



COVID-19 Handbook

OAKS | READING | LANCASTER | WARMINSTER

Life may have paused but your kids keep growing. And, in most cases, faster than our budget!

While our economy recovers from this health catastrophe we need to do our part to help each other. That's why we are committed to safely helping our community buy and sell items their children need for the upcoming season.

Over the past 12 years, we've executed over 60 sales and helped thousands of local families make and save money on things their children need (and want). We are confident that we can continue to provide this essential service in a safe and socially responsible manner.

Here's the Plan:

We have developed a comprehensive strategy to address all facets of our sale. Outlined below you will find an overview of what you can expect as a Shopper, Consignor, and/or Team Member.

We Are:

- Consulting with the State of Pennsylvania, Department of Health, County, and CDC guidelines for retail sales.
- Working with our venue to understand their requirements as well as accommodations they are making to create and maintain a safe and sanitary environment.
- Collaborating with JBF Sales throughout the nation to share best practices (keeping in mind the specific health official's guidance for our county/territory may vary from our neighboring JBF Sales).

Shopping

Space Occupancy

- A control plan has been created to ensure that the number of people in our space does not exceed social distancing regulations as deemed by the state of Pennsylvania.
- In the “yellow” phase, occupancy cannot exceed 50% of capacity and we will strictly enforce these guidelines.
- Accurate head counts will be maintained by monitoring guests as they enter and exit.

General

- There will be scheduled Shopping Times to manage the flow of guests.
- The sale schedule has been extended to maximize capacity.
- The sale schedule includes hours exclusively for seniors, at risk individuals, and expectant mothers.
- Solo shopping will be encouraged, please leave children at home if possible.
- Guests will be expected to wear a face covering unless they have a medical condition.

Sale Entrance

- We will ask shoppers to clean their hands with sanitizer before they enter. Hand sanitizer stations will be available throughout the venue.
- We will use a tracking system to maintain an accurate count of people in the building.
- We will be cleaning bags/carts/racks once returned.

Floor Plan

- Modifying our floor plan to eliminate 'tight' spots
- Wider Aisles of 10' throughout the venue

Checkout Area

- **During peek sale times, we will be using technology so customers do not need to wait in a line.**
 - This virtual wait list system will notify customers via text when a register is available.
- **Checkout stations will be cleaned regularly including:**
 - Wiping down cashier stations when Team Members change shifts
 - Wiping down shared equipment and tools after each use
 - Pens used during checkout process will be rotated
- **Registers will be positioned to accommodate social distancing.**
 - Spaced at least 10' feet apart
 - "Sneeze Guards" will be installed at each station
 - Shoppers will be placed 6' feet from register indicated by tape on the floor
 - Hand Sanitizer will be available at each register
- **Hold Area/Big Ticket**
 - Customers will complete their own stickers to identify their bags or large items
 - Pens used for this process will be rotated
 - Hand Sanitizer will be available in this area

Consignors

Item Drop Off

- Drop Off Appointments will be required
- What We Accept for the Summer event has been modified to maximize space
- We strongly encourage no children at drop off and sellers bring no more than one helper if they feel assistance is needed

Unsold Item Pick Up

- Pick Up appointments will be required
- We strongly encourage no children at pick up and sellers bring no more than one helper if they feel assistance is needed.

Helping at the Sale

Team Members

- Will be screened upon arrival to make sure they are feeling well
- Will be asked to wear a face covering and/or shield
- Will be asked to wash their hands every 45 minutes
- Will be given a t-shirt to wear for their shift. No aprons will be available.
- The Team Member check in table will be spread out to accommodate social distancing.
- Hand Sanitizer will be available in this area.

General Cleaning and Sanitizing Measures:

- High traffic areas such as entrance/exit areas, cash registers, hold and large ticket area, bathrooms, racks, light switches, doors and door knobs will be thoroughly and regularly cleaned.
- Shopping bags will be sanitized after each use with disinfectant
- Shopping carts/rolling racks will be wiped down with disinfectant spray between each use
- Hand sanitizer will be available at registers, entrance/exit area, hold area, restrooms, helper area—during set up/tear down, drop off, sorting and consignor pickup.

**It's become cliché, but truly, we are all in this together.
You can help us, help you by:**

- Staying home if you feel ill.
- Bringing your own mask, gloves (if desired) and shopping bags.
- Leave children at home for their own safety, headcount purposes, and social distancing.