

## **Opening Statement**

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Renew Church's Westbank Salvation Army Thrift Store is ready to align with BC's Restart plan with respect to both its Retail Operation and Donation Welcome Centre. In order for this to occur, we will continue to adhere to the Canadian government requirements and public health rules and guidelines along with Territorial and Divisional instruction from the Salvation Army.

**1) Since the onset of the Pandemic and re-opening our store in June 2020, we've been operating with our paramount priority being the safety, health, and well-being of our employees, volunteers, guests and donors.**

- As The Salvation Army, which is one of the largest providers of social services in the country, we have people at the core of our mission and it is our responsibility to ensure the health and safety of our staff, volunteers and, ultimately, our communities
- We have updated our website and have displayed a hard copy of our COVID-19 safety plan. This can be found on a display stand at the front of the store so that it is accessible to the public for their reference
- Precautionary measures are being taken at all levels of our operations to protect donors, guests, volunteers, employees and the general public in their interaction with one another and with donations
- To help ensure the health and well-being of our guests, our staff, and the communities we serve, we have implemented enhanced daily cleaning procedures including the regular cleaning of our store and increased sanitization of commonly touched surfaces
- In addition, we have installed sanitizer dispensers for your comfort and convenience, and have provided our customers, staff and volunteers with PPE for their safety and yours
- Visit [www.westsidesa.ca](http://www.westsidesa.ca) for more information on why your donations matter to your community

**2) The Salvation Army Thrift Store remains committed to helping individuals and families in need in our shared communities across Canada.**

- Locally, your Community Life Centre offers emotional and spiritual care through our Pathway of Hope caseworker and pastoral staff
- We provide emergency food and material assistance to those requiring additional support
- In addition, we collaborate with other agencies and organizations and readily refer individuals in our community to our partners to offer wholistic care to those we encounter on a daily basis

- During the COVID-19 Pandemic, we have supported our community by serving the vulnerable population, including seniors, shut-ins, people facing housing insecurities and other households impacted financially and emotionally because of COVID-19
- As a result of the COVID-19 crisis, the need for affordable clothing and household items is crucial as we all work to rebuild from the effects of this pandemic
- Please bring your donations of gently used clothing and household items to our Donation Welcome Centre, where they will help support your community
- Your donations also support other national Salvation Army programs and services such as our widespread food programs, youth work, including camp ministry, providing emergency relief efforts and immigration services that touch the lives of many diverse communities across Canada
- Thanks to you, we continue to support our community now and in the days that lie ahead of us. If you or anyone you know, are in need of assistance, please contact us at 250-768-1850 x2 or [www.westsidesa.ca](http://www.westsidesa.ca) for the services we are currently offering to our community

## **KEY CONTACT NUMBERS**

- For Thrift Store information and what type of donations we welcome, please call 250-768-1850 x1
- For questions about general financial and emergency food support, contact our Community Life Centre at 250-768-1850 x2
- For the Thrift Store Manager call Lenetta Parry 778-484-9792
- For the Corps Officer call Rob Henson 778-484-9795
- Follow us on Facebook (Salvation Army- Westside BC) and Instagram (Salvation Army- Westside, BC)
- Visit [www.westsidesa.ca](http://www.westsidesa.ca) for local Salvation Army information
- Visit [www.salvationist.ca/covid19](http://www.salvationist.ca/covid19) for regular updates from The Salvation Army

## **What are the safety measures and procedures you are putting in place to protect our community?**

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- We want our guests and donors to feel safe in every interaction they have with us, so we have taken extra precautions in accordance with health and safety guidelines to help ensure the well-being of our communities and staff
- In addition to our regular health and safety protocols, here is what you can expect when shopping and donating at the Westbank Salvation Army Thrift Store in the months ahead:
  - We have, with our local WorkSafeBC representative, gone over our plan and have implemented their recommendations in order to remain compliant with WorkSafeBC standards
  - Staff and volunteers will continue to follow our local protocols. In addition, policies and procedures are verbally communicated daily at our morning stand up

