

Use of Donation Stations during COVID-19

Introduction

In preparation for re-opening of public spaces, many of our customers are considering how they can continue to use their Donation Stations to raise sorely needed funds but do so in a way that does not increase the spread of infection. This document aims to provide comprehensive advice on safe usage, recommended new procedures and effective cleaning.

Use of contactless donations can help fight the spread of infection by minimising face-to-face contact between charities and donors and by limiting the use of cash. This practice is endorsed by WHO and UK government advice:

"Minimise contact around transactions, for example by using contactless payments."

From **Working safely during coronavirus** on <https://www.gov.uk/>

However, like many devices in regular use throughout society, the Donation Station interaction is via a touchscreen. Public Health England (PHE) have confirmed that they will not advise against the use of touchscreens during COVID-19, however any device likely to be touched by the public requires careful risk assessment.

We therefore recommend that all customers follow this core advice:

- 1) Assign a staff member to regularly clean and disinfect the Donation Station. (We recommend this above self-cleaning by users e.g. providing screen wipes).**
- 2) Promote the use of alcohol-based hand sanitiser or hand washing before and after use.**

There are also a range of additional measures that can be deployed where deemed necessary:

- 1) Additional instructional signage to promote safe use
- 2) Applying an anti-bacterial screen protector
- 3) Touch-free donation mode

Detail on these recommendations is provided below.



Cleaning Routines and Materials

Cleaning and disinfecting are two steps. Cleaning removes dirt, grease, dust and other contaminants. Disinfecting is a separate process that uses a chemical designed to destroy bacteria.

Cleaning Guidelines

- Use a high-quality microfibre cloth to boost effectiveness.
- Clean gently, especially around the touchscreen.
- Select only non-abrasive cleaning cloths to avoid scratching touchscreens.
- Never spray anything directly onto your Donation Station. Always spray into the cleaning cloth and then wipe.
- Don't use an excessive amount of liquid.
- Don't get liquids inside the unit.
- Avoid highly concentrated (70%+) alcohol, bleach or ammonia solutions, as these may cause damage.

Recommended Cleaning Procedure

- 1) Dampen a clean, non-abrasive cloth with a mild soap-and-water solution. Ensure excess moisture is squeezed from the cloth.
- 2) Clean the Donation Station surfaces and allow them to dry.
- 3) Dampen a new clean, non-abrasive cloth with disinfectant. Ensure excess moisture is squeezed from the cloth.
- 4) Disinfect the surfaces and allow them to dry.

Instructional Signage

GWD will shortly be distributing a new software release (free to all existing customers), which will include the option to show an instructional advice screen to users before starting the process. Text will be editable, but by default it will say:

This device is cleaned and disinfected regularly
Help prevent the spread of COVID-19 by donating safely.

- 1. Wash your hands or use the hand sanitiser before and after donating**
- 2. Don't touch your face until you have cleaned your hands**

Continue



Instructional back panel

For additional visibility, Donation Stations can be retrofitted with extra signage providing the same instructions on safe usage. The back panel pictured here is a great option for both visibility and ease of fitting.

The sign costs £125 (printed with a standard design). You can also design your own message.



Screen Protectors

Our "Triple A" antimicrobial, anti-glare and anti-fingerprint screen protector film has been produced to eliminate glare from the surface of electronic displays and **to kill certain germs on the touchscreen surface.**

Cost = £89 (free P&P)

The screen protector is manufactured using Silver Oxide as the reactive agent against germs and microbes and works without impacting the touchscreen functionality. The Silver Oxide is infused as part of the manufacturing process, so it will withstand regular cleaning cycles and not be affected by cleaning chemicals.

The screen protector is provided with easy-fit tabs for self-application.

Touch-free Donation Mode

The forthcoming software update (free to all existing customers) will include the ability to configure a touch-free donation mode, which allows donors to simply tap their contactless card or phone to donate, without having to interact with the touch screen.

This feature is currently under development, so full details will be provided upon release. We expect this to be ready by early July.



Appendix A – Cleaning Products

The European Centre for Disease Prevention and Control recommends the use of products containing sodium hypochlorite or 70% alcohol.

Our choice for cleaning cloth:

<https://www.amazon.co.uk/Cloth-Antibacterial-Wash-Kitchen-Cloth/dp/B07Q7Q8KR5>

Our choice for cleaning fluid:

<https://www.amazon.co.uk/Ecomost-Business-Computer-Smartphones-Keyboards/dp/B078QQRKWL>

Our choice for disinfectant:

<https://www.amazon.co.uk/SurSol-Disinfectant-Spray-500ml/dp/B08618MLHQ>

Do **NOT** use the following materials when cleaning/disinfecting your Donation Station:

- K5902137 (451920612602) MDRC-1219 (TS) 18/05/2017 19 4
- Methyl or Ethyl > 35%
- Thinner or Benzine
- Strong alkali lyes
- Strong solvents
- Acids
- Detergents with fluoride or ammonia at concentration > 1.6%
- Abrasive cleaners
- Detergents with abrasives
- Steel wool, steel blades or cloth with steel threads
- Sponges with abrasives

Appendix B - Disclaimer

GWD have carefully read and researched the current advice available on safety measures and products available to fight COVID-19. It is important to note that very few products (if any) have been thoroughly tested on COVID-19 so far. We are therefore unable to offer any guarantees as to the effectiveness of these measures, but they are based on the best advice available at this time. This guide will be updated as new information becomes available.

