

# Community Storehouse 2016 Volunteer Handbook



(817) 431-3340

4640 Keller-Hicks Rd. Fort Worth TX 76244 | Mailing Address: PO Box 13, Keller, TX 76244

Welcome to you!

It is with great pleasure that we welcome you as a staff partner at the Christian 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:** *“Closing the gap between opportunity and achievement for the children in our community”*

**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-Thursday: 9:00-5:00 pm  
Friday: 9:00-1:00 pm

**Resale Stores:**

**Upscale Resale Store**

Mon.-Sat. 9:00 am-7:00 pm, Sunday 11:00am-5:00pm

**Upscale Outlet**

Mon.-Sat. 10:00 am-5:00 pm

**KH Donation Center:**

Mon.-Sat. 10:00 am-5:00 pm

**Food Pantry/Warehouse:**

Monday-Thursday: 10:00-4:00 pm

**Equal Opportunity:**

Christian Community Storehouse (CCS) 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.

**Volunteer Policies:**

All potential volunteers need to:

- submit a completed volunteer application
- read our handbook and sign the agreement form
- complete our Verify background check form and be cleared (there is a \$10 fee for the background check)
- Attend our volunteer orientation. Volunteer Orientation is held the 2nd and 4th Thursday of each month at 6pm at our main office location, 4640 Keller Hicks Rd. Fort Worth).

Volunteers must be over the age of 10 and all volunteers between the ages of 10 and 13 must be accompanied by a parent/guardian that have also completed volunteer orientation.

All prospective volunteers 13 years of an older must complete a background verification form.

All forms can be found online at our website: [www.communitystorehouse.org](http://www.communitystorehouse.org). You may submit them online or download and print them. Forms are not processed unless accompanied by the \$10 processing fee (cash or check). Unfortunately, we are not set up to take payment online for the background verification at this time. Once a volunteer has gone through our volunteer process and their background check is cleared, they are then ready to get involved and serve.

Court ordered community service; only minor violations and first time offenses - minor in possession or DUI, truancy or traffic violations and all priors are taken into consideration when seeking to volunteer here at CCS. You will need to provide copies of all court paperwork and community service requirements before volunteering can commence.

Back ground checks will be conducted every two years on regular volunteers and staff.

A volunteer's file will go into the inactive files if the volunteer has not volunteered within 15 months.

To reinstate an inactive volunteer file, the volunteer will need to attend our volunteer orientation again and have a background check run again.

**Use of Company Property:**

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

### **Community Storehouse Credit Card Purchases and/or Invoice Charges:**

All purchases charged to a CS credit card or signed invoice charges must have a receipt turned in. These receipts are to come directly from the staff member or volunteer who has made the purchase. Example: drivers getting gas should turn in the receipt directly to the office. In addition, all CS vehicles will carry a gas/purchase log. When gas is purchased, the date and employee/volunteer name is to be recorded in this small log and the receipt is to be turned in to the office.

1. Gas/Purchase logs are to be in each CS vehicle.
2. When vehicle purchases are made, they are to be recorded in the vehicle log with the date, amount, and name of person who made the purchase.
3. All Receipts and all signed for invoices for a purchase are to be turned in directly to the office the day of purchase by the staff/volunteer responsible.

### **Driving or Traveling in Company Vehicles:**

- Any volunteer authorized to drive a CCS vehicle must have a clear and valid driver's license and must be at least 18 years of age.
- All passengers must wear a seat belt at all times when the vehicle is moving.
- Cell phone use is prohibited while driving. If you must use a cell phone you are required to pull over to a safe place to send/receive a text or call.
- Drivers must follow all road laws and signs at all times.
- No children under the age of 16 are permitted in any CCS vehicle without the prior approval on 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 and volunteers are required to maintain such information in strict confidence. This policy benefits you, as an unpaid employee, by protecting the interests of CCS 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 release of all volunteer opportunities.

### **Smoking:**

CCS endeavors to provide a healthy environment thereby prohibits any form of tobacco consumed in company buildings or vehicles. Additionally, no smoking is allowed within twenty five (25) feet of exterior entranceways. There is to be no smoking in any vehicle owned by

Community Storehouse. This includes all tobacco products and electronic cigarettes. CCS is a non-smoking facility to all employees, shoppers, donors and volunteers.

