



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 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

- **As of Oct 2020, only 10 volunteers or less at one time are permitted in a single location (shifts allowed).**
- All volunteers must be fully aware of and plan ahead for quarantine or other government-mandated actions prior to traveling outside of their state/city for volunteer activities
- Associates may not carpool to project site and must maintain one associate per vehicle
- All volunteers must sign a Team Depot waiver and receive safety briefing before participating
 - Volunteers must know who the Social Distancing Captain is for the project

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 if volunteering off-the-clock
 - Must have followed The Home Depot’s [Health Check requirements](#)
- Associates are required to wear proper PPE in accordance with Government Agencies and THD policies
 - For more information visit: [Mandatory Use of Masks Policy](#)

Non-Associate Volunteer

- No project should include non-associate volunteers. Non-associate volunteer may support the pickup or drop-off logistics. Once deemed appropriate by The Home Depot Foundation, guidelines below will be in effect.
 - 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.
 - Encouraged to wear proper PPE in accordance with Government Agencies

Safety

- A salaried manager **and** Team Depot Captain and/or Social Distancing 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 and process briefing to review:
 - Social distancing guidelines
 - Cleaning and sanitation guidelines
 - PPE guidance
 - At a minimum, associates must be provided gloves, face protection, hand sanitization supplies 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 two health checks in order to participate in the project
 - Associate should complete the At-home Health Check before they leave for the project
 - For more information visit: livetheorangelife.com/hc
 - At volunteer check-in on the project site, associates should have their temperature taken again
 - Temperature Checking Process:
 - Associates must bring their company issued thermometer to the project site and conduct self-administered temperature checks.

- If temperature is over 100.4 degrees, the associate must notify the Team Depot Captain and leave the project immediately
 - If project is in IL, before returning from lunch, an associate must conduct an additional health check such as taking their temperature and completing the questionnaire again.

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

- 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.
 - No more than one associate per vehicle
 - 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

PR/Communications

- All media outputs must be approved by The Home Depot before any associate or partner organizations can confirm media participation or make social media posts.
- We would like to consider featuring your project on The Home Depot Foundation social media channels and pitching for inclusion on additional properties such as Built from Scratch, myApron and Warehouse. In order to do that, we request your help with the following:
 - Please assign someone to photos of the effort – making sure that all comply with guidelines below:

- Associate photographed is wearing mask and gloves and has a safe physical distance of 6ft+ from other associates
- If PPE is missing, we will not be able to use the photo
- Please see below examples of photos that would / would not be approved
- We need all associates (and any relevant partners) to refrain from publishing any photos until we receive internal approval. Once approved, we'll be sure to share the social media links for easy sharing.

Approved Pictures



Not Approved Pictures

