

# Partners In Care Reopening - FAQs

**Please note these are guidelines Partners In Care (PIC) is providing based on information PIC has gathered. For more up to date information we suggest you refer to the CDC or your local Health and Human Services Agency.**

**If anyone has reservations about returning as a volunteer, then we suggest that it's not time for you to return. PIC respects and values your concern and decision. Please continue to take care and we look forward to seeing you all again!**

## **BOUTIQUE FAQs**

What precautions are taken with donated merchandise to ensure they are free of COVID-19?

So far, evidence suggests that it's harder to catch the virus from a soft surface (such as fabric) than it is from frequently touched hard surfaces like elevator buttons or door handles. PIC has also secured an alternate processing station which allows us to hold items by type and then process after the shelf life of the virus has passed, up to 7 days based on item.

Are you checking with larger orgs to see what their procedures may be?

Yes, PIC has researched other organizations, and industry Best Practice associations. PIC is following CDC and Local government guidelines for safety.

Will you have gloves for volunteers?

Yes, volunteers working in the offices and boutiques will be provided gloves. Gloves are optional for drivers within their cars.

What is the capacity for the store? How many people will be allowed in at one time?

That depends on the operating capacity deemed safe by local government agencies. At a 50% capacity, then 25 people are permitted at each boutique; 25 people at the Pasadena office; 10 people at the Frederick office; and 10 people at the Upper Shore office. These numbers are inclusive of staff, volunteers, and customers.

Who will be responsible for wiping the carts?

This will be the responsibility of the cashier and the salesperson on the floor. Other volunteers may be asked to assist.

Will there be a separation between the customer & the cashier at checkout?

Yes. We have barriers in place.

Will there be vinyl shields between customer and cashier at the register or in the back room?

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No, PIC has other space barriers in place.

Will customers use hand sanitizer upon entering the Boutique?

Yes, there will be a hand sanitizing station at the door, one at the register, and one located in the back of the boutique.

Will it be mandatory for customers to wear masks in the building?

Yes, all customers, staff, and volunteers will be required to wear masks.

## **TRANSPORTATION/MOBILITY FAQs**

Should drivers and riders wear masks?

Yes, drivers and passengers are required to wear masks.

Should the rider sit in the back seat?

Yes, the member needs to sit in the back seat.

How would you handle social distancing when someone is driving in your car?

Members are required to sit in the back seat.

Would it be OK for the driver to enter the rider's residence?

No. Please maintain social distancing guidelines.

Would it be OK for the driver to enter the medical office or other destination?

No, this is not recommended. Follow social distancing guidelines.

Would it be OK for the driver to assist the rider in walking, going up and down steps, and so forth?

No, this is not recommended in order to maintain social distancing guidelines.

Should the driver wear gloves?

That is the driver's decision.

Will someone from PIC interview/screen riders to make sure they do not have Covid-19 symptoms before re-entering the program?

PIC staff will ask at the time the ride request is made. However, some rides are requested weeks in advance. It is recommended that the volunteer driver asks these questions the day before the ride is scheduled to take place. Per the Transportation Association of Maryland, these questions will also be asked by the Mobility Bus program.:

1. Have you had a fever in the last 72 hours?
2. Have you been in contact with someone diagnosed with COVID-19 in the last 14 days?
3. Have you experienced cold or flu-like symptoms in the last 14 days?

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4. Have you been in contact with anyone who has experienced any cold or flu-like symptoms in the last 14 days?

Driver's should also be asking themselves these same questions and should not take any ride if any of these questions are answered with a yes.

**MOST IMPORTANTLY - WE WILL NOT BE ACCEPTING ANY RIDER IF A THEY HAVE ANY COVID-19 RELATED SYMPTOMS.**

Will there be periodic follow-ups?

Yes. The drivers, PIC Office volunteers, and staff should remind members, "if you come down with any COVID-19 symptoms or illness please call PIC and report it". PIC can inform the driver.

Should the driver wipe down the car seats and door handles before and after each ride.

Yes, this is recommended. As with any virus, the material it sits on will affect how long it can survive. COVID-19 has been shown to live for 5-7 days on non-porous surfaces such as plastic and metal, 3-4 days on wood, and 2-3 days on clothing and other porous items. In addition, we would recommend cleaning of door frames, handles, seat belt buckles, steering wheel, gearshift and basically anything you or the member is touching. Driver's should use EPA-approved cleaning supplies. Please note some cleaning supplies could be damaging to leather surfaces.

Is this the only prep that Drivers will receive?

Yes, however as new questions arise PIC will provide feedback to all volunteers.

Did or will all Drivers receive this info?

Yes, this was sent out to all PIC volunteers.

Are there CDC guidelines regarding transporting elderly persons?

The CDC guidelines are universal with transporting any individual – social distancing of six feet or more and masks.

Will Members be asked if any member of his/her household has/had the virus?

PIC will do it's best to ask these questions but as rides are requested in advance we are recommending that the driver ask this when confirming ride and time.

Will there be a separate set of questions for Members at Nursing Homes etc. re contagion at residential facilities or could PIC provide this information as members are not always the best source?

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PIC will treat all members equally and will do our best to ask the questions, but as rides are requested in advance we are recommending that the driver ask this when confirming ride and time.

How could the bus service be ramped up to meet Member's transport needs?  
Are there funds to rent another van/bus in these extraordinary times?  
The four buses will be used for Mobility trips at this time.

What are the protocols specifically for the Mobility bus?

PIC will be determining the best set up of the buses. Examples of protocols may include:

- Marking seats that can be used to allow for 6-foot distancing.
- Leaving the first rows of seats behind the driver unoccupied.
- Cleaning of all surfaces with disinfectant after each bus use.
- Screen riders regarding COVID-19 symptoms.

Should the driver keep car windows open or air vents drawing fresh air.  
Yes, fresh air is recommended.

## **OFFICE FAQs**

Will there be hand sanitizer available to office volunteers?

Yes, there are sanitation stations in the office.

Will office volunteers and staff be required to wear masks at all times while in the PIC office?

Yes, unless you are in an enclosed office or area by yourself.