



## On Site Volunteer Guidelines

If you have signed the volunteer agreement and are ready to help at The WORKS, we have some additional information that may prepare you for your volunteer opportunity.

We are currently open every Wednesday that school is in session from 6:30 – 8:00pm for families to shop. We ask that volunteers arrive before families (if possible, between 6:00 and 6:15pm). This gives us time to prepare the store, sort through clothing, and give you a quick tour of the facility.

Some of our families are English as second language learners, many adults will have their children or interpreters facilitate the conversation. We also have some deaf or hard of hearing families that may have helpers with them. Please be respectful of everyone who uses our services. If you are having difficulties communicating with any of our families, please ask someone from the committee for help. Several of us have been working with the families for years and are able to communicate effectively.

You will be able to choose between several jobs while you are here, but we also may have a position/project that needs to be covered which may take priority. We have volunteers sorting clothing, hanging clothing, assisting families, checking families in as they enter, checking out families once they find their clothing, getting socks and underwear for families or packaging socks, underwear, and hygiene products. The first time you do a new job at The Works, someone will explain and assist you and be available if you have any questions. Don't be afraid to ask. We are all there to make the evening enjoyable for all (it makes the time go faster).

We will let a limited number of teenage volunteers work at one time during normal store hours. This has to be approved by either Lori Woodfield or Lisa Sharratt ahead of time. We try really hard to keep the teen volunteers away from the families that are shopping so that there are no issues at school for the children.

Limited snacks and beverages are available for all volunteers. We usually have water and chips. Also, feel free to bring a snack if you need it.