



home sweet home

furnishing hope

VOLUNTEER HANDBOOK

**An in-depth look at the procedures,
roles, and policies that support a
successful mission**

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WELCOME!



Welcome to Home Sweet Home!

Whether you can commit to one day a week, once a month, or help with occasional projects, we want to have you involved! We have something for everyone - whether you're interested in sorting, organizing, shopping, designing, refinishing, carpentry, and something else.

We could not do this work without our dedicated volunteers! Thank you for all the time, care, and the energy you put into this mission.



MISSION, VISION, VALUES

Mission:

Home Sweet Home is a furniture bank that partners with underserved individuals and families to furnish their homes, creating spaces that support stability, comfort, and dignity.

Vision:

- Uplifts our community and inspires hope by providing every person a bed to sleep in, turning houses into homes
- Supports sustainability by reducing waste and giving new life to gently-used furnishings

Values:

- Respect, Compassion, and Inclusivity.
- Collaboration and Teamwork
- Impact and Service

ABOUT US

Home Sweet Home began with a simple, powerful idea: everyone deserves a safe, comfortable place to call home.

While working in the St. Louis nonprofit community, our founder and executive director, Betsy Reznicek, noticed a critical gap. Families transitioning out of crisis were often handed the keys to an empty space with no beds, tables, or basic home essentials, and no single organization was equipped to meet the need. Betsy envisioned a dedicated furniture bank that could provide essential furnishings with dignity and efficiency. She partnered up with a small but determined group of community members, and together they turned that vision into reality.

In October 2015, Home Sweet Home made its very first delivery—with a small group of volunteers, a borrowed warehouse, a rented truck, and \$5,000 in seed funding. Since then, thanks to the generosity of our supporters and strong partnerships with local agencies, we've grown into a vital community resource.

Today, Home Sweet Home serves more than 1,200 families each year. Our 18,000-square-foot warehouse stays full thanks to generous donors, and our four trucks hit the road daily to pick up furniture donations and deliver to families in need. With support from hundreds of volunteers and our dedicated team staff members, we've rehomed over 600,000 essential household items, turning empty spaces into warm, welcoming homes.

ACCOUNTABILITY



Our goal is to provide a welcoming experience for our clients, filled with choice and dignity. For this reason, we aim to create an inclusive and judgment-free space.

At Home Sweet Home, we commit to holding each other accountable in the face of racism, sexism, ableism, homophobia, transphobia, and all other forms of oppression. We ask our staff and volunteers to be open to respectful, difficult conversations as we work to unlearn our implicit biases.

Therefore, in moments of observed insensitivity, we will privately and kindly discuss the matter with the individual(s) who have expressed insensitivity, in hopes of facilitating growth from our mistakes. Additionally, we reserve the right to end a volunteer engagement, depending on the severity of the event.

We appreciate your understanding as we strive to ensure a respectful environment at Home Sweet Home!

CONFLICT RESOLUTION

Home Sweet Home is committed to creating and maintaining an environment characterized by constructive, productive, and supportive relationships.

In the event of a conflict between volunteers or between a volunteer and staff, we ask that each party communicate openly and respectfully with one another to reach a resolution. The presence of conflict, if dealt with effectively, offers an opportunity for individual and organizational growth. Therefore, Home Sweet Home holds the right to privately address interpersonal conflict with the select parties involved. We hope that a peaceful understanding can be found in all instances.

If a resolution cannot be reached in person, or if the event in question is considered too severe to continue in a way that feels supportive and comfortable for all, Home Sweet Home reserves the right to end a volunteer's engagement.



GUIDELINES

We believe that Home Sweet Home offers diverse opportunities for those seeking involvement. We strive to be flexible with our volunteers' needs while also maintaining clear guidelines.

GENERAL GUIDELINES

- 1** Treat fellow volunteers, staff, and clients with respect and kindness.
- 2** No matter the task, use our work to create an experience of dignity and empowerment with our clients.
- 3** Remain flexible and understanding.
- 4** Be prepared to help in whatever ways are most needed.

GUIDELINES WITH CLIENTS

- 1 Home Sweet Home operates without any religious affiliation; therefore, we kindly ask that volunteers do not initiate religious dialogue with our clients.
- 2 We work hard to be mindful of our unconscious biases and the ways that our thoughts can influence our behavior.
- 3 While it may be difficult at times, please never share your personal information (such as phone number, address, etc.) with a client. Additionally, please never accept that information from our clients.
- 4 Please never offer personal offsite assistance to our clients. We are so glad to offer our services, but please know they begin and end in the warehouse.



