

VOLUNTEER & CS GROUP WORKERS GUIDELINES

WELCOME TO OUR arc THRIFT STORE

Arc Thrift Stores opened its first thrift store in 1968. We now have 22 stores in Colorado. We provide funding to support the arc and ACL Chapters in Colorado.

You have been assigned to us to perform useful community service. The following rules must be followed during your work here.

First and foremost, you need to provide our customers with the same high level of outstanding customer service that our employees are known for.

1. You **must** work 4 hours every time you report to work, but you can work up to 12 hours per day.
2. **No cell phones or headphones** while doing your hours. You are welcome to use your cell phone during your break or lunch.
3. You must enter and exit through the front entrance **only**.
4. You must sign in and out with the manager on duty so that you will be credited with your time for each day. If you leave without having a manager sign you out, you may not be credited with time for that day.
5. Your hours will be added up **only** by the Manager on Duty.
6. Please maintain your own personal log of dates and times that your work. This will help clarify any issues that may arise. Should a discrepancy arise, you will need to discuss it with the manager who signed you in or out. No one can change logged hours except that manager or the store manager.
7. Breaks and lunches are as follows:
 - a. 4 hours of work = (1) one 15 minute break.
 - b. 6 hours of work = 30 minutes for lunch.
 - c. 8 hours of work = (1) one 15 minute break and 30 minute lunch.

The manager on duty will assign your break and lunch. Do not take breaks or lunches without first checking with the manager on duty. If this does not occur, you can request a break time from the manager on duty.

8. 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.
9. You must be clean and presentable to our customers. Skirts and shorts must be knee length or longer. No spandex, halter tops or hats may be worn. You must always wear an apron at all times. **YOU MUST WEAR SHOES WITH CLOSED TOES AND CLOSED HEELS.**
10. **Cell phones, MP3 players and personal listening devices are NOT allowed.** You must make sure that they are turned off. Phone calls can only be made during break and lunch times.

11. The use of alcohol and drugs is prohibited.
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, you are to stay in that area and perform the work that we have asked you to complete. If you finish a task, ask the supervisor for more work. When a page is made for a volunteer to perform a task such as picking up donations at the front door, please go immediately to the front to complete the request.
15. We have the right to refuse a volunteer/community service worker to complete service hours in our store. If you agree to our guidelines and leave arc Thrift Stores without permission from management you will lose that right. We expect the same work performance from you as we expect from our employees.
16. When you complete your hours, we will fax a copy of your records to the agency within 24 hours of completion. You will need to go to the agency to receive a copy. **WE ARE NOT ALLOWED TO GIVE YOU A COPY UNDER ANY CIRCUMSTANCES** unless agencies request we give you a copy.
17. If you have completed your Community Service hours on a Saturday, your paperwork may not be completed by management until Sunday or Monday.
17. Refer any customer questions directed to you regarding prices or general information about the operation of the store to management.
18. Depending on the location you may be required to wear an apron or nametag – **WHICH MUST BE TURNED IN UPON YOUR DEPARTURE TO RECEIVE CREDIT FOR HOURS WORKED.**



Expectations as an Arc Volunteer and Liability Release Form



Step 1: Read the Guidelines and follow them. By signing this you are confirming you have read the Guidelines and are following 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 or headsets 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.
- Wear your name tag and apron (shirt, apron, hat, etc.). Let your manager know if you need these items.

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