

# Volunteer Handbook



## Important contact information:

Email: [info@childrensthritsale.com](mailto:info@childrensthritsale.com)

Website: [www.childrensthritsale.com](http://www.childrensthritsale.com)

Facebook page: <https://www.facebook.com/pages/Childrens-Thrift-Sale/335624653196895>

Twitter: @ChildrensTSale

## General information

1. We greatly appreciate your support as a volunteer. Our sale takes place at the Thompson Drill Hall, CFB Kingston, 99 D'Artisan Road. If you have any questions or concerns, please contact the Volunteer Coordinator at [info@childrensthriftsale.com](mailto:info@childrensthriftsale.com)

2. You do not have to be a vendor to be a volunteer. To find out how to register as a volunteer contact us at [info@childrensthriftsale.com](mailto:info@childrensthriftsale.com). For insurance and liability purposes volunteers must register in advance of your first volunteer shift.

3. Each volunteer is required to complete **TWO** shifts in order to be eligible for volunteer perks and to maintain their "good standing" status. All volunteers **must** work at the sale on Saturday from 7:30am – 1:00pm. The times available for the second shift are as follows:

Friday: 12:00noon-3:00pm (set up)

Friday: 3:00 - 6:00pm (layout)

Saturday: 1:30-4:30pm (clean up)

To ensure we have enough volunteers for each shift and are able to complete all the tasks required to hold the sale we must have a minimum number of volunteers for each shift; therefore, second shift choice is by first signed up, first served. If the minimum numbers are reached we will do our best to accommodate requests to change shifts.

You are welcome to volunteer for one shift only; however, you will **not** be eligible for Volunteer Perks.

4. To show our appreciation, volunteer perks include: advance online vendor registration with ability to keep vendor number, participating in a volunteer pre-shop on the Friday night, and free lunch on Saturday after the sale has finished.

5. If you wish to volunteer but have a medical condition, physical limitation or injury that requires accommodation please disclose this on the volunteer registration form or to the volunteer coordinator. The set up and clean up for the Children's Thrift Sale is physically demanding and the Committee wants to ensure the safety and health of its valued volunteers; therefore, it reserves the right to decline a volunteer for any or all shifts where it feels a volunteer cannot fulfill the requirements of the shift and/or there is risk of aggravating disclosed conditions/injuries with necessary accommodations being made for volunteering during the sale. If this occurs the volunteer would still be eligible for volunteer perks.

6. Unforeseen circumstances do happen (e.g. death in the family) and you may not be able to make your shift. In this situation, please notify the Volunteer Coordinator by telephone or email as soon as possible. If you provide 24 hours' notice and have NOT participated in the pre-shop sale already, you can maintain your "good standing" status as a volunteer. Volunteers who shop the pre-shop sale on Friday night and then miss their Saturday shift will lose their "good standing" status for subsequent sales.

7. For those volunteers who are also vendors and choose to work the Friday 3:00-6:00pm shift you **must** have your own sale items unpacked and set up on the sales floor **before**

**3:30pm.** You will have from 2:30-3:30pm to put your items out or if you are unable to do this you must arrange for someone to do it on your behalf (but not another volunteer working the same shift).

8. Before the sale, all volunteers will be contacted via email by the Volunteer Coordinator and you will receive confirmation of your shifts. The position you will be working will be posted at the hall on Friday (though these may be subject to change). The Volunteer Handbook will be made available on the website and all volunteers should make themselves familiar with it before their first shift.

9. There is no food or drink other than water allowed in the Hall. This is to avoid accidental spills which could cause items to get soiled/stained or serious injuries related to falls.

10. For the Sale Schedule please see Appendix B.

## Responsibilities of Volunteers

1. **Signing In and Out is required of all volunteers for each shift.** If you do not sign yourself in/out you will be noted as absent and could lose your "good standing" status. **If you are a vendor as well as a volunteer,** you must sign in as a vendor in addition to signing in as a volunteer.

