



Below are details for your volunteer shift. Questions or concerns, contact Arc's Value Village Director of Volunteer Resources at (952) 915-3670 or volunteernow@arcminnesota.org.

Please forward this to document to members of your group so they will have the information needed to have a successful volunteer experience.

CHANGES/CANCELLATIONS

Arc's Value Village stores are counting on you! If you can no longer volunteer, please log-in to your account to cancel or reschedule your shift. Contact the Director of Volunteer Resources at (952) 915-3670 or volunteernow@arcminnesota.org if you need assistance.

WHEN TO ARRIVE

- **Arrive at Arc's Value Village New Hope at 10am (no need to be early). Your shift is 10am -12pm.**
- **Arc's Value Village New Hope is located at 2751 Winnetka Ave N, New Hope.**
- When you arrive, enter through the main store doors.
- Let someone at the front counter know you are with a group volunteering that day.
- A supervisor will greet you, get your group signed in and provide a brief orientation.

WHAT YOU WILL BE DOING

- Unpacking donations
- Stocking items (clothing/household) on sales floor
- Organizing/sizing/colorizing clothing on sales floor
- Hanging clothing in back room
- Helping as a greeter at front door
- Assisting with donation retrieval

WHAT TO WEAR

- Volunteers must wear closed-toe shoes (NO flip-flops or sandals; tennis Shoes are ideal). This is to protect toes in an environment with lots of carts & racks!
- Volunteers are welcome to wear casual & comfortable clothing; jeans, shorts & t-shirts are fine.

WHAT NOT TO BRING

- Please leave purses and valuables behind when you volunteer for security and safety reasons.
- We ask you to refrain from using cell phones (talking or texting) during your volunteer shift.

WHEN TO SHOP

- We encourage you to shop after you volunteer.
- Volunteers cannot purchase items found in the back room.
- Merchandise purchases must come from items on the sales floor.
- Volunteers are not allowed to place on hold or purchase items from the back room or the sales floor during their work time at Arc.
- All donations must follow the "organic" process from unpacking to pricing to stocking.
- Arc's merchandise policy prohibits us from pricing and expediting an item to the sales floor for purchase.

DONATIONS

- Donations are always needed and welcome!
- Arc's Value Village appreciates the generosity of our many wonderful donors.
- Individuals and groups coming to volunteer at Arc's Value Village are welcome and Encouraged to bring their gently used items to donate.
- For a list of items accepted, visit <http://www.arcsvaluevillage.org/Donate/>.
- The Arc also welcomes monetary donations to support our work. Visit <https://arcminnesota.org/get-involved/ways-to-give/donate/>.

SOCIAL MEDIA

- You are welcome to take photos and share your volunteer experience on Facebook, Twitter and Instagram while volunteering at Arc's Value Village.
- Please be sure to tag Arc's Value Village in your posts!

We hope this information will prepare you for a positive volunteer experience. We look forward to having you and your group. Thank you again for your time!

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