

# COVID-19 safety plan – snapshot

**Business name:** The Salvation Army  
Thrift Store National Recycling Operations

**Division/group:** Retail Operations

**Revision date:**

**Date completed:** February 25, 2021

## Measures we're taking

How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- Requiring masks to be worn while inside the store by all staff and Guests, unless exempt in accordance with provincial human rights codes
- Requesting hand sanitizer be used when entering and exiting the store
- Using plexiglass barriers at checkout

How we're screening for COVID-19

- Placing clear signage outside and inside the store asking guests not to shop if feeling unwell or if in contact with someone who has tested positive for COVID-19 or is awaiting test results
- Regular store announcements about physical distancing, usage of PPE, and hand sanitizing

How we're controlling the risk of transmission in our workplace

### Physical distancing and separation

- Using a single point of entry and exit and limiting the number of people allowed in the store at one time by following the Ontario retail capacity maximums
- Guiding navigation through the store using directional floor arrows
- Removing merchandise displays to ensure proper spacing for physical distancing

- Temporarily not accepting large furniture donations or non-perishable food items

### Cleaning

- Wiping down trolleys before and after each use
- Wiping down pin pads after each use and encouraging use of the tap function on your debit or credit card to limit contact as much as possible while at checkout
- Keeping all fitting rooms and washrooms closed and asking Guests to refrain from trying on any clothing while browsing and limiting touching of all items as much as possible
- Following a strict quarantine protocol for all donations and exchanged items. Please note that we are allowing exchanges of clothing only at this time.

### What we will do if there is a potential case, or suspected exposure to, COVID-19 at our workplace

- Contact Public Health and follow their direction, including arranging for third-party cleaning of the area if necessary
- Post information about any confirmed cases to our website ([www.thriftstore.ca/covid-19-updates](http://www.thriftstore.ca/covid-19-updates))

### How we're managing any new risks caused by the changes made to the way we operate our business

- Constantly monitoring evolving guidelines from Retail Council of Canada & Public Health
- Following all government and Public Health recommendations and directives
- Reviewing changes and policies on a regular basis with the National Leadership Team

### How we're making sure our plan is working

- Feedback & direction from public health, including a number of Health and Safety audits of our Thrift Stores which we have passed successfully
- Feedback from guests, donors, and staff
- Regular internal audits conducted by managers to ensure measures are being maintained