

This guidance is being provided as of the Edition Date above. Girl Scouts of the Missouri Heartland (GSMH) can modify these guidelines, from time to time as circumstances change.

The COVID-19 pandemic continues to change as infection rates rise and fall in different areas. There may be regional differences or developments since this guidance was published. Continue to follow local, state, and [national](#) directives. Discuss plans with families.

Retail Stores. Our Retail Stores in all service centers will be offering in-person shopping by appointment and curbside pick-up at the days and times below. Shopping by appointment may be staggered to allow for physical distancing.

Location	Available, 8:30 a.m. – 4:30 p.m.
Cape Girardeau	Wednesdays & Thursdays
Dexter	Mondays & Tuesdays
Jefferson City	Monday through Thursday
Joplin	Mondays, Wednesdays, Thursdays
Springfield	Monday through Thursday

Free shipping of merchandise found in-store only is available for all service center areas. Contact us by email at info@girlscoutsmoheartland.org or call us at 877-312-4764 to place an order. Some restrictions do apply. As always, our online retail store is available 24/7 at www.girlscoutshop.com/MISSOURI-HEARTLAND-COUNCIL.

In-Person Shopping and Curbside Pick-Up Orders. Pre-pay for curbside pick-up orders is preferred. Accepted payments include all that can be collected via phone: debit or credit card, Cookie Credit, Early Bird Bills, Fall FUNds, and Troop Bucks. Payment upon arrival is also accepted, including the above payments plus cash and check.

In-Person Meetings. In-person meetings between employees and volunteers or employees and customers will be allowed following physically distancing guidelines.

Schedule an Appointment. Customers may email info@girlscoutsmoheartland.org or call 877-312-4764 to schedule a shopping appointment or curbside pick-up with their respective retail associate or an in-person meeting with an employee.

Arrive at the Service Center. Service Center doors will remain locked. Only customers visiting service centers by appointment will be admitted. When scheduling an appointment, visitors will be given a phone number to call to notify us they have arrived. An employee will meet visitors and lead them to the meeting location or retail store upon arrival.

If visitors are feeling sick or exhibiting symptoms of COVID-19, they will not be allowed to enter. Other arrangements will be made—including curbside pickup or video conference. If a visitor begins to feel ill during the appointment, they will need to leave the building immediately. The employee will follow sanitizing guidelines following the appointment.

Face Coverings. Face coverings—such as face masks—are required for any visitors two years of age or older. Visitors will not be allowed in the building without a face covering. If visitors do not have a face covering, one will be provided. Face coverings must be worn at all times, covering their face from the nose down to the chin, while in the building.

Public Use Areas. Changing rooms and drinking fountains will not be available for public use.

Leaving the Service Center. An employee will also accompany all visitors out when they are leaving. Employees will be sanitizing the following after each visitor: retail touch points, high-touch areas like door handles, sides of doors, etc.

Physical distancing must be observed throughout the facility.

These guidelines are subject to change when/if there are new announcements from the state or local governments or health departments in our jurisdiction, or the CDC.