- meetings and, in written form, through our internal communication journal and internal emails. This information is also reinforced at our monthly staff meetings.
- The Provincial Daily Health Check is completed before entering the workplace and signing our Daily COVID 19 Screening Declaration
  - A single point of entry and exit has been designated. In addition, we will appoint one staff member who will do a head count every hour. When our store reaches our maximum 60-person capacity, we will assign a staff to monitor the entry door so that we do not exceed our capacity limit.
  - We continue to limit the number of individuals accessing common areas throughout the building, including the lunchroom. Those accessing high traffic public areas, like the lunchroom & CLC, will continue to wear a mask.
  - We have limited our lunchroom to 2 seated occupants at a time
  - We have painted our parking lot for one-way traffic flow that will allow for donations to be dropped off 'one vehicle at a time' to ensure the reduction of contact between staff and donors
  - We have department signs that help customers navigate the store more efficiently
  - Cash counting, at both beginning and end of day, will be conducted by keeping the required physical distance of 6 feet apart from each other. Once counting is complete, hands will need to be thoroughly washed. Counting area and supplies are to be sanitized immediately after use
  - Our professionally designed sign at the front of our store communicates both our local initiatives along with the general health and safety actions we are implementing in our operation
  - We are displaying signage in strategic areas that will promote education surrounding COVID-19, publicize social distancing measures and communicate health and safety precautions
  - Encouraging guests to use the in-store hand sanitizing dispensers, along with the utilization of face masks
  - Encouraging customers to sanitize their own shopping baskets/carts before use
  - Regularly sanitizing pin pads
  - As various public health authorities have announced the lifting of certain COVID-19 restrictions, we plan to re-open the public washroom on April 4, 2022
  - Staff are continuing to sanitize high touch surfaces throughout the day
  - Utilizing walkie talkies for convenience and improved communication purposes
  - Use of PPE by all staff as suitable for the task at hand
  - Plexiglass protection has been installed at the front of each checkout stand and along the sides of the tills
  - Our return policy applies to clothing and electronic items - everything else will remain a final sale

- Consideration has been made to our merchandising procedures to ensure we have enough spacing for physical distancing

### **What PPE do you have in place to protect staff?**

- Sanitizing stations for all employees, volunteers and guests
- Staff (paid and unpaid) are required to wear their masks while at work until further notice
- Staff will be provided with PPE suited to provincial legislation as well as the task they are conducting, including:
  - Gloves
  - Masks

### **Does the public have to wear a mask in your stores or when dropping off a donation?**

- Masks are not required but encouraged in all public indoor settings for all people aged 5+
- In addition, we are offering a complimentary mask for those who might not have one and would like to wear one in our store

### **What is the protocol for accepting and dropping off donations?**

- In alignment with physical distancing and to ensure the safety of our staff, volunteers and donors, we encourage donors to drop off their donations at our Donation Welcome Centre, located at the back of the building
- We will receive donations one car at a time to alleviate congestion and minimize contact
- Once donations have been offered, donor attendants will then collect the donations by:
  - Encouraging donations to be given in bags and household boxes (no loose material and up to a 25 pound maximum weight limit per bag/box) except for larger items like TVs, furniture, etc.
  - To ensure safety, we will be welcoming larger furniture items on a case-by-case basis. This will be based upon the space available on our sales floor

### **What cleaning requirements are in place to protect employees?**

- We continue to monitor and promote the Public Health Agency of Canada's instructions in order to keep our communities healthy and safe. This includes:
  - practising good hygiene by washing hands often (for at least 20 seconds with soap)
  - avoiding touching the face with hands
  - proper sneezing/coughing technique (into elbow)
  - encouraging those with possible symptoms or exposure to stay home and reduce the risk of possible transmission by completing a Provincial Daily Health Check found on the health link BC website - <https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19> under the section "Self-Monitoring" click on the link "BC Centre for Disease Control: Daily Self-Monitoring Form for

COVID-19, which will re-direct you to the actual form on the URL,  
<https://bc.thrive.health>

- staff will also be required to sign off on the COVID-19 Self-Screening Declaration Tool each day at the onset of their shift
- ensuring extra frequent cleaning and sanitizing of our stores and all equipment
- use of gloves and other personal protective equipment where appropriate

### **What is happening for people that have / need to use a voucher?**

- We continue to work closely with the Community Life Centre to fulfill voucher support for those in our community requiring assistance
- New vouchers issued will follow the regular Community Life Centre procedure
- Guests will exit the Community Life Centre's front door and will need to re-enter through the entrance of the Thrift Store, following the regular store procedures