EXPECTATIONS



TIME EXPECTATIONS

- AM shifts run from 9 am to Noon. The first client of the morning will start at around 9:30.
- PM shifts run from Noon to 3 pm. Our first client of the afternoon will usually arrive at 12:30 pm.
- **Shopper Assistants and Front Desk volunteers** are expected to stay for the entire shift.

CANCELLATIONS

- If you are unable to make a shift, please email the volunteer coordinator at volunteer@homesweethomestl.org or call 314.448.9838 ext. 106.

INJURIES

- If you are injured while at Home Sweet Home (be it a minor or major injury), please let a staff member know immediately.

DRESS CODE

- Wear closed-toed shoes to protect your feet.
- You will be provided a name tag. Please wear it while on shift.
- Wear comfortable clothes, as the warehouse is not climate-controlled and will be hot in the summer and cold in the winter.
- It is suggested that you wear a Home Sweet Home shirt, which can be purchased in our front office.
- Bring water to remain hydrated.



PROCEDURES

Arrival

- Sign in at the computer inside the warehouse next to the Daily Shopper board.
- Ensure you're wearing your nametag.
- Place any personal items you'd like in our lockers, located to the right of the sign-in computer.
- Check to see if you are scheduled to be a Shopper Assistant during your shift. All information should be posted on the Daily Shopper board to the right of the sign-in computer
- If you are unsure about which tasks to prioritize, ask the Volunteer Coordinator how you may help. There's always something to be done!

Shift huddle

- The Volunteer Coordinator will host a brief, daily meeting to discuss any news for the AM or PM shifts. We may:
 - Outline any priorities for the day
 - Identify any changes in warehouse or shopping processes
 - Share tips or news about HSH or the community.

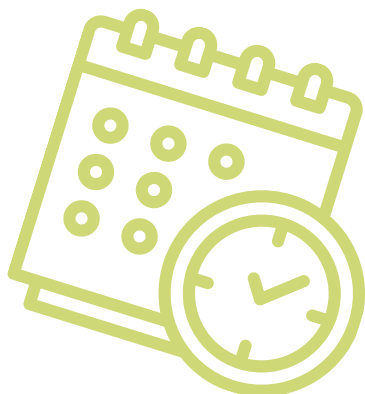
PROCEDURES CONTINUED

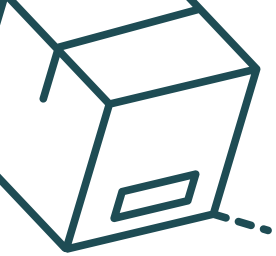
Sign Out

- After a shift is complete, please be sure to tidy up your work station.
- If you leave midway through a project, please provide notes for the volunteer after you, or inform the Volunteer Coordinator of the status of your project.
- Don't forget to grab your belongings from the lockers before you leave!
- Sign out at the volunteer sign-in station computer before you leave.

Scheduling

- Please use the sign-up links located in the Weekly Update that our Volunteer Coordinator emails on Fridays.





VOLUNTEER ROLES

Warehouse Volunteer

It is a simple idea: accept donations and then redistribute them. The logistics, however, can be overwhelming. Warehouse Volunteers process incoming donations. They clean them when necessary. They know how to create dish, knife, and utensil kits, sort linens, and restock according to the systems in place.

The position is in the warehouse and does require some physical activity, but we have a Warehouse Coordinator, movers, and other staff to assist with larger and heavier items. There is no requirement to lift over 5-10 pounds.

You can also check to see if the following tasks need to be done:

- Restock items in shopping areas.
Note: Be sure not to interrupt clients as they shop.
- Organize items on the warehouse floor that are out of place.

You are free to choose a warehouse task of your choice.

If you are not trained on a station, ask an experienced volunteer to train you on that station.

VOLUNTEER ROLES

Front Desk Hospitality Expert

The front desk hospitality volunteers are the first people clients interact with at Home Sweet Home. This multifaceted position helps us connect with the community, provide a welcoming environment to everyone at HSH, and offer resources to those in need.

The front desk also performs administrative work. Occasionally, we may need additional **Administrative Volunteers** to help complete office tasks or projects.

Each front desk volunteer has experience volunteering at Home Sweet Home. In addition, there is an hour-long training that includes recognizing our biases and a requirement to shadow an experienced Front Desk Hospitality expert three times before qualifying as an official Front Desk Hospitality expert.



VOLUNTEER ROLES

Shopper Assistant

While many people work to bring our mission to life, the Shopper Assistants are the ones who interact the most with families. They are at the heart of our mission, providing a warm 'shopping' experience. They lead families through the process of selecting items for their home.

Shopper Assistants tag selected items and complete the shopper sheet to track all the items selected, so we have the data for our reporting. Once the client has completed their shopping, the Shopper Assistant will pack up smaller items in boxes to prep for delivery.

