

## **Yolo County SPCA Thrift Store & Donations Frequently Asked Questions (FAQ)**

- **Is the Yolo County SPCA Thrift store open?**
  - Yes! We are open and eager to serve our community during this time. Our store hours can be found on the first page of our website, [yolospca.org](http://yolospca.org). The website will have the most updated information about our store. To comply with Covid-19 state and county regulations, all staff and customers must wear a mask while in the store. There is also a limit on how many customers can be in the store at the same time.
- **Are you currently taking donations?**
  - We are currently taking donations, however our process for accepting them has changed. To ensure the safety of our customers and staff, donations are now by appointment only. A donation appointment can be made by going onto our website, [yolospca.org](http://yolospca.org). The donation appointment times may vary but currently we are accepting donations Tuesday through Saturday. When you come to your appointment, you must wear a mask.
- **What items are you able to accept/not accept?**
  - We have a flyer on our website that lists all of the items we are currently able/unable to accept. This list serves as a general guide for our donations. However, due to COVID-19 business regulations, the most updated list will be on our donation appointment form, which you will have access to when scheduling an appointment. This list will also vary depending on whether or not we have reached capacity in certain departments.
- **Can I make a donation appointment over the phone or in person?**
  - Unfortunately, at this time we are only able to offer donation appointment scheduling on our website. We need to be able to quickly and easily update any of our policies during this ever-changing time and keep our customers updated as well.
- **Why am I unable to schedule a donation appointment more than 24 hours in advance?**
  - Donation appointments are posted on our website in the morning the day prior; i.e. the schedule is posted on Monday for appointments on Tuesday, etc. This is so we are able to better serve our customers and able to update our policies as needed to comply with changing COVID-19 regulations.
- **Are you currently offering a donation pickup service?**
  - Unfortunately, at this time we are unable to offer a donation pickup service. We hope to be able to offer this service again at a later date and will post availability on the website.

**We thank you for your support during these ever-changing times!**