

Hospital Gift Shop Reopening Procedures Checklist

The Hospital Gift Shop Reopening Procedures Checklist is designed to be a starting point for conversations with hospital administration. It is intended to help guide the discussion as it relates to reopening gift shops using hospital volunteers. Certain aspects of this checklist can be adapted for other volunteer service areas as a wider range of volunteer service activities are reinstated.

Facilities

Preparing the Gift Shop for Opening

- Thoroughly inspect facilities for any damage or issues caused by vacancy, including mechanical, air, and water systems.
- Clean and prepare equipment for startup; install sneeze guards/Plexiglas safety shields or other protective measures, as necessary and/or required. These are recommended at counter areas where volunteer and customer interactions are prevalent.
- Identify which vendors and/or distribution centers are functioning, and the extent to which they may be delayed or limited in their operations. Establish contingency plan for vendor disruptions.
- Establish protocol for monitoring gift shop occupancy in compliance with any applicable laws, or hospital guidelines.

Signage

- Familiarize yourself with new signage requirements and needs (occupancy, social distancing, customer flow, etc.).
- Post signage in visible locations for staff and patrons.

Supply Chain & Inventory

- Establish procedures for regularly disinfecting inventory and deliveries (see cleaning/sanitization section below).

Business Hours

- Adjust gift shop hours of operation, as necessary, to support social distancing efforts by limiting shop traffic.
- Ensure staff has sufficient time to rest, sanitize, and restock inventory.

Establish Protocol for Vendors and Non-Staff

- Notify vendors of reopening, and any revised protocol as it relates to gift shop entry, deliveries, paperwork, etc.
- Consider implementing measures to ensure vendor safety, including:
 - Disabling/suspending access (e.g., temporarily suspending all non-staff truck drivers from entering gift shops).

Promote “Contactless” Shopping Options

- Contactless payment options (e.g., RFID credit and debit cards, Apple Pay, etc.).

Merchandise

- Consider suspending or modifying return and exchange policies.
- If allowing returns and exchanges, establish procedures for processing, handling, and disinfecting items. Consider requiring returned items to be sealed and stored separately, requiring staff to use personal protective equipment (PPE) to process, handle and disinfect returns, and storing returns in isolation for a safe time period before returning them to sales floor.
- Fragrance Testers: Prohibit customer use; consider entirely removing from sales floor.

Health Policy

A returning workforce needs appropriate health policies, practices, engineering controls, and PPE. As all visitors, staff, and volunteers entering the hospital will be screened, certain procedures will not be required as customers entering the gift shop.

Social Distancing

- Place signage in conspicuous locations throughout the gift shop, particularly high-traffic areas such as entrances and exits, checkouts, etc. Signage may include:
 - Encouraging invitees and staff to maintain six feet of distance at all times, per CDC guidelines.
 - Floor markers located six feet apart and placed where invitees are likely to queue.
 - Recommended hygiene practices, how to stop the spread of germs.
- Capacity limits have been considered; if implemented, distance markers should be located outside of the gift shop to allow for queuing while maintaining physical distance. Staff can also be assigned to assist customers who are waiting to enter.
- Implement and encourage use of contactless payment options for staff and customers. If contactless signature is not possible, ask customers to use own pen.

Face Masks and PPE

- Require staff and customers to wear approved facial coverings, gloves, PPE at all times.
- Determine whether staff will be permitted to use their own face masks and PPE, and on what terms and conditions.
- PPE requirements established by the hospital must be adhered to.

Cleaning/Sanitization

- Obtain cleaning products that are on the EPA's List N: Disinfectants for Use Against SARS-CoV-2. They should be provided by the hospital or hospital-approved products purchased by auxiliary.
- Cleaning "kits," including disinfectant wipes or sprays, disposable gloves, paper towels, masks, hand sanitizer and other cleaning supplies should be readily accessible throughout the gift shop, including point-of-sale terminals and other stations that will be cleaned periodically throughout the day.
- Implement a cleaning regime that targets frequently touched surfaces and spaces, and are most likely to result in the transmission of communicable diseases:

General

- Door and drawer handles
- Light and other power switches (consider signage to keep lights on at all times, or utilize existing motion sensor capabilities)
- Shared tools such as pricing guns, pallet jacks, tape guns, box cutters, etc.

Point-of-Sale/Checkout

- Cash register, including touch screens, keyboards, mouse
- PIN Pads (touch screen, keypad, and pen)
- Checkout counter
- Cabinet pulls
- Checkout dividers (Plexiglas safety shields)

Sales Floor

- Fixtures with handles or pulls
- Any other identified "high-touch" surfaces

Staff Training

- Social distancing guidelines and expectations
- How to monitor personal health and body temperature at home.
- How to properly wear, remove, and dispose of face masks and PPE.
- Guidance on how to launder cloth face masks and uniforms.
- Cleaning protocol, including how to safely and effectively use cleaning supplies.

Finance

- Upon establishing what items require purchasing, define which entity is responsible for payment, hospital and/or auxiliary. Ensure all items purchased meet hospital requirements.