Each Shopper Assistant has experience volunteering at Home Sweet Home. There is a 2-hour training that includes recognizing our biases. After completing the training, they shadow a certified Shopper Assistant 3 times. They then do a practice run as the lead Shopper Assistant and are shadowed by the Volunteer Coordinator or an experienced Shopper Assistant.



WAREHOUSE TASK INSTRUCTIONS

INCOMING DONATIONS



Most donation drop-offs at our loading dock are unscheduled. In most cases, our Warehouse Coordinator will be available to accept or decline items.

If you are assigned to the loading dock, please check with a staff member or trained volunteer before accepting any furniture donations.

When clearing the dock, move all accepted items to the appropriate intake area.

Most boxed items will go to the general incoming donation shelves near the loading dock.



Art and decor items are sorted to the shelves at the far back of the warehouse near the dish kits.



INCOMING DONATIONS



Linens should be sorted into the large bins at the front of the workstations.

Linens must be inspected and tagged for size before going to the shopping area.

Electronics should be loaded on the shelves near the back of the warehouse, next to the linen storage area. Electronic items need to be tested to ensure they work properly before a client selects them.



PROCESSING DONATIONS: A QUICK GUIDE

Our goal is to provide a shopping experience for our clients that is rooted in choice and dignity. If an item is not something you would feel comfortable using in your own home, it is not appropriate for our clients.

- Items need to be free of stains, tears, rips, chips, and holes, and must be functional.
- Items should be clean before being placed on the warehouse floor or in back stock.
- Items that are not accepted or do not meet our standards will be boxed and forwarded to other organizations, such as St. Vincent DePaul or the Salvation Army. Please refer to the “Forwarding” section later in this document for more information.

We do not set aside or hold back high-value or especially nice items for resale (with the exception of possible silver or silverplate). If an item is useful and practical, it should be made available for clients to choose.

Please use the following guidelines to support your donation sorting decisions.



ITEMS WE DO NOT ACCEPT

Dishes and Barware

- Alcoholic beverage glasses, e.g. Wine, Margarita or shot glasses
- Non-microwave safe dishes
- China with a gold or silver rim
- Corelle dishes with a design made before 2005 (all white is acceptable). Place Corelle into the appropriate bin on the Dish Shelves for review.
- Veining, chipped, or scratched items

Electronics

- Items with mold, rust, stains
- Flat screen TVs without a stand, remote, or power cord
- Tube TVs
- Space heaters
- Items with a flame (e.g., grills)
- Catering coffee makers
- Record players
- Large stereo systems
- DVD players
- Wi-Fi modems or routers
- Phones of any kind



ITEMS WE DO NOT ACCEPT

General

- Alcohol-related items (e.g., wine glasses, bottle openers), including items with alcohol related imagery or text
- Books & Toys
- Clothing
- Crystal
- Curtain rods (non-tension rods)
- Damaged, veining, chipped, or scratched items
- or moldy items
- Expired plastic SodaStream bottles (expiration date is printed on the bottle)
- Obscene or offensive items
- Religious items such as angels, crosses, etc.
- Seat pillows
- Used Bed Pillows



Linens

- Items with stains, smells, wear, and tear
- Foam mattress toppers
- One-off bed skirts or pillow shams
- Used bed pillows; clean decor pillows are acceptable
- Valences
- Extra-large tablecloths

FORWARDING

General Items

Forward items by placing them in the applicable tote near the intake area:

- Remains Fabric- large pieces of fabric
- St. Vincent de Paul - any items we don't accept in good condition
- Grapevine Wines - see tote for acceptable items
- Florist - see tote for acceptable items
- Cast iron
- Metal recycling
- Picture frames
- Electric Item - if the item works but is not clean enough for our standards, place it in the forwarding room near the shopping room
- We only accept holiday decor that is in the current season, i.e., we only accept Christmas decor in December.

Linens

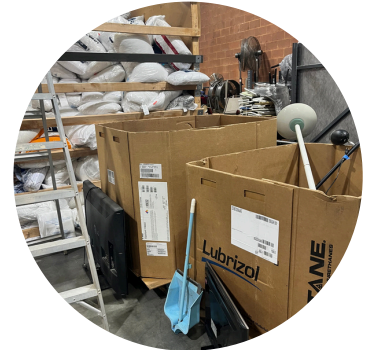
- Ensure the item is over a square yard of fabric and is free of pins, zippers, and buttons
- Items can be forwarded to:
 - Humane Society - towels, blankets, sheets, but no pillows
 - Gateway 180 - bed pillows that are free of stains, rips, tears, or smells; some comforters. Place in the bay above the first linen station
 - St. Vincent de Paul - any items we don't accept that are in good condition
- Place 100% cotton into the bin labeled 100% cotton
- Put items not meeting any of the above in the trash.



