Proposed Re-Opening of the Thrift Shop at St Stephen the Martyr, Burnaby

Amended from May 5, 2020

**COVID-19 BACKGROUND**

We have reviewed BC Centre for Disease Control’s COVID-19 guidance for Faith Organizations and the WorkSafeBC COVID-19 Safety Plan. We have prepared and submitted a Re-Opening Plan for the Parish using the Diocese’s Re-Opening Appendix.

The Parish Council, who are also the Parish’s Trustees, have reviewed this plan, initially in May and again via email in July.

**OUR THRIFT SHOP’S BACKGROUND**

*The Thrift Shop has been running for over 40 years, staffed by parish volunteers and serving the wider community. Originally, it served as a key resource for people in our neighbourhood needing low-cost used clothing and household items. Now, it reaches some of those individuals, as well as dedicated thrift-ers. We have responded to particular needs in the aftermath of household fires and for the arrival of new refugees. The Thrift Shop operates a monthly sale on the third Saturday of the month. We have been closed from March to July. The proceeds from sales support St Stephen’s ($6000 per year) and a variety of charities selected by the volunteers each year.*

*The Thrift Shop volunteers are all parishioners. A small, dedicated team manage the monthly running of the Shop, but summer garage sales tend to be full-parish events bringing together a larger number of volunteers. The customer base, monthly and for garage sales, is primarily not parishioners.*

**PLANNED OPERATIONS: GENERAL**

*When we have entered Phase III, we would like to resume our weekly Sort & Price sessions, hold three garage sales between the opening of Phase III and the end of September, and implement a Curbside Pick Up service. We would like to plan for monthly sales for the remainder of 2020 and into 2021, assuming we are able to stay in Phase III.*

*We continue to remind volunteers, staff, visitors, and building users of the standard protocols for COVID-19: to stay home if experiencing any symptoms, have known contact with someone with COVID, or have returned from travel; to maintain 2-metre physical distancing; to wear a mask when distancing is compromised; to increase the frequency of handwashing. These same protocols will be documented, posted, and verbally repeated regularly with Thrift Shop volunteers and customers.*

*SORT & PRICE SESSIONS: These weekly sessions involve a team of volunteers (between 4 and 6, usually) coming into the Thrift Shop from about 10am to 12pm to sort and price donations. The volunteers will need to follow the standard protocols (not coming in if ill, maintaining a 2-metre physical distance, practicing increased handwashing, wearing masks, increased sanitizing of work areas). Prior to COVID-19, the team already spaced their main work areas out at least 2-metres apart for ease of completing the work. As an additional precaution, while handling donations the volunteers will have gloves to wear.*

*GARAGE SALES & MONTHLY SALES: Historically, the summer monthly sales were also Garage Sales with tables set up in the front parking area of St Stephen’s; these days tended to offer some of the largest sales totals of the year. Depending on when we are able to move into Phase III, we hope to schedule three Garage Sales in the last part of the summer (ideally August 1, August 29, and September 19). They usually run from 10 to 2 on a Saturday. We make use of a team of about 10 volunteers on site at all times (the total team is usually 15-20 people working in shifts). Volunteers help with set up & clean up, manage traffic flow onsite, monitor the sales area for physical distancing, and provide cashier services). The Monthly Sales would operate in a very similar way without the extra tables of goods for sale outside. In the event that a Garage Sale day is too rainy to go ahead, the Team would run only the inside sale. The Thrift Shop Team has carefully reviewed all elements of the operation to meet safety standards.*

*CURBSIDE PICKUP: While we are hopeful that we will stay i Phase III and able to have the monthly sales, the Team is aware that we might not and that some customers will continue to be less comfortable in public spaces. We have a volunteer willing to handle the coordination of a personal shopping with curbside pickup program. The volunteer would take photographs of some existing stock to post the Thrift Shop’s Facebook page. Shoppers will be able to make purchases and arrange for pickup during designated curbside pickup times. The volunteer is prepared to take requests and work via email or Messenger to assist shoppers in finding what they need (i.e. a customer could say, “I’m looking for summer tops in size medium” and the volunteer would pull some options, photograph those, and correspond with the customer until selections were made). Contactless pickup would be arranged with a table placed 2 metres from the Thrift Shop door, payment by e-transfer. Most likely we would set the curbside pickup hours to overlap with Sort & Price Sessions.*

