

**THRIFT SHOP AT FORT RUCKER
VOLUNTEER HANDBOOK
2014**

I. Volunteer Policy

- a. The Thrift Shop is an equal opportunity employer. That means that positions are filled without regard to race, marital status, color, religion, age, sex, political affiliation, physical disability, or national origin. Also, positions are filled on the principles of merit. Employees are hired, promoted, and reassigned based on their qualifications for the job and any requirements of the law.
- b. An individual is eligible to volunteer if they are able to obtain access to Fort Rucker.
- c. The Thrift Shop accepts the services of all volunteers with the understanding that such service is at the sole discretion of the Thrift Shop. Volunteers agree that the Thrift Shop may, at any time and for whatever reason, terminate the volunteer's service with the Thrift Shop.
- d. All volunteers must read and abide by the Thrift Shop Standard Operating Procedures (SOP).
- e. All volunteers will meet with the paid Volunteer Coordinator and register in the Department of the Army's Volunteer Management Information System (VMIS).
- f. Youth volunteers (11 years and older) must also be registered in the Department of the Army's VMIS System and must be accompanied and supervised by their parents or a designated adult. Parental Permission DA Form 5671 (Appendix N) must be signed.
- g. At the end of the day, volunteers are asked to log hours worked on a DA Form 4713 (Volunteer Daily Time Record) (SOP Appendix O). This is important to maintain the Thrift Shop's tax exempt status. Hours not added into VMIS by the volunteer themselves will be added by the Paid Volunteer Representative at the end of each month.
- h. Normal working hours for volunteers are Tuesday 9 am to noon, Wednesday thru Friday 9 am to 2:30 pm. A volunteer can help at any time during the above hours as directed by the Manager/Assistant Manager and is not required to stay the entire time.

II. Sexual Harassment

- a. Sexual harassment is prohibited by law, and will not be tolerated. Sexual harassment includes any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature. Examples include deliberate or repeated unsolicited and unwelcome comments or gestures; or physical contact of a sexual nature which are unwelcome; or, implicit or explicit coercive sexual behavior to control, influence, or affect the career, salary, or job of an employee when:
 - i. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's job, pay, or career or,
 - ii. Submission to or rejection of such conduct by a person is used as the basis for employment decisions affecting that person, or
 - iii. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.
- iv. Any employee/volunteer who perceives they are being sexually harassed by the Manager, Assistant Manager, co-worker, or peer, should make it clear that such behavior is offensive and report the harassment to either or all of the following: the Manager or Assistant Manager.

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III. You and Management

- a. The day-to-day management of your volunteer activity is the basic responsibility of the Manager/Assistant Manager. The role Management is to provide guidance and to help you help the Thrift Shop more effectively. The Manager/Assistant Manager is responsible for and has the authority to:
 - i. Select or Separate Employees/Volunteers
 - ii. Assign work
 - iii. Train and develop volunteers
 - iv. Recognize performance with appropriate awards
 - v. Discipline volunteers as necessary
- b. You and the Manager/Assistant Manager are working together to provide a means by which the military and local community can purchase goods at affordable prices through the sale of items. The Manager/Assistant Manager will answer any questions you may have concerning the performance of your volunteer work. If there is something you do not understand about what you have been asked to do, discuss it with the Manager/Assistant Manager.

IV. Expectations

- a. During business hours, please park at the rear of the building.
- b. During volunteer hours, wear a Volunteer name tag or approved t-shirt provided by the Thrift Shop.
- c. Maintain a courteous and professional manner at all times. A neat appearance and positive attitude are imperative.
- d. Please refrain from cell phone usage while volunteering.
- e. Please refrain from personal internet usage while volunteering. Internet usage is for business of the Thrift Shop only.
- f. Work where help is needed throughout the store and/or as assigned by the Manager/Assistant Manager.
- g. Do not purchase items in the Thrift Shop with the intention of re-consigning the item, nor should you purchase items before they are consigned. This is very unprofessional and unfair to the consigners and customers.
- h. Purchase your desired items between 1:30 – 2:00 if volunteering all day or at end of your volunteering time. You should never, under any circumstances check your own items out on the cash register.
- i. Have a receipt for items you purchased. The Manager/Assistant Manager may check bags or boxes to ensure all items have been paid for.
- j. Consign items (items written up, entered, and tagged) prior to the Thrift Shop operating hours, at the end of the Volunteer shift, or at the discretion of the Manager.
- k. Be registered in the Department of the Army VMIS system with the Thrift Shop at Fort Rucker as one of your volunteer organizations.
- l. Attendance
 - i. When possible, fill in the Volunteer monthly calendar for days you plan to volunteer.
 - ii. Log your monthly volunteer hours in the VMIS site.
- m. Breaks
 - i. Short breaks are permitted for increased efficiency or productivity. If you should need a break, please speak with the Manager/Assistant Manager and let them know.

