

Goodwill's Health & Safety Measures

The health and safety of our employees, customers, donors and clients are always our top priority. In response to the COVID-19 coronavirus pandemic, we are adhering to all recommendations from the Centers for Disease Control and Prevention and other national, regional, and local health and government authorities. Actions taken to help prevent the spread of illness include:

- Reducing hours at stores and Donation Express Centers to 10 a.m.-5 p.m. daily to allow time for deep cleaning and sanitization;
- Encouraging all customers to wear face masks while inside our stores;
- Installing hand-sanitizing stations near all front doors and encouraging customers to sanitize hands as they enter;
- Giving every customer a sanitized cart upon arrival;
- Kindly reminding customers to maintain social distance while they shop;
- Keeping occupancy, including staff and customers, of our stores below state-mandated limits at all times;
- Equipping active cash register counters with plastic shields to prevent the transmission of germs between cashiers and customers;
- Posting front-door signage, floor markers, directional arrows, overhead audio, signage throughout the store, and special floor markers for waiting in line at the cash register;
- Temporarily suspending promotions, such as the First Saturday Storewide 50% Off and Color-of-the-Week sales, to allow us to focus on the health and safety of our customers and employees; (We are continuing our 10% off daily discounts for veterans, senior citizens, students and teachers.)
- Closing our fitting rooms and turning off our water fountains;
- Providing minimal contact payment options for customers;
- Asking donors to place donations into rolling bins at our Donation Express Centers, to help maximize social distancing;
- Ensuring social distancing among employees on store sales floors and in all work areas, and adjusting work schedules to support this effort;
- Requiring team members to stay home if they are exhibiting symptoms or not feeling well;
- Requiring all team members to answer important health questions when they report for work each day;
- Providing extensive training to all team members on best practices and guidelines issued by state and local health authorities (employees must score 100% on a safety training test before returning to reopened stores);
- Instituting additional cleaning and sanitizing protocols in all of our facilities;
- Quarantining all donations in excess of CDC guidelines — a minimum of three days for textiles and four days for other items — before processing items or placing them on the sales floor;

- Isolating returned shopping carts and moving them to an area where a designated team member will sanitize them and place them in a staging area for customers;
- Wiping down entrance and exit doors, door handles and other high-touch surfaces throughout the day;
- Using disinfectant spray as needed to clean donations and work areas while processing donations;
- Following a recurring cleaning schedule, including all material handling equipment;
- Sanitizing all material handling equipment before it leaves the production area for the sales floor;
- Suspending our donation pickup program, which operates in portions of Davidson, Rutherford, Williamson, Wilson, Madison and Henderson counties, until further notice;
- Communicating often and quickly with employees as changes and news develop; and
- Suspending all group events.
- OnlineGoodwill.com, Goodwill's auction site, has implemented new social distancing procedures for free local pick up of purchased merchandise. Pick up is by appointment only via email at customerservice@givegw.org or by calling (615) 346-1233.

In our two Outlet stores, the following changes have been made:

- Outlets are open for two shopping sessions from 8 a.m.-noon and 1 p.m.-5 p.m. on Monday-Saturday, and for one shopping session from 1 p.m.-5 p.m. on Sunday.
- On Monday-Saturday, the store will be cleared of customers between shopping sessions to allow for replacement of all merchandise and thorough cleaning.
- Occupancy will be kept below half of state-mandated limits. During each shopping session, 66 customers will be allowed inside the Berry Road Outlet and 60 will be allowed inside the Cockrill Bend outlet. Customers who line up must stand 6 feet apart while waiting.
- Customers will not be allowed entry without a face-covering, and it must be worn at all times while inside the Outlets.
- Children must be at least 15 years old to enter and must remain with a parent or guardian at all times.
- Fresh merchandise is brought to the sales floor before customers enter and will remain there throughout each shopping session.
- Only one shopper is allowed at each table at any time to ensure social distancing.
- Other procedures also have changed. Store staff will provide detailed health and safety information to customers as they enter.

Across Goodwill, we are practicing the following to keep our community healthy (we encourage you to do the same):

- Avoiding close contact with people who are sick;
- Wearing personal protective equipment, including masks and gloves;
- Washing hands frequently (20 seconds or more with warm soapy water) or using alcohol-based hand sanitizer with at least 60 percent alcohol;

- Covering coughs and sneezes with a tissue or your elbow;
- Avoiding touching your eyes, nose and mouth;
- Staying home when you are sick;
- Cleaning frequently touched surfaces often; and
- Interacting socially at a safe distance from those around you.