



Hudson Thrift Shoppe - Re-Opening Plan

In accordance with WorkSafe BC COVID-19 Safety Guidelines

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Program: Thrift Shoppe

Included in the Re-Opening Plan Document:

- Overview
- Communication to customers: To Our Valued Customers
- Communication to staff and volunteers: COVID-19 Safety and Education Plan for Staff and Volunteers (includes visuals)
- Donations plan: COVID-19 Safety Plan for Receiving Donations
- Communication for customers: Donations Policy – Hudson Thrift Shoppe

Overview

Hudson Thrift Shoppe is committed to providing a safe and healthy environment for our customers, volunteers and staff. As we prepare to re-open our doors to the community, here are some of the actions we are taking to ensure everyone's health and well-being:

- Reduced hours of operation: Tuesday – Friday 10-3. Re-opening date **June 11, 2020**
- Limited number of customers in the store: **8**
- Limited number of volunteers in the store: **2**
- Extra staffing: **2** staff on shift at all times
- Maximum number of people in the store: **12**
- Line up outside the door keeping the lobby empty (for people to enter the building), a greeter will manage the line, direct people to hand sanitizer and manage numbers in the store
- Set time/hours for receiving donations: **Mondays 9-11**
- Enhanced cleaning procedures
- Doorway open with single entry and exit signage
- Cashier counter protected with plexiglass
- Cashier line-up physical distancing signs
- Hand-sanitizer for customers, volunteers and staff upon entering store
- Gloves are mandatory for staff and volunteers; masks are voluntary
- Sorting area organized to ensure physical distancing
- No sharing of personal items
- No snack trays offered
- Volunteers will be phased in
- Washroom for staff and volunteer use only



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- Communication
 - posted for customers entering the store, with visuals
 - verbal communication for staff and volunteers, also posted in the sorting area
 - posted on Hudson Thrift Shoppe Facebook page
 - posted on CMHA website
 - verbal communication + final copy of the re-opening plan to staff answering CMHA phone

Hudson Thrift Shoppe To Our Valued Customers

Wellness is our priority and we are committed to keeping our staff, volunteers, and customers safe. Since the pandemic, we took precautions to keep our community safe by closing our store.

As we prepare to welcome you back, we are adhering to BC's re-launch strategy with a commitment to maintain the highest safety standards. We have implemented new operating practices and safety protocols to ensure everyone's well-being:

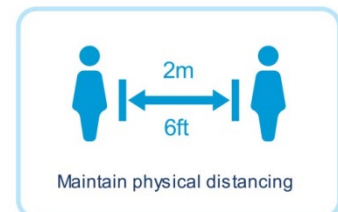
Increased sanitation: This includes—but isn't limited to—hand sanitizer stations, disinfecting the front counter and other frequently touched surfaces.



Limited entry: To respect physical distancing, a limited number of customers will be allowed inside our store at a time.

Plexishields: For additional health protection, we have installed a temporary plexiglass barrier at our check-out counter.

Physical distancing markers: The flow of traffic and physical distancing markers on the floor to show the recommended six foot space between you and others. We ask that you respect physical distancing while shopping in our store.



Fitting rooms: Our fitting rooms are temporarily closed.

Washrooms: We have no public washrooms.

Donations: Our donations plan has changed. See the donations poster.

If you're not comfortable visiting us in person, please visit us online. We have some merchandise for sale through our Facebook page: Hudson Thrift Shoppe – Canadian Mental Health Association.

Thank you for your support and understanding as we navigate the uncertainties and challenges created by COVID-19.

If you are unwell or experiencing any flu-like symptoms, please stay home.



