

Agency Guidelines 2024

Please have all agency representatives read through these guidelines before shopping at BCS. Please keep a copy for your records.

Shopping Times and Guidelines

Shopping Hours

Tuesday & Thursday 9:00 – 11:00 am (check in at 8:45 am)

Pick a Shopping Day

Agencies that have been cleared to participate may come to shop on Tuesday or Thursday at 9:00am (must be checked in by 9:00 am). Choose one day as your regular pickup day and come weekly on that day. If you cannot come that day, you may make it up another day that week. It is not necessary to call if you are substituting your regular day. Please have a consistent point person shop for your agency.

Requirements

Nothing that you receive from Birch may be sold. This protects our relationship with our donors.

Agencies will ensure food safety best practices with product received from BCS.

Only one person per agency is allowed in the warehouse. Additional help may wait in the parking lot (only 2-3 helpers total to assist you). Children are not allowed at BCS during agency shopping time.

- Agencies are required to fill out an update form with us annually on their anniversary. In addition, it is the agency's responsibility to fill out an update form with any change in management.
- **Open-toed shoes/heels are prohibited in the warehouse.**
- Smoking is prohibited on the premises.
- Please use the restroom before arriving at BCS.
- Any participating agency that does not exhibit our cultural values and principles or has not attended for one month without communication, will be removed from the program.
- **Agencies are not eligible to refer families for participation in our Sustainable Families Program.** If you know a family in need, please have them apply for participation from our website.

Birch Cultural Values



The infographic consists of seven vertical green panels, each with a circular icon at the top, a title, and a short paragraph of text. The panels are: 1. Respect & Integrity (hands shaking icon): We model a culture of honesty, grace, and dependability. 2. Safety (head with gear icon): We empower responsibility to take a knowledgeable, deliberate, and mindful approach to a holistically safe environment. 3. Teachable (projector screen icon): We promote combining self-awareness, ambition, curiosity, and guidance in the strive towards growth through success and challenges. 4. Relationship Focused (house icon): We create value for others in a supportive community that fosters inclusiveness, true belonging, and acceptance. 5. Gratitude (leaf icon): We express appreciation for the opportunities provided and the benefit of our community. 6. Solution Oriented (magnifying glass icon): We encourage a community that works humbly and collaboratively to provide creative strategies to problem solving. 7. Celebration (burst icon): We pause to reflect on successes and setbacks, and rejoice in our collective growth.

Check-In

Agencies are required to check in for shopping. Check-in begins at 8:45am. You may line up at the warehouse door #2. You may not shop from any area before a staff member addresses the group at 9:00 am. **Please do not arrive in the BCS parking lot before 8:30 am and be out of the parking lot by 11:00 am.** We have many volunteers and donors coming and going every morning and need the parking lot free until this time. You may return empty crates, etc., to the warehouse after 8:30am. All agency paperwork is located on the rack behind check-in.

Shopping

Please use our rolling carts, shopping carts and hand trucks to move your items through the warehouse. Be aware at all times of any equipment that may be utilized around you, and **ALWAYS GIVE EQUIPMENT THE RIGHT OF WAY.** This is for your safety!

- **As you shop, please leave the area orderly.** (Put signs back where they belong, remove boxes you empty, etc.) If you spill or break something, please clean it up.
- **Observe the Agencies signs “AGENCIES: Ⓞ, Limit Ⓞ, and No Limit”.** Take only the items that have been designated for agencies. Take only what your agency will use; in other words, for the group of people you have indicated on your green Agency Participation or Update Form.
- **Please be respectful and considerate of other shopping agencies. Those who do not abide by our cultural values will be removed as a shopping agency.**
- **Please weigh your products,** enter the total weight on the clipboard near the scale, and **return your nametag.**
- **Please be finished shopping and leaving the parking lot by 11:00 am.**

Monthly Service Fee

Birch Community Services, Inc. is primarily a self-supporting agency. Our families and agencies pay a monthly service fee which covers all operational costs (rent, gas, utilities, shrink wrap, etc.) and pays for our employees. We gladly give other agencies about 30% of our product. Agencies that come on a regular/semi-regular basis pay a **\$125 monthly service fee** unless you are REGULARLY reciprocating with product. We currently accept check, money orders, or debit card (\$3 merchant fee).

The agency service fee is due by the end of the month for the following month (ie. pay by October 31 for November).

If you pay on the 1st for the current month, your payment is already late.

Each agency is allowed two late payments in a two-year period. Any subsequent late payments will incur a \$50 late fee.

Printable invoices are available upon request. You may pay quarterly or yearly if you are interested in doing so.

Danner Boots

Danner Boot Co. has graciously donated their returned boots to BCS. Their donation is based on the criteria that they believe our participants or agency participants are not in a financial position to purchase Danner Boots; therefore, the company is not losing any potential sales.

It is understood that all boots have been returned to the factory and therefore have some sort of defect. Some defects are very obvious, while others are so slight, we can't see them if we look for it. These boots contain no warranty and are marked

