

Volunteer General Information on Project Lemonade

- **Volunteers must be 12 years or older to volunteer without a parent present. If volunteer is under 18 years of age, volunteer must be accompanied by an adult age 18 or older who will be responsible for them. The responsible adult supervising/responsible for the under age child, could be: parent or relative, friend, Youth group leader, Team Leader, PL Committee member, or shift supervisor. The name of the responsible person should be noted on the Volunteer sign-in sheet and confirmed with the Shift Supervisor. Parents must sign the consent/waiver for volunteers under the age of 18 years.**
- **Volunteers need to complete the information on the Volunteer contact sheet the first time they volunteer. Volunteers must read volunteer general information sheet & description of volunteer positions and duties; read & sign the consent/waiver; sign-in & out on the Volunteer sheet each day that they work; wear a volunteer name tag; check-in with a Project Lemonade (PL) Shift Supervisor at the beginning & end of a shift and when taking breaks.**
- **There is one bathroom located down the hall on the left which is towards the right side of store. This should NOT be used as a dressing room for children.**
- **When children use a dressing/changing room, a Foster Parent, or Caseworker needs to accompany the child to the changing room and can wait outside of the room or at the end of the hall. Under no circumstances should a volunteer or PL Shift Supervisor be in the changing room with a Foster Child. In case of an urgent need/emergency in those areas, locate the Foster Parent and a Shift Supervisor to assist and resolve the issue.**
- **If children want to try on clothing, it is the Foster Parent's responsibility to take them to the dressing room and supervise them during that time.**
- **There will be coffee/water and hopefully snack items for volunteers. If a Volunteer's scheduled work time falls during a normal meal time, the Volunteer may bring a lunch and eat in the break room. There is a small refrigerator in the break room, a microwave, and a cooler that can hold beverages. Breaks/Snacks/Meals should be taken/eaten in the break room area or you're free to go outside and pick-up a meal.**
- **Please try and stagger your lunch time or break with others that are volunteering and coordinate this with the Shift Supervisor. Please contact a Shift Supervisor if you need someone to cover your position.**
- **Report Injuries Immediately to the Shift Supervisor. If needed please seek medical attention immediately. For minor cuts/abrasions there is a First Aid Kit in the Break Room.**

Project Lemonade has an awesome location and lots of great people volunteering. We'd like you to have a wonderful experience volunteering and help us keep an upbeat, fun, and happy environment to make this a special day for the kids in Foster Care and their families. We're glad you chose Project Lemonade to volunteer your valuable time to help make a difference in the life of a child. Thank You!!!

Volunteer Positions

We'll try to accommodate volunteer's wishes for areas they'd like to work in, but we ask you to be flexible in the tasks you work on. Depending on how many clients are in the building – we may need more help in a different area and ask you to assist. So, with that in mind it is important that you have a general understanding of what we're trying to accomplish in each area. Please read the following and ask questions if something doesn't make sense.

Parking Coordinator & Door Greeter Volunteer

- The Parking Coordinator will help direct Project Lemonade shoppers to the appropriate metered parking or the parking garage at Station Place.
- Parking Coordinators are responsible for monitoring PL LOADING spots, handing out parking passes if necessary, and collecting parking passes when shoppers are ready to leave. Please use the Parking Pass log to track the passes if necessary. Report any missing or lost passes to the Shift Supervisor. Please check with Shift Supervisor for exact process for using parking passes.
- Door Greeter can direct shoppers to the Check-in area, help hand out Lemonade/Coffee, monitor and keep the waiting area clean and orderly.
- Door Greeters can assist shoppers with carrying bags to car and/or monitoring bags if shopper is parked elsewhere and needs to bring vehicle around to pick-up merchandise.
- Door Greeters can also assist Parking Coordinator with duties.
- Parking Coordinator and Door Greeter can also help collect incoming donations from those non-shoppers that come by to drop off donations - or direct them to the appropriate area to collect a tax receipt if requested.

