Volunteering
at Crowded Closet

The mission of the Crowded Closet is to share God's love and compassion in the name of Christ by supporting Mennonite Central Committee world relief, service and development programs, as well as local community relief agencies.

Crowded Closet
MCC THRIFT SHOP

Welcome to Crowded Closet!

We are glad you have joined us in this important ministry and hope you find meaning and positivity in your service!

You are a part of the Mennonite Central Committee (MCC) Thrift Shop Network of nearly 100 shops throughout North America. Crowded Closet has been part of the MCC Thrift Shop network since 1978. Our work involves accepting and reselling clothing, housewares, home furnishings and numerous other donated items. Items must be carefully but efficiently, sorted, inspected, priced, and processed for the retail floor. Your gift of time and resources helps Crowded Closet be profitable and operate efficiently. The money we raise helps provide food, healthcare, education, employment and social services in countries around the world through efforts of MCC and local service agencies.

MCC is a global, nonprofit organization that strives to share God's love and compassion for all through relief, development and peace. MCC's programs are committed to relationships with local partners and churches. As an Anabaptist organization, MCC strives to make peace a part of everything we do. MCC's priorities are disaster relief, sustainable community development, and justice and peace-building. MCC approaches its mission by addressing poverty, oppression, and injustice—and their systemic causes.

Crowded Closet is also committed to supporting members of our community. To do so, we partner with the CommUnity Crisis Services and Food Bank, the Domestic Violence Intervention Program and other local relief agencies.

Hours of Operation:

Business Hours		**Workroom Hours**		**Donation Receiving**	
Mon-Fri	9:30-5:00	Mon-Fri	9:00-4:00	Mon-Fri	9:30-4:30
Saturday	9:30-4:00	Saturday	By appt only	Saturday	9:30-3:30
Sunday	Closed			Sunday	Closed

- Contact -

Call/Text: 319-800-5574

Volunteer Manager

Email: crowdedcloset.volunteer@gmail.com

Volunteer Engagement Assistant

Email: crowdedcloset.schedule@gmail.com

As a volunteer…
Please know your gift of time and energy is welcomed and appreciated.

Your rights as a volunteer:

- To be assigned to a volunteer position that has value and uses your skills and talents; description of the responsibilities (preferably in writing)
- To be informed about what is going on in the shop and the broader world of MCC
- To be given a safe and clean workplace
- To receive orientation, training, and supervision for the position and know why you are asked to do a particular duty
- To expect your time will not be wasted by lack of planning, coordination or cooperation within the shop
- To know how your work is effective and how it can be improved

Your responsibilities as a volunteer:

- To accept the assignment of your choice with as much responsibility as you can handle
- To fulfill your commitment or notify your supervisor early enough so that a substitute can be found
- To follow all guidelines and policies established by the shop
- To learn about the programs of MCC
- To use your time wisely and not interfere with the performance of others
- To provide encouragement to others and feedback, suggestions and recommendations to the staff
- To leave your workspace ready for the next person to work; cleaned, organized and all tools (tags, scissors, tape, etc.) in their proper place
- To notify the Volunteer Manager if you decide you no longer will volunteer at Crowded Closet

GENERAL INFORMATION

Volunteer Arrival Instructions
Volunteers are encouraged to enter using the Volunteer Entrance. Please wear your nametag each time you serve. Check in and out on the iPad.

Storing Personal Possessions
Store personal items in the lockers or at the coat rack near the volunteer bathrooms. Please use this designated area to avoid mixing your possessions with donated items. *Crowded Closet is not responsible for personal items left anywhere in the building.*

Volunteer Breakroom
Help yourself to *complimentary coffee and tea.* Please mark your name on all personal items. You are welcome to use the breakroom for mealtimes and breaks. Please wash any dishes used. Share free food items in the designated area.

Restrooms: Men's and women's located adjacent to the breakroom.

Snacks Available for Purchase
Pop, candy, and snacks are available for purchase. Please leave your payment for items in the covered plastic container in the refrigerator.

Learning About Updates
Join the morning circle at 9:15 a.m. for daily announcements. Check the information center located in the breakroom. Join the volunteer group Facebook page and receive the weekly shop email to stay informed. Email *crowdedcloset.volunteer@gmail.com* to request updates.

Discount Card
Volunteers who serve regularly (at least 40 hours worked) may receive an Appreciation Discount Card that entitles them to discounted purchases for the calendar year.

Special Events
Volunteers are welcome to attend special Crowded Closet activities, including the morning circle at 9:15 a.m., shop potlucks, Work Nights, and appreciation events.

Safety
Please *review the volunteer safety display* located near the breakroom for emergency procedures. If you observe unsafe work conditions, please notify staff immediately.

POLICY ON STANDARD OF CONDUCT

Professional Conduct
Everyone is expected to treat all persons with respect and dignity, to follow acceptable business principles in matters of conduct and always exhibit a high degree of integrity. This involves sincere respect for the rights and feelings of others and requires that all persons refrain from behavior that might be harmful or offensive.

Dress Code
Business casual and casual clothing is acceptable. Clothes should be *modest, clean and in good repair.* Please refrain from wearing clothing that displays promotional logos or advertising. Crowded Closet logo t-shirts and clothing are acceptable. We ask that all garments be culturally sensitive to both co-workers and customers. Remember you are an ambassador of Crowded Closet. As many people are sensitive to scents, refrain from fragrances or colognes. Closed-toe shoes highly-suggested and encouraged.

