

**The
Community
Storehouse**

**Volunteer
Handbook**

Welcome to you!

It is with great pleasure that we welcome you to our current staff at the Community Storehouse. This organization takes great pride in our programs and our service to others. We hope you will join us in our efforts to accomplish our Mission and our goals.

Again, Welcome!

**Barbara Board
Executive Director**

Mission Statement:

“Dedicated to the well-being and education of the children in our community.”

Vision Statement:

“All families and individuals needing assistance will be served effectively, whereby the need does not become a crisis.”

Value Statement:

“We will maintain a positive atmosphere and work ethic by treating everyone with respect, honesty, and integrity.”

Storehouse Hours of Operation

• Office:

Monday thru Thursday 8:30-4:30

Friday 8:30-2:00

• Client hours: 212 N. Oak, Roanoke

Monday thru Thursday 9:30-2:00

• Resale Shoppe

Monday-Friday: 10:00-5:00

10:00-4:30

10:00-3:00

Donation Center:

Monday-Friday:

Saturday: 10:00-4:00

Saturday:

Equal Opportunity:

The Community Storehouse is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps or veterans status. This policy affirms the Storehouses commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist.

Personal Information:

It is important that the personnel records of CCS be accurate at all times. We will need a current copy of your driver's license, a signed volunteer form, a signed release form if necessary; all question sheets, and a signed confidentiality form. Please notify us with any personal information changes that occur while you are volunteering with this agency.

Use of Company Property:

CS will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use, nor removed from the Storehouse property.

Computer equipment, including laptops, may not be used for personal use; this includes word processing and computing functions. It is forbidden to install any other programs to a company computer without written permission of the Executive Director. These forbidden programs include, but are not limited to, games, online services, screen savers, etc. The copying of programs installed on the company computers is not allowed unless you are specifically directed to do so in writing by the Executive Director.

Confidentiality:

CCS requires all employees and volunteers to sign a confidentiality agreement as a condition of employment, due to the possibility of being privy to information which is confidential and/or intended for the agency use only. All employees are required to maintain such information in strict confidence. This policy benefits you, as an employee, by protecting the interests of The Community Storehouse in the safeguard of confidential, unique, and valuable information from others.

Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with the Executive Director. Failure to comply with this policy could result in

disciplinary action, up to and including termination.

Smoking:

CCS endeavors to provide a healthy environment thereby prohibits any form of tobacco consumed in company buildings. Additionally, no smoking is allowed within ten (10) feet of exterior entranceways.

Scheduled Workday:

All Staff/volunteers are asked to be at their work stations five minutes prior to the scheduled workday.

All staff and volunteers will treat customers, clients, donors, and guests with the utmost respect and courtesy at all times.

There will be no food in the client waiting area or Resale Shoppe.

The Client Services building, the Resale Shoppe, and the Donation Center should be kept clean at all times. This includes work stations.

The gates will be closed and locked after hours.

There will be no one, except staff and volunteers, behind the buildings or in the Annex.

In the event of illness or personal emergency, you are asked to call the Storehouse two hours before your scheduled workday begins.

Repeated tardiness or missing of workdays will result in a discussion about your volunteer position, if you are happy, or if some adjustments need to be made.

Each volunteer member is expected to abide by the Code of Conduct and its complete set of guidelines.

Everyone will refrain from cursing, insulting, or defaming another employee/volunteer or management, in any manner, at anytime, both on or off Storehouse property.

Dress Code:

As an employee, paid or unpaid, of CCS, we expect you to present a clean and professional appearance when you represent us, whether that is in or outside of the office. Management, marketing personnel and those employees who come in contact with our public are expected to dress in accepted business attire.

It is essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, donors, and clients. A cheerful and positive attitude is vital to our commitment of extraordinary client service.

No open-toed shoes will be allowed in the sort center or Resale Shoppe. We also do not allow short tops that allow the stomach to show, rude sayings on shirts or beer logo's. If you have a question please direct it to the supervisor in your area. Nametags are to be worn at all times while working. We use this measure for security purposes; so, if you don't wear your nametag, you may be asked to leave the building.

