

COVID-19 Checklist for Safely Organizing a Donation Drive

During the COVID-19 pandemic there is a greater need to support our friends, family and community. Donation drives are one way to give back and help those in need. Organizers should use this checklist to help safely plan and host a donation drive while reducing the risk of COVID-19.

The aim and purpose of this document is to assist individuals and businesses with information related to the Ontario Government's reopening framework as well as Toronto Public Health requirements to reduce the spread of COVID-19. It is important to know that breaches of some of these directions will constitute offences under provincial regulations or other public health legal requirements. While we aim to provide relevant and timely information, no guarantee can be given as to the accuracy or completeness of any information provided. This guidance is not intended to nor does it provide legal advice and should not be relied upon or treated as legal advice. Users seeking legal advice should consult with a qualified legal professional.

1. Stay Informed

- Review the [COVID-19 Guidance for Food Banks & Donation Centres](#).
- Review the [COVID-19 Guidance for Indoor & Outdoor Events & Gatherings](#).
- Some individuals may be [higher risk](#) of catching and/or developing severe illness from COVID-19. Consider the vulnerability of employees, volunteers, and clients when planning the donation drive.

2. Communicate with Staff, Volunteers and Donors

- Clearly communicate the goal of your donation drive, including:
 - who the donations are for,
 - the type of items you are looking for, and
 - how they should be packaged for delivery or pick-up.
- Discourage people from donating items if they or someone in their household is unwell.
- Post the [COVID-19 screening tool](#) at the entrance of the premises and request that all donors and visitors self-screen prior to entering.
- Post [handwashing](#) and [respiratory etiquette](#) signs at the entrance and throughout the premises.
- Place [physical distancing](#) signs and floor stickers in high-traffic areas to remind individuals to keep two metres apart from others at all times.

3. Limit Capacity

- Donation drives and events must comply with current [provincial gathering limits](#).
- Host events or activities that must take place in person outdoors, if possible.
- Consider an appointment/ registration system for pick-ups and deliveries, if possible.
- Post signs at the entrance of the facility with the maximum number of people permitted in the space at one time.

4. Encourage Physical Distancing

- Encourage everyone to stay two metres from people outside their household.
- Space workstations/activities at least two metres apart.
- Keep the volume of music low so that people do not need to speak loudly or lean close to each other in order to be heard.
- Performers of live music must be separated from spectators by at least two metres distance or an impermeable barrier.
- Ensure people waiting in lines indoors and outdoors maintain two metres physical distancing. Masks are required indoors and strongly recommended outdoors while waiting in line.

5. Promote Proper Hand Hygiene

- Provide hand sanitizer with 70-90% alcohol concentration throughout the space, and encourage staff, volunteers and donors to use it frequently.
- Encourage staff and volunteers to wash their hands with soap and water or hand sanitizer before and after handling donations.
- Avoid shaking hands; use [other forms of greeting](#).
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Train staff/volunteers on proper [hand hygiene](#) techniques and [respiratory etiquette](#).

6. Screen Staff/Volunteers & Record Attendance

- Advise staff/volunteers to report illness to their supervisor/manager and to stay home if sick.
- [Actively screen](#) all staff/volunteers before starting each shift. Questions can be answered on paper, online, or by asking staff/volunteers directly.
- Advise staff/volunteers who become ill during a shift to go home right away and [self-isolate](#). Instruct them to call Telehealth at 1-866-797-0000, their health care provider or an [Assessment Centre](#) to get tested.
- Maintain attendance records of all staff and volunteers, including name, contact information, date and time. This will support contact tracing by Toronto Public Health should the need arise.

- Protect all personal information collected. Keep records for 30 days and then shred.

7. Use Masks or Face Coverings

- Ensure masks/face coverings are worn at all times when indoors, and outdoors when physical distancing is difficult.
- Train staff/volunteers on proper use of [masks/face coverings](#).
- Make personal protective equipment (PPE) available for staff/volunteer use when needed, such as gloves, surgical/medical masks, and eye protection (face shield/goggles).
- Train staff/volunteers on the proper use of PPE.
- Create a designated area away from visitors for staff/volunteers to eat and drink, if necessary.
- Discourage staff/volunteers from eating and drinking in areas accessible to the public.

8. Enhance Cleaning and Disinfection

- Clean and disinfect washrooms as frequently as is necessary to maintain a sanitary condition.
- Clean and disinfect high-touch surfaces such as tables, phones, computers, pens, and door handles twice daily or more often as needed.
- Clean and disinfect donation contact surfaces twice daily or more often as needed.
- Launder donated fabrics (e.g. clothing/sheets/towels) on high heat settings (wash and dry).
- Clean and disinfect donated household items that are nonporous, such as items made of plastic, porcelain, etc.
- Isolate items that cannot be properly cleaned and disinfected (e.g., 24 to 72 hours) prior to distribution.

9. Increase Ventilation

- Ensure heating, ventilation and air conditioning (HVAC) systems are properly maintained, and replace filters as appropriate.
- Increase [ventilation](#) by opening windows and increasing air exchange settings on HVAC systems, if possible.
- Arrange workstations, activities and furniture away from air vents and high airflow areas; direct fans upwards, away from people.

10. Plan for Safe Donation Drop-offs, Pick-ups & Deliveries

- Create a safe location outside for people to drop off donations. Do not use large, enclosed donation bins as there is a risk of people falling in.
- Use contactless drop-off / delivery / pick-up methods, if possible.

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- If donations are picked up or delivered, only staff from the same household should ride in the same vehicle.
- Contact clients in advance to schedule a delivery / pick-up time, when possible.
- Prepare smaller bags or box donations for easier carrying and delivery.
- Avoid entering people's homes. Deliver and / or ask donors to leave the package at front door.
- Wash your hands before and after handling donations.
- Avoid touching your face with unwashed hands.

More information

For more information, visit our website at www.toronto.ca/COVID19 or call us at 416-338-7600.