



Greeting Silk Road Textiles Travelers,

We are excited for our re-opening on May 12. Mutual respect for others and every traveler's safety and wellness are key to our successful re-open. We have given this step much consideration. We are reopening gradually and with caution. We want to do everything we can so that our entire tribe feels safe and stays healthy! Some of our team is returning this coming week, in part, to clean and sanitize for you. We have missed you all so much!

Silk Road Textiles is following safety and sanitation recommendations made by the CDC, OSHA and *Responsible RestartOhio*. Together, as a staff, we have determined which practices best adhere to each agency's recommendations, and are important for all of our safety and comfort at Silk Road Textiles.

Starting May 12, 2020, Silk Road Textiles will follow these re-opening procedures.

Shopping by Appointment Only - limited hours, Tuesdays – Saturdays until May. 30, 2020*

- Call the shop to set up a shopping appointment. No walk-in shopping at this time. Appointments will be managed to allow for social distancing between customers. To make an appointment, please call us (513) 541-3700. If our phone is busy, please try again. After hours, leave a brief message, (our machine fills up quickly) and we will return calls in the order received.
- We are limiting one person to each appointment time slot to keep the number of people to a minimum.
- We will not be scheduling appointments via email as we do not have a convenient way to do that through our website.
- Appointments allow you to make the most of your time, prevents you having to wait in the parking lot or in a line outside the shop, and it helps to create a more safe and secure environment for you and our staff. The scheduled is for everyone's protection. We realize that making an appointment means that you're offered fewer shopping options than you are accustomed to with walk in shopping, we ask for your patience and understanding.
- Remember your appointment time. We will not be emailing or calling to confirm. If you miss your appointment, please call to reschedule.
- Please do not enter our shop if you do not feel well or are symptomatic in anyway. Give us a call to reschedule.

At Shopping Appointments

Customers will:

- Be required to *wear a mask* or face covering out of mutual respect for one another and a willingness to protect others. If you do not have a mask, one will be available to you for a \$10 donation. Fifty percent of your donation will stay in the College Hill community and be used to support our healthcare heroes, first responders, and food pantry supplies.
- Use the provided hand sanitizer upon entering the shop. Be sure to wipe it thoroughly over the fronts and backs of your hands and between your fingers. No gloves please.
- Use the supplies in the sanitizing station set up at each cutting table and at the register area as needed.
- Follow sneeze and cough etiquette by using your elbow or tissues and disposing of these in a trash can.
- Follow six feet social distancing and use the marks on the floor to space yourself at the counters, displays or register.
- Allow our team to pull fabrics from the shelves, yarn from the displays, notions and tools for you.
- Please pay with a credit card (AMEX, Visa, MC) to reduce the spread of the virus from paper money and coins.
- Our Creativity Alcove will be closed until circumstance and social distancing standards change. No one will be permitted to wait in that area. For the time being, please ask your "friendly chauffer" to wait for you outside, in the car, or make a quick stop to pick up from Marty's Hops & Vines or the College Hill Coffee Co.

- Each person that enters the shop counts towards the total number of people permitted in the shop space, for this reason, and for their safety and protection, we ask that children not accompany parents to a shopping appointment. We look forward to opening up to the entire family again for fiber experiences once we are permitted to offer classes.
- PLEASE - If you use our restroom, wash your hands and use the cleaning disinfecting wipes on the doorknob, light switch, countertop, handle, grab bar, toilet, faucet, and sink. Throw paper hand towels and wipes away in the trash can.
- AND - Please stay home if you do not feel well or are symptomatic in anyway. We will be happy to reschedule your appointment.

Classes

- On site classes will resume when permitted via Responsible RestartOhio requirements.
- In the meantime, we will continue our Virtual Social Stitching on Thursday evenings from 6-8, Random Hearts BOM, and various KAL/CAL. Join our Virtual Stitching Zoom Meeting at <https://us02web.zoom.us/j/9769080873>, Meeting ID: 976 908 0873
- Please let us know if there are demonstrations, meetings or group how-to conversations you would like to see added to our offerings.

Team Members will:

- Perform a daily symptom assessment that includes temperature taking with a No-Touch Thermometer when they arrive for work and attention for coughing or troubled breathing not related to allergies.
- If symptomatic, employees will return or remain at home until they have not experienced a fever (without the use of medication) for 7 days.
- Wear freshly laundered clothing into the shop each day.
- Wear a face covering at all times while working with customers and with each other.
- Use hand sanitizer or wipes between waiting on customers or wear gloves while cutting fabric, winding yarn and accepting payment at the register.
- Sanitize desk tops, phones, keyboards, door handles, light switches, and other high touch or traffic areas (cutting tables, counter and cash register area) prior to opening and frequently throughout the day.
- Maintain the recommended 6 feet between individuals, both with customers and each other.

* Looking forward, we are eagerly following regulatory and public health updates. We will keep you informed of any changes in our procedures, timelines, or offerings via our newsletter, Instagram and Facebook.

Temporary Shop Hours

Tues, Wed, Fri, and Sat. 10am – 4 pm
 Thursday – 2-7p m
 Sunday - Temporarily closed
 Monday - Closed

