



**“New Clothes, New Beginnings” Distribution Event  
Grand Canyon University Arena  
Volunteer Information Sheet**

**General Information**

- Location Grand Canyon University Arena
- Address 3300 W. Camelback Rd., Phoenix AZ 85017
- Parking The volunteer parking is off of 33<sup>rd</sup> Avenue and Camelback. Please go to security guard who will instruct you on where to park.
- Registration A registration/check-in table will be located inside the front door of the Arena. Once signed in, you will receive a name tag, then proceed into the Arena and sit in the stands where you will be given further instructions on starting your volunteer activity.
- Break Area Light snacks; water and lemonade will be available in the break room. Bring your lunch if you plan to work all day. Slices (pizza) concession stand will be open for business. Food and beverages are not permitted in the work areas.
- Attire Most volunteer positions will be indoors in air-conditioned space. Wear summer casual clothing. **Proper footwear is sneakers or closed-toe shoes that can be worn on gym floors. Flip-flops are not appropriate.**
- Cell Phones We encourage you to use your cell phone to capture photos or video of your experiences while volunteering to share on social media sites. However, NO phone conversations should take place while working with the kids. The children require your undivided attention and we expect you to provide it. Thanks!
- Location Report to the lobby of the Main gym.
- Report Time Report 15 minutes before your shift begins
- AM Shift 7:00 am to 12:00 pm. You are expected to work the entire shift, unless otherwise arranged by BTSCD for shorter or different shifts.
- PM Shift 12:00 noon to 5:00 pm. You are expected to work the entire shift, unless otherwise arranged by BTSCD for shorter or different shifts.
- Parents A Parent/Guardian MUST accompany all non-high school minors.
- Storage There is not storage available for purses or personal items. Lock them in your car. **We are not responsible for any valuables lost or stolen while volunteering.**

**Job Assignment**

- Once you have registered at the event, you will be assigned to work in a specific role for the entire shift. Remain at it the entire shift unless reassigned by a BTSCD Resource Coordinator or Department Manager.
- Report to the Department Manager you are assigned to work for to receive instructions on what to do once you are assigned a Department and job.
- Keep your badge/nametag on the entire time you are volunteering.

### Overview of Distribution Event

#### Saturday and Sunday

- Trucks will be unloaded and pallets moved into their proper location. Boxes will be opened, inventoried, and departments set up and prepared for children to shop on Monday morning.
- Backpacks will be stuffed with school supplies and personal hygiene items in assembly-line fashion. All signage and decorations will also be finalized.

#### Monday through Thursday

- Students will arrive by bus from their respective schools accompanied by school personnel.
- Students will be greeted by BTSCD volunteers and ushered into the student registration area.
- Students will be kept in school/family groups and will begin registration.
- Each child will be partnered with a BTSCD personal shopper escort who will assume FULL RESPONSIBILITY for that child travelling through multiple stations and buildings on their *NEW CLOTHES, NEW BEGINNINGS* shopping spree of a lifetime until he/she is returned back to the school personnel an hour or two later.
- **Children will NEVER be left alone without an escort.** If you see a child alone or wandering, find their escort immediately or walk the child back to the student registration area and the supervisor there.
- Once in the Main Gym each child will be escorted through each department in no particular order. Escorts will direct their students to the shortest lines and keep students entertained and happy. An important part of this process is to make it an enjoyable experience for the student.
  - **SHORT, SOCKS AND UNDERWEAR DEPARTMENT:** Each child will receive two pairs of shorts, three pairs of socks, three pairs of underwear, and a belt.
  - **SHIRTS AND SWEATSHIRT DEPARTMENT:** Each child will receive two polos and one sweatshirt.
  - **"STITCHES OF LOVE" DEPARTMENT:** Each child will receive an outfit of hand-sewn clothing and make choices on accessories. Our volunteer seamstresses run this department. If you are the personal shopper escort you are to wait outside the entrance of this department and keep an eye on your student. Be available to him/her immediately upon exit. Do not wander off, talk on your phone, or otherwise lose sight of your young student.
  - **SHOE DEPARTMENT:** Each child will receive one pair of shoes.
- Once the student has completed shopping in each department the final stop in the Main Gym will be the:
  - **QUALITY CONTROL DEPARTMENT:** There all items chosen by the student will be checked for correct size, color, etc and scanned into the computer for inventory purposes.
- The personal shopper will then escort the student to the following areas. There each child will continue shopping in:
  - **ADK BOOK DEPARTMENT:** Each child will select books for their own personal reading.
  - **BACKPACK DEPARTMENT:** Each child will receive a fully stuffed NEW backpack filled with school supplies and hygiene items.
  - **LEARNING ZONE:** Each child will be entertained with varied learning experiences.
  - **SNACK ZONE:** Each child will receive snacks while waiting for their fellow students to gather.
- The personal shopper escort should remain with the student in the GYM until the school chaperone reassumes responsibility for the child. **IT IS IMPERATIVE THAT NO CHILD BE LEFT UNATTENDED AT THIS POINT.** Only after the student is seated/accounted for may the personal shopper escort return to meet with a new student.