RECYCLING

ELECTRONICS

There are two large electronic recycling bins near the pillow pit at the back of the warehouse. These bins are scheduled for pick up once they are full.



METAL

We work with Ace Metal Recycling to recycle our metal waste. The marked Ace Metal Recycling dumpster is to the left when exiting the loading dock stairs. We do not make money on this service, so please do not throw your personal scrap metal into our bins.

STERLING SILVER

Sterling is not practical to give to clients, given its propensity to tarnish and need for delicate cleaning. We resell sterling silver to a local jewelry store and use the resulting money to support our mission. If you find suspected silver, please put it in the bin near the incoming donation shelves labeled “FORWARDING to Silver Resale.”



FABRIC RECYCLING

HSH sends all damaged fabric that we cannot send to other places (i.e., Humane Society) to the Remains Fabric Recycling facility in South City.

CARDBOARD/PAPER/PLASTIC

We try to reuse all boxes, wrapping, and other packing materials received. We do have a recycling dumpster outside by the docks. They will take anything that your at-home recycling will take, including some plastics, cardboard, and paper.

ELECTRONICS

All appliances are tested and cleaned (inside and out) before placing them on the shelves or in the back stock area.

PROCESS

- Test items to ensure they function as intended.
- Mark working items with blue tape around the plug; use a rubber band to secure the cord.
- Items without a cord - put a small piece of blue tape over the battery box; be sure batteries are included.
- Place highly in-demand items in the shopping room as soon as they are processed. These include:
 - Coffee makers
 - Floor lamps
 - Microwaves
 - TVs
 - Vacuums.



- If the item has lots of small parts, pick out a small box that can hold the machine and all of its parts.
- Flatscreen TVs must include a stand, cord, and remote control.
- New boxed items - put a piece of blue tape over the box seal; no need to remove the item from the box.
- Boxed items that are not new - remove the item from the box and discard the box.

ELECTRONICS

LAMPS

- Place on the electronics sorting station
- Screw in the correct lightbulb (found underneath the main sorting station; additional odd lightbulbs are under the second sorting station).
- If working, wrap the electrical cord close to the base and bind it with a [rubber band](#), and wrap the plug with [blue tape](#).
- If no lampshade, check our back stock for a good match.
- Put the lamp out on the floor or place it in the lamp shelves in the lamp back stock area.

RECYCLE ELECTRONICS

Recycle non-functional electronic items. This includes:

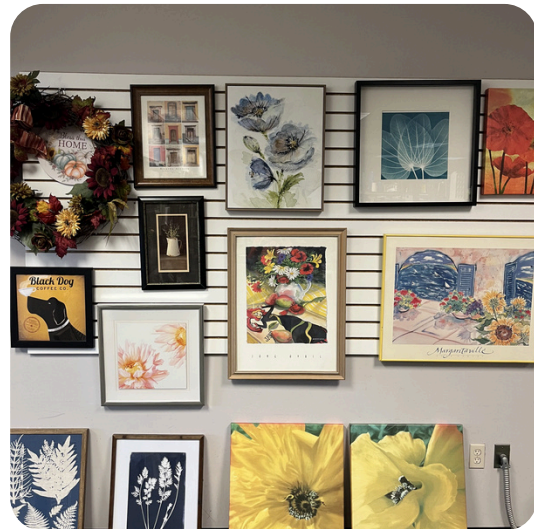
- Items with frayed cords
- Items that don't work
- Items that are too dirty/unable to be cleaned properly
- Items that smell (molding, burning, etc) when running
- Items that you wouldn't give to a friend

Place any non-functional, missing pieces, or damaged beyond repair electronics into the electronic recycling bin.

If you can strip down the electronic recycling items by putting metal pieces in recycling or plastic bits in the trash, please do.

HOME DECOR

**We serve clients with many styles, tastes, and backgrounds.
We strive to offer a broad range of art and decor.**



Tastes and styles are subjective. Something that may not be right for your home, may be the perfect fit for a client.

REMINDERS

- Discard moldy or broken items.
- Forward any religious items.
- Forward items that feature alcohol-related imagery or text.
- We only accept holiday decor that is in the current season, i.e., Halloween items are accepted in the fall. With the exception of Christmas decor, we only accept it in the month of December.
- **PLEASE DO NOT OVERCLUTTER THE DECOR AREA.** Our goal is to display a variety of items, representative of multiple cultures. Extra decor can be kept in the backstock area.