In addition, there will be no smoking at any off sight program, meeting or event hosted by CCS while working such events.

### **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 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 volunteer 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 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 who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, including termination.

### **Open Carry and Concealed Handgun policy**

All property of CCS offices, donation dock, pantry and Resale Stores are gun free areas.

This means NO guns are permitted on the property at any time whether concealed or open carry:

*"Pursuant to Section 30.06, Penal Code (trespass by holder of license to carry a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (concealed handgun law) may not enter this property with a concealed handgun."*

*"de conformidad con la sección 30.06 del Código Penal (prevaricación por el titular de la licencia para portar una pistola oculto), una persona con licencia bajo el subcapítulo H, capítulo 411, Código de Gobierno (ley de portar armas ocultas) no pueden entrar en esta propiedad con un revólver oculto."*

*"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."*

*"de conformidad con la sección 30.07 del Código Penal (prevaricación por el titular de la licencia con una pistola llevó abiertamente), una persona con licencia bajo el subcapítulo H, capítulo 411, Código de Gobierno (Ley de licencias para portar armas), no pueden entrar en esta propiedad con una pistola que se practica abiertamente".*

### **Scheduled Workday:**

1. All volunteers are asked to be at their work stations five minutes prior to their scheduled workday.
2. All volunteers will treat customers, clients, donors, and guests with the utmost respect and courtesy at all times.
3. There will be no food in the client waiting area or Resale Shops.
4. The offices building, the resale stores, and the donation drop off area should be kept clean at all times. This includes work stations.
5. The gates will be closed and locked after hours.
6. There will be no one, except staff and volunteers, behind the buildings or in the Annex.
7. In the event of illness or personal emergency, we ask you to call the Storehouse two hours before your scheduled workday begins.
8. 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.
9. Each volunteer member is expected to abide by the Code of Conduct and its complete set of guidelines.
10. Everyone will refrain from cursing, insulting, or defaming another employee/volunteer or management, in any manner, at any time, both on or off CCS property. Such actions will result in a meeting with the CCS Executive Director and possible release of all volunteer hours with CCS.

### **Dress Code:**

1. As a volunteer of CCS, we ask 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. Tattoos showing is unacceptable along with multi-colored hair and rings anywhere except the lower ear lobes.
2. It is essential that you act in a professional manner and extend the highest courtesy to your supervisors, co-workers, visitors, customers, donors, and clients. A cheerful and positive attitude is vital to our commitment of extraordinary client service.
3. No open-toed shoes will be allowed in the donation area or warehouse.
4. We also do not allow short shorts or low cut tops or short tops that allow the stomach to show, rude sayings on shirts or beer logos. If you have a question, please direct it to the supervisor in your area.
5. 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.
6. Cell phones are to be silenced while working. Volunteers are expected to work under the supervision of the staff in their work area.

**Volunteer Benefits:**

Volunteers are asked to sign in and out each time they work. These hours help us apply for grants. Upon completing 50 hours of volunteering, volunteer will receive a 10% off coupon for purchases in either resale store. Volunteers doing Community Service do not earn this incentive.

**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 CCS and hope you will support us in our efforts. Please know the Executive Director is available to you at any time. If you have concerns, compliments, or suggestions we are eager to hear them.

**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.

**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, other volunteers, staff, donors or shoppers.
4. Anything regarding unethical, dishonesties or immoral acts.
5. Representing the CCS 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 CCS and volunteer.

**Security:**

The security of the CCS is every employee's and volunteer's responsibility. CCS 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 CCS. You are responsible for understanding and following CCS established security procedures.

In the event an evacuation is needed at Keller Hicks, 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. At Hopes please go out the front door to the street or back door to the empty field behind the building. At the Warehouse please exit out the front doors and go to the field to the left of the building when facing the front door.

No volunteer or staff member is to be alone at the CCS facility any time after hours.

**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.

**Suggestions:**

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



## **History of the Christian Community Storehouse dba the Community Storehouse**

### **Introduction:**

Christian Community Storehouse (CCS) began providing assistance to low income families in 1982. Food, clothing, and financial assistance were given in their time of need. Without this foundation CCS would not be here today. CCS has grown into the only children's charity in NE Tarrant County focused on keeping children in the classroom. We are not just a food pantry but an organization focused on long term results. Education is a means for children to pull up and out of poverty and we believe that together will can and will change the futures of these young folks in our community.

