



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.