2. All volunteers are **required** to wear a **red shirt** on Sale day. This helps to differentiate volunteers from customers. For your other volunteer shift you will be provided a pinnie to wear to clearly identify you as a volunteer working your shift. If you do not want to wear it, it must at least be pinned to the back of your shirt (we will provide safety pins). Volunteers who refuse to wear a pinnie or have it pinned on the back of their shirt will be considered to have not completed their volunteer shift and will lose their good standing status. Pinnies must be returned at the end of your shift.

3. All volunteers will be required to wear a name tag. Name tags will be provided when you sign in for your volunteer shift.

4. Shopping and/or stashing is **NOT** permitted by volunteers during set up or during the sale. There is an opportunity for volunteers to shop at the pre-shop sale on Friday night and again just after the sale ends. If you find items stashed away, please return them to the sales floor. Volunteers caught shopping during their volunteer shifts or stashing items will lose their "good standing" status.

5. Any volunteers who are business owners or company sales representatives are invited to promote their business through sponsorship with the Children's Thrift Sale by contacting the Business/Advertising Coordinator at [info@childrensthritfsale.com](mailto:info@childrensthritfsale.com). If you are not a paid sponsor we ask that you refrain from bringing in any business materials or marketing your business at the Sale, out of respect for those companies who have paid for sponsorship. Any such volunteers who ignore this request will lose their "good standing" status.

6. It is essential to our Sale to have volunteers who are committed and hard working. To show our gratitude we offer Volunteer Perks. Volunteers who miss their shifts or violate

the guidelines outlined in the Volunteer and Vendor Handbooks place the insurance and reputation of the Children's Thrift Sale at risk and therefore will lose their "good standing" status. A registered letter from the Children's Thrift Sale committee will be sent to anyone losing their "good standing" status informing them of the reason and what, if any, actions they can take to be regain their good standing.

7. If volunteers notice any inappropriate or illegal activity (e.g. shoplifting, tag swapping) please **do not** confront shoppers yourself. Notify one of the Commissionaires Security Guards and/or Committee members (blue t-shirts) and we will handle the situation. If you are comfortable speaking with a shopper about a minor issue (e.g. someone brought coffee into the hall) you may do so or notify a committee member who will speak with the shopper.

## Things to Watch For

1. Vendors are asked not to be selling their items to other vendors or volunteers during sale set up. If you notice this happening, please notify a Committee member.

2. There will be tables set up and labelled for items that need to be removed from the sales floor. Please remove any items that:

- a) are broken or damaged,
- b) are soiled, stained, heavily worn or torn garments,
- c) have no tag, the tag is missing the vendor # or price, or is illegible,
- d) are out of season
- e) have labels with straight pins or staples
- f) are not permitted to be sold: food of any kind, any liquids such as soaps or bubbles, helmets, car seats (even those connected to strollers), personal floatation devices/life jackets, cribs, baby bathtub rings, stuffed animals, stuffed dolls, or stuffed toys, items involved in recalls prohibiting resale.

3. Glass baby bottles must be brought in a sealed plastic bag in case of breakage. If they are not in a plastic bag, please remove the item from the sales floor.

4. Watch for customers or children who may be opening sealed bags and removing items, or separating pieces of toys or accessories from the main toy. Ensure that games, puzzles, craft items, etc aren't being opened by customers or children so that pieces stay together. Customers may want to check previously used video games and DVDs for scratches which is permitted; but, watch for customers who may attempt to steal a disc after removing it from its case. Notify a Committee member if you have a concern.

5. We do not allow customers to use strollers or wagons they are intending to purchase as shopping carts prior to purchasing them. This prevents damage that may be caused by the customer who may otherwise decide not to purchase it for this reason. Please inform a Committee member of any customer you see doing this. All strollers for sale have a CTS tag attached to them with a zip-tie. Watch for any customer that seems to be trying to remove this tag and remind them that tags will be removed by cashiers once the item is paid for.

6. If a customer wishes to purchase a large item they must carry it with them, or immediately purchase it and remove it from the hall. The customer will be permitted to re-enter by skipping the admissions line.

