



# **VOLUNTEER HANDBOOK**

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## About Women Giving Back

### OUR MISSION

Women Giving Back supports women and children in crisis on a first step to stability by providing quality clothing at no cost, assisted by a caring and committed community.

### OUR VALUES

**Compassion** – To provide an uplifting, friendly atmosphere where those we serve feel comfortable and welcome.

**Respect** – To be respectful and considerate of those we serve and not question or judge the circumstances that bring them to us.

**Self-Esteem** – To build women's self-esteem by providing them with clothing that makes them feel good about themselves.

**Service** - To work hard and give our best to help those we serve.

### OUR HISTORY

In 2007, the founders of Women Giving Back learned just how much women in shelters were struggling because they lacked appropriate clothing. We took action, beginning as a program under HomeAid Northern Virginia and operating out of a closet at the Northern Virginia's Builder Association they began provided clothing to women in need.

In 2011, we moved into their current location. Embodying the philosophy of women helping women, we set out to create an uplifting place where the women could come to shop for clothing they needed, free from financial restraints.

From grassroots humble beginnings, we have grown into an organization that serves more than 14,000 women and children in need every year. We amassed nearly 3,000 dedicated volunteers and roughly 800 referral partners throughout the Greater Washington Metro area. Over the past 16 years, Women Giving Back's programs have grown to meet the expanding and evolving needs of the community it serves.

### WHY WE DO THIS

WGB's mission is more than clothes – our committed volunteers provide personal service and uplifting interaction in a unique boutique-like atmosphere, focused on helping women arrive at a level of self-confidence that enables them to improve their lives and achieve independence. The increased self-esteem that comes from securing

and maintaining employment not only helps individual women, but contributes to stable families, which, in turn, improves to the viability and safety of our communities.

## Introduction

Welcome to Women Giving Back (WGB). Volunteers are the heart of WGB, and we depend on more than 2,000 volunteers every year to help keep our organization running smoothly.

Thank you for giving your time and talent to help others. We hope you find volunteering with Women Giving Back a positive and rewarding experience.

### Purpose of the “Volunteer Handbook”

We will do everything we can to ensure that you have the knowledge and resources to fulfill your volunteer role effectively. This handbook is one way we will provide this information, but our Staff and Lead Volunteers are also available to answer questions about the content of this handbook or your volunteer service with WGB.

- **Read the Handbook BEFORE you start** your volunteer activities so you will be familiar with general tasks and responsibilities when you arrive.
- **Reference the Handbook** as often as you need to while you are volunteering to refresh your memory about how to do certain tasks.
- **If you are training other volunteers**, use the information in the Handbook to help you describe and show how tasks are performed.

### The Primary Goals of a WGB Volunteer Are...

- Make it all about the women! – Stay focused on what’s best for the women, children, and the program.
- Share your great attitude – Be excited and happy to be helping WGB - it’s contagious!
- Be a willing helper – Shoppers often don’t know how this all works. As a willing, enthusiastic volunteer you can make this a great experience for them.

*“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”*

*-Dr. Felice Leonardo Buscaglia*

# General Volunteer Policies

## Standards of Conduct

- Be prompt and reliable.
- Be courteous, friendly, and helpful to Shoppers, Staff and other volunteers.
- Respect the privacy of our Shoppers.
- Carry out the role to which you have been assigned.
- Ask for support when you need it.
- Role modeling. Dress comfortably, but remember you are also a role model for our Shoppers.
- Adhere to all WGB's policies and procedures as described in this handbook and at your orientation.
- Report to Staff any volunteer impaired by alcohol or drugs of any kind.
- Display appropriate conduct or behavior that reflects positively on the WGB's mission.
- Follow standards of conduct that will protect the interests and safety of all Shoppers, Staff, and volunteers.

## Boundaries

You should only provide services or perform tasks as outlined in your volunteer duties description. If you believe a shopper needs additional support, you should notify a WGB Staff member.

- DO recognize your own personal boundaries
- DO avoid getting into situations that could be misunderstood
- DO think before you say 'Yes'
- DON'T give out your personal telephone number, address, or social media handles
- DON'T become emotionally over-involved
- DON'T get involved in a sexual or intimate relationship
- DON'T accept any form of harassment/violence from others
- DON'T buy gifts or give money to Shoppers
- DON'T accept gifts or money from Shoppers
- DON'T lend to or borrow money/material goods from Shoppers
- DON'T give car rides to Shoppers or arrange transport (refer to Staff)

## Age Requirements

WGB has multiple volunteer opportunities, each with different age requirements. In some cases, volunteers may need to be accompanied by an adult. See age requirements for each volunteer role.