Check-In

- Foster Parents, Caseworkers, and the children will enter the store and their first stop should be the check-in area. Foster Parents and Caseworkers will need to sign-in providing Name, Provider ID (or get Certifier Name & Branch or other agency), and County that they are certified out of; for each Foster Child shopping they will need to provide First Name, Age, and gender.
- Prepare a shopping certificate for EACH Foster child of the Foster Parent that is shopping. Begin this process while the Foster Parent is signing in so you can ask the pant size & shoe size for each child. Each shopping certificate should include: Child's first name, gender (if name is not clear), and Foster Parent or Caseworkers name. Please ask pant size and shoe size of the child and write that on the certificate (this is necessary for check-out - socks/underwear fulfillment). There will also be other information we're asking for such as: General App Foster Parent, Relative, or Other (could be guardian or at home with Bio parent, etc.) Please circle GEN for General App, REL for Relative, OTR for other – these are listed in the Office Use section of the Shopping Certificate. These items may seem unimportant, but it is data required for various financial reporting purposes.
- Please ask if they are registered with the Foster Closet. If they have not registered, please have them complete a registration form or register them online if computer is available and you've been trained in this

area. Once their registration is complete, mark an "X" (if they registered/or are registered with the Foster Closet) on the Sign-in Sheet under "REP X" column & your initials under PL REP. If they prefer not to register with the Foster Closet that is fine. Please let them know that registering with the Foster Closet will enable them to shop & receive services from the Foster Closet. Registration will also allow them access to community partner services that might be available as an online resource. Have Foster Closet Handout and/or business card available for them to take.

- Tell Foster Parents where the dressing rooms are located and that they will need to help/supervise the child while in that area. If a child needs to try something on, they can use the dressing rooms, but the Foster Parent or Caseworker will have to assist them. Volunteers are not able to assist with this. Please contact a Shift Supervisor if you need assistance. Ask them to leave unwanted items on the racks marked for that purpose which will be located near the dressing rooms.
- Explain the Shopping Certificate to the Foster Parent & Children - highlighting the limits; hats, belts, heels, accessories DO NOT count toward their limit. Freebies & accessories should be limited to one per shopper; also tell them to hang on to the Shopping Certificate & Present it at the Check-Out area when they are finished shopping. If someone loses a Shopping Certificate, write up another for the child and write DUPLICATE at the TOP of the Certificate. Any Certificates that are found in the store should be returned to the Check-In Desk. Hand ALL the certificates to the Foster Parent/Adult that has brought them to shop.
- Ask the Foster Parent if they would like assistance for any of their children in shopping. If so, ask a personal shopper to assist those children. Volunteers will be directing them to different areas – regardless if they need personal shopping help.

Clothing Merchandisers and Personal Shoppers

- Many Foster Parents may come in with more than one Foster Child. We will ask the Foster Parent at check-in if they need assistance and will ask for a personal shopper at that time to assist.
- Personal shoppers can help direct foster families to the clothing areas, help pick out outfits (if asked), answer questions, etc.
- We have set-up a separate area for shoe shopping and will assign volunteers to work that area specifically. The shoe area has specific volunteers to assist shoppers, so if you are helping as a personal clothing shopper for the children you may need to help them wait their turn for shoe shopping if the area is full with other shoppers. This might give you some extra time to interact with the foster children and make their shopping experience that much better!
- Please Monitor the Clothing Racks/Tables/Bins and help to keep them orderly – if possible. Please restock racks as necessary pulling from the overstock located in the area behind the cube. Please notify a Shift Supervisor if we are running low on any item in the overstock area.
- Periodically check the racks outside of changing room areas and return the unwanted items to the appropriate size racks.
- Periodically check dressing rooms when not in use for unwanted items and return them to the correct size racks.
- Periodically check the bathroom to ensure it's clean and stocked with toilet paper & paper towels - Shift Supervisor may assign one person to do this during a shift.

- There will be donation bins/boxes located in the Overstock Area for any incoming donations we receive during the event. Please direct any incoming donations to that area. If anyone needs a Tax Receipt contact a Shift Supervisor. Door Greeter Volunteer could also be assisting with incoming donations.

Shoe Area Coordinator

- Shoe Area volunteers will need to help shoppers by directing them to the correct sizes and helping them find a suitable pair. Shoe size should already be listed on their shopping certificate.
- Keep shoes paired up by zip ties or shoe laces, etc., and put pairs back in the correct bins. Restock the sizes as necessary pulling from the Overstock area.
- You will need to make sure you have a seating area for 2-4 children depending on how many kids you are able to help at one time.
- Supplies to have on hand - pen & paper, scissors, and zip ties.