**PLANNED OPERATIONS: PHYSICAL SPACE**

*The Thrift Shop operates in two dedicated spaces and the Lower Hall on the lower level of St Stephen’s. It has its own exterior door.*

*See above for some physical space notes about Sort & Price times.*

*SALES: A volunteer will assist cars in entering and exiting the parking lot through the east driveway. Customers will enter the Garage Sale area on the west driveway. A sanitation station and signage regarding protocols will mark the entrance. Tables will run the length of the driveway – all kept 2 metres apart. Directional arrows on the ground will encourage customers to move through the tables outside and towards the entrance to the Thrift Shop. A second sanitation station will be outside the Thrift Shop door. A limit of 5 customers at a time will be allowed inside the Thrift Shop. Markers will guide those who are waiting to maintain their physical distancing.*

*Inside the Thrift Shop, a limited number of clothing racks will ring the Lower Hall set up to provide 2-metre distancing for a customer looking at items on each one. A table by one of dedicated areas will be staffed with a volunteer who will take any clothing items customers touch for steam cleaning. Customers will not be able to try on clothing items. A volunteer will monitor the second dedicated area (where housewares and books are displayed). The washroom access will be limited to volunteers only. The lineup for the cashier will go down the centre of the Lower Hall, with markers to maintain the 2 metre distances. A single cashier station will be available at the main counter. Directional arrows will guide customers in a traffic flow that best maintains the physical distancing inside the Thrift Shop. Once customers leave, additional arrows encourage customers to return to their cars up the west driveway while maintaining physical distancing.*

*CURBSIDE PICKUP: There is space beside the Thrift Shop exterior door to place a table 2 metres away. This table would be used to place items for pickup when a customer alerts the volunteer that they are ready. As with other curbside pickup arrangements: the customer would phone to let the volunteer know they’ve arrived. Payment would be confirmed (via e-transfer or Square for debit/credit cards). The volunteer would come out to place the items on the table and step back to the door. The customer would collect their items.*

**PLANNED OPERATIONS: SANITIZATION & PERSONAL PROTECTIVE EQUIPMENT**

*The Lower Hall and washrooms are cleaned by our contracted janitorial services on Saturday and Monday evenings. Prior to beginning to work in the Thrift Shop and before opening for sales, volunteers will sanitize all surfaces. Regular and frequent handwashing is encouraged and available in the washroom and kitchen. At the close of sales and sort & price shifts, volunteers are expected to do a second sanitizing wipe down of all surfaces.*

*Very limited donations have arrived since mid-March. Those that have arrived will have had a 14-day quarantine before being handled by volunteers for sorting and pricing. When handling donations, volunteers are encouraged to wear disposable gloves and refrain from touching their faces. Volunteers are also encouraged to wear masks when working in the Thrift Shop for sorting and pricing and mandating to wear them during Sales and Curbside Pickup.*

*During Sales, all inside volunteers will have masks and gloves to wear (outside volunteers are welcome to wear both as well). Face shields (to be worn with masks) will be worn by anyone working the cash counter. We will encourage people to use credit or debit cards to pay (we have a Square to take payments), yet we know that many of our shoppers will prefer to pay cash. Masks will be required to enter the Thrift Shop and available for $1.*

**FINAL NOTES**

*The Thrift Shop has been an important outreach ministry at St Stephen’s – providing low cost, used goods to the wider community. We can see its importance increasing as we live into the economic impacts of COVID-19 and know many of our neighbours will struggle financially over the months ahead. In addition, it provides the volunteer team with meaningful work and important social connections (both with other volunteers and with regular customers). We have carefully assessed the risks and liabilities involved in re-opening the Thrift Shop.*

*We intentionally did not include a contact-tracing element within this plan. While it is our intention to make every reasonable precaution to make shopping at the Thrift Shop and its Garage Sales as safe as possible, we want our customers to expect no more from us than they do from other retail establishments. In addition, we foresee the potential to create unsafe circumstances for volunteers who might have to enforce the collection of personal information from the general public.*