



Birch COMMUNITY
SERVICES
Participant Volunteer Guidelines

Sign up for a volunteer shift: www.signupgenius.com/go/bcsv

Volunteering at BCS

- Each family volunteers a minimum of two hours a month, increasing to four hours a month after three years on the program.
- All warehouse volunteer shifts need to be scheduled online: <https://www.signupgenius.com/go/bcsv>
- Any adult or teen (14 years and up) living in the family household can fulfill the family's required volunteer shift.
- Family volunteer requirements cannot be satisfied by helpers outside of the immediate household.
- A minimum of two hours per volunteer is required every time you volunteer in the warehouse and cannot be split by two family members.
- Every family is **required** to complete one closing shift every third shift. Having volunteers in the warehouse when it comes time to clean up the warehouse is vital. We like to make sure volunteers are evenly dispersed throughout the day, so we ask that you rotate warehouse shifts between the morning, afternoon, and closing shifts. This means that in the course of a year you do four morning, four afternoon, and four clean up shifts. You must work your required volunteer shift every month. You cannot "bank" hours for future months.
- Each family is required to do at least one garden shift every year between March 1 and October 31.
- In order to be fair for everyone, please do not help yourself to items during your volunteer time.
- If you sign up for a volunteer shift and fail to show up, it will be noted on your account. Multiple no-shows may jeopardize your participation on the program.
- There are cold helper beverages in the cooler located on the side of 'George'. Feel free to take a beverage during or after your shift.
- If you have any physical limitations, be sure to let the volunteer coordinators know as soon as you check in with them.
- Please wear comfortable clothes, with close-toed shoes that cover your feet entirely. We suggest wearing warm clothes in the winter, as the warehouse can get cold.
- We do not allow pocket-knives in the warehouse. We will provide safety box cutters as needed.

Warehouse Volunteer Hours

Monday	8:00am to 8:00pm	(Clean up shift begins at 5:00pm)
Wednesday	8:00am to 8:00pm	(Clean up shift begins at 6:00pm)
Thursday	8:00am to 2:00pm	
Friday	8:00am to 8:00pm	(Clean up shift begins at 5:00pm)

When You Arrive

- Check in at the same door you use for shopping (door #2).
- **If this is your first time volunteering**, please ask the check-in volunteer to contact the office to let us know.
- Print your name and start time on the volunteer log sheet.
- Use a Sharpie to clearly print your name on a laminated name tag.
- Check in with a warehouse staff member (Jeanelle, Jason, or Clayton) to begin volunteering.

After Volunteering

- Please check out on the volunteer log located at the check-in station.
- As a 'thank you' for your time and service, please help yourself to a 'volunteer gift' after you have finished your two-hour shift, logged out, and returned your name tag to the basket. Please ask a staff member if you are unsure where the 'volunteer gift' area is located.

For Your Safety

- Always give equipment the right of way. Never expect that operators see or hear you. Do not run quickly in front of machinery or try to 'sneak by'. Please step back and make eye contact with the operators.
- Absolutely no one may operate our power equipment without authorization. Equipment operators must first be trained and authorized by one of our employees. This includes power jacks, forklifts, and the baler.
- Wear a back brace when you are lifting heavy items. We have them in the warehouse, just ask. Gloves are available as well.
- Please do not take calls, text, or use your phone while volunteering (emergencies only).
- Wear shoes that cover your entire foot.

Volunteer Opportunities

Pickup Drivers

- All pickup routes are scheduled in advance. Watch for our weekly emails for pickup opportunities. Please email our dispatcher at dispatch@bcsi.org to inquire about a route. We will email all details and instructions regarding your assigned pickup.
- You must volunteer in the warehouse at least three times before signing up for a pickup route. This allows you to familiarize yourself with the BCS community and gain insight into how we operate.
- Email dispatch@bcsi.org if you can't make your designated pickup so we can send a sub. Please avoid same day cancellations.
- You must unload, weigh, and log all product donations that you deliver back to the warehouse. Ask a staff member for help if it is your first time.
- Record your volunteer time at the check-in desk, beginning from when you leave your house to when you are done unloading and logging product.

Garden Shifts

- Every family is required to do at least one garden shift a season, between March 1 and October 31. The only families exempt from this requirement are those that do a regular, weekly pickup route or a regular, monthly children's overseer shift.
- All questions regarding volunteering at the garden can be directed to our Garden Volunteer Coordinator, Ashley Schreiner, at ashley@bcsi.org.
- All volunteer shifts can be scheduled online at: www.signup.com/go/6eTe63 (please let Ashley know if you need any help scheduling a shift).
- After completing a volunteer shift at the garden, please log your time on the volunteer log the next time you in the BCS office. Please log time for any household family members that served at the gardens.

Have questions? Email bcs@bcsi.org or call at the front office at 503-251-5431. Thank you for serving!