RUGS



Large rugs in the warehouse



Small rugs in the shopping room

PROCESS

- Please discard any stained, torn, unravelling, or frayed rugs.
- If a rug is stained on the back, it is not up to our standards and should also be discarded.
- Vacuum rugs as needed.
- Roll up the rug with the pattern facing outside.
 - Large rugs - use clear wrap to keep them contained
 - Small rugs - roll small rugs and tape them if needed
- Tape the dimensions sheet to the rug.
- Display large area rugs in the warehouse racks behind the dining tables.
- Place small rugs in the boxed shelving in the shopping room near the linen wall

UTENSIL KITS



PREPARING UTENSIL KITS

To make shopping easier, we offer premade "Utensil Kits" in blue baskets, with a checklist of the contents.

Build a Utensil Kit:

- Grab an empty utensil kit basket and clean off the dry-erase label on the front before you add items.
- If an item is not available, please leave the space blank.
 - Please add missing items if they become available.
 - Please do not "cross off" items NOT originally available.
- When stocking the shopping room, fill the Utensil Kits first, and then the individual utensil baskets below.
- When packing, ensure the utensil basket is NOT packed.

PLEASE RETURN THE BASKET TO THE KITCHEN STATION.

KITCHEN SUPPLIES

REMINDERS

Clean any kitchen supplies or utensils before storing them in the backstock area or the shopping floor.

Please let the Volunteer Coordinator know if you notice a shortage of certain utensils, as we can arrange social media and email requests for specific donations.

DISH CLOTHS KITS

Build a Dish Cloths Kit:

- Two dish towels
- Two dish rags, if available
- Two pot holders
- Wrap them in a bundle with a rubber band



There is a shelf in the kitchen utensil aisle for these.
Back stock is stored above utensils in the warehouse.

Note: Season dish cloth kits will be displayed with seasonal items, not with the everyday dish cloth kits.

SILVERWARE

PROCESS

- Use a cart to pull the to-be-processed silverware bin and the Tool Kit to one of the workstations
- Clean and sort silverware into matching piles
 - Add any suspected sterling silver flatware into the “FORWARDING TO Silver Resale” bin near the incoming donations shelves
- Tape each pile into bundles with white tape; write the amount on the tape
- Create complete sets of 4, 6, or 8 that include these items:
 - Dinner forks
 - Salad forks
 - Soup spoons
 - Small spoons
 - Knives
 - 2 or 3 serving pieces as available
- Any surplus of one or two matching items may also go into the set.
- Place completed sets into a gallon-sized zip-lock bag.
 - Roll the bag and tape it with white tape.
 - Write the set size on the tape and place the set in the applicable bin.



DISH KITS

PROCESS

- Clean items using appropriate cleaning products and remove any price stickers or other tags.
- Do not use plasticware for dish kits.
- Select clean dishes in groups of 4, 6, or 8.
 - Use your creativity to build sets from the dishes available.
 - Every dish does not need to match, but should coordinate.

Build a Dish Kit:

- Large plates
 - One large plate should be labeled and used as a display with a dish kit inventory sticker (e.g., 989 D).
 - Stickers are in the Dish Kit binder.
 - Add the number of dishes in the kit (4, 6, 8) to help with locating the full box.
- Small plates
- Bowls
- Mugs
- Small glasses, if available
- Large glasses
- Silverware set



Pack and Store a Dish Kit:

- Get the appropriate box label from the Dish Kit Binder
- Pack the Dish Kit in a box using packing material - Don't seal the box top. Leave room for the display plate to be packed.
- Put the packed box on the Dish Kit shelf
- If the Dish Kit is 2 boxes, label boxes with 1 of 2, 2 of 2, and ensure the display plate label says "2 Boxes."
- **IMPORTANT!** Place labeled display plates in the shopping room in the applicable spot

DISH KITS

A lot goes into making the Dish Kits. If you ever have any questions:

- Find someone who knows the area well. It's best to have someone show you the ropes at least once before diving in.
- There are lots of materials around the dish kit area to read and review.
- You can check out this video of our volunteer, Cary, going through the whole process. The video was taken in our former warehouse, but it still provides a good overview.

Video of Cary Making A Set!



Linens Sorting Station

Sorting Linens

- When evaluating linens, consider if the item can be used at HSH, forwarded to the Humane Society or St Vincent de Paul, sent for recycling, or trashed. Does the item:
 - Have stains, spots, rips, holes, or a smell?
 - Is it something you wouldn't give to a good friend?
 - Is the item on the Do Not Take List?
- Humane Society can accept clean, but stained or ripped linens that don't meet our guidelines.
 - They do not accept pillows.
 - Place items for the Humane Society in the bins on the shelves near the incoming donations.
- Recycling fabric items - Please see additional guidelines attached to the fabric recycling bin located under the first linen sorting station.
 - Lightly stained or ripped fabric
 - Fabric must be at least a yard (36") in size
 - No zippers attached
- If 100% cotton fabric is donated, but does not quite meet our standards for recycling, feel free to place it in the Potholder Fabric bin, located underneath the table at the middle linens station. Many volunteers like to create potholders out of these!

