



*Kamloops Hospice Association*

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## **Kamloops Hospice Association's COVID-19 UPDATE**

### **Flutter Buys Thrift Store**

**Date: May 27<sup>th</sup>, 2020**

**To: Our Hospice Community**

**From: Nicole Kisser, Director of Operations**

To ensure the health and safety of our patients, families, staff, and volunteers, we are committed to keeping you informed. As you all know, there have been some positive updates from our government and health officials. Many businesses have already reopened in Kamloops and more will do so in the coming months. As a result, we are excited to announce that we will be reopening Flutter Buys Thrift Store June 9<sup>th</sup> in accordance with Worksafe BC guidelines, CDC and public health rules.

We have taken our time to reopen as we want all customers, donors, staff and volunteers to feel safe in all interactions at our store. You will notice that we have taken extra safety measures to continue to prevent the spread of COVID-19 and to ensure the well-being of all of us and our community.

In addition to our standard safety processes, here is what we will be doing to keep you safe whether you would like to drop-off a donation or browse around the store:

- We will be limiting the number of people entering and exiting the store at one time by establishing separate hours for “Donation Drop-offs” versus Shopping Hours as follows:
  - Donations will be accepted Tuesday to Friday: 9am – Noon through a Curbside donation service
  - Shopping will be open Tuesday to Saturday with special hours:
    - 9am – 5pm Saturday
    - Noon – 5pm, Tuesday to Friday
- Following a rigorous quarantine process for all donations

- A designated store greeter meeting you at the front entrance to review with you any health guidelines to keep you safe while you shop
- Based on health guidelines, limiting the number of people in the store at one time
- Ensuring the proper use of PPE (personal protective equipment) by all staff and volunteers. Expect to see our staff wearing masks and protective shields as appropriate!
- Installing a plexiglass barrier at the cash desk
- Hand sanitizing station at the entrance/exit of the store
- Regular cleaning of high touch surfaces throughout the day
- Wiping down shopping baskets and pin-pads before and after each use
- Spacing clothing racks to ensure social distancing
- Closing the change room
- Displaying signage throughout the store to guide shoppers
- Daily screening of staff and volunteers on COVID symptoms

We also need your help to keep you as safe as possible, so we are asking that you:

- Bring your own face mask to protect others in the store
- Use the hand sanitizer upon entry/exit of the store
- Try to limit your time at the store to give everyone an opportunity to shop
- Follow physical distancing guidance while in the store and watch for floor decals and signage to guide you
- Use the tap function on your debit or credit card to limit contact at time of payment
- If you feel unwell or if someone in your household has COVID-19, please stay home

We know it has been a long wait to see Flutter Buys reopen. Thank you for your endless support, kind messages and patience – we can hardly wait to see everyone back in the store!