

COVID-19 Safety Plan

Clothes and Collectibles Thrift Boutique

Step 1: Assess the workplace

We have identified customer and staff traffic patterns, customer shopping habits, places where job functions create close contact, equipment and tools that staff and volunteers may share, and high-contact surfaces.

Step 2: Implement protocols to reduce the risk

Our first level of protection is to limit the number of people in the store by reducing the number of customers who may shop at one time, and by eliminating most of the tasks done during the hours the store is open. We intend to start with limits of two customers at a time, and may increase that number to three, if no issues arise. With shortened store hours, one staff member and one volunteer will perform all cleaning and preparation tasks (steaming, pricing) prior to store opening. During store open hours, one staff member, and two volunteers will be the maximum. At the most, we would have five people in the store at any one time.

We will install a plexiglass shield to separate the cashier from the paying public. The store will be thoroughly cleaned prior to opening each morning.

We will post occupancy limits, install directional arrows, require customers to wait outside until invited in by a staff member who will be posted at the door at all times, and collect donations and deliveries at the door to limit traffic. Staff are aware of new safety protocols in place, and will inform and remind volunteers of these on each shift. Customers will be required to wear masks, and we have ordered free, disposable non-medical masks to distribute to customers who do not have their own masks. They will also need to sanitize their hands with alcohol-based sanitizer prior to entry.

We have ordered sufficient personal protection products for our staff and volunteers. Some volunteers are uncomfortable with non-medical masks (asthma, hearing aids, glasses) so we will have face shields available. Information signs will

be placed in the back room with instructions on how to safely and correctly wear a mask or face shield. Disposable gloves will be available for staff and volunteers.

Hand sanitizer will be available at the entry door for each customer, at the cash desk for the cashier and paying customer, and in the back room for all staff and volunteers to easily access. Hand washing facilities are available in the back room for staff and volunteers. The store will be thoroughly cleaned and disinfected each morning focusing on high-touch areas – cash desk, sinks, doorways, clothing racks, store fixtures. The cash desk will be cleaned after every customer.

Customers will be encouraged to not touch the cash desk, and advised that to protect the cashier, they are to pack their own purchases, preferably in their own bags, which may not be placed on the cash counter. To keep the cashier safe behind the plexiglass shield, they will not wrap or bag customer purchases. Disposable dishes are available in the back room for staff and volunteers.

Step 3: Develop policies

Any staff member or volunteer who is feeling unwell or showing any symptoms of COVID-19 will not be allowed to come to the store, and if they feel unwell during their shift, they will be required to leave immediately. Customers who appear unwell will be denied entry. All volunteers have been informed of our re-open plans and have had the opportunity to consider their own health and concerns. Many have postponed their return to volunteering for the time being. As customers and staff adjust to changes in hours and policies, they will be reminded of our WESN Code of Conduct.

Step 4: Develop communication plans and training

Signage regarding individual health and safety will be posted at the entrance clearly stating our new policies regarding entry, and additional signage will be placed in the back room for all staff and volunteers. Volunteers will be reminded at the beginning of every shift of new protocols. Supervisors are aware that they need to monitor volunteers and customers for signs of illness, and to ensure procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

We intend to open for limited hours each day, and for limited days of the week and will assess and modify our plans in the coming weeks. The hours have not been finalized, but are tentatively set for four hours each day from 12 pm to 4 pm, with an opportunity to increase those hours.

Step 6: Assess and address risks from resuming operations

We will 'quarantine' donations for a period of three days (minimum) until we feel they are safe to be processed. We will have a non-contact drop point at the entrance to the store where customers can leave donations without requiring the staff to handle them. Customers will be advised at the door of our new policies – direction of traffic, limited shopping time, and will be encouraged to 'look but don't touch' as much as possible.

The curtain of the fitting room will be removed, so that customers may still use the mirrors but may not try clothing on.