All volunteers who are under the age of 16 must be accompanied by an adult, teacher, or group supervisor. The ratio of child to adult is 5 to 1. All unaccompanied youth ages 12-17 must provide a waiver slip signed by a parent or guardian, either electronically in WGB's Volunteer Portal or by printing and bringing it in to a Staff member. Youth volunteers may not be able to work in the boutique depending on the population of Shoppers the boutique is serving at that time.

## Dress Code

Volunteers are expected to project an image that sets positive dress and grooming examples for our shoppers and shall adhere to standards of dress and appearance that are appropriate for their volunteer role. Presenting a bodily appearance or wearing clothing which is disruptive, provocative, revealing, profane, vulgar, offensive, or obscene is prohibited. Boutique volunteers are required to wear purple aprons and outdoor volunteers may be required to wear traffic safety vests. Aprons and safety vests are provided. Closed-toe shoes are required for all warehouse, boutique, and volunteer drivers.

## Attendance and Commitment

Volunteers should provide as much notice as reasonably possible to the Volunteer Engagement Specialist if they will be late for or absent from a volunteer shift. Volunteers who miss three (3) shifts that they sign up for without proper notices will be removed from future volunteer shifts. Volunteers who do not return after a year are considered inactive.

## Difficult Shoppers

Difficult Shoppers should be directed to a Staff member. Volunteers that find themselves in a situation where they feel uncomfortable should involve their Lead Volunteer or a Staff member immediately.

## Parking

Volunteers can park their vehicle at the back of the facility, to the right of the blue dumpsters on the tree line, if space is available. If unavailable, please park in the front main lot but in the row closest to the trees, away from the building to allow spaces for our shoppers.

## Personal and Emergency Contact Information

It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made online through the WGB Volunteer Portal. Please be sure to keep your email up to date as this is our main means of communication.

## Court Ordered Volunteers

Women Giving Back (WGB) accepts limited volunteers performing court-ordered community service. These individuals must read and complete WGB's Court-Ordered Policies & Agreement and email it to [Volunteer@WomenGivingBack.org](mailto:Volunteer@WomenGivingBack.org) to be approved. We are unable to accommodate any violent or drug-related charges and reserve the right to dismiss a volunteer at any time if the participant is unproductive, is disruptive or in any way negatively impacts the accomplishments of WGB's mission.

## Confidentiality of Information

All WGB volunteers are required to respect and maintain confidentiality, both during and after their volunteer service with WGB. All volunteers are expected to show the highest regard for the privacy of all WGB shoppers who are often our neighbors. Do not post any photos of shoppers or their children on social media sites, including but not limited to Facebook, Snapchat, Twitter, and Instagram. While it is central to the WGB's mission to warmly welcome our shoppers, interact with them respectfully, and recognize their individual dignity, for reasons of privacy and safety we discourage the exchange of personal details, including address, between Shoppers and volunteers.

All volunteers are to exercise great care when discussing the Shopper's services. Care should be taken to prevent discussions regarding services from being overheard by other Shoppers, volunteers, or Staff members not involved in such services.

All volunteers are required to maintain the confidentiality, of all WGB trade secrets and proprietary information, including but not limited to Shopper information, business documents, reports, records, files, and correspondence and communications, to which the volunteer has access in carrying out their responsibilities and duties. None of the above may be copied or removed from the premises of WGB without prior written consent. The names and addresses of WGB's donors are also considered confidential, as well as all Shopper and volunteer information. Release of confidential information to any unauthorized parties must be approved in advance in writing by the Chief Executive Officer (CEO).



Volunteers have an obligation to report violations or suspected violations of these prohibitions to their immediate supervisor or the CEO.

## Conflict of Interest

WGB has adopted a conflict-of-interest policy which is designed to help volunteers of WGB identify situations that present potential conflicts of interest and to provide WGB with procedures to appropriately evaluate transactions where potential conflicts arise. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of WGB and will preserve and strengthen public confidence in WGB activities. Likewise, volunteers should refrain from engaging in any transaction in which personal interests' conflict, potentially conflict or appear to conflict with those of WGB. An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for yourself or for a relative as a result of WGB's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar item or benefits) for services rendered as part of his or her volunteer service.

No volunteer shall use WGB stationery or any title of WGB or refer to WGB or misidentify themselves as an employee thereof in connection with any matter as to which they are not authorized as a representative of WGB and to express an opinion on its behalf.

## Solicitation Policy

WGB prohibits any volunteer from soliciting any of its participants, Staff, volunteers, or visitors and/or distributing any literature, pamphlets, or other materials on WGB premises, except for approved WGB business.

WGB prohibits any volunteer from soliciting, collecting from, or selling to any other volunteer, Staff, or participant during the working time of the soliciting person or of the person being solicited. In addition, the posting of written solicitations on company bulletin boards is prohibited. Such boards are reserved for official organization communications such as federal and state labor law information, community partner, volunteer and Staff announcements, internal memoranda, organizational announcements, etc.

