



Transitions

TRANSITIONS USED FURNITURE AND MORE

830 13TH AVE

CAMPBELL RIVER, BC

250-914-3666



The Thrift Store Goals Are:

- To raise money to support the present and future programs and services provided by the Campbell River and North Island Transitions Society (CRNITS) to the community of Campbell River and surrounding area
- To provide a happy harmonious environment so volunteers will enjoy their time with us
- To sell high quality, safe items that have been donated by the public
- To provide a safe, welcoming environment for volunteers and patrons who shop in the store

Store Manager – Thrift Store

- The Store Manager is an employee of CRNITS and responsible to the Executive Assistant, Executive Director and Board of Directors;
 - Is responsible for all of the operations of the store, including recruitment, retention, management, guidance and discipline of all volunteers
 - May request “key” people to facilitate sorting groups to ensure optimum use of available space and time
 - Organizes regular meetings with volunteers to facilitate training sessions, gather new ideas, plan for upcoming events and foster good communications between all
 - Ensures that all CRNITS policies and procedures are followed

Volunteer responsibilities

- Register with the Volunteer Centre
- Provide Criminal Record Check
- Become a member of CRNITS
- Discuss interests, goals and skills relating to the thrift store with the Store Manager
- Be reliable and call within a reasonable time if unable to make a shift. A reasonable time would be 24 hours unless there is an emergency.
- Notify the Store Manager of any shift changes either by email or phone message
- Notify the Store Manager of any change in your contact information
- When extended absences are expected, please tell the manager ASAP
- Provide constructive and kind feedback on issues
- Notify the Store Manager of any difficulties you are having with the store functionality, your role as a volunteer at the store or with how store information is shared with volunteers. If the issue is not resolved to your satisfaction, contact the Executive Assistant at the Society office.
- Attend monthly volunteer meetings

What Volunteers Can Expect

- To have fun and enjoy their time volunteering for us!
- Timely response to all concerns
- Confidentiality concerning personnel issues
- Acknowledgement of the time and effort you donate.
- The opportunity to be involved with CRNITS in a meaningful way and to support the valuable services we provide.

You will receive a 1\$ store credit for every hour you volunteer. **All purchases must go through the Manager to ensure an appropriate price is paid for the article.** It is important to remember that the donations are received from the public with the intent of supporting CRNITS programs and services. We would like to be generous with our volunteers as well as meet our goals. Please help us to maintain a nice balance.

Confidentiality and Gossip

Confidentiality has two components. Most people think of confidentiality as not telling/sharing information with others, but it is also about not placing yourself in a position to acquire information you don't need in order to do your job.

Like any worksite, the expectation is that all information the employer and volunteers share will be held in the strictest of confidence. It is important that we speak highly and kindly of our worksite, our customers and our co-workers anytime we are in the public eye whether on or off the job. Any other conduct will erode the store's image and thus will effect CRNITS as a whole.

Be proud of who we are as a team, proud of what we do and honour those we do it for.

Although we encourage volunteers to take pride in our store we ask that you consider the image we project in speaking about other stores in the community. Please do not engage in negative talk about other businesses with customers or volunteers.

Volunteer Attire

- A volunteer tag and vintage apron will be provided. Wearing the volunteer tag will identify you as our store representative.
- For your safety, please wear protective footwear.
- We ask that you wear casual professional attire when working in the store.
- A place is provided for you to leave your ID and vintage apron each day.
- Coats can be left in the lunch room.
- It is highly advised that you leave any valuables at home or in your car.

Fragrance

Please do not wear scented products.

Team Spirit

This is important to us! We encourage any ideas/acts which will promote team cohesiveness, a sense of cheerfulness as well as ideas which will build trust within our team. Small acts of kindness have great value, as do our volunteers.

Hours of Service

It is important that volunteers record the time they spend volunteering with us. We want to acknowledge the huge commitment made by our volunteers. These hours will support our store. As well, this information is needed when we apply for grants, and when boasting about our volunteers. A volunteer book is kept in the staff room. Please sign in and out each time you volunteer.

Illness

Please stay home if you have an infectious condition which might be transmitted to others;

- Cold or flu (respiratory) – you are contagious for 7-10 days after the onset of symptoms. After this period you may return to your volunteer placement even if your symptoms continue.
- Gastro-intestinal bug, such as nausea, vomiting, diarrhea – you are contagious for 48 hrs. after your last symptoms

Limiting the spread of germs

- Wash your hands frequently while sorting
- Wash cleaning cloths frequently
- Use sanitizer available in the sorting area and in the staff room
- Follow the UNIVERSAL PRECAUTIONS guidelines fully

Safety

All volunteers are responsible for safety of the worksite.

