



March 18, 2020

A message to our customers, donors and community:

As we navigate these uncharted times, our mission and concern for our community remain at the forefront of every decision we make. As the COVID-19 situation continues to develop, we have to make these extremely difficult choices today to plan for a stronger future.

Following yesterday's closure of our Pennsylvania retail stores, we have decided to also temporarily close our remaining Ohio stores, effective Thursday, March 19, until further notice. Our Ohio donation centers will remain open on an adjusted schedule of 1 p.m. to 6 p.m., Monday through Saturday, which is subject to change.

Youngstown Area Goodwill heavily relies on the generosity of our donors and shoppers. All donations and proceeds from the sale of these donations stay local and support our extensive mission work and outreach programs. Our retail stores serve as our main source of funding, and our outreach cannot happen without them. While this makes the decision to close our stores all the more difficult, it is a decision that is ultimately necessary at this time. We have always, and will always, prioritize everyone's health and safety and continue to make decisions that reflect that.

While our brick and mortar stores are temporarily closed, we invite you to shop our online store at, www.shopgoodwill.com/youngstown. We will also continue to offer home pickups for those who wish to donate and welcome items such as furniture, housewares and clothing, but donors can include any other items accepted by Goodwill. For more information on home pickups and other ways to donate, please visit www.goodwillyoungstown.org/donate.

Like many, we are facing challenging times, but we will get through them together.

We will continue to monitor this evolving situation and adhere to any future orders, recommendations and guidelines to preserve the safety and wellness of our employees, customers, donors, participants and community.

Stay well,

A handwritten signature in blue ink, appearing to read 'M. Goloja', is positioned above the name of the CEO.

Mark Goloja, CEO
Youngstown Area Goodwill Industries, Inc.



March 16, 2020

A message to our customers, donors and community:

Now and always, the safety and well-being of our community remains a top priority for Youngstown Area Goodwill Industries. In an unwavering commitment to your safety, we are taking all of the necessary precautions to prevent the spread of COVID-19. In accordance with the Centers for Disease Control and Prevention, Ohio Department of Health, Pennsylvania Department of Health and Goodwill Industries International, we have issued preventative measures to protect our employees, participants, community partners, customers and donors.

We have mandated increased sanitation procedures at our offices, retail stores and donation centers to ensure that every location is extensively cleaned and disinfected. Additionally, our store and donation center personnel are required to wear gloves at all times, and we have added hand-sanitizing stations to each of our stores for employee and customer use. We will be actively cleaning our spaces throughout the day, as we know these steps are extremely necessary at this time.

Furthering our expanded safety efforts, we are also implementing several changes to our daily operations to help limit the spread, which will be effective tomorrow, March 17, until further notice. Following Pennsylvania Gov. Tom Wolf's announcement of a statewide shutdown, our retail stores in Hermitage and New Castle will temporarily close. Our Ohio stores and donation centers will operate on the following adjusted schedules, which are subject to change:

OHIO RETAIL STORE HOURS: Monday – Saturday, 11 a.m. – 6 p.m.; Sunday, Closed

OHIO DONATION CENTER HOURS: Monday – Saturday, 11 a.m. – 8 p.m.; Sunday, 12 p.m. – 5 p.m.

As a mission-based nonprofit organization, we take our role and responsibility to our community very seriously. The products sold at our nine stores are not only items that many individuals and families rely on, but the sale of these items also fund our extensive outreach programs that positively impact the lives of thousands of people. We are relying on donations, now just as much as ever, to continue making a difference.

We are dealing with a complex situation that is rapidly changing. As it evolves, we will examine if further precautions are required and adjust our approach accordingly. We want to assure you that we are following, and will continue to follow, all necessary guidelines and steps to ensure Youngstown Area Goodwill Industries, its stores and donation centers are safe and clean places to work, shop and visit.

As we stick together during these trying times, we thank you for your loyalty and understanding.

Stay well,

A handwritten signature in blue ink, appearing to read 'Mark Goloja', is written over a light blue horizontal line.

Mark Goloja, CEO
Youngstown Area Goodwill Industries, Inc.