



**“New Clothes, New Beginnings” Summer Distribution Event
Grand Canyon University Lopes Performance Center
Volunteer Information Sheet**

General Information

- Location Grand Canyon University Lopes Performance Center
- Address 3300 W. Camelback Rd., Phoenix
- Parking Volunteer parking is in the Halo Parking Deck off of 35th Avenue, north of Camelback. Security Guard will instruct you to park; typically 2nd or 3rd floor of parking garage.
- Registration .A registration/check-table will be located inside the front door of the arena. Once checked 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 and water will be available in the break room. Bring your lunch if you plan to work all day. GCU’s concession stand and food court will be open for business as school is in session. 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, nor acceptable.**
- 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. Thank you!
- Social Media Sharing your experience and posting on social media is encouraged and welcomed. Taking pictures with the students is allowable as all students (parents) have provided permission to use their image for BTSCD marketing purposes. BTSCD Social Media: Instagram @backtoschoolcd; Facebook Backtoschoolclothingdrive; Twitter @backtoschoolcd; Hashtags #BTSCD2018 #NCNB2019 #backtoschool2019
- Location Report to the lobby of the Lopes Performance Center for check-in at your shift time.
- AM Shift 7/22-25 7:00 am to 12:00 pm.
- PM Shift 7/22-24 12:00 pm to 5:00 pm / 7/26 1-5 pm and 4-8 pm
You are expected to work the entire shift, unless otherwise arranged in advance with BTSCD.
- Parents A Parent/Guardian MUST accompany all non-high school minors.
- Storage There is no 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 in for instructions on what to do once you are assigned a Department and job.
- Keep your badge/nametag on the entire time you are volunteering.

BTSCD Volunteer Information Sheet

Overview of Distribution Event

Friday - Sunday prior to the event

- 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 and lunch area will be staged.
- All signage and decorations will be finalized.

Monday through Thursday

- Students will arrive by bus, 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. They will travel with them through multiple stations on their *NEW CLOTHES, NEW BEGINNINGS* shopping spree 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 on the Arena floor, 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.
- What do the children receive?
 - **SHORTS, BELTS AND UNDERWEAR DEPARTMENT:**
3 pairs of underwear
1 belt
2 pair of shorts
 - **SHIRTS AND SWEATSHIRT DEPARTMENT:**
2 polos and
1 sweatshirt
 - **"STITCHES OF LOVE" DEPARTMENT:**
2 items / 1 outfit of hand-sewn clothing and choice of accessories
Our volunteer seamstresses run this department. If you are the personal shopper escort you will wait outside the entrance of this department and keep an eye on your student. Be available to him/her immediately upon exit. Please: Do not wander off, talk on your phone, or otherwise lose sight of your young student.
 - **SHOES AND SOCK DEPARTMENT:**
1 pair of shoes
3 pairs of socks
- After shopping in each department the final stop in the Main Gym is check out:
 - **QUALITY CONTROL DEPARTMENT:** Here 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 resumes 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.

Friday Morning Distribution ends Thursday. We begin teardown, packing and cleaning Friday morning. 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 GCU. The campus must be left the way it was found. Or better!

SET-UP DAY 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.
- **FINAL SETUP:** Organize all departments and complete decorations and signage.

DISTRIBUTION / DEPARTMENT DUTIES

- **SHORTS, BELTS & UNDERWEAR:** Fit each child with two pairs of shorts, 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.
- **SHOES AND SOCKS DEPARTMENT:** Fit each child with one pair of shoes and three pairs of socks.
- **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 may be needed to assist with student registration and student processing, in addition to helping students through their shopping experience. Additional duties may be needed during the week and may not include work directly with the kids.

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WRAP-UP JOBS

- Friday is the last day of the event. It is inventory, pack-up, and clean-up day. All remaining merchandise is boxed and 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. Current contact information for each volunteer is required. In the volunteer registration section of the web site you can indicate your organization's volunteer preferences and the number of volunteers that plan to participate. This is especially important if you are scheduling a large group of people. We will do everything possible to accommodate an organization's volunteer request, but due to the overwhelming popularity and demand for volunteer slots, we cannot guarantee spaces on your first-choice of shifts.

VOLUNTEER REGISTRATION

- 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:

Karl Gentles, Executive Director
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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.

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