

Store Reopening FAQs



Goodwill Southern California Store & Donation Center Reopening FAQ

Why did you decide to reopen your stores?

As a self-funding nonprofit social enterprise, the proceeds generated from our retail stores help support our no-cost employment, training, and job placement programs. Now more than ever, during this time of high unemployment, these services are critical to help our community get back to work.

Which stores and donation centers have reopened?

We are excited to have reopened a number of our retail stores. We plan to gradually reopen additional stores and donation centers. Visit goodwillsoocal.org/2020-reopening-updates/ for the list of stores that have reopened. **Donations will be accepted at the retail stores that have reopened (with the exception of Miracle Mile and USC).**

When will you reopen your remaining stores and donation centers?

We are reopening our stores and donation centers gradually, with safety as our top priority. We are cleaning stores and providing safety training to employees. To stay updated on store reopenings, please visit our website – www.goodwillsoocal.org - or follow us on social media - @GoodwillSoCal.

What are the hours at reopened stores?

Our stores will be operating daily under reduced hours of 10am – 6pm to allow us additional time to clean, sanitize, and restock. (Certain holidays withstanding)

How are you preparing your stores for reopening?

To prepare for reopening, we have cleaned every store and implemented new safety procedures. We have also installed plexiglass guards at all cash registers, added touchless payment options, and installed signage to encourage social distancing.

What actions are you taking to keep shoppers, donors and employees safe?

Safety is our first priority. We understand and appreciate your concerns. Our safety procedures are based on guidelines from federal, state, and local health officials. Here's what we have done to create a safe and healthy environment for our customers and employees:

- Daily health checks of all employees
- Frequent cleaning of high touch areas
- Required masks for all employees and customers
- Installed Plexiglass guards at registers
- Temporarily closed fitting rooms and restrooms
- Installed signage to encourage social distancing
- Reduced store hours to allow for cleaning

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- Created a contactless donation process
- Limited number of customers in stores
- Added touchless payment options (Apple Pay, Google Pay, Samsung Pay)

What other changes will I see at your stores?

To encourage social distancing and prioritize shopper, donor and employee safety, we are making the following changes at our stores:

- Dressing rooms will be closed
- Restrooms will be closed
- Merchandise will be stocked on shelves - no longer distributed via carts
- First Responder Thursday – New! 15% discount (limited time)
- Limited number of customers in stores
- Eliminated \$1 Thursday sales to limit the number of shoppers in stores at one time

Will there be changes to the donation process?

To keep our donors and employees safe, we have implemented a contactless donation process:

- All donors and employees must wear face masks
- Donors should place items directly into donation bins
- To adhere to social distancing guidelines, Goodwill staff will not be able to help transfer items to bins
- Donations will be isolated prior to being sold
- Receipts will be e-mailed to donors
- Only Goodwill employees will be allowed inside the store during donation drop-off

We ask that all donors bag or box their donations. If possible, please sort donations by type of item (i.e. clothing, electronics, home goods, etc.).

Will all donations be accepted?

Due to space limitations, large furniture items may not be accepted at some locations. (In addition to our normal list of unacceptable items – [click here to see list](#))

Will you continue to offer sales and discounts?

We will continue to offer sales and discounts when we can safely do so. The following offers will continue:

- Weekly Double Color Tag Sales – 25% - 50% off
- Military Mondays - 15% off for active and retired military personnel and their dependents (with valid military ID)
- Senior Tuesdays – 15% off for adults 55 and older with ID
- First Responder Thursdays – New! First responders will receive 15% off their retail store purchase (limited time)

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Notes – For COVID-19 crisis related safety reasons, \$1 Thursday sales and Donor Wednesday coupon distribution have been discontinued. (Donor Wednesday coupons already distributed will be honored.)

Were you able to re-hire employees at the reopened stores?

Yes! Our employees were excited to come back to work. All Goodwill SoCal employees will receive extensive training in new safety procedures.

What will you do if you get a case of COVID-19 at a store?

If we receive confirmation of a positive test, we will adhere to the recommendations of the CDC to close and conduct a deep cleaning of the location. Any potentially exposed team members will be asked to self-quarantine or be tested for COVID-19 and, if testing positive, will be asked to self-quarantine.

What can I do to create a safe and healthy environment for employees and fellow customers?

There are a number of things YOU can do:

- Do not shop if you or someone in your household does not feel well
- Wear a face mask, which is mandatory for entry
- Keep social distancing of 6 feet
- Use one-way aisles
- Use touchless pay methods
- Follow our SAFETY FIRST signage

How can I help support Goodwill Southern California's employment programs for people with disabilities and disadvantages in our community, including people impacted by the COVID-19 crisis?

- Shop and donate
- Shop online at www.shopgoodwill.com/SoCal
- Make a financial donation at www.goodwillsoCal.org/donate/donate-money/
- Follow us on social media (@GoodwillSoCal)
- Be a Goodwill SoCal ambassador! Encourage your friends & family to support Goodwill SoCal.