

NAME: _____ **DATE:** _____ **STORE:** _____

Store Interviewer name: _____

COMMUNITY SERVICE APPLICANTS only :

- Is your charge a misdemeanor? **YES or NO**
- Is your charge listed below? **YES or NO**
 - Misdemeanor drug charge
 - DUI/DWAI
 - Traffic or Permit violation
 - Misdemeanor Domestic Violence charge
 - Alcohol/Tobacco Charge
 - Trespassing
 - Harassment
 - Disorderly Conduct/Public Indecency
 - Petty Theft (must be misdemeanor)
 - If your charge is a misdemeanor and not listed, please indicate your charge: _____
- If you ask anyone in the store to accept payment to falsify court service hours we will report the incident to your court agency and you will be signed out and asked to stop volunteering. I understand **YES or NO**
If currently employed what is your current position and company name or work experience:

Safety Questions:

- Are you over 18 years old? **YES or NO**
- Do you have a family member working at this arc Thrift location? **YES or NO**
 1. I will maintain a positive attitude while volunteering that supports arc Thrifts mission, values, and safety standards. How would you handle a negative customer response in a positive way? _____
- Are you willing to volunteer for a minimum of 4 hours? **YES or NO discuss options** _____
- We will coach you on volunteer behaviors not consistent with all volunteer guidelines. If you don't improve the behavior/ behaviors discussed after coaching you will be asked to leave and will not be able to complete your Community Service hours/ Volunteer assignment. Do you agree to these terms?
YES or NO

I confirm the above information is true and accurate _____

Store Interviewer Signature _____

VOLUNTEER GUIDELINES - WELCOME TO arc THRIFT STORES - 2023

Arc Thrift Stores opened its first thrift store in 1968. We now have 34 stores in Colorado and growing. We provide funding to support the arc and ACL Chapters in Colorado.

We want to welcome you to our store team! You have been assigned to us to perform useful community service or as a volunteer. The following rules must be followed during your work here.

First and foremost, we ask you keep a positive attitude while volunteering! We work hard to provide our customers with a high level of outstanding customer service! Our brand name in the community includes finding unique items at a thrifty price - plus a fun atmosphere to shop which is created by the store employees.

1. We ask you volunteer work 4 hours every shift we do understand the need to do less than 4 hours for work and family issues. Please discuss your schedule with store supervisors. You can work up to 12 hours per day.
2. **No cell phones or headphones are allowed** while doing your hours. This is a safety rule. You are welcome to use your cell phone during your break or lunch. If you have an emergency let the supervisor know you need to make a call.
3. You must enter and exit through the front entrance **only**.
4. You must sign in and out with the manager on duty to receive credit for your hours. If you leave without having a manager sign you out, you may not receive credit for that days hours.
5. Anyone volunteering while appearing under the influence of drugs or alcohol will be asked to leave. Volunteers cannot be intoxicated while volunteering.
6. Volunteers cannot bring a weapon into the store/department.
7. We do not accept any volunteers with backgrounds with charges for sex or violent offences in our stores
8. Please maintain your own personal log of dates and times that your work. No one can change logged hours except that manager or the store manager.
9. Breaks and lunches are as follows: you will receive a break/lunch according to state guidelines. Breaks occur after every 2 hours; lunches must be taken if you volunteer 5 or more hours, for community service volunteers breaks will be added to their daily hours.
 - a. After 2 hours of work = (1) one 15 minute break.
 - b. 5 + hours of work = (30) minutes for lunch.
 - c. After 2 more hours of work (1) one 15 minute break
 - d. If you stay 12 hours you will receive another lunch and break according to hours your there.

The manager on duty will assign your break and lunch. Do not take breaks or lunches without first checking with the manager on duty.

10. Please do not bring personal items into the store. We are not responsible for any stolen property and do not have a secure place to store personal items.
11. Attire - You must be clean and presentable to our customers.

