

## Goodwill Southern California Store & Donation Center FAQs

### Which stores and donation centers are open?

All of our retail stores, outlet stores and donation centers are open. Visit [goodwillsocal.org/2020-reopening-updates/](https://goodwillsocal.org/2020-reopening-updates/) for the most up-to-date info on store status.

### What are your store and donation center hours?

Donation centers are open Monday – Sunday 10am – 6pm. Our Outlet Stores are open Monday – Sunday, 8am – 7pm. Most retail stores are open Monday – Saturday 10am – 9pm, Sunday 10am – 7pm. Please check our store locator at [www.goodwillsocal.org/shop/goodwill-locator](https://www.goodwillsocal.org/shop/goodwill-locator) for the latest information on store hours.

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

Safety is our first priority. 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
- Created a contactless donation process
- Limited number of customers in stores
- Encouraged social distancing
- Added touchless payment options (Apple Pay, Google Pay, Samsung Pay)
- Merchandise will be stocked on shelves – no longer distributed via carts

### Has the donation process changed?

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 meet social distancing guidelines, Goodwill staff will not be able to help transfer items to bins
- 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.).

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## **Will all donations be accepted?**

Due to space limitations, large furniture items may not be accepted at some locations - in addition to our standard list of unacceptable items – [click here to see list](#)). Due to our COVID-19 safety protocols, our centers sometimes reach capacity and need to close for a few hours until we can make space for additional donations. We appreciate your patience while we strive to create a safe environment for all.

## **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:

- Color Tag Sales – 25% & 50% off items tagged with the color of the week
- 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
- Drop & Shop – 15% off at retail stores for donors who donate any day (discount on e-receipt)
- First Responder Thursdays – New! First responders will receive 15% off their retail store purchase (limited time)

## **What happens if you get a case of COVID-19 at a store?**

If we receive confirmation of a positive test, we adhere to the recommendations of the CDC to close and conduct a deep cleaning of the location. Any potentially exposed team members are 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](http://www.shopgoodwill.com/SoCal)
- Make a financial donation at [www.goodwillsocal.org/donate/donate-money/](http://www.goodwillsocal.org/donate/donate-money/)

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- Follow us on social media (@GoodwillSoCal)
- Be a Goodwill SoCal ambassador! Encourage your friends & family to support Goodwill SoCal.