Volunteer Benefits:

Volunteers must sign in and out each time they work. These hours help us apply for grants. Regular volunteers will receive one Storehouse buck for each hour worked and 10% off of all sales in the Resale Shop. Volunteers doing Community Service do not earn these incentives.

Disciplinary Procedures:

Unfortunately there are times when we have to let a volunteer go. This is a last resort to a situation that is taking away from our Mission. It is not something any staff member wants to have happen. (See Addendum 2 – Please sign and return.)

Possible reasons for a volunteer termination:

- 1. Not following the policies and procedures issued by the Storehouse.**
- 2. Ignoring the instructions of this Handbook and your supervisor.**
- 3. Creating a negative atmosphere for the clients and/or staff and donors.**
- 4. Anything regarding unethical, dishonesties or immoral acts.**
- 5. Representing the Storehouse without prior permission by the ED.**
- 6. Use of illegal substances or alcohol.**

Volunteering after Release:

Once a volunteer is released they will not be allowed to return to the Storehouse and volunteer.

Security

The security of the Storehouse is every employee's and volunteer's responsibility. The Storehouse takes a very positive approach when security matters arise. You should discuss, with your supervisor/ Executive Director, any problem that may arise with regard to security. Security policies and devices should not be discussed with anyone outside of the Storehouse. You are responsible for understanding and following CCS established security procedures.

In the event an evacuation is needed, all staff/volunteers/shoppers will either exit the front or the back of the buildings. If exiting the front, please go to large sign on street. If exiting the back, please go to

the back fence line.

No staff member is to be alone at the CCS facility anytime, day or night. Two or more staff is responsible to lock up at closing.

Anti-Substance Abuse

CCS takes seriously the problem of drug and alcohol abuse, and is committed to provide a substance abuse free work place for its employees. This policy applies to all employees and volunteers of CCS, without exception, including part-time and temporary employees.

No employee or volunteer is allowed to consume, possess, sell, or purchase any alcoholic beverage on any property owned by, or leased on behalf of CCS; or in any vehicle owned or leased on behalf of CCS. No employee may use, possess, sell, transfer or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity. The exceptions are aspirin or ibuprofen based products and legal drugs that have been prescribed to that employee, which are being used in the manner prescribed.

CCS will not tolerate employees or volunteers who report for duty while impaired by use of alcoholic beverages or drugs. All employees and volunteers should report evidence of alcohol or drug abuse to the Executive Director immediately. In cases where the use of alcohol or drugs poses an imminent threat to the safety of persons or property, an employee or volunteer must report the violation.

Volunteers or Staff who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, including termination.

Suggestions

You are encouraged to make suggestions for improvement in procedures and working conditions so that CCS may consider using them where practical.

History of the Christian Community Storehouse dba the Community Storehouse.

Introduction:

The Community Storehouse (CS) has been providing assistance to low income families for 25 years. Food, clothing, and financial assistance are

given in their time of need. A crisis without assistance can lead to possible negative outcomes such as violence, depression, or homelessness. Through the goals, key strategies, and objectives, CS will position itself to succeed in an ever-changing environment by efficiently and effectively carrying out the mission.

Mission:

“Dedicated to the well-being and education of the children in our community.”

Demographics:

The Community Storehouse presently serves the Keller I. S. D. area and the Northwest I.S.D. area. Keller I.S.D. encompasses nine cities in Tarrant County. Students of low-income families of Keller I.S.D. are the primary focus of CS. Keller I.S.D. has thirty-two campuses serving more than 25,000 students. Enrollment has doubled during the past ten years and is expected to rise to more than 40,000 during the next decade, making us one of the fastest-growing school districts in Texas. The Northwest area encompasses over 200 square miles. Currently 10% of the student population, totaling 4,100 students, has been identified as economically disadvantaged. The Community Storehouse serves approximately 200 families each month. The pockets of low-income areas are increasing.