Immediately address any safety issues by either attending to it yourself, informing the Store Manager or requesting assistance from volunteers. Never leave broken glass or any other broken item unattended while customers are in the store. Ask for assistance to clean it up. Place all broken glass in the glass container.

If you see an unsafe situation persists for an extended period of time after it has been identified please inform the Store Manager in writing. If issues persist report the problem to the Executive Assistant.

All injuries must be reported to the Store Manager immediately. The Store Manager may ask for your assistance in providing first aid. Our First Aid kit is located in the lunch room.

Volunteers are asked to **exercise extreme caution** when examining any donated items:

- **If it feels unsafe it is.** Bring the situation to the attention of the Store Manager immediately.
- Get someone to help you do a difficult job ie: when something is heavy or cumbersome.
- **Never reach into a place you cannot see including couches and recliners.**
- Empty the contents of boxes and bags onto a table. Wear gloves if necessary.
- If the bag smells musty or otherwise BAD....put it in the store container marked garbage.
- Wash your hands often.

Volunteers are regulated by Work Safe BC, with respect to prevention and safety, however not for lost time claims. WCB guidelines are followed for everyone's safety.

Confronting shoplifters

Getting stolen items back is not worth the risk of being attacked. DO NOT CONFRONT a suspected shoplifter. Notify the Manager immediately.

Media

Please refer all media and social media inquiries and offers to the Store Manager.

Lead Volunteers

The store manager may appoint volunteers who have a strong understanding of policies and a commitment of two or more set scheduled days a week as lead volunteers. Lead volunteers will work with the manager to help in making sure that procedures are followed. They will also act as mentors for new volunteers.

Parking while volunteering

There will be no parking behind the store. Parking is available along the side of the building or road. Please consider the needs of the store and our customers when choosing a parking spot.

Resigning

We ask that you submit an email to the Store Manager and Executive Assistant when you resign from your volunteer position with us.

Volunteer Purchases

- Employees or volunteers may **not** accept as a gift or purchase privately any items which a donor intended for the Thrift Store.
- An item is not available for sale until it is placed on the floor and priced. Items cannot be purchased before this.
- Volunteers should not be taking home any items not paid for unless the Store Manager grants permission.
- An item must be purchased before it leaves the floor.

New volunteers

Please refer any interest in volunteering at Transitions to the Store Manager. Interest in other volunteer positions with CRNITS should be directed to the Volunteer Coordinator at the Society office.

Volunteer Training

All new volunteers will be trained by the Store Manager. The Volunteer Training checklist will be used as a guideline during training. A signed copy of the checklist will be kept on file.

Working Alone

Volunteers will not be required to work alone.

Violence and Aggression

All acts of aggression or violence must be **immediately** reported to the Manager.

Aggression and violence occur when a person's behaviour gives you cause to feel threatened or believe you are at risk of harm. This includes:

- Verbal assault
- Aggressive body language
- Physical assault

Basic Safety Precautions

- Do not be drawn into their issue. Talk low, slow and respectfully. Maintain eye contact.
- Alert your colleagues and customers that there may be a problem.
- Slowly increase the distance between yourself and the aggressor.
- Survey the store for escape and available help
- Do not turn your back on the aggressor
- When help arrives calmly explain the situation maintaining eye contact while talking low and slow.
- Call 911 if the person continues to display aggressive behaviour

Extreme situations require immediate action:

- Do not try to disarm a person with a weapon.
- Do not intervene in a potentially violent situation.

Find a safe place immediately and call 911 if you feel you or others are in emanate danger.

TAKE ALL THREATS SERIOUSLY!

Fire

- If you see a fire yell **FIRE** to alert all store personnel and volunteers
- The Store Manager will assess the seriousness of the fire and will take appropriate action
- The Store Manager is responsible for ensuring everyone leaves the building immediately if danger exists
- Our meeting spot is in front of the Ministry building behind the store

THRIFT STORE GUIDELINES

Valuable Goods

All items suspected of being valuable must be shown to the Store Manager.

Bartering

There will be NO bartering.

Children

Volunteers may bring age appropriate children to volunteer with the permission of the Store Manager. The Store Manager must be advised on the age of the child, day the child will be coming to the store and how long the child will stay. The Store Manager has the right to refuse a request to have a child volunteer at the store.