Linens Sorting station

- New items can be kept in packaging, but labeled with yarn.
- Clean items with small stains using appropriate cleaning products.
- NOTE: Always measure any usable linens, as they may not always match the twin, full, queen, etc. containers or labels that they came in.
- Place processed items in the appropriate backstock area or shopping room.
- Place high demand items in the shopping room as soon as processed.
 - Towels
 - Blankets/comforters
 - Shower curtains



LINENS

BEDDING

- Please refer to the size chart hanging above the linen stations to determine if the item is a twin, full, queen, etc.
- Roll and tie linens using a double knot with appropriate colored yarn indicated on the size/color guide hanging at the linen station, OR place in a reused plastic, zippered bag and label with appropriate yarn/size.
- When placing comforters and blankets in the shopping room or backstock, please place them in the correct area of the shelves to indicate size.
 - Please be mindful of how high you are putting heavier items. This is to help us keep heavy things from falling on folks.
- Throw blankets should be rolled and tied with purple yarn and placed on the appropriate shelves in the shopping room or backstock.

BED PILLOWS

- WE ONLY ACCEPT BRAND-NEW BED PILLOWS.
- All other bed pillows that are in good condition should be bagged and forwarded to Gateway 180, which is stored above the first linen station.



LINENS

TOWELS

Check every towel to make sure that there is no mold, mildew, stains, etc. If not up to our standard, but in usable condition, please forward to Humane Society. If clean, please fold and place on the shelves at the end of the linen backstock shelves.



TABLECLOTHS, NAPKINS & PLACEMATS

If clean, please measure the length and width of any tablecloths, fold, and tape with appropriate shape and size marking (ex, 52" x 70"). Please hang on the shopping floor (if the shopping floor is full, please hang in the backstock racks behind the linen shelves in the warehouse. Please tape napkins and placemats in appropriate sets, labeled with the number of napkins or placemats in the set. Forward napkins and placemats that aren't in sets.

DRAPERY & CURTAINS

Much like tablecloths, please measure the length and width of any clean curtains, and fold with appropriate size markings.

DECOR PILLOWS

Decor pillows should be placed on the shelves near the small tables with backstock decor pillows in the bin behind the first linen station. Keep decor pillow covers and inserts in case we can make a match.

DISH TOWEL SETS

- Dish towel kits have 2 Dish Towels, 2 potholders, and 2 Dish Cloths
- Use your creativity to pull together kits that will delight our clients.

SHOPPER ASSISTANT

The Shopper Assistant role requires delicacy and practice.

We want to ensure that the shopping experience is all about the client and their choices.

PREPARATION

All volunteers interested in the Shopper Assistant role must:

- Complete 3 shifts (or 9 hours) of warehouse volunteer time before signing up for Shopper Assistant Training.
- Complete a 2-hour Shopper Assistant Training, which occurs every other month.
- Shadow 3 shopping appointments following training .
- Act as lead Shopper Assistant for 1 appointment while shadowed by an experienced Shopper Assistant for 1 appointment.

Once the steps above are completed, the Volunteer Coordinator will give the new Shopper Assistant Volunteer the opportunity to shop with a client on their own.

HOW

The Shopper Assistant guides the client through our warehouse and shopping room:

- Stickers for each large item chosen.
- Loads the smaller selected items onto the cart.
- Documents the number of items a client selects via the inventory sheet. Please be as accurate as possible. This data is important!
- After the appointment is over, walks the client out to the front door and express our gratitude for their visit.
- Make sure all items get packed or appropriately stickered and prepared for staging and moving.

PACKING STATION

Prioritize packing once a shopping appointment completes. When a client shops, their selected furniture and other items will be delivered the next business day, in the same timeframe that they shopped (AM or PM). Therefore, packing may be time-sensitive. Check the half sheet on the shopper's clipboard for the delivery timeframe if you are unsure. The delivery schedule is also on the packing station wall.