## Work Environment

### Safety

We want everyone at WGB to feel safe and have a positive experience. Please be aware that some volunteer jobs may include lifting and carrying heavy items; it is your responsibility to know your limitations, communicate them as needed, and refrain from activity beyond your abilities. WGB strives to maintain a safe environment in compliance with federal, state, and local safety regulations. Volunteers are expected to obey safety rules (**see appendix**) and to exercise caution in all your work activities. You are asked to report any unsafe conditions to your Lead Volunteer or a Staff member immediately. Any accident, which results in injury, regardless of how insignificant, must also be reported promptly.

### Anti-Discrimination and Harassment Policy

WGB is committed to providing an environment free of unlawful discrimination or harassment. WGB's policy prohibits discrimination against any applicant, employee, shopper, or volunteer regarding any term, condition, or privilege of employment or volunteer engagement on the basis of race, religion, color, sex, gender, sexual orientation, national origin, ancestry, marital status, age, or any other classification protected by federal, state or local law.

WGB strictly prohibits harassment of any kind of an employee, volunteer, or shopper by another employee, officer, director, volunteer, shopper, or by a third party. If a volunteer feels they have been subjected to harassment or has witnessed conduct believed to be harassment, they should contact the CEO or a Board member.

### Drug-Free Policy

WGB provides a drug-free work environment. The use, possession, manufacture, and distribution, dispensation or sale of illegal drugs, alcohol, or any controlled substance on WGB premises or program sites, in WGB vehicles or during volunteer hours, is strictly prohibited. Similarly, it is prohibited for any volunteer to be under the influence of illegal drugs, alcohol, or any controlled substance on WGB premises or program sites, in WGB vehicles or during working hours.

For purposes of this policy, the following terms have the following definitions:

1. "Under the Influence" means that the volunteer is affected by an illegal drug or alcohol or the combination of a legal drug and an illegal drug and/or alcohol in any detectable manner.

2. “Legal Drug” means any prescribed or over-the-counter drug which has been legally obtained and is being used for the purpose for which it was prescribed or manufactured.

a. Marijuana – including “medical marijuana” – is illegal under federal law and may not be used in the workplace. All volunteers are prohibited from being under the influence of marijuana while at work.

3. “Illegal Drug” means any drug which is not legally obtainable, or which is legally obtainable but has not been legally obtained including, but not limited to, marijuana, any prescription drug, substance or chemical not legally obtained, and any prescription drug, substance or chemical not being used for prescribed purposes.

Violation of this policy shall cause immediate termination of volunteer duties.

### Tobacco/ Nicotine/ Vaping Free Environment

WGB is a smoke-free environment (including vapes and/or electronic cigarettes) and smoking is prohibited in facilities occupied by WGB, including, but not limited to offices, restrooms, vehicles, and hallways. Volunteers may use tobacco products outside at least 100 feet from the building. This policy applies to and includes all WGB premises and those representing WGB at public events.

### Weapon-Free Workplace

To ensure that WGB maintains a workplace safe and free of violence WGB strictly prohibits the possession or use of dangerous weapons or firearms (either openly or in a concealed manner):

- while on any property owned, leased, or controlled by WGB
- while at partner, donor, vendor, or other work locations on WGB business,
- while in WGB vehicles, or
- while acting as a WGB representative at any work-related activities, meetings, or functions.

This prohibition against the possession or carrying of weapons or firearms applies even if the employee, volunteer, shopper, or visitor is licensed to carry a concealed or to openly carry a handgun. On duty law enforcement officers are exempt from this policy.

## Theft

Goods donated to WGB is intended for distribution to Shoppers. If you find yourself in need, please contact a Staff or Board member. Any theft of goods will be reported to the local police department and subject to investigation and criminal prosecution.

## Dismissal

Volunteers who are not in compliance with our Standards of Conduct or Confidentiality requirement, who engage in unsafe or unseemly behavior at WGB, or who violate our practices or policies as detailed in this Handbook, are subject to dismissal. WGB may request a volunteer to leave immediately if warranted by the circumstance.

## Incident Reports

When conflicts arise or incidents occur, please request, complete, and submit an Incident Report Form by emailing [Info@WomenGivingBack.org](mailto:Info@WomenGivingBack.org).

## Weather Closings

WGB strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting the volunteer coordinator to inform them they will not be make their scheduled shift. WGB follows the weather-related openings and closings of Fairfax County Public Schools. If WGB should close, we will notify scheduled volunteers via email of the closing, as well as on our social media platforms.

## Health

Good health is a top priority. We ask all Staff, volunteers, and visitors to consider their own health status before entering the building. What may seem like a 24-hour bug to a healthy younger person, could be devastating to a frail 86-year-old. If you have had or are exhibiting signs of a communicable illness, please do not visit until you have been symptom free for at least 48 hours. Symptoms would include but are not limited to fever, sore throat, cough, vomiting, diarrhea, open wounds, lesions, rash, or infection. Anyone that exhibits symptoms of a communicable illness will be sent home.