Hudson Thrift Shoppe COVID-19 Safety and Education Plan for Staff and Volunteers

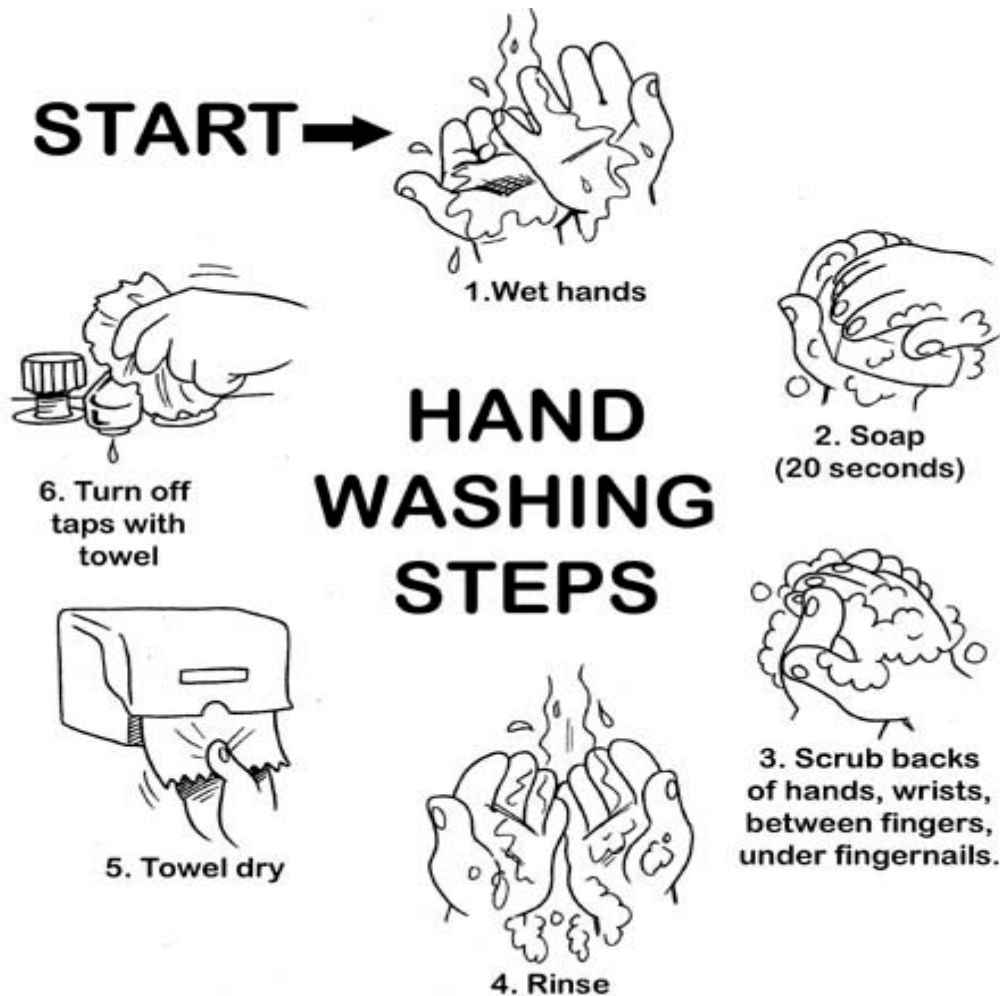
This outline is our health and wellness plan for staff and volunteers as we return into the physical space to ensure that we protect ourselves. Before resuming their work or volunteering in the store, all staff and volunteers are asked to review the plan with the store manager and receive training. The plan will also be posted in the sorting area bulletin board and washroom.

SICK POLICY

If you or anyone around you has been sick or has cold/flu-like symptoms such as coughing, sneezing, fever or feel poorly, **please stay home and take care of your Wellness.**

GENERAL HYGIENE RULES

Wash your hands after using the toilet, before eating, or if you cough/sneeze into your hands.



- ✓ If you use a tissue, discard it properly and wash or sanitize your hands immediately.
- ✓ Washrooms are for staff and volunteers only.



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CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.



KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



NHS

- ✓ Avoid touching your face, particularly your eyes, nose and mouth to prevent infections.
- ✓ Please practice 6 feet physical distancing.



OPENING AND CLOSING PROTOCOLS

- Store will be deep cleaned in the morning and afternoon (opening and closing). Staff and/or volunteers will disinfect the till, door hardware, light switches, swinging doors to the sorting area, washroom (staff and volunteer use only), front and back doors, sorting tables and carts using the approved disinfectant products.
- Hand/gel sanitizers will be provided for volunteers and customers in the storefront. Additional sanitizer in the sorting area for volunteers.
- Clean cloths and disinfectant products will be provided in the store for cleaning.
- At 12:30-1PM, the high-frequency touch points in the store will be disinfected. These include door hardware, accessibility racks, baskets, till, washroom and sorting stations.

MASKS AND GLOVES

- Gloves are mandatory for staff and volunteers.
- Masks are voluntary. The store will provide them for those who request them.

SALES TILL

- The store will accept cash and debit.
- Gloves are mandatory for cashiers.
- Debit machine will be covered by a plastic baggie and cashiers are to wipe down after each transaction.
- Cashiers to wipe down the till every 30 minutes.
- Cashiers to wipe down the front counter every 30 minutes.
- Cashiers to wipe down the plexiglass every 30 minutes.
- Cashiers will be asked to avoid touching their face, particularly their eyes, nose and mouth while at the till.
- Cashier to call for staff help whenever needed.
- One staff will always be in the storefront.

Hudson Thrift Shoppe

COVID-19 Safety Plan for Receiving Donations

The store will start accepting donations from the community June 8, 2020.

Time: Mondays 9 – 11 am.

Donation drop-off: Downstairs foyer - enter from 4th Street NE.

Once people arrive to donate, staff will ask if they or someone in their household has had, or is experiencing COVID-19 symptoms. If yes, staff will not accept their donations.

Safety measures will be communicated verbally and visually, as well as by staff demonstration.

The safety measures:

- Two staff on site: one directing traffic, one directing donations.
- Signage for one-way flow: in from the ramp side, out through the other door.
- Staff will also provide verbal reminders of the drop-off process.
- Hand sanitizer available: Public to use it before bringing donation boxes/totes in.
- Staff to sanitize door hardware before each donation.
- Public to place donations on the foyer ledge.
- Staff to sanitize door hardware after each donation.
- Staff to move donations to the meeting room once public has left.
- Staff to wear gloves and masks.
- Staff to operate by being 6 feet apart from each other, as well as from the public donating.
- Donations will be stored for 72 hours before sorting.

Signage for our new donations plan will be posted in the lobby and the store.

In the event that donations are dropped off by the front door or in front lobby, staff will move it downstairs and have it stored for 72 hours before looking through it.

The donations plan to be communicated to all staff answering CMHA phone, both verbally and by emailing the final copy of the plan.

The new donations policy will also be communicated to the public via posters on the store lobby and windows and the store Facebook page.

Hudson Thrift Shoppe Donations Policy

We are excited to be accepting donations from the community!
Thank you for supporting CMHA Shuswap-Revelstoke Mental Health programs.

Please carefully consider the following before donating:

1. Items are clean and in good condition,
2. Separate clothing from other items,
3. Donations are all saleable goods that would be of benefit to someone else,
4. Items are boxed in cardboard boxes or a tote with a lid.

We are now accepting donations on Mondays 9 –11 am.

Tel #: 250-832-8477 ext. 107

Facebook: Hudson Thrift Shoppe – Canadian Mental Health Association

Instagram: Hudsonthriftshoppe

Please note that we are no longer accepting children’s toys or clothing.

When coming in to donate, enter our back parking lot and follow the instructions on the signs and the directions of staff on site and respect all physical distancing recommendations as per the provincial authorities.

If you or someone in your household has had, or is experiencing COVID-19 symptoms, please do NOT donate at this time.

Thank you for your support.