Check-out

- Once the child/Foster Parent is done shopping, they proceed to check-out area with the clothing, shoes, and shopping certificate.
- Volunteer checks off the items taken on the shopping certificate - clothing articles, sneakers, shoes, coats, - we will assume the numbers taken are that which are listed on the certificate. Please write zero (0) if none were taken. Bag the clothing, shoes, and coats and give the bag to the Volunteer handling Sock/Underwear fulfillment.
- The shopping certificate is handed over to Sock/Underwear fulfillment volunteer. Volunteer looks at what pant size and shoe size are written on the certificate and pulls the appropriate size & number of underwear and socks for the child and places them in the bag. Child doesn't get to pick which color or style they want - just stuff them in the bag. Should the Foster Parent say they do not want the socks & underwear, that's fine. Volunteer checks off the Socks and U/W boxes listed in the Office Use area of the certificate - if those items are taken by the shopper.
- Place the shopping certificate in the completed orders file which will be collected by Shift Supervisor at the end of the day.
- Place any coupons, flyers, or freebies in the shoppers bags and give the bag to the child or the Foster Parent.
- Please direct the shoppers to the greeter at the front door who will help them with packages, hold bags if necessary, and remind them to return their parking pass to the Parking Coordinator.
- Collect the Shopping bags that Shoppers used while selecting their clothing and return them periodically to the Check-in table for reuse.

Food Service Coordinator

- We'll want to make sure that our volunteers will have some food on hand & beverages to keep them fueled throughout the day. So, we're hoping to have a volunteer dedicated to help keep the break area stocked with snacks/coffee/cold water on hand – etc. There will be coffee/water and hopefully some breakfast/snack items in the AM. We'll also be serving Lemonade and coffee to our shoppers, so that area will need to be kept well stocked. Hopefully, we'll have someone very excited to serve in this area!

- The Food Service Volunteer could also assist in other areas as volunteers take breaks and need someone to cover their area. This would give the food service volunteer the opportunity to work in a variety of tasks around the event and lots of contact with the Foster Kids if you so desire. This would be optional of course and in addition to the Food Service duties. Just let us know and we'll get you set up.

Play Area Coordinator

- Play Area Coordinator will make sure that the play area is supervised at all times when small children are in the area. Please keep toys in the designated area and direct children to do the same.
- Provide activities for the children - such as play games, coloring, reading books, etc.
- If small children need assistance such as going to the toilet, diaper changed, etc., please contact another volunteer to help locate the Foster Parent to assist the child.
- Volunteer should also contact the Shift Supervisor to assist in locating & talking with the Foster Parent of any children that become unruly or out of control.

Shopping Event Flow

- Shoppers arrive and are directed to appropriate parking slots & receive a parking pass from Parking Coordinator.
- Shoppers enter Store and go directly to Check-in area to the right of the main entrance. Seating will be available in this area for those who must wait to check-in. This area can also be where lemonade & coffee is handed out/consumed.
- Foster Parents and/or Caseworkers complete the check in process.
- Shopping Certificates are issued for each Foster Child (happens at check-in and filled out by PL staff) Check-in Staff will explain the certificate & shopping process to the Foster Parent & children.
- Foster Parents/Shoppers that have completed check-in will be given a "shopping bag" for each child and can be assigned to a Personal Shopper Volunteer who will direct them to:
 1. main shopping area for clothing, coats, and other article selection.
 2. the "Shoe Area" in the back of the store.
 3. dressing rooms
 4. check-out.
- Foster Parents and/or Caseworkers proceed to Checkout once shopping is complete - for:
 1. Socks & Underwear fulfillment – certificate checked for sizes – items put in bag, certificate is then checked and marked in the Socks & Underwear info area.
 2. Give any handouts, coupons, freebies to Foster Parent or stuff them into their bags.
 3. Checkout – certificate checked & marked for any other items – (could be: clothing/shoes info & quantity if none taken, clothing/shoes are bagged and given to shopper.
 4. Certificate is kept at checkout and placed in completed orders file. (we'll be updating whatever tracking mechanism we're using to ensure shopper information is recorded)
- Foster Parents and/or Caseworkers & shoppers that have completed the checkout process should be directed to the parking attendant who will collect the parking pass.