## Getting Started

For many one-time volunteer opportunities, getting started is easy. All individual volunteers (including minors) must create a volunteer account through VolunteerHub – Women Giving Back’s Volunteer Management Portal [www.wgb.volunteerhub.com](http://www.wgb.volunteerhub.com)

### Volunteer Management Portal



## Orientation

All New and Inactive\* individual volunteers are required to attend an in-person or online orientation prior to volunteering. Pre-registration is required to attend an orientation. Youth 12-15 must be accompanied by an adult who is also registered. This does not include volunteers participating in a scheduled group/corporate volunteer shift.

\*Inactive volunteers; 1 year since last volunteering at WGB.

## Trainings

Some specific programs require additional training, such as Lead Sort Volunteers, Diaper Pantry Leads, Drivers and Santa’s Workshop Elves. These trainings may be conducted by individual Staff members or their Lead Volunteers, and may require observing or shadowing a Staff member or another volunteer.

## Check-In

All volunteers enter through the back warehouse door. At the volunteer station, there are kiosks to sign in for your shift. Print a name tag and then put on a purple apron. Your Lead (wearing a green apron) or a Staff member will be looking out for you.

## Recording Your Hours

The first and last thing you should do when you come to WGB to volunteer is sign in and out of the Volunteer Portal. Log in when you arrive and log out when you leave.

This helps us better keep track our volunteer hours for grant reporting. This includes communicating volunteer time at off-site events, picking up/delivering donations, meetings, training, etc. to the Volunteer Engagement Specialist.

## Volunteer Roles

The first step to being a volunteer is identifying what volunteer role or roles you would like to fill (many volunteers fulfill more than one role during their volunteer time). There are a wide variety of volunteer roles and tasks that you can choose from to help support WGB.

**Boutique & Warehouse Volunteers** have the opportunity to work directly with Shoppers and/or work behind the scenes in Warehouse. Activities may include:

- Sorting & hanging clothes
- Shopper Assistant
- Bag-To-Go shopper
- Childcare
- Restocking displays
- Restocking store
- Receiving donations
- Boxing & storing clothes

Male volunteers will be limited to the warehouse when the boutique is open to shoppers due to the high number of domestic violence survivors the boutique serves.

**Diaper Pantry Volunteers** help run our community diaper pantry. Activities may include:

- Restocking diaper shelves
- Loading/Unloading diapers
- Receiving & verifying documentation
- Wrapping diapers
- Filling diaper orders

**Lead Volunteers** are a resource to other volunteers and WGB. Lead volunteers oversee coordination of on-site volunteer activity shifts, assist training of other volunteers and help with the logistics of large volunteer events such as MLK Day and Santa's Workshop. As a lead volunteer, you will be a source of up-to-date information on WGB programs and daily tasks.

**Off-Site Volunteers** help through tasks and activities outside of the WGB facility. These can be ongoing or deadline oriented and may include:

- Donation Drive Leads
- Special Events
- Snack Pack Assemblers
- Event Table Ambassador
- Driver (Pick Up/Drop off Donations)

## Where You Can Work

Volunteer tasks will vary depending on if you work in the **BOUTIQUE** or **WAREHOUSE**. This handbook will briefly describe the duties and tasks in each area.

## Boutique Volunteers

**Requirements:** Must be at least 16 years old and identify as female. Dress comfortably, but remember you are also a role model for our shoppers. Be prepared for extended periods of standing, bending, reaching and light/moderate lifting.

**Age Minimum:** Requirements can vary depending on the population and sensitivity of shoppers being served during your volunteer shift. 16+ without a parent/guardian. 12-15 yrs. old always accompanied by a parent/guardian.

### Shopper Administrative Assistance this may be done indoors or outdoors

1. When Shoppers arrive at the boutique, assist a Staff member to check them in, matching ID name with their electronic referral from their case manager.
2. All Shoppers that have been properly checked-in are given a lanyard with an identifying number to wear while they shop. Ensure only those with lanyards, and their children, enter the boutique.
3. After check-in, greet the Shoppers, welcome them, and hand them a shopping bag.
4. You can ask if they would like their children to stay in our childcare play area while they shop. If so, ask one of the childcare escorts to take the children to the play area.

### Shopper Assistant

At times and typically upon request a shopper in the boutique may need assistance to make that shopping experience as pleasant and easy as possible. Some Shoppers will want to shop on their own, while others will want your or need help, particularly Shoppers with mobility issues. All volunteers in the Boutique should be prepared to offer a high level of customer service by being friendly and professional. Ways you can help:

1. Show the Shoppers where they can find clothing and accessories for themselves and their children and tell them how the boutique is arranged by size and then type. Tell them to where to go for check out when they are done.
2. Put selected clothing in the Shoppers shopping bag, leaving empty hangers on the racks. Do not bring individual items to check out.
3. Ask if they need help carrying their bags.
4. If they express that they do not need help simply suggest that if they have any questions, you will be available to assist.