**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, Northwest I.S.D. area and Carroll I.S.D. area. Keller I.S.D. encompasses nine cities in Tarrant County. Carroll I.S.D. encompasses the city of Southlake. 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 20.2% of the student population in NISD and 23.7% of the student population in KISD have been identified as economically disadvantaged.

### **Goal:**

The goal of the CCS is to provide effective educational support to children in KISD, NISD and CISD that are in crisis. By stabilizing their situation and giving them educational support CCS is closing the gap between opportunity and achievement for the children in our community.

### **Key Strategies:**

1. CCS partners with businesses, churches, schools, agencies, civic organizations, corporations, and individuals to build support and awareness of the needs of the children in our community.
2. Case management and a comprehensive planning give parents and guardians direction in their time of need or crisis.
3. CCS focuses on the mind, body, and spirit of the children we provide for. Their education, nutrition, and confidence to succeed are priceless to their futures.

### **Objectives:**

1. Through partnerships, the CCS will increase support, revenue, and long-term relationships toward awareness of the needs of the children in our community.
2. Case management and comprehensive planning, offering resources and training, increases the parent's ability to become self-sufficient, in turn relieving stress with the household.
3. A variety of services are implemented to provide at-risk children and teens with support and/or activities, promoting education, self-worth, health, and wellness, decreasing the risk of possible negative outcomes.

Children's Programs: Mind/Body/Spirit

CCS helps children and teens with:

1. Educational Support, Quest, Kids2College, After School Book Club
2. Nutrition; Summer lunches, Friday Snack packs, Year round support

3. Service Learning; Junior Board, on-site training
4. Wellness; Dignity Closet and Baby Dignity Closet

We partner with the each school district campus to provide the programs above, 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. CCS is not in competition with other agencies and wants to partner with all agencies and communities to provide the best possible services to children in need. One agency cannot fulfill all the needs of others. Together, we can make a huge difference. CCS belongs to the communities it serves. Staff merely manages it to the best of our ability.

Ways you can help CCS provide for low income children;

1. Attend our Hope Dinner event with your circle of contacts and families.
2. Donate to our Food Pantry and Resale stores
3. Connect us with others you feel would support our Mission.
4. Follow us on social media (i.e. Facebook, Twitter and Instagram) and share our post.
5. Volunteer during our special events.

Sign up for monthly, quarterly and/or year-end financial donations

**Time Line of CCS Major Events:**

**February:** Hope Dinner Event- this is a major fundraiser for our agency. It is a gala dinner/live and silent auction, dancing and a way for clients to tell their stories.

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

**June/July/August:** 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:** - Quest Summer Reading and Bookclub programs – for children in KISD, NISD and CISD who are struggling in reading.

**September:** 5k Run in the Dark – Major fundraising event for CCS.

**November:** Distribution of Thanksgiving meal.

**December:** Christmas 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  
Case Manager: Teresa Dryer  
Administrative Assistant: Shanna Holden  
Development Director: Megan Stiller  
Assistant to the Development Director: Melissa Ellis  
Retail Manager: Brandon Board  
Food Pantry Manager: Louise Jackson  
Finance Coordinator/HR: Rie Crowley  
Volunteer Coordinator: Ellyn Temple

**Office Front Desk Volunteers - Job Description**

- Meet, greet, and assist clients prior to them seeing a case manager.
- Provide the clients an intake form to complete.
- Provide the clients with the list of required documentation.
- Assist the clients in the waiting room, showing them what resources are available and providing client specific resources.
- Helps answer phone in a professional, friendly manner and directs calls to appropriate person.
- Assists in greeting and directing visitors.
- Assists with computer projects and entering data.
- 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 food orders according to charts.
- Deliver groceries out to client's vehicle.
- Distribute menus with food supplies.
- 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.
- Maintain a neat professional appearance
- Assist driver with assigned responsibilities
- Help keep trucks clean and paperwork organized

**Special Events Volunteers- Job Descriptions**

- Professional appearance required
- Training prior to each event
- Responsibilities as assigned

**The Community Storehouse 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 of 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 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 Community Storehouse policies and procedures contained within this Handbook and all other posted or publicized, written or verbal, Storehouse policies and procedures.

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name

Revised 12/22/15

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