

# New Volunteer Tour

**Our Address:** 16 Brent Drive, Hudson

## **How Clients Set Up Appointment:**

To receive furniture, clients must obtain a referral from a social service agency. Clients then have 30 days to come in and select their furniture and housewares. Clients can have up to 2 visits and must take all items selected during a visit.

## **When Clients Come to the Store:**

The goal is to shop and pack in 1 hour. The steps are:

1. Check in
  1. verify address, phone, family members,
  2. get vehicle size & license plate (for capacity purposes & to load into correct vehicle!)
  3. provide bags for bonus extra items (small items that we recycle into a new home!)
  4. get a shopper to work with client
2. Shopper
  1. Reviews lists with client – mattress, furniture, kitchen, linens (outdoors)
  2. Distribute Household and Linens list to assigned volunteers for them to pack.
  3. Tablet – shops for items and “check in” items for client.  
\*\*QR and movers locate item/number in clients  
\*\*System provides packing % based on vehicle\*\*
3. Household & Linens
4. QR – appliances, lamps, artwork
5. Movers – load beds, furniture, rugs + soft good items (#3 & #4)

## **Volunteer areas:**

1. Donations In-take
2. Cleaning furniture
3. Cataloging Inventory
4. Sorting - Linens
5. Shop

**Questions:** Email: [volunteer@freshstartfurniturebank.org](mailto:volunteer@freshstartfurniturebank.org)

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Revision #1

Created 6 January 2024 22:27:09 by Geoff Schultz

Updated 15 January 2024 20:51:03 by Geoff Schultz