5. NEVER take Shoppers in the warehouse and avoid being alone with a child anywhere in the facility.
6. Once Shoppers have selected their remaining wardrobe items, help them take their bag(s) to the checkout counter.

## Check-Out Volunteers

The Check-Out volunteer ensures that Shoppers go home with a complete wardrobe, but it is also a great time to ask how their experience was and compliment them on the items they choose. Please note that the shopping list pictured may be changed depending on our stock of items.

1. As Shoppers bring up their shopping bag for check out, make sure to ask if there are any items they might have missed (i.e., coats, jewelry). *They will not be allowed to continue shopping once they have started check out.*
2. Make sure the shopper has a WGB lanyard. If a child/teen comes to checkout let them know that they must check out with their mother.
3. Check the lanyard for how many children they have.
4. Make sure they have selected the correct number of each item and place these items in the appropriate white to go bags. The shopping list (example pictured) can change due to inventory. Please do not bag items as families are shopping unless they indicate that they are finished shopping.
5. Pack a snack pack per child in their bag (if available).
6. Ask if need feminine hygiene products (if available) and add one pack to the bag.
7. If they came in the same vehicle/bus with others, please have them write their name on each bag.
8. Lastly, collect their lanyard but be sure their ID/License is not in the lanyard pocket.

## PLEASE CHOOSE

- |    |          |   |
|----|----------|---|
| ⑤0 | CLOTHING |    |
| ⑤  | SHOES    |    |
| ①  | COAT     |    |
| ①  | PURSE    |   |
| ③  | JEWELRY  |  |
| ②  | BRA      |  |

## THANK YOU!

## Re-stocker

Importance: Re-stockers make sure that boutique has plenty of options in each type and size in each department (Clothing, Coats, Maternity, Shoes, Purses, Jewelry, etc.). This helps to ensure that Shoppers will find clothing that fits and is the style they want. All restocking is done when there are no Shoppers in the store.



1. Take note of gaps in the inventory in the boutique. Take racks from the warehouse which have already been sized, sorted, and hung and are ready for the boutique to fill in gaps.
2. Find items in the warehouse to fill in gaps. Several of the storage areas in the back change seasonally, so please don't hesitate to ask for help finding items. Be sure that all items are hung in the same direction.
3. Hang or place the re-stocking items in the appropriate place in the boutique. Please ensure that the item's size matches the correct size marker on the rack. Clothing items should also be arranged in the boutique by type, as the labels demonstrate. Hangers all need to be facing the same direction, like a question mark (?). See Appendix for a complete description of the WGB Appearance Standards.
4. When restocking, do not overpack the racks – there should be a generous amount of space for Shoppers to easily see items without having to completely remove them from the racks. There are back stock areas for every item that WGB carries, so please ask if you do not know where to put excess inventory.
5. If there are no items, or not enough items, in the warehouse to fully restock, please tell your sort leader or a lead volunteer.

## WAREHOUSE VOLUNTEERS

Behind the scenes work at WGB, which includes sorting, bagging, hanging, and storing items, is essential to WGB.

### Donation Sorter

**Requirements:** Dress comfortably and wear closed toe shoes. Be prepared for extended periods of standing, bending, reaching and light/moderate lifting. Accommodations can be made for volunteers with mobility impairments. Please contact our Volunteer Engagement Specialist at least 7 days prior to your shift.

**Age Minimum:** 16+ or 12-15 accompanied by a parent or guardian at all times

Goods are donated generously, but not always in an organized way. Sorters make sure that all donated goods meet the standards of WGB, and that re-stocking can be done easily and quickly daily.

Unsorted items are located to by the back-loading bay door in the warehouse.

1. When sorting donations, we separate all Adult and Children's clothing and shoes and categorize them by "Summer" (lighter fabrics, pastel colors) and "Winter" (heavier fabrics, sweaters). Layering pieces (shells, tees, cardigans) as well as jeans and workout clothing are ALWAYS in season.

2. Acceptable and good conditioned accessories (scarves, jewelry, handbags, belts, shoes, etc.) are separated into appropriate bins. **See appendix.**
3. Carefully examine each item and making sure it is clean, undamaged, in style and ready for the boutique. When in doubt, please ask Staff or a fellow volunteer.
4. All items that are in good condition will be sorted into the appropriate bin.
5. All uncollectable donations that we choose not to keep for any should go in the large red bags. See next section for a complete list of all uncollectable “red bag” items. **See appendix.**
6. Remove all tags (extra buttons can remain) unless on new socks, swimsuit, or underwear.
7. Check all pockets and handbags for holes and items.