Behavior
Types of behavior and conduct considered inappropriate include, but are not limited to, the following:

- Falsifying employment documents, or any other company records
- Violating health and safety rules, regulations and policy
- Violating drug and alcohol-free workplace
- Endangering any co-worker or customer through the use of weapons, words or physical threat. Weapons are not permitted in the store.
- Excessive absenteeism or tardiness
- Theft of any kind
- Failure to follow policies and guidelines
- Failing to maintain confidentiality of shop(s) staff, donors, and customers

Background and Reference Checks
Background and reference checks may be done on volunteers depending on the nature of the volunteer work and level of responsibility. Crowded Closet reserves the right to decline a volunteer's application based on the results. Applicants with a history of theft or interpersonal violence are prohibited from service.

CONFLICT RESOLUTION POLICY

It is the position of Crowded Closet that *volunteer concerns be handled in a timely and respectful manner.* Volunteers are encouraged to use the following procedure to address concerns or problems:

The first line of communication for volunteers is with their immediate supervisor. Volunteers may also discuss concerns at any time with the Volunteer Manager. Volunteers may address their concerns with the Director if they do not feel their concerns were addressed by their immediate supervisors.

If the volunteer feels the Director did not address the problem, addressed the problem unfairly, or is a source of the problem, they may appeal the decision to the Crowded Closet Board of Directors—email cclosetboard@gmail.com.

POLICY AGAINST SEXUAL HARASSMENT

Crowded Closet will NOT tolerate any acts or communications (verbal or physical) related to a person's gender, that are demeaning, intimidating, insulting or that undermines a co-worker's or customer's self-worth and dignity, whether intended as such or not.

All personnel whether volunteer or paid staff are expected to take part in maintaining an environment free from sexual harassment and to contribute to eradicating sexual harassment.

Staff who have knowledge of incidents of sexual harassment and fail to respond accordingly are in violation of this policy. No volunteer/staff who chooses to raise a sexual harassment complaint will be discriminated against in any way and will be taken seriously.

ANTI-DISCRIMINATION POLICY

Crowded Closet seeks to strengthen and expand efforts in becoming a more visibly multicultural and anti-racist organization. MCC Thrift Shops will warmly welcome all people into the shop – regardless of race, religion, class, gender or ethnicity and will be anti-racist in all aspects of shop operations.

VOLUNTEER AND STAFF WORKPLACE BUYING POLICY

Volunteers and staff have the opportunity to view donated items during all stages of operations. It is the *policy of Crowded Closet to extend limited 'workplace buying' privileges as a benefit to the volunteers and staff.* 'Workplace buying' refers to purchasing items on days when scheduled for work or service.

If the 'workplace buying' of volunteers and staff is observed to violate shop policy or procedure or prioritize shopping over assigned duties, those persons may have 'workplace buying' privileges revoked. This policy is subject to routine review and may be updated at any time.

Staff and volunteers may purchase a maximum of 3 privileged items total on any day when a shift is scheduled. Privileged items in the '3 item limit' include:

- Items from the workroom, including items waiting to be stocked
- Items that have just been stocked
- Items from special collections (Staff Picks, Pop-up shops, limited inventory collections, seasonal events etc.)

Unpriced items from the workroom must be placed on the designate cart for pricing by a member of management before purchase. Note name and date on item. No staff or volunteer may price items for themselves. Items must be purchased on the next scheduled day of service, or the item will be stocked for sale.

All items must be paid for through the cash register on the same day they are taken from the shop. Items should be placed in a bag. The receipt must be available for review to assure all items have been paid for.

Staff and volunteers are discouraged from shopping outside their assigned work areas to avoid workplace disruptions. No staff or volunteer may enter the workroom for shopping on unscheduled days.

'Bale items' are items that have been assessed by management and deemed unsaleable. These items may be purchased for 25 cents and are not included in the '3 item limit'. Staff and volunteers are not allowed to approve their own 'bale items'. Items must be recorded on the buying log and paid for in the bale items coin box on the day they are approved. Staff and volunteers are discouraged from actively searching for 'bale items', such as in designated waste recepticles.

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(VOLUNTEER AND STAFF WORKPLACE BUYING POLICY continued)

No holding, hoarding or harvesting of inventory at any time.

Staff and Volunteers must disclose economic or personal interest that may compromise commitment to the Crowded Closet mission. Any items purchased for personal resale are ineligible for additional discounts (i.e. discount punch card, coupons, etc.). Volunteers and staff are prohibited from selecting items from the '3 item limit' for resale. All staff and volunteers must complete a *Conflict-of-Interest Disclosure Form.*

Privilege Abuse Policy
If any part of this policy is abused, it will be at the discretion of the Administrative Team or the Board to revoke 'workplace buying' privileges, temporarily or permanently, based on individual cases.

RESOURCES

Crowded Closet Thrift Shop
www.crowdedcloset.org

Mennonite Central Committee
www.mcc.org

MCC Thrift Shops
www.thrift.mcc.org

CommUnity Crisis Services
www.builtbycommunity.org

Board of Directors
Email: cclosetboard@gmail.com