### **Are we adjusting our return policy?**

- At this time, we are accepting exchanges within 10 business days of purchase on clothing and 5 business days on electronics items - all other items are final sale
- In order for an exchange or a refund to be given, the following criteria must be met:
  - Tags must remain on items
  - Guests must bring in their original sales receipt for proof of purchase
  - Returns or exchanges must be completed within the allotted time

## **FAQ**

### **I know that one of my coworkers was recently exposed to someone that has Covid-19 – what are you doing about it?**

All Workers who exhibit symptoms of COVID-19 (using the screening tools issued by Provincial Public Health authorities)

#### **OR**

Workers who have been in “close contact” with someone who is suspected or confirmed to have COVID-19 (e.g., a member of the same household who has a confirmed case, etc.) or have been told to stay home by Provincial Public Health

#### **MUST:**

- Contact their manager.
- Strictly abide by Provincial Public Health guidelines which may include making best efforts to be tested for COVID-19.
- If tested for COVID-19, discuss next steps with Manager once the results of the test are received.
- The Manager is then to inform the Ministry Leader(s) who will consult with the regional Employee Relations team ([haydee.chantaca@salvationarmy.ca](mailto:haydee.chantaca@salvationarmy.ca),

[nicolas.wu@salvationarmy.ca](mailto:nicolas.wu@salvationarmy.ca), [jamal.osman@salvationarmy.ca](mailto:jamal.osman@salvationarmy.ca),  
[marianne.lemont@salvationarmy.ca](mailto:marianne.lemont@salvationarmy.ca)) for any further guidance

- *Note:* The Employer cannot require a Worker to get tested for COVID-19 (this may not apply to certain sectors such as long-term care, congregate living, etc.). Please consult with Human Relations for further guidance.

### **Is The Salvation Army Doing Contract Tracing?**

- A Worker who tests positive and/or demonstrates symptoms consistent with COVID-19, must advise who he/she has been in contact with at the workplace. The Manager must keep a list of contact information (including volunteers, visitors, contractors) for four (4) weeks.

### **How is the Salvation Army approaching “self-isolation”?**

- We are directing anyone who may be symptomatic themselves or who may have been in contact with someone who was symptomatic to call 811 and follow the Provincial Health Authorities recommendations as information and direction is changing frequently.

### **What steps is The Salvation Army taking if a staff member tests positive for COVID-19?**

- Any positive COVID-19 tests and cases of self-isolation must be reported immediately to management and Human Relations.
- To lessen the burden on the health-care system, medical notes and/or COVID tests will not be generally required to justify self-isolation or illness related to COVID-19.
- *Note:* **The Employer cannot require a copy of COVID-19 test results.**
- If a Worker receives a positive test, please advise the Ministry Unit Leadership, Divisional Commander Area Commander, Divisional Emergency Disaster Services Director, Divisional Secretary of PRD, Regional Human Relations and Josie Delpriore, Territorial Director – Healthy Workplace Relations or Sheldon Goolabsingh, Occupational Health and Safety Consultant.

### **What is the Salvation Army Doing To Communicate To Others?**

Workers or visitors that may have been in the workplace with the Worker who tested positive for COVID-19 (or exhibited symptoms consistent with COVID-19), must be alerted to monitor themselves for symptoms. Communicate privately to those individuals who have been identified as a potential close contact.

- The communication must not include the name of the Worker who tested positive for COVID-19. Refer generally to the areas in which the Worker had been working and the approximate date/time they were present. Also, inform Workers that a “deep cleaning” of the workplace will take place.
- If a Worker, who has been contacted, has no symptoms, and has no known exposure to COVID-19, the Worker is not required to remain in isolation and is expected to return to work.

#### **Are we accepting monetary donations in-store still?**

- Yes, we will still accept cash donations in our stores which are received through the till and then distributed to the Salvation Army - Renew Church Ministries. These funds directly support The Salvation Army - Renew Church Ministries’ programs and services in your community.

#### **Media Inquiries:**

If you receive any media questions, please direct them to The Salvation Army's Divisional Headquarters Public Relations team

- Mike Leland: 604-299-3908
- Email: [mike.leland@salvationarmy.ca](mailto:mike.leland@salvationarmy.ca)