Goal:

The goal of the Storehouse is to provide effective services to families and individuals in need or crisis. By stabilizing their situation and giving them direction they will be better prepared to be self-sufficient should another crisis occur.

Key Strategies:

CS partners with businesses, churches, schools, agencies, and organizations to build support and awareness of the needs of the community.

Case management and a comprehensive plan give clients direction in their time of need or crisis.

Special services for high-risk adults, seniors, pregnant women, children, teens, and families, provide support and or activities that promote self worth, family, health, and wellness, decreasing the risk of possible negative outcomes.

Objectives:

1. Through partnerships, the Community Storehouse will increase support, revenue, and long-term relationships toward awareness of the needs of the community.
2. Client Services case management and comprehensive planning increases the client's ability to become self-sufficient.
3. A variety of services are implemented to provide high-risk individuals with support and/or activities, promoting self-worth, family, health, and wellness, decreasing the risk of possible negative outcomes.

Programs and Clients:

The Storehouse helps families with:

- Rent/Mortgages
- Medical/Dental/Eye Care
- Summer Lunches
- Food
- Utilities
- Prescriptions
- School Supplies

We partner with the each campus to provide medical, dental, eye care, school supplies, prescriptions, clothing, and any other needed support to help the children remain in school. Campus nurses and counselors refer the students directly to us.

How this agency relates to community and other organizations:

There is plenty of need and plenty of donors to go around for all agencies. The Storehouse is not in competition with other agencies and wants to partner with all agencies and communities to provide the best possible services to anyone in need.. One agency can not fulfill all the needs of others. Together, we can make a huge difference. The Storehouse belongs to the communities who serve it. We merely manage it to the best of our ability.

Time Line of Major Events:

March: Dinner Event - This is a major fundraiser for our agency. It is a nice dinner, a silent/live auction, and a way for clients to tell their stories.

March-April: Spring Celebration - Our families are given the opportunity to pick out new clothing, Easter baskets, and food for their Easter meal.

June/July: Summer Lunch Program - Households are given items needed to feed their children while school is not in session. Pantry needs are greatest at this time of year because school is out.

July: School Supply program - Distribution of school supplies to area children.

September: 5 K Run in the Dark - Major fundraiser for the Storehouse. The event will be held in front of Keller Towne Hall.

November: Distribution of Thanksgiving meals.

December: Holiday House and distribution of Christmas meal.

Volunteer Training:

Following the completion of your volunteer orientation and completion of your paperwork, you will be assigned to an area of your choice on a day of your choice. You will be trained by the staff supervisor in that area. You will be under the supervision of that staff member while volunteering at the Storehouse.

Personnel:

Executive Director: Barbara Board

Office Manager: Dorothy Lamb

Lead Case Manager: Elisha Tewinkle

Case Manager: Patty Oliver

Volunteer Coordinator: Donna Haggerty

Marketing Coordinator: Jennifer King

Retail Manager and Donation Center Coordinator: Jennifer Martin

Emergency procedures:

In the event of an emergency in the building, please follow the evacuation procedures listed in the security section of this handbook. Your safety is the number one concern. Tarrant County Sheriff's department and/or 911 are to be called in the event of an accident or sudden illness.

Recruiting other Volunteers:

The best way to recruit volunteers is through you. Please spread the word of our agency and needs to your family, friends, churches, groups, etc., so we can increase our volunteer base.

Evaluation Process:

Your supervisor will keep you informed on how well you are doing. We pride ourselves in our high standards here at the Storehouse and hope you will support us in our efforts. Please know the ED is available to you at anytime. If you have concerns, compliments, or suggestions we are eager to hear them.