## Participating in the next sale

1. At each sale we try our best to have our next sale date confirmed so that we can advertise it. This is, however, dependent on the Base being able to confirm our date by sale day. If not, the next sale date will be advertised on our website, Facebook and Twitter once the Base confirms it.

2. If you are interested in becoming a vendor at the next sale please read the Vendor Handbook on the website for information on how to be a vendor. All vendor registration is now online and will be advertised on the website, Facebook, and Twitter. Registration is generally held about 2 months in advance of the sale. **Volunteers in good standing from the previous sale will be invited to participate in an advance registration.**

3. **Please ensure that the Children's Thrift Sale has your most current and accurate e-mail address. Also add childrensthritfsale.com and Eventbrite.com to your safe contact list in your e-mail.** It is the responsibility of the volunteers in good standing to inform the Children's Thrift Sale of any changes to their e-mail addresses. Advance registration invitations are sent by e-mail. The Children's Thrift Sale is under no obligation or requirement to provide a vendor spot to anyone who misses registration for this reason.

**If you have any questions about this Handbook please contact**  
[info@childrensthritfsale.com](mailto:info@childrensthritfsale.com)

## Tips and Tricks

- Wear comfortable footwear. You will be on your feet most of the day!
- Wear a **Red** shirt on Saturday for the sale.
- Bring a lock. There are lockers available to store your belongings, but you need to provide your own lock.
- Bottled water will be available for volunteers all day. You're welcome to bring your own if you prefer. We recommend labelling your bottle. No food or drink other than water is permitted on the sale floor.
- A Volunteer Area will be provided. We encourage volunteers to bring snacks to share (potluck style) or bring your own. Water bottles will be provided by the Children's Thrift Sale. All food must be consumed in this area only.
- If you have questions, please don't hesitate to ask any committee member (blue shirt)

**Thank you for volunteering and making the  
Children's Thrift Sale a continued success!**

## Appendix A: Volunteer Positions

Set up: This position requires lifting and setting up of tables and chairs, putting together clothes racks and setting them out according to the hall map. It will also include washing the tables, setting up dowlings and signs, and starting to set sale items out on tables.

Admission: The volunteer is seated at the front door and accepts admission money, makes change, and stamps the hand of each customer. Admission of \$2 is required for all people age 12 and over who enter the hall. Customers with hand stamps need not pay twice. You are also responsible for enforcing the no food or drink (other than water) rule.

Entry & Exit Counters: The volunteer uses a hand held counter and records every individual (even if their admission was free) who passes into the hall. To comply with fire safety regulations it is imperative that each person is accounted for. All children, including those in strollers should be counted.

Cashier: The volunteer works at the checkout tills. You may be required to read out vendor numbers and item prices, or record vendor numbers and item prices on the computer. You must be confident with the use of a computer for this position. You will be given training on use of the cash out program just prior to the sale. The Point of Sale (POS) committee member will be readily available throughout the sale if you need assistance. You will be required to take money, make change, and write receipts. Cashiers work in teams of two.

Clothing: Volunteers will work in any age range of clothing, outerwear, or accessories (hats, mitts, belts, socks, footwear, etc.) The primary responsibility of clothing volunteers is to pick up anything that falls on the floor, refold and restack clothing that has been looked through by customers. Clothing volunteers will be asked to work the first part of the sale on the sort tables returning items to the sales floor that the shoppers have left behind.

Assigned Table Volunteers: These positions include tables for: Linens, Infant Carriers, Dress-Up, Safety & Sports Equipment, Diaper Bags and Backpacks, Puzzles, Games & Electronics, PC Games, Movies, Crafts, Educational Items, Feeding/Nursing Supplies, and Toy Tables. Volunteers stationed at these tables need to ensure a neat table by sorting, restacking, matching, spacing items out, etc.

Books: The volunteer needs to ensure a tidy table and area by resorting and stacking as needed. There are separate areas for English and French books. Books are to be right way up, facing out. This position may be combined with another position (other tables nearby to this section).