#### Thursday Afternoon through Friday

- Distribution ends Thursday afternoon after which we begin packing and clean up.
- All remaining merchandise is inventoried and boxed. Boxes are stacked on pallets and moved outdoors where they will be loaded onto trucks with a forklift. Duties involve both indoor and outdoor work. All decorations must be removed from the school. The campus must be left the way it was found.

### **SET-UP DUTIES**

- **TRUCK UNLOADING:** Trucks will be outside of the gym and pallets are unloaded with a forklift. Pallets must be moved into the gym and placed in their proper location. (Pallets are moved with pallet jacks.) Merchandise is moved manually from the pallets, boxes opened, merchandise inventoried, and placed in the proper department.
- **INVENTORY:** Open boxes; remove merchandise; count items; log in inventory; place pallets in correct department store location.
- **BACKPACK SETUP:** Unpack and organize items in assembly-line fashion. Makeup backpack boxes.
- **BACKPACK STUFFING:** Fill backpacks with supplies and hygiene items using an assembly line process.
- **FINAL SETUP:** Organize all departments and complete decorations and signage.

### **DISTRIBUTION/DEPARTMENT DUTIES**

- **SHORTS, SOCKS & UNDERWEAR:** Fit each child with two pairs of shorts, three pairs of socks, three pairs of underwear, and a belt.
- **SHIRTS AND SWEATSHIRT DEPARTMENT:** Fit each child with two polo shirts and one sweatshirt.
- **“STITCHES OF LOVE” DEPARTMENT:** Limited volunteer opportunities, as our volunteer seamstresses run this department which outfits the children with hand-sewn clothing and accessories.
- **SHOE DEPARTMENT:** Fit each child with one pair of shoes.
- **BACKPACK DEPARTMENT:** Each child is handed one full backpack as they leave to get on the bus.
- **QUALITY CONTROL:** A volunteer will review the clothing and shoe sizes selected for each child to ensure correct sizing. If there is something not sized properly, the child will be taken by the Personal Shopper to that department for a new size.
- **ESCORT:** Escorts will guide students from registration through the book department and the Learning Experience area. When the children have completed the rotation and enter into the arena, the escort will guide them to their school/district section and ensure the school/district chaperones are aware the child is seated. Only after the student is seated/accounted for will the escort return to registration to meet with a new student.
- **PERSONAL SHOPPER:** Shoppers will guide students through the various departments. The goal is to make sure the child gets through each department and has an opportunity to be fit with all the available items. An important part of this process is to make it an enjoyable experience for the students. When finished with one student, shoppers pair up with another until all students are serviced. Shoppers will leave the child in the book area/Learning Zone and return to service another child.
- **SCHOOL CHAPERONES:** Responsible for getting the children to the Registration Area and then taking the child to the food area after shopping is done. School Chaperones are also responsible for getting all of their children on the school bus.
- **RESOURCE COORDINATORS:** There will be several volunteers positioned around the arena who are responsible for moving volunteer resources to where they are needed as the need arises. These Resource Coordinators will work together as a cohesive group to manage the flow of children through the shopping experience. They will take direction from the individual Department Managers who will inform the RC's of their department needs.
- **OTHER DUTIES:** Volunteers are needed to assist with student registration, student processing, returning students to the auditorium when their shopping experience is completed. Additional duties may be needed during the week and may not include work directly with the kids.

