

## Red Bike – COVID-19 Operations Procedures - Cleaning and Wellness

### Purpose

Red Bike's top priority is the health and safety of Red Bike riders, staff, and our community. Red Bike is taking the COVID-19 pandemic seriously and has developed the following operational plan and procedure to enhance safety through these proactive, preventative measures.

Red Bike will continue to monitor public health updates and recommendations from the City of Cincinnati, State of Ohio, and CDC. The Red Bike operations plan and procedure will be adjusted as needed. Please follow these guidelines and let your Manager or the Executive Director know if you have any ideas, suggestions, questions, or concerns.

### Staff Wellness

Red Bike has implemented the following operating procedure to protect Team Member health and safety:

1. **Work from home when possible:** All employees that can work from home will work from home. Employees with various responsibilities, will work from home for the portion of their job that can be completed at home.
2. **Stay home if sick:** If you or a member of your household develop "flu-like symptoms", stay home. Red Bike's policy of maintaining pay for up to two weeks of self-quarantine remains in place.
3. **Minimize Staff contact:** Technician shifts will be scheduled to ensure that beginning and ending times have a buffer from other technicians. In addition, bike repair stations have been relocated at the shop to provide 20 ft of separation.
4. **Social Distancing:** Maintain 6 ft of separation from other Red Bike Team Members while in the shop.
5. **Masks:** Wear masks while at the shop unless they are in a room alone.
6. **Gloves:** Gloves must be worn when touching bikes, tools, or equipment.
7. **Clean & disinfect regularly:** Clean work surfaces and shared surfaces such as door handles regularly with multi-surface cleaner or wipes.
8. **Practice good hygiene:** Wash hands regularly, do not touch your face, cover mouth and nose with a tissue or your elbow when coughing, etc.

### **Cleaning & Disinfectant Procedures**

Cleaning and disinfecting equipment is everyone's responsibility and should be performed continuously throughout the day.

#### **Station & Bike Cleaning Procedure – Apply Protective Coating**

Red Bike will apply a protective coating to the touch points of all stations and bikes. The protective coating physically breaks down the cell wall of viruses, bacteria, and fungi when they come into contact. The coating lasts for several months, and will be reapplied as needed.

#### **Station Cleaning Procedure – Every Station Visit**

When at a station, wear gloves and a mask at all times. Use backpack sprayer or canister sprayer to disinfect/clean high-touch areas of the station (kiosk screen, dock wakeup buttons) using spray disinfectant or wipes. Stations should be cleaned and disinfected a minimum of twice per week; however, high use stations will be disinfected much more often since they are visited much more often.

#### **Bike Cleaning Procedure – Every Bike Battery Swap & Bike Maintenance Inspection**

When in the field at a station, clean and disinfect all bikes at that station. Use the backpack sprayer or canister sprayer to disinfect/clean bike touchpoints (handlebar grips/shifter, brake levers, e-bike power button, seat, seat clamp handle).

#### **Office Cleaning Procedures – Every Day**

At the start of each day, clean/wipe down high-touch shared equipment with a disinfectant (door handles, garage door opener, shared workspace, shared computers, etc.)

#### **Van Cleaning Procedure – Every Shift**

At the start of each shift, make sure that the van is equipped with the cleaning supplies needed to perform work duties (disinfectant, gloves, hand sanitizer, towels, etc.). Clean/wipe down high-touch areas of the vehicle with a disinfectant (door handles, steering wheel, controls, etc.).

**Supply Overview:**

Red Bike has been stocking up on cleaning equipment, gloves, masks, soap, hand-sanitizer, multi-surface cleaner, wipes, and disinfectant spray. All team members should monitor use of supplies, and report when additional supplies are needed.

Backpack sprayer: The primary method of disinfecting bikes and stations in the field.

Canister sprayer: Secondary method of disinfecting bikes and stations in the field.

Handheld sprayers: Backup method of disinfecting in the field or in the shop.

Disinfectant: There are 5 gallons of disinfectant cleaner, labeled on the supply shelf. Follow instructions for using the different cleaners.

Masks: Every staff member should have been provided a cloth mask. There is a supply of back up masks at the shop. Let us know if you need an additional mask. In addition, there are 150 disposable masks at the shop in case a need arises.

Gloves: These should be worn while handling and/or cleaning equipment in the field. Gloves should be regularly thrown away and replaced after use. There are currently 5 boxes of gloves on hand.

Hand soaps & sanitizer: There is a gallon of hand-sanitizer. Refill the hand sanitizer dispensers when needed.

Multi-surface cleaner: There are 4 bottles of household spray multi-surface cleaner to be used with paper towels to clean in the shop and out in the field.

Wipes: Disinfectant wipes are unavailable. The baby wipes are being used in combination with the rubbing alcohol as a homemade solution. Add more rubbing alcohol to the baby wipe package as needed.

Disinfectant Sprays: Disinfectant sprays can be used to clean equipment and shared work equipment/space in the field and in the office. If wiping down equipment after spraying, be sure to only use clean paper towel(s) or a clean rag to maximize effectiveness.

## **Red Bike Go: Operating Plan**

Plan for sign ups and renewals for Red Bike Go Members on the cash membership.

- Limited contact process
- Red Bike staff to wear mask and gloves during member sign up/renewal process
- Red Bike Go Member required to wear mask. Red Bike has disposable masks for those who do not have them.
- Special Unique Entrance – East entrance at 325 W 6<sup>th</sup> St.
  - Limited hours of availability, by appointment when possible.
  - Double doors, outer doors open.
  - 6 ft tape lines clearly marked for waiting in line.
  - Table and chair in entryway. On table, disposable masks, hand sanitizer, member information sheet, Go user agreement on clip board, Go user agreement overview, envelope for cash, information displays, pens.
- New Sign Up Procedure:
  - New user instructed to fill out member information sheet, including: Name, Address, Email, Phone Number, Preferred Password.
  - RB staff creates new account using the information sheet.
  - Member reads and initials Go user agreement overview and reads and signs the Go user agreement.
  - RB staff assigns member card and places on table with a copy of rules/expectations (Go user agreement overview?)
  - User leaves initialed overview and signed agreement on table, takes member card and copy of rules/expectations.
  - RB staff demonstrates card usage at dock through glass window, if needed.
- Renewing Member:
  - All communication could happen through the glass/door.
  - Cash left in envelop on table.
  - Temporary pass work set up.
  - Login, and renew.
  - New member card created if needed.