Communication

- White board – items we might be looking for and news
- Volunteer Book – sign in and out, notes and suggestions
- Email
- Phone or text
- Regular monthly meetings – idea gathering and problem solving

Customer Relations

Working with the public takes skill and patience. As a thrift store providing funds for programs and services at CRNITS, it is important that all our interactions with the public and community businesses be courteous and appreciative. Please express our gratitude to all donors and volunteers.

Following are instructions on how CRNITS would like you to handle two interactions that happen daily:

- **The phone:**
 1. Please answer politely “Good Morning/Afternoon, Transitions Used Furniture and More Store. How may I help you?”
 2. End the call with “Thank you for calling, have a good day”.

- **In Person donations:**

1. The volume of donations can be overwhelming at times. Regardless of the volume of donations in the store yet to be sorted, ALWAYS thank the person for their donation. If there are items that we are not taking, please be kind when refusing them.
2. **DO NOT discard any of those items, or discuss the “quality” of the donated items while the donor is present and, further to that, do not make negative comments regarding the donation while on site.**

*******If you are discussing other issues, please do so in a quiet voice, in the back room away from the customers. Remember we only have a curtain separating us from our customers.**

Safety

- When the store is closed the door must be kept locked
- If you are on the store floor and require assistance request help loudly

Receiving Donations

Donations are to be received through the back doors in the volunteer area. Items can then be checked for cleanliness and condition before they are put on the floor. Any “questionable” items should be left outside for further inspection prior to coming into the store.

Sorting and Pricing

The Philosophy of the thrift store is to “move things along” by making donations available for sale quickly. This helps to manage the volume and to increase our revenue.

Although, this will be done by sorting, cleaning, pricing and displaying donated items as quickly as possible it is important to maintain a clean well organized store. Take the time to look at the store from the perspective of the customer and organize where necessary before more items are put out for sale.

If you see an item on the floor which has not been priced or has been priced incorrectly please take it to the back for pricing.

Following are guidelines for sorting and pricing:

- Boxes should be sorted at the “sorting” table. From there glass items that need washing should be put into the kitchen area to be washed. Electronics are to be placed onto the “electronics” table so they can be tested before being put out. Items that are clean and ready to be priced can be moved to the “to be priced table”. Lastly, items are to be priced and ready to go out on the floor.
- Fabric, tablecloths, and bed linens need to all be measured, labeled and secured with an elastic or placed in a plastic container. Tape should not be used as it leaves tape residue.
- Check the inside of all containers, purses, wallets, luggage and backpacks for items that may have been left in them. DO NOT reach into a space you cannot see into for safety.

- Electronics should all be tested....some lesser quality things will be marked “as is”
- Books, coloring books, and sticky books that are torn, chewed and tattered should be tossed into the recycling.
- Wool for crafting will need to be bagged and priced.
- Please wash all china, glasses, and vases if they need it, before putting out.

What goes into storage?

- Seasonal items
- Miscellaneous items at the discretion of the Store Manager

Recycling

Please consult the decal on the recycling bin for a list of recycling items.

Scheduling

The Volunteer Schedule is written on a monthly calendar and managed by the Store Manager. Please advise Store Manager if there are any changes to your scheduled shifts.

Store Maintenance and Cleaning

Volunteers are encouraged to help keep the store clean and tidy. Our customers enjoy a clean, attractive store.

- **Beginning of the day**

Before opening the store for customers, check the tidiness/cleanliness of the sales floor and washrooms. Sweep, dust, vacuum and mop floor as needed.

- **End of the volunteer shift**

1. 30 min before you are leaving for the day, please begin to tidy your area.
2. Garbage, recyclables should be emptied.
3. Sorted items should be placed in the designated area.
4. Sorting station should be cleaned.

- **End of the Day**

30 min before the end of the day

1. Tidy your sorting area – same as above
2. Clean the bathroom and kitchen
3. Wash dry and put away the dishes.
4. Turn off the coffee pot and wash it out
5. Put all in store garbage cans.

6. Vacuum floor each day.
7. Tidy and dust the shelf arrangements each day
8. Wash the front door for smudges and hand prints.
9. Keep the walking area clear by the sorting tables.

Utilization of all of our products: As a thrift store, we will receive goods that might be better used by community partners. Please see White Board for those goods. All of these arrangements will be processed through the Manager. No volunteer is to be making deals with people for any items for their own gain.

Items that we DON'T take:

- TV's
- Clothing
- Children's Toys
- Booster seats
- Medical Supplies
- Car Seats
- Car parts/bicycle parts
- Large Appliances
- Helmets without CSA sticker
- Cribs