



In these interesting times Easterseals-Goodwill Northern Rocky Mountain's priority is to protect the health and safety of our participants, customers, donors, and staff, and do our part to minimize the spread of COVID-19. We are invested in providing a safe environment for our program participants, Goodwill store donors and customers, and our employees. Below are details about some of the ways we are doing this:

## Our Program Services

### Providing Easterseals-Goodwill programs and services safely

- As long as it remains safe for participants, staff, and our community, we will continue to provide services. As always, we respect the rights of the individuals we serve and their parents/guardians to make choices they believe are best for them.
- We continue to follow the guidance of public health officials. We wear face coverings, have increased facility cleaning, encourage increased hand washing, implemented social distancing whenever possible, assess employees for illness, encourage employees to stay home if sick, etc.
- Please contact us if you or your family member participate in Easterseals-Goodwill programs and you have questions.
- We have changed some of our service delivery models to provide more services via telehealth, phone, and webinar when possible.

### Clean facilities

- We have increased the frequency of our regular daily cleanings, we are using EPA-approved disinfectants to keep our sites clean, and we will continue to follow cleaning guidelines.

### Prevention

- We encourage everyone to follow [Centers for Disease Control and Prevention \(CDC\)](#) recommendations to prevent the spread of illness.
- We encourage frequent hand washing, avoiding touching your face, coughing and sneezing into a tissue or your elbow, etc.
- We encourage people to take steps to protect themselves from illness by avoiding close contact and distancing themselves from others. We are asking visitors and staff who are ill to stay home.
- Staff wear face coverings, and we encourage clients to do the same. We are following current CDC guidelines in our region for use of other PPE.

### Preparation and resources

- Easterseals-Goodwill's multidisciplinary task force created specifically for the coronavirus situation continues to meet to monitor and respond to changes in this situation. We are using our continuing operations plan that we had in place for situations such as this that may affect a number of individuals and/or staff.
- We have a [family caregiver resource](#) for helping your ill or elderly loved ones during this situation.

### Credible/reliable information

- We are continuing to work with local medical providers, the CDC, and state department of health agencies to ensure we have the most current information and we are taking appropriate precautionary steps.

## Our Goodwill® Stores

To help minimize the risk of spreading COVID-19 and other diseases to customers, donors, and employees in our Goodwill stores, we have implemented the following practices:

- Scheduled wipe-down cleaning process with EPA-approved disinfectants.
- Store-wide cleaning takes place every two hours.
- Extra attention is given to cleaning areas accessed by numerous people such as door handles, credit card keypads, and restrooms.

- Employees are encouraged to practice CDC-recommended prevention steps including face coverings, washing their hands frequently throughout the work day, limiting close contact with others, and staying home if they are ill. Employees are assessed for illness when coming to work.
- Employees are required to wear face coverings while at work: in the store, at the donation door, and in sorting areas. They are encouraged to keep at least 6 feet from others.
- We encourage all customers to wear face coverings. We are following local and state guidelines in communities where face coverings are required.
- We have installed sneeze guards at cashier stations.
- We have 6-foot sections marked at cashier stations to help customers keep their distance from others.
- If needed, we are prepared to limit the number of customers in the store to help give everyone more space while shopping.
- We encourage customers and employees to practice social distancing whenever possible.
- We have implemented no-contact donation drop off. We ask donors to drop off items into the marked donation bins. If you need help removing donations from your vehicle, we ask that you keep at least six feet from staff. If you wish to pick up a donation receipt, please ask a cashier inside the store.
- We have increased sanitation and cleaning of donations.

For current hours, please click here: [Store Hours](#)

Goodwill stores provide funding for some of Easterseals-Goodwill's programs and services, as well as providing employment experience and opportunities. Thank you for supporting Goodwill.

### For Employees of Easterseals-Goodwill

We encourage all employees to be healthy and do their part to limit the spread of this virus. As an organization, we are continuing to encourage teleworking when possible and feasible within business operations; when at work, we ask employees to adhere to social distancing guidelines, avoid common areas, and wash hands frequently; and we are asking employees to minimize business travel between sites whenever possible.

We are asking employees to please:

#### **Adhere to social distancing**

- Keep 6 feet between you and others whenever possible.
- Avoid using conference rooms and common areas when possible. If in common areas, please adhere to social distancing protocols.
- Adhere to social distancing protocols at breaks and lunches.

#### **Wear face coverings**

- Wear face coverings at work, especially when you cannot be six feet from others. Staff are expected and encouraged to follow local regulations and current CDC guidelines regarding face coverings and other PPE.

#### **Help keep our workplace clean**

- Wipe down work areas.
- Clean up after yourself in the bathroom and breakroom. Keep breakrooms and common areas clean.
- Wipe down surfaces often, such as keypads, phones, keyboards, handles, etc.

#### **Wash hands**

- Wash your hands twice as often as you usually do. Use soap and warm water. Wash for 20 seconds.
- Continue to wash your hands well after using the restroom, before eating and after eating, first thing when you get to work, at your breaks and lunches, last thing before you leave work, first thing when you get home.

#### **Practice good hygiene**

- Try not to touch your eyes, nose and mouth.

- Cough and sneeze into a disposable tissue (best option), or your elbow (second best option). Don't cough or sneeze into your hands or out into the open.
- Keep 6-feet from others whenever possible, including at breaks and lunch.

### **You and your wellbeing**

- Have a plan for your family. If you care for children or grandchildren, have a back-up plan for your kids if your school or childcare closes unexpectedly. If you care for elderly or ill family members, consider back-up options if you or other caregivers get sick. If you carpool to work, have a back-up plan if your carpool buddy is sick. We encourage you to plan now for such situations.
- Access our Employee Assistance Program (EAP), if you are feeling overwhelmed or anxious and would like to talk to someone. This program offers free counseling and other help to all Easterseals-Goodwill employees. Contact your supervisor or human resources for information about the EAP program. We also have resources for you on our internal employee website

### **Stay home if you are ill.**

- Easterseals-Goodwill provides paid time off and short term medical pay to benefit-eligible full-time and part-time employees so they can take paid sick days to care for themselves or family members, if needed.
- Employees are encouraged to talk with their supervisor about any questions or concerns they may have.

If you have any questions about Easterseals-Goodwill's services or our response to the COVID-19 situation, please contact us. We'd be happy to talk with you.

Sincerely,



Michelle Belknap  
President/CEO  
Easterseals-Goodwill Northern Rocky Mountain