## **BTSCD Volunteer Information Sheet**

### **WRAP-UP JOBS**

- On the final day of distribution after the last school is served, we begin inventory, pack-up, and clean-up. All remaining merchandise is inventoried and boxed. Boxes are stacked on pallets and moved outdoors where they will be loaded onto trucks with a forklift. Duties involve both indoor and outdoor work. All decorations and signs must be removed from the school. The gym, cafeteria, and school grounds must be left the way they were found when we arrived.

### **VOLUNTEER REGISTRATION**

- Please sign-up online in advance by selecting a date and time slot available with the organization you volunteer through. If you are not with a pre-designated organization, please sign up as an Individual Volunteer\*. Current contact information for each volunteer is required. Once at the event, a variety of jobs will be available from which volunteers can select. We will do everything possible to accommodate your job request, but please understand volunteers will be placed where most needed and job assignments can change during your shift.
- \*If you are a new company or organization interested in arranging pre-designated volunteer opportunities with BTSCD, please contact our office to be listed and discuss the number of shifts, dates and time commitments.
- Please note that this is a highly visible media event and news cameras and photographers will be present during the entire week. By registering to volunteer you consent to the use of your photo, image, and video for the marketing and publicity purposes of BTSCD.

#### **BTSCD Contacts:**

Joanne Grady, Program Administrator  
[Joanne@btscd.com](mailto:Joanne@btscd.com)  
602.475.1718 cell

Suzanne Kramer, Volunteer Coordinator  
[Suzanne@btscd.com](mailto:Suzanne@btscd.com)  
602.432.2123 cell

Robert Smith, Operations  
[Robert@btscd.com](mailto:Robert@btscd.com)  
602.723.3852 cell

Karl Gentles, Executive Director  
[karl@btscd.com](mailto:karl@btscd.com)  
602.920.1808 cell

Office Address:  
360 E. Coronado Road, Suite 200  
Phoenix, AZ 85004  
(602) 256 9408 office  
(602) 256.9409 fax

# # #



### **Guidelines for Working with Children**

*Back to School Clothing Drive has implemented this policy to safeguard children while promoting a positive, nurturing environment in which to serve them. These guidelines are to be strictly followed.*

#### **Two Adult Guideline:**

A child will not be left alone with only one individual. If for some reason a child needs to leave the group, two individuals (preferably male and female adults) will supervise.

#### **Guidelines for Touching:**

1. Appropriate physical contact between workers and children is important for a child's development and is generally suitable. These include gestures like high-fives and guiding a child through the event with hand-holding and/or placement of your hand on the shoulder area. Keep in mind that the method of guidance should be age appropriate. For example, while it is generally acceptable to lead a kindergartener with hand-holding, it is not generally acceptable when guiding a 6th grader.
2. The child should initiate any contact. It should be a response to the child's need for comfort, encouragement, or affection. It should not be based upon the adult's emotional need.
3. If a child wants to give the volunteer worker a hug, the individual should give a side hug (arm around the child's shoulder).
4. All touching (including measuring children for garment fitting) should only occur in the presence of other volunteer workers. It is much less likely that touches will be inappropriate, or misconstrued as such, when two individuals are present and the touching is open to observation.
5. Behavior should not give even the appearance of wrongdoing. When in doubt, don't.
6. A child's preference not to be touched should be respected. Do not force contact (high-fives, etc.) upon a reluctant child.
7. Volunteers must promptly notify the Executive Director or other BTSCD Supervisor if they witness any inappropriate or questionable behaviors by others.

**Corporal Punishment:** Corporal punishment and other forms of punishment are never appropriate in Back to School Clothing Drive activities. Volunteers should notify the school/ district representative or a BTSCD Supervisor if they need help with misbehaving or unruly youth.

**Open Door Guideline:** All rooms housing activities and events should have the door open enough so that passers-by can see what is happening inside.

**Note:** No individual with prior incidents of sexual misconduct or abuse may be a volunteer in any capacity. Volunteers who ignore these guidelines will be asked to leave the premises.

###