



VOLUNTEER HANDBOOK

Hope Heals Community Freestore
606 Falmouth Street - Suite A
Warrenton, VA 20186
www.hopehealsfreestore.org

WELCOME

Welcome and thank you for your interest in volunteering at Hope Heals. We hope we can make this a great experience for you. Our volunteers reduce our workload and maximize our ability to support our clients in a way that we couldn't do without you.

Volunteers are an integral and valuable part of Hope Heals. If you value our role in the community and have a heartfelt willingness to meet the needs of Hope Heals, you are welcome here. By sharing your time and talent you will contribute to the success of our mission. Hope Heals is a service based organization and our volunteers come from all faiths and walks of life within our community. Volunteers, management, and staff work together as a team in a respectful and considerate manner to support the mission of Hope Heals. This is the key to a successful organization and aligns with our mission statement.

OUR MISSION STATEMENT

At Hope Heals Community Freestore our dream is a community based on partnership, unity, and service. Our desire is to use the distribution of free items as a catalyst for change and to inspire hope. Our goal is to change lives and families through mutual aid, community connection and empowerment. Our passion is to see those lives forever changed through not only the giving of free clothing and household items but also through mentorship, relationship, and love. Love is FREE. Love is a GIFT. Love changes absolutely EVERYTHING.

BOARD OF DIRECTORS AND STAFF

Lindsey Henderson, President
lindsey@hopehealsfreestore.org

Sierra Ball, Treasurer

Wendy Robinson, Voting Member

Calvin Furlow, Voting Member

Jeri Petty, Store Manager
jeri@hopehealsfreestore.org

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VOLUNTEER TIPS

Flexibility is Key

Because we rely on community donations and service, each day can be different from the next. Whether it be an extra large donation drop off in the middle of your shift or an influx of shoppers right before closing, a sign of a successful volunteer is the ability to accept the eb and flow of our organization. Welcoming the unexpected will greatly increase a volunteer's acceptance when things don't go as expected.

Embracing Differences

Our volunteers are the foundation of Hope Heals and without them we wouldn't be able to serve the community in the ways that we do. We pride ourselves in the diversity of our team and find that when we embrace our differences the flow of each day goes much more smoothly. Some of us may work at different paces, have a particular way of conversing, or just tend to come in and stay to ourselves. Hope Heals is here to provide the experience that each individual volunteer is looking for, within store guidelines, no matter how different they may be, and we ask all of our volunteers to embrace the same attitude.

Identifying Your Goals

Each of our volunteers has a specific reason that drives them to be of service to our organization. Here are a few that are in line with Hope Heals:

- Wants to fill their spare time with service work to others
- Loves to connect with other volunteers while serving a purpose
- Trying to develop themselves towards a career goal
- Needs volunteer hours for work or school
- Receive a signature for mandatory court ordered community service hours

Volunteers who align themselves with these types of goals will find they are enjoying the experience more and are in good company.

Highlight Your Strengths

With a variety of assignments and duties there are many ways to highlight your specific strengths. Are you detail oriented? Love organizing? Is cleaning a passion? Whatever your individual strength may be, let us know and we can find an assignment that's the right fit for you. The volunteer experience is always better when you're doing something you enjoy doing.

Service That Never Ends

We are fortunate to have a continuous stream of donations to receive, sort and hang but in this never ending process there is a lot of room to feel unaccomplished. We must learn to be patient with ourselves and come with the expectation that whatever we've accomplished for the day is more than good enough. There will always be more to do tomorrow, which means more people to be of service to.

VOLUNTEER GUIDELINES AND PROCEDURES

- Upon store arrival please sign in and check in with the store manager (Mon, Wed, Fri) for your assignment for that day. If you're volunteering on a day we are open for guests (Tues, Thur, Sat) please sign in and check in with the manager on duty.
- Please let the store manager know if you are not able to volunteer on a day you are normally there via text or phone call. (Not before 7:00 am please)
- During store hours our shoppers are our first priority. Volunteers will need to be accessible for carrying in donations, answering questions, providing tax donation receipts, and providing any necessary help within your abilities.
- You must be at least 16 years of age to volunteer at Hope Heals, or be accompanied by an adult.
- No volunteers are permitted in the store outside of our normal hours (sorting and shopping) and are never permitted to serve alone. Hours are as follows:

Monday - 10 am to 4 pm

Tuesday - 10 am to 1 pm

Wednesday - 10 am to 4 pm

5 pm to 7 pm (check with Jeri before showing up in the evening)

Thursday - 3 pm to 7 pm

Friday - 10 am to 4 pm

Saturday - 10 am to 1 pm

- Your work area should always be left exactly how you found it at the beginning of your shift. Trash is to be bagged and placed by the double warehouse doors. Boxes are to be broken down and put with the trash.
- If possible, all trailer bags should be placed on the trailer at the end of each sorting day. Please be mindful not to pack the bags too full or they will be too heavy to move and lift on to the trailer.

- To the best of our ability, without being rude, please refrain from accepting anything not listed here:

Gently used clean clothing, shoes, accessories, household linens, and toiletries
Non-expired baby gear

- We ask that all volunteers be present at least one shift in which we are open for our guests to shop. Spending time with the people we are serving is a great way to understand your importance and contribution to Hope Heals.
- Please treat all of our shoppers and donors with respect and kindness. Be mindful of your actions and how they might be interpreted. Please refrain from any gossip or speaking ill of others.

As a way of saying THANK YOU to our volunteers:

- As you sort through bags you may take one CLOTHING item per hour that you serve. So if you serve 3 hours one day you may take 3 CLOTHING items.
- As you sort through bags you may take ONE purse or ONE pair of shoes PER WEEK. We are limited on these items and our guests take priority.
- Snacks and drinks are usually available in our kitchen area for our volunteers.
- We regularly host volunteer luncheons as a way to say thank you and give you a chance to share your thoughts and ideas.

VOLUNTEER ASSIGNMENTS

We have many options for volunteer assignments at Hope Heals and they are different depending on whether we're open for guests to shop or not.

Assignments on days we are open for guests (Tues, Thur, Sat):

- Counting the number of guests as they come in to shop to ensure that only 20 are inside shopping at a time
- Helping guests remove hangers as they leave and making sure they haven't exceeded the 10 item limit or brought bags into the store
- Helping donors bring in bags or other items from the parking lot and notating how many items they brought in on our donation form
- Providing tax receipts to our donors
- Pulling/organizing hangers and picking clothes up off the floor
- Hanging clothes from boxes in the back to restock at the end of the night or the next morning
- Sorting and boxing clothes in the back warehouse
- Taking trash or recycling out (Tuesdays - recycling, Thursdays - trash)

Assignments on days we are not open for guests (Mon, Wed, Fri)

- Sorting bags and boxing or hanging clothes in the warehouse
- Restocking the store depending on what is needed on the floor (hanging clothes from boxes that have been pre sorted)
- Organizing the shoes in the baskets on top of the racks
- Organizing totes (socks, bras, baby items)
- Organizing the baby gear section
- Vacuuming, cleaning glass, mopping floors, cleaning the bathroom

OUR GOAL ON MONDAY, WEDNESDAY AND FRIDAY IS ALWAYS TO GET THE STORE READY FOR GUESTS TO SHOP THE NEXT DAY, SO PLEASE ALWAYS ASK THE STORE MANAGER WHAT NEEDS TO BE DONE FIRST.

NO MATTER WHAT YOUR RESPONSIBILITY, PLEASE MAKE SURE TO CLEAN UP AFTER YOURSELF BEFORE YOU LEAVE FOR THE DAY.

**You can do no great things, only small things with great love
- Mother Teresa**