

## COVID-19 Safety Protocols - Modified Lending

*Updated July 19<sup>th</sup>, 2020*

### Notice to all partners picking up tools and equipment at the Baltimore Community ToolBank

To protect our staff and comply with the most conservative distancing practices established in the State of Maryland, the following conditions apply to orders and physical presence at the ToolBank at this time and until further notice:

- All orders that are not directly related to COVID-19 relief will be loaned at the standard rate of 3% of the retail value.
  - To minimize physical interaction, we encourage partners to request credit cards be put on file and processed after the order is returned or upon pickup, whichever is most convenient for partners.
- Orders for approved projects will be fulfilled via advance appointment only. This is standard ToolBank practice and reinforced strictly at this time. Ordered items will be placed outside our main loading dock five minutes prior to your appointment time. The side gate will be opened at your appointment time. We will minimize physical interaction with partners picking up orders, though we will be visible and communicate from a safe distance.
  - We cannot take overlapping appointments, so it is imperative that you arrive only during your appointment window. Do not arrive earlier or later than your appointment window.
  - In the unlikely event that you arrive on time and someone else is in the driveway, please stay inside your vehicle and park on Wicomico street until the other partner has left.
- All partners must wear a mask when onsite at the ToolBank. This includes while loading tools in the driveway. Masks will be provided for anyone in need.
- When returning tools and equipment, unload onto our loading dock. We will count the items safely after they are unloaded and communicate with you from a distance regarding our count.
- Pay close attention to all blocked and designated spaces at the ToolBank. Staff will enforce all distancing measures in accordance with local safe distancing guidelines.