



“New Clothes = New Beginnings” Distribution Event Volunteer Information Sheet

GENERAL INFORMATION

- Location:** Grand Canyon University Arena
- Address:** 3300 W. Camelback Rd., Phoenix
- Parking:** All volunteers will park on GCU’s campus on 33rd Avenue and Camelback. The security guard will tell you where to park.
- Check In:** After you park, follow the signs to enter the arena. A volunteer check-in area will be inside the main arena entrance. You will check in via QR code based on your group, so please register online before the event at www.backtoschoolclothingdrive.com Once checked in, go to the main gym, and sit in the stands for further instructions.
- Break Area:** Light snack and water will be available in the break room. There is no lunch served to volunteers. Please bring a lunch if you plan to work all day. 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; group t-shirts are encouraged. **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. Please tag @backtoschoolcd and use the hashtag #ChangeEducationFor Good! Please note, however, NO phone calls should take place while working with the kids. The children require your undivided attention, and we expect you to provide it. Thanks!
- Report Time:** Please arrive 15 minutes before your shift begins.
- AM Shift:** 7:30 a.m. – 12:30 p.m. Unless other advance arrangements were made with BTSCD, you are expected to work the entire shift.
- PM Shift:** 12:00 p.m. – 5:00 pm. Unless other advance arrangements were made with BTSCD, you are expected to work the entire shift.
- Evening Shift:** 4:00 p.m. – 8:00 p.m. Unless other advance arrangements were made with BTSCD, you are expected to work the entire shift.
- 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.

At any time up to and during the event, we may need to update this general information and will notify all coordinators as soon as a change is made.



“New Clothes = New Beginnings” Distribution Event Volunteer Information Sheet

JOB ASSIGNMENTS

- Once you have registered, you will be assigned to work in a specific role for your shift. You will not change 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 SCHEDULE

Friday through 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.
-

Monday through Wednesday

- Students will arrive by bus from their schools accompanied by school personnel.
- Students will be greeted by BTSCD volunteers and ushered into the student registration area.
- Students will be kept in their 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 until he/she is returned back to school personnel
- **Children will NEVER be left alone without an escort. If you see a child alone, find their escort immediately or walk the child back to the student registration area and the supervisor there.**
- Once inside the main arena 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.



“New Clothes = New Beginnings” Distribution Event Volunteer Information Sheet

- Once the student has completed shopping in each department the final stop is 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.
 - **SNACK ZONE:** Each child will receive snacks while waiting for their fellow students to gather.
 - **DENTAL DEPARTMENT:** Each child will receive a dental screening and fluoride rinse.
 - **BACKPACK DEPARTMENT:** Each child will receive a fully stuffed NEW backpack filled with school supplies and hygiene items.
 - The personal shopper should remain with the student in the main gym until the school chaperone reassumes responsibility for the child. **IT IS IMPERATIVE THAT NO CHILD BE LEFT UNATTENDED.** Only after the student is seated/accounted for may the personal shopper leave to meet with a new student.

Thursday and Friday Morning

- Thursday AM/PM and Friday AM are when we pack, clean up and load out!
- Duties may involve both indoor and outdoor work.
- All remaining merchandise is inventoried and boxed.
- Boxes are stacked on pallets and moved outdoors where they will be loaded onto trucks by a forklift operator.
- All decorations must be removed from the location.
- The GCU 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. Makeup backpack boxes.



“New Clothes = New Beginnings” Distribution Event Volunteer Information Sheet

- **BACKPACK STUFFING:** Fill backpacks with supplies and hygiene items using an assembly line.
- **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 given a 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 snack 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 and return to help another child.



“New Clothes = New Beginnings” Distribution Event Volunteer Information Sheet

- **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 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 Resource Coordinators of their department needs.
- **OTHER DUTIES:** Volunteers are needed to assist with student registration, student processing, and returning students to the arena when their shopping experience is completed. Additional duties may be needed during the week and may not include work directly with the kids.

WRAP-UP JOBS

- On Thursday, we will 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*. 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 volunteers, dates, and time commitments.
- Please note that this is a highly visible media event and news cameras and photographers will be present during the week. By registering to volunteer, you consent to the use of your photo, image, and video for the marketing and publicity purposes of Back-to-School Clothing Drive.



back to school
clothing drive

**“New Clothes = New Beginnings” Distribution Event
Volunteer Information Sheet**

BTSCD Contacts:

Janette Lopez, Program Director

Janette@btscd.com

602.518.2435 cell

Suzanne Kramer, Volunteer Coordinator

Suzanne@btscd.com

602.432.2123 cell

Robert Smith, Operations

Robert@btscd.com

602.723.3852 cell

Karl Gentles, Executive Director

karl@btscd.com

602.920.1808 cell

BTSCD Office Information:

360 E. Coronado Road, Suite 200

Phoenix, AZ 85004

(602) 256 9408 phone

(602) 256.9409 fax

###



“New Clothes = New Beginnings” Distribution Event Volunteer Information Sheet

GUIDELINES FOR WORKING WITH CHILDREN

Back to School Clothing Drive implements policies to safeguard children while promoting a positive, nurturing environment in which to serve them. These guidelines are strictly enforced.

Two Adult Guideline:

- A child will not be 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:

- Appropriate physical contact between volunteers 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 handholding and/or placement of your hand on the shoulder area.
- The method of guidance should be age appropriate. For example, while it is generally acceptable to lead a kindergartener with handholding, it is not generally acceptable when guiding a 6th grader.
- The child should initiate any contact. It should be a response to the child’s need for comfort, encouragement, or affection.
- If a child wants to give the volunteer worker a hug, the individual should give a side hug (arm around the child’s shoulder).
- All touching (including measuring children for garment fitting) should only occur in the presence of other volunteers. It is much less likely that touch is inappropriate, or misconstrued as such, when two individuals are present, and the touching is open to observation.
- Behavior should not give even the appearance of wrongdoing. When in doubt, do not.
- A child’s preference not to be touched is respected. Do not force any contact (high-fives, etc.) upon a reluctant child.
- 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 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 removed from the event.

###