lives.theorangelife.com/hc)

## **Project Planning**

- Site Visits
  - PPE and social distancing requirements for projects should also be used during site visits or prep days
  - Do not move forward with a site visit if a homeowner, facility resident, or nonprofit partner are sick, have been exposed to anyone with COVID-19 or have experienced symptoms of COVID-19 in the 14 days prior to the project.
- Project Space
  - Ensure adequate parking is available within walking distance
  - Obtain any special event permitting required by your city/county
  - Ensure all project areas (workstations, check-in area, material loading/unloading zones, etc.) are spaced at least 10 ft. apart with clearly marked stand, wait, and walking path areas
  - For store parking lot projects, ensure designated project area has a 6 ft. minimum marked physical barrier (e.g. caution tape or rope) between work zone and customer facing area
- Tools and Materials
  - Within reason, associates should not share tools. As a best practice, assign a person to the tool
  - Ensure any tools and materials used are cleaned or discarded per in-store guidelines
  - Sanitize all tools at the conclusion of the project

## **Finished Product Delivery/Distribution**

- If possible, sanitize your finished project before providing it to beneficiary
- Store Pick Up
  - Adhere to in-store product pick up policies
- Delivery by associates to nonprofit location
  - Associates are discouraged from using their personal vehicles. Load-n-Go's should be used
  - Adhere to social distancing guidelines when loading and unloading donations
- Distribution by associates to the community
  - The recipient organization is responsible for distribution to the community
  - If approved by The Home Depot Foundation, stores may assist the recipient organization with distribution while following the same guidelines for delivery to nonprofits (see above)

## **Additional Best Practices**

- Schedule staggered breaks throughout the day so all associates are not gathered at once
- Utilize individually packaged food/drink items when possible (e.g. box lunches, bottled water)
- Assign a dedicated associate(s) to distribute food items to minimize cross-contamination
- Encourage hydration throughout the day; wearing masks may inhibit proper hydration

- Avoid depleting store inventory of critically needed PPE when purchasing project supplies
- Sanitize and pre-position tools/supplies in each work area
- Identify opportunities for one-way foot traffic for exterior projects
- If you need a break from wearing a mask, please do so off of the customer’s property or in your vehicle.

**PR/Communications**

- All media outputs must be approved by The Home Depot Foundation. Associates and partner organizations should contact [teamdepotPR@homedepot.com](mailto:teamdepotPR@homedepot.com) prior to confirming media participation (interviews, etc.) or publishing project content on personal or professional social media channels.
  - The Home Depot Foundation requests **two business days** to review and approve nonprofit partner social media posts featuring The Home Depot and/or Team Depot associates. Please have partner email to [teamdepotPR@homedepot.com](mailto:teamdepotPR@homedepot.com).
- We would like to consider featuring your project on The Home Depot Foundation’s social media channels and/or pitching your project for inclusion on Home Depot channels including Built from Scratch, HD News and Yammer. In order to feature your project, we request your help with the following:
  - Please assign someone to take photos of the volunteerism effort and share with [teamdepotPR@homedepot.com](mailto:teamdepotPR@homedepot.com).
  - Associates, partners and/or community members are following The Home Depot’s store mask policy as well as state and local guidelines, which include maintaining a **safe physical distance from one another**.
  - Please see below examples of photos that would / would not be approved

**Approved Pictures**



**Not Approved Pictures**

