



## VOLUNTEER GROUP GUIDELINES

### WELCOME TO OUR arc THRIFT STORE!

Arc Thrift Stores opened its first thrift store in 1968. We now have 23 stores in Colorado. We provide funding to support the arc and ACL Chapters in Colorado. We depend on the help of our volunteers to allow us to give back in the community. Thank you for volunteering with us, your time and generosity is greatly appreciated. Please feel free to bring donations in with you when you come to volunteer! We have volunteers helping us during our open hours everyday! If you are interested in setting up a group volunteer activity or fundraiser through collecting donations please email me at [volunteer@arcthrift.com](mailto:volunteer@arcthrift.com) for more information.

1. All volunteers must wear **closed toed shoes** and appropriate clothing (jeans, t-shirt are perfect, no short shorts/skirts, flip flops or low cut tops)
2. **No cell phones or headphones** while volunteering. You are welcome to use your cell phone during your break or lunch.
3. While volunteering you are representing arc Thrift Stores, please provide our customers with the same high level of outstanding customer service that our employees are known for.
4. Refer any customer questions directed to you regarding prices or general information about the operation of the store to management or other staff member.
5. Group leaders are expected to help store staff maintain a productive volunteer experience for their groups. A group leader who is 18 or older is required to be with the group throughout their volunteer experience at arc Thrift Stores.
6. Please inform the manager if you have any questions or concerns while volunteering.
7. If group will be staying through lunch please discuss with the manager so that we can coordinate your lunch time with our staff so that you have space to eat in our break room.
8. All volunteers are expected to follow the same safety protocol as our employees for your own safety.
9. Groups need to have a chaperone/responsible adult if some members of group are under 18!



## **Expectations as an Arc Volunteer and Group Volunteer 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: Inform the Store Manager at the store that you are coming in.** *Letting us know your group is coming to the store with dates and times to help us plan ahead for your arrival.*

**Step 3: Follow through with your commitment on duties assigned to you.** *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.*

**Step 4: Show up on time.** *In order to be a good volunteer it is important that you show up on time. Employees at arc are very busy and hold multiple roles with arc. arc plans their schedule according to the times you set up and count on you to arrive at the time agreed upon. Tardiness could possibly affect the operation for the day and the week.*

**Step 5: Do what is asked.** *As a volunteer the store is grateful for your involvement and completing tasks given to you is vital for everyone's success.*

**Step 6: Have a good attitude.** *arc loves working with volunteers with a great attitude and drive for getting things accomplished.*

**Step 7: 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.*

### **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.

**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 and will not hold arc Thrift Stores or any of their employees liable for anything.**

**I have read the Company Donation Service Standards.**

**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.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Individual

\_\_\_\_\_  
Sending Agency