Floor: Volunteers will take care of Large Toys, Tubs & Potties, Swings, Exersaucers, High Chairs, Play Pens, Outside Toys, Strollers, Bikes, Sandboxes, etc. The volunteers at the

floor station need to ensure that items are constantly being reorganized in order to take up the minimum amount of space in the hall. As items sell and are removed, remaining items need to be moved in towards each other so we gain more space as the sale progresses.

Sort Table: Volunteers are responsible for getting discarded items (things customers chose not to buy) back to their proper area so they can be seen by other customers and get sold. Sort clothing by size, sort other items by areas of the hall, then run piles back to their proper locations.

Exit Check: The volunteer at the exit is responsible for checking receipts and comparing them to bags the customer is leaving with.

Line Caller: Line callers work near the cash tables and watch for cashiers to become available. Typically one volunteer is at the front of the customer line, and one is walking up and down the row of cashiers. When a cash becomes available, the walking volunteer signals to the line volunteer, and the line volunteer directs the next customer in line to the available cash. This helps the line move quickly and efficiently.

Runner/Floater: The volunteer covers other volunteers or committee members who need their position filled for a short time for things such as breaks, a volunteer who needs to report something to a committee member, or a committee member who needs to deal with urgent business. Runners may also be called by cashiers to help a customer carry extra bags or larger items. When runners are not being used to fill a position, their primary responsibility is to float around the hall, watching for shoplifters or other customer misbehaviour, helping at sorting tables that are overwhelmed, tidying, organizing, and helping as needed.

Clean up: This position includes folding up and lifting of tables and chairs to put back into storage crates, taking apart clothes racks and dowlings, taking down signs, sweeping the floor and taking out the garbage. If required, may include helping sort and return remaining items to vendor numbers located around hall.

## Appendix B: Sale Schedule Overview

### Friday

**12:00noon-** First shift of volunteers arrive. Tables, chairs, clothing racks and dowlings are unloaded and set up, signs placed, hall organized.

**2:30-3:30pm** – second shift of volunteers can put their items out on the floor if they are also vendors.

**3:00pm** - Second shift of volunteers start. First shift volunteers are off.

**3:00-5:30pm-** Vendors arriving to put out their items; it is the vendors responsibility to put out their own items. Volunteers may be needed to help put out committee members sale items while the committee is involved with other duties such as vendor and volunteer registration, setting up computers and cash, etc.

**5:30pm-** Doors to the hall are locked; any vendor items not inside by this time will not be included in the sale.

**6:00pm-** All vendors must have items placed on sale floor and are asked to leave the Hall. Vendor items that have not been put out on the sale floor by this time will not be included in the sale. Volunteers help to clear the Hall. Second shift volunteers are off.

**7:15pm-** The doors to the hall are re-opened and volunteers will begin the pre-shop.

**9:15pm-** All volunteers must finish pre-shopping and check out.

**10:00pm Sharp-** Cashes will be closed. All volunteers **must** have completed checking out and leave the Hall.

### Saturday

**7:30am-** All volunteers arrive at the hall.

**8:00am-** Doors open to the public.

**Note:** the last 30-60 minutes of the sale slows down, volunteers will be given the chance to shop as follows:

**12:00-12:30pm-** Cashes 6-10 will be closed and those volunteers given the chance for last minute shopping.

**12:30-1:00pm** – Cash 6-10 volunteers will take over cashes 1-5 so those volunteers and the volunteers on the floor can shop.

**1:00pm-** Sale Ends. Remaining cashes closed. Sale volunteer shift ends. Lunch arrives for the volunteers.

**1:30-4:30 pm** - Final volunteer shift begins. Volunteers who are on the clean-up shift will sort unsold items and distribute to appropriate vendor and assist with start of tear down as directed by Logistics Committee Member.

**2:30-4:00 pm** - Vendors arrive to sort and retrieve their items. Tear down and sorting continues. Tables, chairs, clothing racks and dowlings are taken down and put away once cleared of vendor items. Cleanup of hall; all signs taken down and put away, garbage removed, all floors swept and any spills mopped, and cleaning equipment put away.

**4:00 pm** - All vendor items must be removed by this time.

**4:30 pm** - Final volunteer shift ends. Everyone goes home.