

Community organizations that provide important support services to residents may also be providing donated cloth masks and other donated items to residents in need. These organizations require a regular supply of donations from the community.

All organizations and agencies who receive and distribute donated goods are encouraged to implement their own internal policies for the protection of staff, volunteers and clients.

This resource guideline has been developed using the available information and precautionary best practice approaches. This resource guideline should be used as an addition to the general infection control precautions. Please visit the [OPH COVID-19 webpage](#) for general information on how to reduce the risk of transmission during operations.

Food donation guidelines are available on the [OPH COVID-19 webpage](#).

General recommendations:

- Follow the masking, self-isolation, physical distancing, and hand hygiene advice at [COVID Wise](#).
- Set up donation drop-off points to encourage physical distancing.
- Donors who are sick should avoid donating.
- Contact clients in advance to schedule a delivery/pick-up time, where possible.
- Advise clients to always wash hands carefully after touching objects and always before touching their eyes, nose or mouth.
- Only use Health Canada approved cleaning and disinfection products/methods.
- Always follow the manufacturer's instructions on how to use the cleaning agents and disinfectants, including respecting the product's contact time.

Fabrics: e.g. linens, clothing, sheets, towels, stuffed animals

- Please visit the [OPH COVID-19 webpage](#) for information about using masks and gloves.
- Wash your hands before and after handling donation items.
- Wear disposable gloves when handling dirty items. Wash hands before putting on, and after taking off, gloves. Avoid touching your face or personal items while wearing gloves.
- If you must shake these items, do so outdoors, and add eye protection (goggles or face shield) to avoid getting dust in your eyes.
- Launder items as appropriate in accordance with the manufacturer's instructions using the warmest water setting and dry them completely.
- If laundering is not possible, these items should be isolated at room temperature for a minimum of two days.

- Clean and disinfect clothes hampers. Consider placing a bag liner that is either disposable or can be laundered.
- Clients/customers should launder clothing, after receipt or purchase.

Hard (non-porous) items: e.g. toys, dishware

- Items made of plastic, porcelain, etc. should be cleaned and disinfected.
- Items that cannot be properly cleaned and disinfected should be isolated at room temperature for seven days.
- Paper and cardboard items should be isolated at room temperature for a minimum of two days.

Soft (porous) items: e.g. carpeted floor, rugs, and drapes

- Remove visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces.
- Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items. Dry items completely.
- If laundering is not possible, these items should be isolated at room temperature for a minimum of two days.

Electronics: e.g. touch screens, phones, remote controls, keyboards

- Remove visible contamination, if present.
- Follow the manufacturer's instructions for the appropriate cleaning and disinfection of products;
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70 per cent alcohol to disinfect touch screens.
- Items that cannot be properly cleaned and disinfected should be isolated at room temperature for seven days.