

March 13, 2020

The Baltimore Community ToolBank is committed to the safety, health & welfare of our staff, volunteers & members at all times. During this time of unprecedented caution aimed at curbing the spread of coronavirus strain COVID-19, we are taking serious measures to do our part to flatten the curve of transmission of the virus. In response to questions we've received from partners & stakeholders, & in anticipation of what is to come in the next few weeks, here are vital details of our comprehensive precautions.

What measures are we undertaking to ensure the health & welfare of staff, volunteers and members?

- Staff reduction and shift staggering
 - We are focused on all projects that can be completed remotely. All staff will be working remotely in the near-term with few exceptions. When on site, staff will be staggered to maximize coverage. **For any staff who does not have enough remote work to fill their normal hours, the ToolBank is paying for regular staff hours.** We guarantee regular wages for all staff without having to use paid time off or sick time. This is a small part of what we can offer to promote general welfare & **ensure none of our staff has to make a hard choice between their paycheck & their health.**
- Limited interaction with members, volunteers
 - For at least the week of 3/16, we have postponed field trips & volunteers projects. We will revisit following weeks by Friday 3/20.
- Enhanced buffer zones
 - Staff is switching out our gloves for any interaction with tools, using a new pair for every transaction. Soiled pairs go straight into the washing machine & are washed using hot water, then dried on high heat.
- Enhanced cleaning & disinfection of tools
 - All tools being issued during this time of acute crisis will be disinfected beforehand.
 - All returned tools will be quarantined 72 hours, then cleaned per FEMA regulations, then quarantined for an additional 10 days before re-issuing.
 - During the return process, all tools will be left outside in sunlight for as long as possible to allow sunlight & warmth to disinfect.



- Restricted access to facility

- As a normal practice, the ToolBank front entrance & gate are locked unless we have an appointment on the books. This will certainly be the case during times of heightened precaution, which will limit the number of walk-ups & total number of visitors to our facility.
- Remote meetings
 - All meetings, including a planned board meeting on 3/17, are now taking place 100% remotely to limit personal physical interactions.
- Extension of tool orders & waiver of extension fees
 - For any partner who currently has tools out, they are free to extend their order for as long as needed without incurring extra fees.
- Additional updates will be posted to our website as we learn new information & best practices.

How is the ToolBank helping with equipment at this time?

- We are reaching out to our networks of health professionals & first responders to let them know that tables, chairs & other equipment are available to loan from us for free. We have heard that some first responders are using pop-up testing sites & issuing food & supplies to families practicing self-isolation. If any organization doing this work needs our equipment, we are here for them. Spread the word & have organizations call us at (410) 244-5565 to arrange details.

Is ToolBank funding in jeopardy?

- In short: No. A lot remains to be seen in terms of long-term impact, but we are in communication with grantors & general donors regarding our best practices & the need to maintain funding at current levels. Our funding and donor community understands that our function is to be prepared at all times, & even more so at times of national crisis. We are doing our part by ensuring our staff gets paid for their regular hours during this time. Our funders understand how this helps us do our part to ensure staff does not have to choose between personal health & their paycheck.
- If you would like to support the ToolBank in any amount in this time of crisis, please utilize one of the below online giving options. Donations in any amount will support our work to stay poised to respond to the needs of our partners.
 - Facebook (no fees to ToolBank):
<https://www.facebook.com/BaltimoreToolBank/app/250457581338/>
 - Mighty Cause (minor fee to ToolBank or you can choose to offset):
<https://www.mightycause.com/story/Tools-For-Change>
- Tool handling fee revenue may see a significant dip during times of active crisis. It is true that orders are cancelling or postponing at present. That said, we anticipate more projects will be undertaken once we rebound from this crisis & we may well see an evening out of overall tool lending within calendar year 2020. As such, we do not currently project less lending or revenue generation in 2020. That can be revised with new information. For now, we are focused steadily forward while responding to the acute situation with an eye for safety & welfare of staff, volunteers & members.

We continue to closely monitor the situation & adhere to best practices as put forward by trusted officials. As such, more modifications to our standard operations may be forthcoming. It is essential that we balance our availability for partners with the safety of all stakeholders of the Baltimore Community ToolBank.

Thank you for your continued support of the Baltimore Community ToolBank!

- Noah Smock, Executive Director