



Play It Again Volunteer Orientation

Welcome! As a Play It Again volunteer, you'll be able to make a difference in a direct way by giving clothing and household goods to those in need. You can help a job-seeker find the perfect interview ensemble; keep a family warm with blankets; and outfit children with back-to-school clothes. Your friendliness may very well be the high spot in a person's week!

Play It Again was begun in the spring of 1996 to meet a need in the community for clothing and small household items for low-income families and individuals. All items are donated, no money is exchanged, and all open hours are staffed by volunteers.

The whole purpose of the store is to give things away to people who need them. "Need" is often difficult to determine, however, and since our ultimate goal is to treat all who shop here as valued customers who deserve respect, we can make no assumptions about the amount of need each may have. There are safeguards in place to prevent flagrant abuse, but there is also no purpose in hoarding things in the back room so that they never see the light of day!

On the other hand, some items are in short supply, and so it is necessary for us to limit the number people can have. Some items are ALWAYS in short supply, and the limit never varies. These are jeans, pots and pans, towels, dishes, flatware, jackets, sheets, blankets. Other items fluctuate in their supply and our limits come and go accordingly. When in doubt, use your common sense! The following are always limited:

jeans - 1 pair per person per quarter

new winter or light coats - 1 per person per year

used light jackets - 1 per person per season

pots & pans - 1 kettle, 1 frying pan, 1 saucepan, etc., per family

dishes and flatwear - 1 place setting per family member

new shoes - 1 pair per person per quarter

blankets and sheets - one set per bed (you can guess on the number of

beds - this is just a rough guideline)

towels - one set per person

If for any reason we need to limit children's clothing, 3 outfits is a good starting place. Use your judgment with personal care items. If we have plenty, let someone have a soap, a lotion, a hair care item, etc., one of each - not four of the same thing.

When someone is exceeding the limit on an item, you can say something tactful like, "I'm sorry, we have a limit on that. You can choose which 2 (or 1 or 5 or whatever) you want and I'll put the rest back for someone else." They almost always comply. Thank them! If you think they have a good reason for taking more, break the rule. However, breaking the rule should be the exception. (An example would be if you know someone is homeless and they say all their things were stolen and so they need another pair of shoes or a blanket. This is highly likely to be true, so give them what they need. Just note it on their card.)

Often people who come into the store are a little frazzled because of the condition of their lives, and they don't watch their children as well as they should. Usually a word to the parent works just fine. If, however, you have spoken to the parent several times with no results, you are within your rights to ask the parent to leave the children home from now on. In extreme cases of abuse of the system or refusal to leave out-of-control children at home, you are within your rights to ask the person not to come back at all.

DONATION POLICY

All items in the store are donated. We will gratefully accept the following:

- new clothing or small household items**
- good used clothing or small household items**
- usable cookware**
- uncracked, unchipped glasses and dishes**
- good used blankets, sheets, comforters, pillows, spreads, towels**
- good shower curtains**
- good used shoes**
- unused soap, deodorant, toothbrushes, toothpaste, makeup**
- good used clothing accessories**
- eyeglasses in good condition**

WE DO NOT ACCEPT:

- toys with little pieces, jigsaw puzzles**
- furniture, with the possible exception of a good high chair or playpen or or stroller.**
- broken toys**
- knicknacks/dustables**
- food**
- books, unless they are children's books in excellent shape**
- any magazines**
- electrical cords or appliances**
- computers**

(These all do have a tendency to show up, however.)

We reserve the right to refuse a donation - GRACIOUSLY, of course! You can explain that we have no storage, no way to repair, etc. Sometimes you will be handed a bag of clothing that turns out to be plain yucky. Rather than hurt the donor's feelings (because it sometimes is from a customer who wants to give back but has had the stuff in a damp garage or something) just accept graciously and later dispose of the whole bag.

IN KIND DONATION FORMS

Please fill out an in-kind donation form and give the top copy to the donor, with your thanks. The yellow copy stays at Play It Again. Sometimes donors don't want a form - that's OK, too. If they fill one out, we use our copy to generate a thank-you letter and eventually to get them on the mailing list for our newsletter. If possible, we want to track the donations we receive for grants and other developmental purposes.

SORTING PROCEDURES

Everything that comes into the store should be gone through. Anything dangerous or poisonous should be discarded immediately. Clothes that aren't up to our standards should be bagged or boxed for Goodwill, which will make rags out of them or ship them overseas. (If they're even too bad for that, just throw them in the trash!)

The Test:

-would you wear it? (forget style - we're only talking about whether it is FIT to wear) - would you let your children wear it?

-no chipped or cracked dishes, glasses, mugs

-no electrical appliances unless they are small and look almost unused - then plug them in to see what happens. When in doubt, toss. Discard electric blanket controls - we don't know if the blanket has a broken wire that could cause a fire.

-no furniture

-if a playpen, stroller, highchair comes in, check to see that it is functioning. Otherwise, refuse or discard.

-inspect clothes for stains, filth, broken zippers, rips. Keep only the ones that can easily be cleaned or repaired.

-sort clothes by type (men, women, kids, etc.) and hang everything hangable on the appropriate hanger

-discard socks with holes

-label all out-of-season boxes clearly for storage

-check if jewelry is workable

-discard all eye and lip makeup that has been used

-partial lotions, shampoos, etc., are ok

-discard doodads, knickknacks

The rule of thumb is that if you wouldn't wear or use it, out it goes!

CUSTOMER CHECK-IN/OUT

- Greet Customers! A friendly "Hello" will do.
- Ask if they've been here before. If yes, pull their card and ask for their ID card and punch that.
- If not, fill out a new card, punch a hole in the corner, hand them a punched ID card, and briefly explain how we work the store. Indicate the shopping baskets.
- Write all shoppers' information on the Daily Log. (Cards are for store information. The log information is entered into Community Action's database for reporting purposes.) When they leave, count and record items on card. Refile card in alphabetical order by last name. Bag up clothes and say "Thank you!"

POLICIES AND OTHER INFORMATION

We serve anyone, regardless of race, sexual orientation, gender, belief, language, religion or nationality. We do not make comments about the customers, unless it is after the store is closed, to the daily manager, and then only for purposes of noting abuses of the system or specific needs.

It is important that you maintain the confidentiality of all customers that use Play It Again, meaning that if you know someone in the store, you may not tell your friends or family that you saw them shopping.

We strive to provide a friendly and helpful, relaxed, non-threatening, non-pushy shopping experience. The customer deserves it from you, and from other customers. Not only that, you deserve it, too! It is your job to see that this is possible.

If you have any questions or concerns, please speak with Cliff Hillabrant or call Jodi Davis at Community Action 503.693.3254.

Thank you for taking time to volunteer with us. We really appreciate your help and so do our customers!

I agree to protect the customer's confidentiality, treat them with respect, and respect the rules of the store.

Name

Date