Review Quality and Appearance Standards in the Appendix prior to volunteering

## Donation Receivers

**Requirements:** Dress comfortably for the weather and wear closed toe shoes. Safety vest will be provided. Must be at least 16 years old. Be prepared for extended periods of standing, bending, reaching and able to lift up to 50 lbs. Be prepared to work in both indoor and outdoor as needed.

**Age Minimum:** 16+

1. Listen for the donation doorbell or watch for cars to approach and greet donors
2. Ask if they have women’s or children’s donations. Clothing donations go in appropriate crates and donations of shoes (shoes go on shoe table or in blue bin underneath). If the bags are mixed with shoes and clothes, then place them in crates. Boxed items should be stacked on the warehouse floor (not in bins/crates) and items on hangers hung a rack.
3. Let donors hand you the donations from the car so we do not accidentally take anything they do not want donated.
4. Offer them a receipt for tax purposes. They can take the receipt with them; we do not keep a copy.
5. Offer them a tour of the facility – a staff person or sort leader can assist. They are always impressed!
6. Thank them for their donation!

## Off Season Storage Packers

We box and store items we cannot use in the current season. There is separate boxing, storage areas and color-coded sizing labels for off-season women and children clothing.

BLUE labels – Fall/Winter

YELLOW labels – Spring/Summer

Please put the appropriate color and size label for the box you are packing on the top right-hand corner. Do not write on the box. Boxes will be stored away as indicated by your Sort Leader or a Staff member. Diaper stickers and any other markings should be covered with brown craft paper stickers and any old size stickers removed.

## Drivers

**Requirements:** Must sign up to be an approved volunteer driver in advance. Must have a valid driver's license and have full liability insurance. Dress comfortably for the weather and wear closed-toed shoes. Be prepared for extended periods of standing, bending, reaching and able to lift up to 50 lbs. Be prepared to work in both indoor and outdoor as needed. You don't have to do it alone – the WGB van seats 2 people – bring a partner to help you out.

**Age Minimum:** 23+ in personal vehicle or drive the WGB van (teens may accompany an adult driver)

Make routine pick-ups from our partner drop-off locations or pickups from corporate donation drives and retail partners. Occasional drop-off of donations to our Community Distribution Partners and staff our "Stuff the Van" donation drive events.

Use of Personal Vehicles for WGB Business:

Some positions will require the use of a volunteer's private vehicle. Maintaining a valid Virginia's driver's license and current auto insurance is a requirement for these positions.

If a private vehicle is used for WGB purposes, the following will apply:

- All operators of personal vehicles on WGB business must have a valid driver's license. No volunteer with a suspended license may operate a vehicle on WGB business until the license has been reinstated.
- All drivers of personal vehicles on WGB business must have full liability insurance (personal injury and property damage) in at least the minimum limits required under state law. No volunteer with expired insurance may operate a vehicle on WGB business until the insurance has been renewed.
- WGB expects volunteers to operate personal vehicles in strict compliance with all traffic laws and regulations. Driver and passengers are all required to wear seatbelts.

- A volunteer who receives any parking or traffic citation while using their personal vehicle on WGB business is responsible for all fines, court costs, etc.
- Any violation of the above policy regarding vehicles or misrepresentation of eligibility to use a personal vehicle on WGB business may result in termination of volunteer service.

## All Volunteers

A clean and organized boutique and warehouse makes everyone's experience at WGB better! It more welcoming and enjoyable for Shoppers, more comfortable and hospitable for volunteers, and improves safety and hygiene.

**Leave it better than you found it.** Please allow for at least 10 minutes at the end of your shift to clean up your workstation and help complete the following:

- Collect and discard trash/recycling,
  - Pick up items off the floor around your workstation and clear walkways.
  - Rehang clothing on the boutique floors and remove empty hangers from boutique racks and hang them on the hanger storage racks for reuse.
  - Wipe down and straighten tables, counters, etc.
  - Sweep workstation, childcare area, boutique or warehouse as needed.
  - Collect, discard, and empty all trash and red bag containers and replace them with new bags.
  - Recycle cardboard and bags in designated recycling bins.
  - Wipe down childcare area surfaces and sweep as needed.
- Note: Please do not write on, change, or remove any signage.

## APPENDIX - Quality & Appearance Standards

### Uncollectable “Red Bag” Items

1. Used underwear, socks, heavy bath robes, swimming/bathing suits or used hair items.
2. Outdated. If it is a visibly dated style. (ex. large shoulder-pads)



3. Clothing, shoes, and handbags that are stained, torn, ragged, smells bad (cigarette, animal odor, moth balls or unwashed), is covered in fur or hair or otherwise not wearable (check if it has all the buttons and that zippers work).



4. Shirts from events, vacations, or school (K-12) sports, teams, camps, or clubs. Shirts & accessories with company logos.



