Saturday Donations Process Flow

TRAFFIC COP

Prepare clip board with tax receipt, tally by town form, client names

Greeting of arriving vehicle

- Thank you for coming.
- What town are you from?
- Have you been here before?
- Do you need a tax receipt?
- Drive to the right, someone will wave you to the unloading point.

For early arrival of clients

- Welcome, your name and appt. time?
- Direct them to park, let them know you'll let inside know you're here
- Go inside to tell check-in person

GREET & INSPECT DONATIONS

Review Donation Take and Don't Take sheets

Greeting of arriving vehicle

- Thank you for coming! Have you been here before?
- What do you have for us today?
- Please turn off your car.
- We'll inspect it and then unload

Inspect: **does it pass the "I'd give this to my family".

- Condition – tears, stains, very worn, very faded,
- Smells – mold, cigarettes, pet "friendly"

Further Inspect items:

- Read the What We Take/Don't Take on the FSFB website
- Housewares – scan box for scratched, worn pots, pans, plastic dishes & containers,
- Linens – “have they recently been cleaned?”
- Rugs – many/large stains on top & bottom (usually by pet), smells
- Upholstered chairs – worn arms, cushions, back; stains; tears(if small, may have the time to fix).
- Mattresses – where has this been used? (guest room is usually acceptable, need 8” thickness
- Box Springs – we’ll take them!…unless large tear that can’t be taped

If items don’t meet FSFB standards, thank them, explain

- We don’t accept these items. Did you see our website?
- These items don’t move.
- These items are better for Savers.
- We’re unable to take this item as it won’t fit/work for our clients small space
- Linens can go in our Fiber Recycling bin

DONATIONS MOVERS

- Setup outside - cones, carts, small, carts, linen bins, mattress tarp
- Spray mattresses, box springs
- Apply same color dots to table & chair sets, and bedroom sets
- Unload inside - linens, appliances, furniture in back
- Wrap table legs and bed frames….recheck for same color dots!

Other places to donate:

- Savers – Marlborough, Framingham
- Ashland Worcester - ReStore – light fixtures, paint
- Sudbury - Goodwill truck
- Buynothingsellnothing.com
- Maynard – dump 1 item
- Sudbury – Facebook “Sudbury Curb Alert”

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