Client Services Volunteer-Job Description

- **Meet, greet, and assist clients prior to them seeing a case manager.**
- **Greet the clients that come into the Client Services building.**
- **Provide the clients an intake form to complete.**
- **Provide the clients with the list of required documentation.**
- **Assist the clients in the resource room, showing them what resources are available and providing client specific resources.**
- **Assist in maintaining the First Choice Room. Re-stock, straighten, and put away items for this area.**
- **Assist in sorting toys and other items for the First Choice Room and other storage areas in the facility.**
- **When appropriate, assist in set up for classes.**

Office Volunteers – Job Description

- **Helps answer phone in a professional, friendly manner and directs calls to appropriate person.**
- **Assists in greeting and directing visitors.**
- **Assists with typing projects.**
- **Copying and collating as needed.**

- **May be asked to make calls.**
- **Helps put labels on thank you cards.**
- **Helps maintain neatness of front room and break room.**
- **May help put together volunteer packets.**
- **General clerical duties as needed**

Pantry Volunteers – Job Description

- **Receive bread, mark out bar codes, and shelve.**
- **Help stock pizza, canned goods and other donated items.**
- **Help arrange and straighten pantry shelves.**
- **Prepare prepackaged sacks according to charts.**
- **Deliver groceries out to client's vehicle.**
- **Distribute menus with food supplies.**
- **Maintain Harvest/Pizza Poundage chart.**
- **Log all food donations. Give receipts where required.**
- **Work with other volunteers.**
- **Perform other duties as assigned.**

Resale Shop – Job Description

- **Keep store clean and organized.**
- **Change out displays on a regular basis.**
- **Learn to run the register.**
- **Keep items coming from Donation Center all day.**
- **Make sure all items in the store are priced.**
- **Any other requests made by the supervisor.**

Donation Center – Job Description

- **Receive and help unload donated items.**
- **Hauling and loading of items as needed.**
- **Cashier duties as assigned.**
- **Sorting donated items.**
- **Hanging clothing.**
- **Pricing/Display/Sales/Assisting Customers.**
- **Straightening/Restocking.**
- **Prep small appliances for sale.**

Pickup Furniture – Job Description

- Able to lift 50 lbs or more.
- Available
 - Monday 1-4 pm or
 - Thursday 1-4 pm or
 - Friday 1-4 pm or
 - Saturday 10 am – 2 pm

The Community Storehouse Staff/Volunteer Handbook

Addendum 1

Acknowledgement of Understanding

I acknowledge having received and read my personal copy of The Community Storehouse Volunteer Handbook.. I understand that the policies and procedures contained within this Handbook are subject to revision or revocation, with or without my prior knowledge, at any time and for any reason deemed necessary to management. I further understand that I am personally responsible for remaining knowledgeable with the contents of this Handbook and all other posted or publicized Agency policies and procedures.

I am aware that the receipt of the Handbook by me does not imply a contract of or right to employment for any particular length of time with The Community Storehouse.

This Handbook replaces all previous Volunteer Handbooks and prior editions

or revision of this Handbook, which are retracted, withdrawn, or cancelled.

I agree, as shown by my signature, to accept, endorse, and abide by all The Community Storehouse policies and procedures contained within this Handbook and all other posted or publicized, written or verbal, Storehouse policies and procedures.

Employee Name

Printed Name

Date

Revised 3/06

**The Community Storehouse
Staff/Volunteer Handbook**

Addendum 2

Addendum to the Staff/Volunteer Handbook dated 3/06

Vacation/Time off:

All staff is asked to give a minimum of two weeks notice when requesting time off. Please keep in mind a request made with only two weeks notice may or may not be able to be granted. The more advance notice the better.

Disciplinary Procedures

The following procedures will be followed when addressing unacceptable performance or behavior:

- 1.) Verbal warning by the supervisor. The verbal warning will be documented and kept in the staff/volunteer file.

- 2.) Written warning issued by the supervisor.
- 3.) If a staff member or volunteer receives 3 written warnings in a 60 day period, the individual will be dismissed. The dismissal will be given by the ED, with the supervisor present.

Staff/Volunteer Signature

Date

Revised 05/06