5. Used/opened toiletries, makeup, diaper packs and feminine products.
6. Household items, used toys, baby items, medication and medical items.



## Accessories

**Shoes:** All shoes should be taken to the shoe area for sorting. When sorting shoes inspect them for missing heels, scrapes, scuffs, and wear (i.e., toe imprints).

Then shoes should be rubber banded together, once around, with both shoes face up, and placed in the appropriate size bins. There are also boxes for out of season shoes such as sandals in the winter and boots in the summer.

The boutique shoe shelves should be restocked as needed from the sized shoe bins.



**Jewelry:** Place in bin marked jewelry on shelf near sorting area- to be sorted later. (Note: Do not stock the boutique from this bin as it needs to be sorted first.) Ready to be stocked items are in the closet next to jewelry in the boutique.

**Purses:** Check for holes, tears, stains, peeling, and remove any items inside and then place in appropriate bin under shelves near sorting area.

**Scarves, Belts, Hats & Gloves:** Check for holes, tears, stains, or snags and sort into marked bins on shelf near sorting area.

**Hosiery, Shapewear, Undergarments:** We only accept socks, hosiery and underwear that are NEW, in packaging/with tags. Place neatly into marked bins on shelf near sorting area. Excellent condition used bras are accepted and can be placed in the appropriate bin. The bras will be sorted and marked for size.

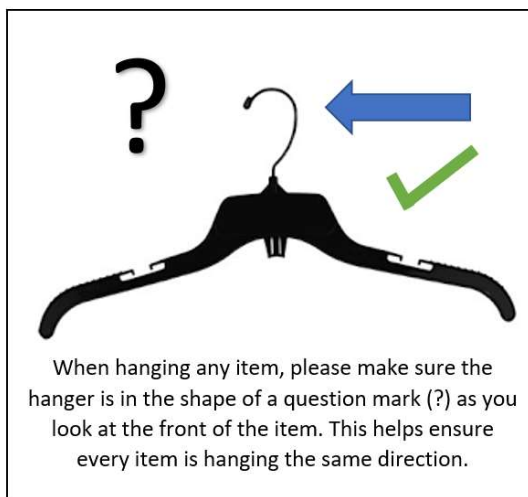
**Miscellaneous:** If you are unsure where to place an accessory (i.e., sunglasses, new hair accessories), please place it in the Miscellaneous bin and a lead volunteer will sort through it later.

## Sizing & Hanging Guide

1. As the clothes are separated by season in the sorting area, the clothes also need to be separated by size into the appropriate bins.
2. Determine the size of an item by first looking at the manufacturer's tag. However, keep in mind that different clothing manufacturers use different sizing scales. Guides and size conversion charts are posted in the warehouse to transition number to letter sizes and European sizes. When in doubt you can always ask a fellow volunteer, or your Lead.

Size Numbers	Size Letter	Size Marker Color
0-2	XS	Pink
4-6	S	Green
8-10	M	Red
12-14	L	Yellow
16-18	XL	Blue
Plus Size (20+)	XXL, 1XL-5XL	Orange

3. When hanging the clothes, the size marker letter and color should correspond with the clothing's size. There are two racks per size, one for bottoms (skirts, shorts, pants, etc.) and one for tops (dresses, blouses, suits, anything with shoulders).
4. Please take the time to find the right hanger for the item you are hanging. **See hanger guide.** Use adult size hangers for all adult clothing. Smaller infant and kids' hangers are on a hanger rack in the children's warehouse. Use adult hangers for kids' sizes 10 and up.
5. When hanging any item, please make sure the hanger is in the shape of a question mark (?) as you look at the front of the item. This helps ensure every item is hanging in the same direction.



## Hanging Examples:



Pants in all departments should be hung open with the fly zipped and buttoned. Always hang pants with a clip hanger. Pants should hang neatly and evenly, without sagging and with an even amount of fabric on each side of the clips. This makes it easier to see for the shoppers shopping.

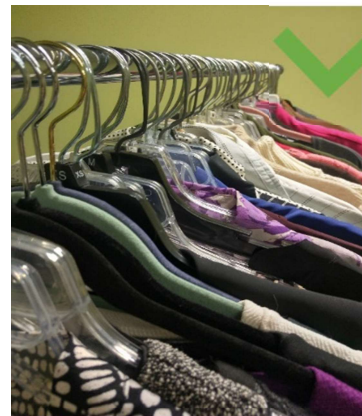


Coats/jackets should be hung buttoned/zipped to the top on a hanger durable enough for the weight of the coat/jacket.

Tops should be buttoned down starting from the 2<sup>nd</sup> button from the top and hung evenly on the hanger. This allows it to be easily removed from the hanger.



When clothing is placed on boutique floor it should be put in with the proper size. Within each size section like clothing should be together i.e.: dresses, suits & blazers, sweaters, blouses, sleeveless clothing. All hangers are to be facing the same direction.





