



**Council of California Goodwill Industries
Retail Store & Donation Center Safety Plan for COVID-19
May 1, 2020**

We are committed to creating a healthy and safe environment for all of our employees, customers and donors.

The Council of California Goodwill Industries met today and unanimously voted to follow this Retail Store and Donation Center Safety Plan and will be prepared to reopen in Phase 2 of the Governor's plan.

We recognize that some of our safety protocols will vary based on any additional requirements or guidance of our local public health departments.

This plan outlines our protocols for customers, employees, social distancing, enhanced store cleaning, and a touchless donation collection process.

EMPLOYEES

Employees will be required to wear approved face coverings at all times.

Cashiers will wear protective gloves when ringing transactions for customers.

General health screening of employees, such as monitoring for symptoms and checking temperatures of employees, will be conducted, along with other requirements by OSHA and/or other government entities.

Employee breakroom occupancy will be limited and will include staggering breaks and identifying alternate venues for taking breaks/lunches.

Prior to opening, new or returning employees will be required to complete trainings such as:

- Personal Protective Equipment (PPE)
- How to handle employee notification of symptoms/illness
- Aerosol Transmissible Diseases
- Social Distancing Requirements
- Team lifting while observing social distancing
- Sanitization Protocols
- Procedure for use of equipment and tools to prohibit sharing unless disinfected
- Touchless donation collection and holding procedures

CUSTOMERS

1. Customers will be strongly encouraged to wear face coverings when in the store, unless it is already required by a local public health order. Signage at the entrance will reinforce this protocol.

GREATER EAST BAY
GOODWILL

GOODWILL OF
ORANGE COUNTY

GOODWILL INDUSTRIES OF
THE REDWOOD EMPIRE

GOODWILL INDUSTRIES OF
SAN DIEGO COUNTY

GOODWILL OF SAN
FRANCISCO, SAN MATEO
AND MARIN

GOODWILL INDUSTRIES OF
SAN JOAQUIN VALLEY, INC.

GOODWILL CENTRAL COAST

GOODWILL SOUTHERN
LOS ANGELES COUNTY

GOODWILL OF
SILICON VALLEY

GOODWILL INDUSTRIES OF
SOUTH CENTRAL
CALIFORNIA

GOODWILL SOUTHERN
CALIFORNIA

SOUTHERN OREGON
GOODWILL INDUSTRIES

GOODWILL INDUSTRIES OF
VENTURA AND SANTA
BARBARA COUNTIES

GOODWILL SACRAMENTO
VALLEY & NORTHERN NEVADA

2. Fitting rooms and restrooms will be closed to customers until further notice.
3. No returns will be accepted. All Sales Final until further notice.

SOCIAL DISTANCING PROTOCOLS

1. Social Distancing will be practiced. Both employees and customers will be expected to observe the six-foot distancing requirement. Signage on social distancing will be posted throughout the stores including at the front entrance. Floor markings/signage will be used to call out traffic directions in aisles and to reinforce distancing while waiting in line at the cashier.
2. Store supervisors will be authorized to limit entrance into the store if social distancing can no longer be observed due to excessive customer traffic. Protocols will be established in the rare instance this becomes necessary.
3. Plexiglass may be installed at cashier stations to provide additional protections for both employees and customers.

ENHANCED STORE CLEANING

1. High traffic areas/equipment will be disinfected frequently throughout the day. High traffic areas/equipment include, but are not limited to, cashier counters, plexiglass, card readers, POS touch screens, racks, restrooms, and shopping carts.
2. Sanitizing products will be made available adjacent to the shopping carts for customer use.

TOUCHLES DONATION COLLECTION PROCESS

The Goodwills in San Diego, Santa Clara and Ventura Counties are using an effective, touchless donation collection process. All California Goodwills will follow their guidelines and any others required by their local health order to ensure that our employees and customers are safe. Attached are the guidelines from the Silicon Valley Goodwill as an example of what we will follow.