

Forget-Me-Not Thrift Store  
Supporting Sierra Hospice  
Volunteer Application

2/2010

Name \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Days \_\_\_\_\_ Hours \_\_\_\_\_ you are available to work.

What is your area of interest? \_\_\_\_\_

Do you have special skills to bring to the store? \_\_\_\_\_

I have read and received the FMN Volunteer Packet which includes;

- *FMN Thrift Store Goals*
- *Service Guidelines*
- *Store Standards*
- *Code of Ethics*

Signature \_\_\_\_\_ Date \_\_\_\_\_

**CODE OF ETHICS FOR VOLUNTEERS**

*As a volunteer I realize that I am subject to a **Code of Ethics** similar to that which binds the professionals in the fields in which I work. Like them I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do. I will keep confidential matters confidential. I interpret "volunteer" to mean that I have agreed to work without compensation in money, but having been accepted as a worker, I expect to do my work according to standards as the paid staff is expected to do their work.*

*I promise to take to my work an attitude of open-mindedness, to be willing to be trained for it, to bring interest and attention to it. I realize that I may have assets that my co-workers may not have and that I should use these to enrich the Forget-Me-Not Thrift Store and Sierra Hospice for whom we are working. I also realize that I may lack assets that my co-workers have, but I will not let this make me feel inadequate but will endeavor to assist in developing good teamwork.*

*I believe that my attitude should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, and to the public. I understand the chain-of-command within the store and with Sierra Hospice. If I have questions or issues I will take them up with the Store Manager first, then If needed, to the Office Manager in order that they may be answered or dealt with in a timely and professional manner.*

Being eager to contribute all that I can to support the efforts of Sierra Hospice's Forget-Me-Not Thrift Store, I accept this Code of Ethics for volunteers as my code to be followed.

## FORGET~ME~NOT THRIFT STORE STANDARDS

### 1) APPEARANCE OF THE ENTRANCE

- Tidy sidewalk
- Threshold in good repair
- Doors/Windows clean

### 2) GENERAL APPEARANCE OF STORE

- Shelf displays grouped in attractive cluster
- Rug vacuumed
- No unsightly or torn signs
- Dressing rooms tidy

### 3) CLOTHING RACKS

- Color coordinated
- Neatly presented garments (zippers closed)
- Hangers facing in one direction; left shoulder towards aisle
- Merchandise grouped and on the correct hangers
- Price tags attached properly
- No unsafe display of merchandise

## FORGET~ME~NOT THRIFT STORE GOALS

1. TO PROVIDE FINANCIAL SUPPORT FOR THE PROGRAMS OF SIERRA HOSPICE.
2. To maximize the value of our donated merchandise.
3. To increase awareness of Sierra Hospice in our community
4. To meet and work with interesting people for a good cause.
5. To offer our customers good value and a pleasant shopping experience.
6. To make Forget~Me~Not the best it can be!!!A

**SIERRA HOSPICE'S  
FORGET~ME~NOT THRIFT STORE  
SERVICE GUIDELINES**

Forget~Me~Not provides for the programs of Sierra Hospice. The store must maintain a positive image of Hospice, reflecting a caring atmosphere. The following guidelines will help staff and volunteers build the quality of Forget~Me~Not Thrift Store.

- 1) **The donors are customers and customers are to be treated with kindness and a smile, maintaining a positive attitude. Customer service is priority.**
  
- 2) The overall cleanliness of the store must be maintained:
  - Front & Side yards maintained daily
  - Vacuum as needed
  - Clean bathroom as needed
  - Dusting as needed
  - Dressing Room straightened daily
  - Inside trash cans emptied daily
  
- 3) Every item is to be clearly marked. General merchandise prices are listed in the processing room. All general merchandise should be considered for less than \$20.00. Special priced items are marked with stickers attached to the item's label or with gummed tags. Price Guides are available in the sorting room and at the register. Volunteers will prepare and process items, and staff and specifically trained volunteers will be responsible for the pricing.
  
- 4) Due to liability, no sales are to be made in exchange for contracted services. Staff and trained volunteers
  
- 5) All donated items are to be sorted and examined for quality before going out on the floor. Check for stains, tears, or breaks, as our priority is to offer only items of quality. If clothing needs wrinkles removed, spray with water and hang. Those items can be taken from the end of the volunteers shift.
  
- 6) Volunteer log is located at the front counter; record your hours of work daily. Each hour volunteered earns \$1.00 of store credit. Credit purchases are recorded and must be signed by both the volunteer and staff. Volunteer earns "volunteer discount" of 50% after accumulating 35 hours of volunteer time. Volunteer must maintain a minimum of 12 hours per month to maintain volunteer discount.
  
- 7) Items must be on the floor for a minimum of **24 hours** before they can be purchased at **half price**, with volunteer discount or by an employee or volunteer. Furniture must remain on the floor for a minimum of **7 days** before it can be purchased with volunteer discount by an employee or volunteer. With the exception of the recycling or trash EVERYTHING must be paid for.
  
- 8) Staff reviews all pricing. Employees/volunteers may NOT ring up their own purchases. All purchases are to be made through the cash register by an employee/volunteer other than the person making the purchase.

- \_\_ 9) The following items cannot be accepted: Large outdated microwaves, car seats, used bed pillows, used mattresses. Swimsuits and undergarments may be sold “as is” but not tried on. Furniture is accepted providing space is available. Televisions and computer monitors are accepted with a \$5.00 disposal fee.
- \_\_ 10) Customers are encouraged to call us if they are looking for items.
- \_\_ 11) The store is to be open Tuesday through Thursday, 10:00am to 4:00pm, and Friday and Saturday, 10:00am to 4:00pm. Store hours are subject to change. All staffing is to be decided by the manager.
- \_\_ 12) Recruitment from outside the hospice volunteers is fantastic, i.e., local community groups, churches, youth, etc. Fun volunteers are always welcome and appreciated.
- \_\_ 13) Deposits of current day’s receipts will be made daily by store management.
- \_\_ 14) Staff and volunteers must always be conscious of the fact that this is a business, relying on the support of customers & donors and customer satisfaction. **Everyone is expected to conduct him/herself in a professional manner. If staff or volunteers have complaints or problems they should be handled appropriately and not within hearing or viewing of the customers/public.** Everyone needs to be aware that the sorting room is NOT soundproof and discussions taking place there are easily heard by those outside of this area.
- \_\_ 15) Wear appropriate clothing such as: closed toed shoes, pajamas are not appropriate.
- \_\_ 16) Use of volunteer discount for personal gain is prohibited.
- \_\_ 17) After 8 weeks of continuous inactivity, volunteer is removed from active volunteer list. Following termination of contract, gift certificate for remaining credit amount will be available to volunteer and volunteer discount will be discontinued (this does not seasonal residents).

I have read, understand, and agree to the above guidelines.

Employee/  
 Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Management/  
 Witness Signature \_\_\_\_\_ Date \_\_\_\_\_