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V. Volunteer Benefits

- a. Volunteers that work two or more hours get first choice (per Staff Treasures guidelines) of all consignments and donations that are priced the day that they work.
- b. Volunteers working two or more hours may purchase one white ticketed item at half price.
- c. Volunteers with at least 24 hours of accrued volunteer time in the Thrift Shop are eligible to consign 24 items on Wednesday and/or Thursday. The Manager may increase this limit at his/her discretion. Eight hours per month of volunteer time will be required to maintain this privilege. Volunteers will not include time spent consigning their own merchandise in their volunteer hours total.
- d. Volunteers may withdraw their consigned items at no charge on or before the expiration date. You must initial and date the back of the tag when withdrawing an item.
- e. Sodas and water are available free of charge, to be consumed only when working. Do not carry open drinks in the customer areas.
- f. Childcare Benefits
 - i. The Thrift Shop pays for 16 hours of childcare per month, per volunteer at the Child Care Center (CDC) rate. A private sitter may be used. However, the hourly allowance will not exceed the hourly CDC rate per volunteer and only 16 hours per month will be paid. A Child Care Charge Form (SOP Appendix S) must be filled out by the volunteer, given to the Manager or Assistant Manager for signature, and then taken to the CDC. This form is needed by the CDC in order to charge the childcare fees to the Thrift Shop. If using a private sitter, the volunteer will be required to submit a receipt of the childcare expenses incurred while volunteering at the Thrift Shop before payment will be made to the sitter.
 - ii. Volunteers with infants up to three months of age may bring their child to work as long as the child is in a carrier. The child must remain with the parent at all times.

VI. Job Description

- a. The Manager/Assistant Manager will provide you with an overview of jobs that need to be done for the day. It is up to you to inform the Manager/Assistant Manager where you would feel comfortable or would like to work. Ask questions if you do not fully understand what is required of you.

VII. Training and Development

- a. When you first begin volunteering, you are given a general orientation by the Manger, Assistant Manager, or Volunteer Coordinator. There is some immediate on-the-job training given by these individuals or someone delegated by these individuals so that you know exactly what tasks and what procedures are used. If at any time you have questions, please ask.

VIII. Performance Counseling

- a. The Manager is responsible for the supervision of the volunteers. The Manager may direct the Volunteer Coordinator to verbally counsel volunteers as necessary to correct performance issues. Should work performance not improve, the Manager/Assistant Manager will counsel the volunteer in writing, in the presence of the Volunteer Coordinator, Assistant Manager or Chairman. If performance continues to be

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unacceptable, the Manager will dismiss the volunteer and notify the Board of Directors of the decision.

IX. Safety

- a. Your good health and welfare are important to The Thrift Shop. You are a valuable volunteer and we need you helping us not at home with an injury. Accident prevention is your responsibility. In order to remain injury free, you must comply with all safety rules and regulations. Report any safety violations or hazardous conditions you may observe. If you are injured, you must report your injury immediately to The Manager or Assistant Manager.
- b. The Thrift Shop maintains a Fire Plan (SOP Appendix DD) and Fire Evacuation Plan for upper and lower levels (SOP Appendix EE and FF) in accordance with FR Reg 420-5. All volunteers will read and be familiar with the Fire Plan. The Fire Evacuation Plans will be posted in all areas of the Thrift Shop.
- c. Inclement Weather
 - i. During normal working hours, the DCFA secretary will notify the Thrift Shop of emergency situations including bad weather alerts.
 - ii. All volunteers will abide by the Fort Rucker Severe Weather Warning System (SOP Appendix GG).
 - iii. Severe weather sheltering should occur in one of two locations in the Thrift Shop. If on the first floor, sheltering will occur in the consignment area vault. If downstairs, sheltering will occur in the employee break room.
- d. When activated, all volunteers will follow the protocol for the Fort Rucker Security Warning System for Intruder Alerts, HAZMAT, Chemical or Biological Warnings and Antiterrorism Warnings (SOP Appendix HH).

X. Welcome to the Thrift Shop at Fort Rucker!

- a. We hope that the information contained in this volunteer booklet is helpful to you as you begin your volunteerism with The Thrift Shop. If you have questions or concerns about your volunteer time, the Manager/Assistant Manager is there for you and will be glad to assist and answer your questions as they may arise. Once again, welcome to The Thrift Shop team!

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Acknowledgment of Receipt of Volunteer Handbook

I have received and reviewed the Volunteer Handbook in its most current form.

The Volunteer Handbook describes important information about *The Thrift Shop*, and I understand that I should consult Management regarding any questions not answered in the Volunteer Handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the Volunteer Handbook may occur. All such changes will be communicated through official notices. I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I acknowledge that this Volunteer Handbook is neither a contract of employment nor a legal document. I have received the Volunteer Handbook and I understand that it is my responsibility to read and comply with the policies contained in this Volunteer Handbook and any revisions made to it.

Volunteers Name (printed): _____

Volunteers Signature: _____ Date: _____