When packing:

- Our main goal is to ensure all items are accounted for.
- All items in the cart are boxed or bagged for delivery.
- All "add-in" items, such as bed pillows, are included (see whiteboard in packing area).
- Any items that may have been left on the floor during shopping are brought to the packing station and packed (i.e., lamps, appliances, artwork).
- Try to protect fragile items by wrapping them in bubble wrap or newspaper.
- Lamp shades, small lamps, and light bulbs should go in a box, if possible.
- Home Sweet Home purchases packing tape, and we try our best to use it smartly and not in excess. Please try to tape only the bottom of the box, and instead fold the top when you can.
- Pack one bed pillow per family member, even if those family members are infants; they'll grow into the pillows!
- Move packed boxes and bagged items to the staging shelves near the warehouse doors - ensure the client's sticker is on all boxes and bags.
- Once you've completed the packing process, please ensure the clipboard gets set at the volunteer check-in station under the monitor.

NOTE

When in doubt, ask staff if a box is too heavy or unsafe to move.

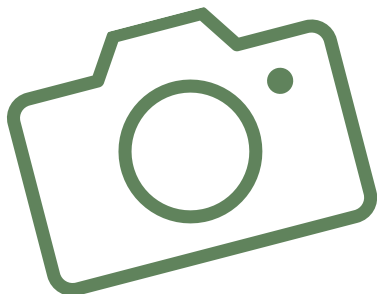
POLICIES

MEDIA RELATIONS

No volunteer is permitted to speak on behalf of Home Sweet Home for any news outlet or greater media representation. For any public statements and/or commentary, please refer to the executive director, development director, or communications director.

PHOTOGRAPH RELEASE

Any volunteer, 18 years or older, grants HSH all right, title, and interest in all photographs, images, video, or audio recordings of the volunteer or the volunteer's voice made by HSH, in connection with providing volunteer services to HSH.

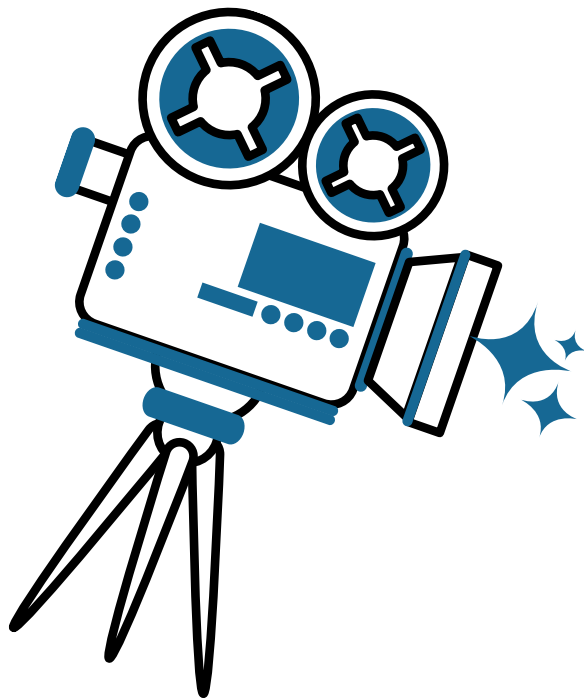


POLICIES CONTINUED

CONFIDENTIALITY

Our clients and other parties with whom we do business entrust the company with important information relating to their businesses. It is our policy that all information considered confidential will not be disclosed to external parties or to employees without a “need to know.” If an employee questions whether certain information is considered confidential, he/she should first check with his/her immediate supervisor.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications.



Youth Volunteer Policy

Home Sweet Home is very grateful to people of various ages who generously give of their time and talents to volunteer, which makes our mission possible.

For volunteers who are minors (under the age of 18) we have some additional requirements along with the policies laid out in our Volunteer Handbook.

Youth under 18 years of age interested in volunteering at Home Sweet Home must register online through our volunteer software.

They will be prompted to select a box at the bottom of the registration indicating that they are under the age of 18.

This will generate a permission form sent to their parents or the indicated guardian. The parent or guardian must agree to the terms in the permission form before the youth is allowed to sign in as a volunteer for their shift.

Youth under the age of 18 cannot come to the warehouse unaccompanied. They must have either a parent, guardian, or chaperone present. If it is a group of youths volunteering, we require a one chaperone to three youths ratio.

Information Privacy Policy

The personal information you provide related to the Home Sweet Home will not be shared outside of Home Sweet Home without your permission.

We are committed to protecting the security of your personal information. Our platforms use a variety of security technologies and procedures to help protect personal information from unauthorized access, use, or disclosure.

We do not disclose your private online communications.

Email, Phone Calls, Mail, and SMS marketing:

From time to time, we may contact you by email, phone, mail or SMS with information about events, products, and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by sending an email to volunteer@homesweethomestl.org.

You may unsubscribe from our marketing by clicking on the unsubscribe link in the marketing messages we send to you.

Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA)

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more employees from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of Home Sweet Home to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

The company will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace, and the threat cannot be eliminated by reasonable accommodation, and/or if the accommodation creates an undue hardship to Home Sweet Home. Contact the Executive Director with any questions or requests for accommodation.