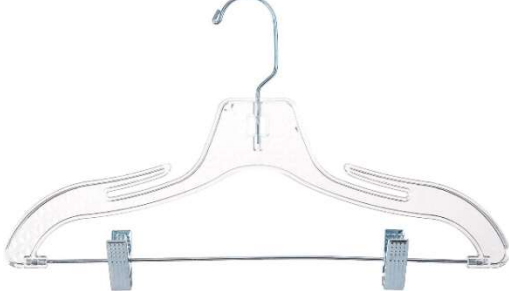


## Hanger Rack Organization

A good mixture of hangers on each hanger rack makes it easy to access the appropriate hanger.



## Hanger Guide

Garment Description	Hanger
<p><b>Top Hanger</b></p> <p>Use for: Tops, blouses, sweaters, blazers, robes, sleepwear, dresses, light weight jackets. Notches are great for spaghetti strap tops and dresses.</p>	
<p><b>Bottom Hanger</b></p> <p>Use for: Pants, Skirts, Shorts, Tube tops, Strapless Dresses and Halters.</p> <p>Note: Pants/skirts are hung flat front (not folded or on pleat) with a pants hanger</p>	
<p><b>Wooden Hanger</b></p> <p>Use for: Coats and heavy outerwear.</p>	
<p><b>Felt Top Hanger</b></p> <p>Use For: Silk Blouses and Silk Dresses, Knit Tops, Loose Neck Tops, Tops that might snag and XL and larger Tops.</p>	
<p><b>Two-Piece Hanger</b></p> <p>Use for: Two-Piece Suits, Two-Piece Sleepwear, Two-Piece Workout Sets and Maternity Bottoms.</p>	

## General Safety Guidelines

Volunteers must act in such a manner to establish and maintain a safe working environment.

### Safety DOs and DON'Ts:

- DO voice your concern to a Staff member when you are not comfortable with a task or feel unsafe.
- DO wear provided protective gear (gloves, vest, etc.) when necessary and trust your instincts.
- DO put tools, cleaning supplies, dollies/carts and racks away when you are done using them. This will help avoid any injury.
- DO follow all posted signs/instructions.
- DO keep loading bay area, warehouse, and boutique floors free of debris and spills.
- DO report damage or malfunctioning racks or other equipment and tools, to your Lead or Staff immediately.
- DO report and accidents' injuries or and suspicious behavior to your Lead or Staff immediately.
- DO remain in your assigned areas only. Certain portions of the warehouse are restricted to authorized personnel only.
- DO place items securely on shelves and racks
- DON'T smoke on premises nor 10 feet from any entrance.
- DON'T enter the facility while under the influence of drugs or alcohol.
- DON'T wear open-toes shoes while volunteering in the warehouse.
- DON'T operate warehouse ceiling garment lifts.
- DON'T ride on carts, ladders, or racks.
- DON'T climb on shelves or pallet racks.
- DON'T stack boxes more than 5 feet high
- DON'T exceed load capacity on shelves and racks

### Be Aware of Your Surroundings

- Check for warehouse equipment in motion.
- Do not text and walk
- Cell phone use is not permitted in the Boutique
- Volunteers should stay off of the warehouse floor while garment lifts are in use
- No running or horseplaying

### Tripping Hazards

- Keep floor clear of debris - please pickup hangers, bags, cardboard, etc. to minimize tripping hazards
- Store unused racks, on designated stacks

### Lifting Techniques

- Keep your back straight and near vertical; do not reach out in front and lift or twist your body
- Flex knees and lift with your knees/legs and hold heavy loads near your body
- Avoid using an extended reach
- Use carts or dollies whenever possible to avoid strain
- Make sure you can comfortably handle the weight of an item before lifting
- Ask for help from a fellow volunteer if you are unable to lift something

### Boxcutter Safety

- Keep your hand and body out of the blade's path
- Cut away from body
- Retract blade when not in use
- Turn in dull box cutters to your Lead or a Staff member

### Food & Diaper Handling

- Be free of communicable disease with no active fever, open sores, boils, or uncovered cuts
- Any band aids on hands must be covered by a finger cot or glove
- Properly wash hands immediately prior to starting work or resuming work after other activities
- Do not leave food items or unpackaged & unboxed diapers directly on the floor at any time. Place on table, counter, dolly, bin, or cart instead
- When in doubt, throw it out. Food and diaper quality and safety is always more important than quantity.

### Ladder Safety

- Only one person should use the ladder at a time
- Do not carry heavy items or loads up ladder
- Place it on solid ground with feet firmly planted, with assistance from another volunteer to hold the ladder
- Do not overreach, instead get down and reposition the ladder
- Always check the condition of a ladder before using it
- Maintain 3 points of contact on the ladder at all times