Saturday Donations Process Flow

TRAFFIC COP

Prepare clipboard with tax receipts and contact info sheet for the Quarterly Email Distribution List

Greeting of arriving vehicle

- Thank you for coming!
- Have you been here before?
- Do you need a tax receipt?
- Drive to the right, someone will direct you to the unloading point

For early arrival of clients

- Welcome!
- Direct them where to park and show them where to enter

DONATION INTAKE

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 your donation(s) and then unload your vehicle

Inspect: **Does it pass the "I'd give this to my family" test?

- 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, we may have the time to fix)
- Mattresses: "Where has this been used?" (guest room is usually acceptable, need minimum 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 and explain:

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

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 (with randomly assigned #'s)
- 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
- ReStore in Ashland, Worcester – light fixtures, paint
- Sudbury - Goodwill truck behind Shaw's plaza; Facebook "Sudbury Curb Alert"
- Buy Nothing / Sell Nothing sites on social media
- Maynard – dump 1 item

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