Listed below is the Dress Code forVolunteers

- Please wear retail appropriateJeans, work pants or shorts, Capri pants or skirts
- Shirts must presentable to the public , no half shirts, tube tops or halter tops
- All shoes need be closed toed (no sandals or flip flops) tennis shoes or comfortable shoes are suggested.
- Aprons are available in some stores

Clothing not accepted while volunteering

- No open toed shoes, No flip flops or sandals
- No provocative clothing,
- No pajamas,
- No short shorts or short skirts

12. Smoking is allowed only on break and lunch times. This must either be outside the back door **OR** in front of our store at least 100 feet from the store, **BUT MUST BE AWAY FROM OUR BUILDING.**
13. No shopping from the back or the front of the store while working. You are allowed to shop during your scheduled breaks and lunches **BUT you can only purchase items from the sales floor.** We will not be able to hold anything in the store for you. **Arc will prosecute to the fullest extent of the law for theft of any kind.**
14. When you are assigned to an area, please stay in that area and finish that task. Ask the supervisor for more work when your task is complete. Listen for pages in the store for volunteer help, possibly in the front of the store or donations.
15. We have the right to refuse a volunteer/community service worker to complete service hours in our stores. We expect the same work performance from you as we expect from our employees.
16. Each Court agency has a different reporting process for volunteer hours. Some agencies do not allow you to COPY or receive a COPY of your paperwork. When you complete your hours, we will fax a copy of your records to the agency within 24 hours of completion. Check with your agency for a copy. Ask your supervisor or court agent for details on your specific court procedures for reporting hours.
17. AARP/SER, Workfare /Workforce and Workers comp hours will be processed according to the process the agency/ employers requires.
18. Family Members are not able to volunteer in the same store/department location as the family member, who is an employee. Employees cannot volunteer for community service at their work location. They must go to another work location to complete their CS hours.

Thank you for your support! Our store team is looking forward to working with you while volunteering at arc Thrift!



Expectations as an Arc Volunteer and Liability Release Form



Step 1: Read the Guidelines. *By signing this you are confirming you have read the Guidelines and will agree to follow them.*

Step 2: Follow through with your commitment on duties assigned to you and do what is asked. *If you inform the manager you are coming to arc to volunteer, it is very important to follow through. We rely heavily on the support of our volunteers. As a volunteer the store is grateful for your involvement and completing tasks given to you is vital for everyone's success.*

Step 3: Check in and out with a supervisor. *Your hours will only be added to your timesheet if you check in upon arrival with a supervisor and out when you leave. If you leave without checking out, your signout time will be the last time a supervisor saw you.*

Step 4: Have a good attitude. *arc loves working with volunteers with a great attitude and drive for getting things accomplished.*

Step 5: Be Honest. *Honesty is key as a volunteer; we respect your time and also rely on your feedback if something is not going the way you feel it should. Rather than not finishing the shift, let us know how we may help.*

Step 6: No cell phones while volunteering. *For your safety and in accordance with our company policy please refrain from cell phone usage while volunteering. If you have an emergency please ask for your break to take care of it.*

Step 7: Schedule your breaks with a manager. *Please make sure you talk to the supervisor to see when your breaks will be. Check in and out with a supervisor before and after each break.*

I understand that it is the goal of arc Thrift Stores to provide a safe work environment and that as unpaid volunteers we are NOT COVERED by arc Thrift Store's worker's compensation plan.

I further understand that in the event anyone in our group is injured while volunteering at any arc Thrift Store, we do release arc Thrift Stores from all liability.

I am 18 years of age or older, and signing on behalf of the entire group.

DONATION SERVICE STANDARDS

Our Company has an opportunity to improve the experience that our donors have when walking up or driving up to our stores. We must have an "attitude of gratitude" when interacting with our donors and offer the best service possible. The following are the Company standards and procedures for walk up or drive up donations at our stores. These standards apply to all employees and volunteers of arc Thrift Stores.

- All employees and volunteers are responsible for providing donor service when they come in contact with donors either at the back or front doors. All employees will be expected to do and say the following when in contact with donors:
 - Always extend a greeting – "Good Morning!", "How are you today?"
 - Always offer to help unload or get someone who can help.
 - Always offer a receipt, Here's a receipt for your records".
 - Always thank the donor- "Thanks for your donation!", "Thank you!" etc.
- No taking breaks or smoking in the donation receiving area. Your manager will designate an area away from the donation area for breaks and smoking.

I have read the Company Donation Service Standards. I have had these standards explained to me by my manager and I understand what is expected of me with regard to providing service to donors.

Signature

Date

Name of Individual

Sending Agency



arc Thrift Stores

Volunteer Contact Information:

Name: _____
First Middle Last

Address: _____
Street City State Zip

Phone #: _____
Home Cell

Sending Agency: _____
Sending Agency Name County

Agency Contact: _____
Case Worker Phone Number

Emergency Contact Information:

Primary Contact Name Relationship

Phone #: _____
Home Cell

Secondary Contact Name Relationship

Phone #: _____
Home Cell