Smoke Free Workplace

It is the policy of Home Sweet Home to prohibit smoking on all company premises in order to provide and maintain a safe and healthy work environment for all employees. The law defines smoking as the "act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind."

The smoke-free workplace policy applies to:

- All areas of the company buildings
- All company-sponsored off-site conferences and meetings.
- All vehicles owned or leased by the company
- All visitors (customers and vendors) to the company premises.
- All contractors, consultants, and/or their employees working on the company premises.
- All employees, temporary employees, and student interns.

Smoking is permitted in the back parking lot or spots AWAY FROM THE TRUCK. Staff and volunteers are not permitted to smoke while parked at a donor's or client's home.

Employees and volunteers who violate the smoking policy will be subject to disciplinary action up to and including immediate discharge.



Diversity and Volunteer Opportunity Statement

Home Sweet Home provides equal volunteer opportunities to all people and volunteer applicants without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.

Home Sweet Home complies with applicable state and local laws governing nondiscrimination in every location in which the company has facilities. Home Sweet Home expressly prohibits any form of harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of Home Sweet Home volunteers to perform their expected job duties is absolutely not tolerated.

Drug-Free Workplace

Home Sweet Home has a longstanding commitment to providing a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of volunteers and employees and to the security of our equipment and facilities. For these reasons, Home Sweet Home is committed to the elimination of drug and/or alcohol use and abuse in the workplace.

This policy outlines the practice and procedure designed to correct instances of identified alcohol and/or drug use in the workplace. This policy applies to all employees, volunteers, and all applicants for employment at Home Sweet Home. The Human Resources department is responsible for policy administration.

Drug-Free Workplace Continued

Volunteers should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit volunteers from the lawful use and possession of prescribed medications. Volunteers must, however, consult with their doctors about the medications' effect on their fitness for duty and ability to work safely and promptly disclose any work restrictions to the Volunteer Coordinator. Volunteers should not, however, disclose underlying medical conditions unless directed to do so.

Information and records relating to positive test results, drug and alcohol dependencies, and legitimate medical explanations provided to the medical review officer (MRO) shall be kept confidential to the extent required by law and maintained in secure files separate from normal personnel files.

Home Sweet Home reserves the right to inspect all portions of its premises for drugs, alcohol, or other contraband. All volunteers and visitors may be asked to cooperate in inspections of their persons, work areas, and property that might conceal a drug, alcohol, or other contraband.

Home Sweet Home prohibits all volunteers from manufacturing, distributing, dispensing, possessing, or using an illegal drug in or on company premises or while conducting company business. Volunteers are also prohibited from misusing legally prescribed or over-the-counter (OTC) drugs. Law enforcement personnel shall be notified, as appropriate, when criminal activity is suspected.



Home Sweet Home Anit-Sexual Harassment Policy

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.



Home Sweet Home Anit-Sexual Harassment Policy Continued

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities. Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Individuals and Conduct Covered. These policies apply to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to Home Sweet Home (e.g., a board member, consultant, or partner agency). Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

GENERAL NOTES



THANK YOU!

Home Sweet Home could not complete its mission without the dedication and support of our volunteers.

Thank you for being a part of furnishing hope!

If you have any questions, comments, or concerns, please do not hesitate to reach out to the Volunteer Coordinator in person, at volunteer@homesweethomestl.org, or at (314) 448-9838 Ext. 106.

If you or someone you know may be interested in volunteering with Home Sweet Home, you can direct them to our website (URL below) to fill out our volunteer application.

Homesweethomestl.org/volunteer

COPY OF HANDBOOK AGREEMENT

I have been made aware of the Volunteer Handbook and where to access and review it.

I understand the volunteer handbook describes important information about Home Sweet Home, and I understand that I should consult the Volunteer Coordinator regarding any questions not answered in the handbook. I have entered into my volunteer relationship with Home Sweet Home voluntarily. Accordingly, Home Sweet Home or I can terminate the relationship at will, with or without cause, at any time, so long as there is not a violation of applicable federal or state law.

I understand that the volunteer handbook can be found at any time on the website (HomeSweetHomeSTL.org/volunteer), printed at the volunteer clock-in station, or with the volunteer coordinator. Additionally, if I request a copy, one will be provided to me.

I understand that any and all policies and practices may be changed at any time by Home Sweet Home. All such changes will be communicated, and I understand that revised information may supersede, modify, or eliminate existing policies. Furthermore, I acknowledge that this handbook is neither a contract nor a legal document.

The handbook has been made readily available to me, and I understand that it is my responsibility to read and comply with the policies contained therein and any revisions made to it.

Signature: _____

Print Name: _____

Date: _____