



Volunteer Handbook and Policies for 2020-2021 School Year

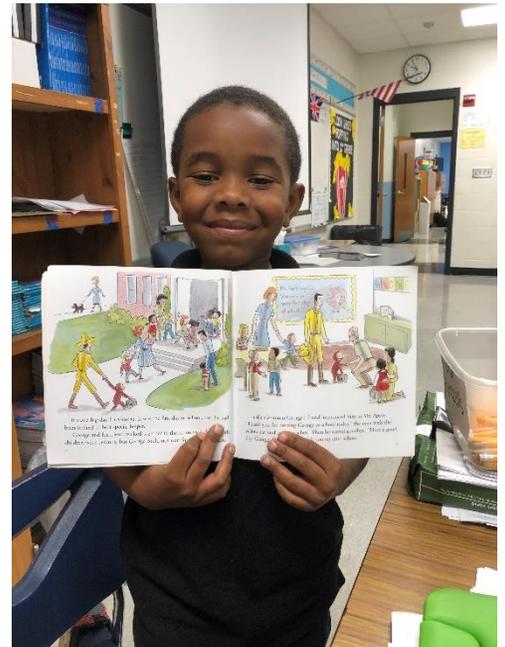
Welcome to Teachers' Treasures! We are so happy to have you as part of our team during these unique times. This handbook will provide you with basic information about Teachers' Treasures' mission, health policies, shopping procedures, and community outcomes. This is intended for both new volunteers, as well as returning volunteers, as we are enacting a variety of changes from previous school years.

Teachers' Treasures Volunteer Vision:

Teachers' Treasures believes that volunteers are vital to the success of our teachers and our mission. We believe volunteers bring optimism and customer service, create positive energy, and share diverse backgrounds and experiences that make our organization stronger.

In recognition of the importance of our volunteers, Teachers' Treasures strives to create an environment where volunteers:

- Contribute in meaningful ways to teacher and student success.
- Reflect the diverse communities they belong to.
- Are valued for their unique abilities and experiences.
- Are trained, encouraged, and supported in their work.
- Can learn about Marion County's education system and the realities of being a teacher in today's world.
- Are empowered to advocate for education and teachers in their communities.
- Are empowered to take leadership roles within our organization.



The Basics

Mission Statement: Teachers' Treasures obtains and distributes school supplies free to teachers of students in need.

Vision Statement: All eligible teachers have easy access to free school supplies for their students living in poverty.

Who we serve: Any eligible teacher or staff member who is employed at a school in Marion County with 60% or more free-and-reduced lunch rates.

Our story: Teachers' Treasures was founded in 2000 by a retired school principal, Phyllis Imel, who wished to continue helping at-risk children succeed in school by providing them with vital tools essential to their success.

The "free store for teachers" opened in a small unused area in the basement of Washington Community School on the near Westside. A dedicated staff of volunteers began seeking product and financial contributions which could be used to provide teachers with the educational supplies and materials needed by the children in their classrooms. As awareness and interest grew throughout the educational and business communities, so did the need for more space. This need was met by Kroger, who leased a former store at 1800 E. 10th Street to the organization for a nominal fee. In September 2007, Teachers' Treasures opened a new location almost three times larger than the original space. We have expanded our mission through a Mobile Outreach Program, as well as a secondary location at NW Middle School.

In the 2019-2020 school year, we distributed over \$5.7 million worth of school supplies to classrooms in Marion County. We serve roughly 4,000 teachers and close to 300 schools.

Contact Info

Locations

10th Street: 1800 East 10th Street, Indianapolis, IN 46201/ 317-264-1758. *Teacher shopping takes place Monday-Thursday 2:30-6:00pm.*

NW Middle School Satellite location: 5525 W 34th St, Indianapolis, IN 46224. *Please note TT staff is only in this building on Tuesdays/Thursday from 2:00pm-6:00pm*

Staff

- Margaret Sheehan, Executive Director
 - margaret@teacherstresures.org
- Hanna Yaeger-Busch, Volunteer and Operations Manager
 - 317-903-6585
 - hanna@teacherstresures.org
- David Hobson, Director of Operations
 - david@teacherstresures.org
- Alicia Van Rensburg, Resource Development Manager
 - alicia@teacherstresures.org
- Julie Plake, Program Manager



- julie@teacherstresures.org
- Carrie Sullivan, Warehouse Manager
- Dave Bell, Warehouse Manager
 - dave@teacherstresures.org

Volunteer Positions

- *Store Assistant (6 total)*: For the 2020-2021 school year, our store assistant position has responsibilities that will help us engage teachers, fulfill our mission, and keep our store clean and safe for everyone. All check-in and check-out stations will be behind a plexiglass screen.
 - *Check-in (2 per day)*: Teachers will book one shopping appointment a month. Volunteers will be provided with the scheduled teachers for each day and will check them in at the front desk on the computer. We will no longer designate shopping weeks by school colors.
 - Please note, teachers will have a limited amount of time to shop and we encourage check-in volunteers to remind teachers of this when they check-in. There will be 25 teacher slots available per 45 minutes.
 - All teachers must wear masks and we will provide them with gloves. If a teacher is not wearing a mask or refuses to wear one, please ask a staff member to handle it.
 - During the 'cushion period' between teacher shopping windows, Check-in volunteers will wipe down the carts with a provided bleach and water solution. We will have a limited number of carts at both the NW Middle School Satellite location as well as the 1800 East 10th Street location.
 - This position will also be responsible for giving teachers updates about their remaining shopping times.
 - At the end of the shift, volunteers are responsible for cleaning the plexiglass screens, their computers, and their station area.
- *Check-out (4 per day)*: This volunteer position will scan barcodes on the computer to track what teachers are taking out of the store.
 - To limit touches, teachers will no longer collect individual tags for their items. Teachers will shop with a clipboard and pen.
 - When a teacher reaches check-out, they will hand over their clipboard under the plexiglass. Teachers will need to keep or throw out their pen.
 - Check-out volunteers will scan the corresponding tags in a binder of tags based on the items that the teachers circled.
 - When finished, the clipboard will be placed in a container for sanitizing. The sheets will be stored in files for reference.
 - During the 'cushion period' between teacher shopping windows, check out volunteers will need to sanitize the clipboards, refill them, and return them to the spinner.
 - At the end of the shift, check-out volunteers will be responsible for making sure all sanitized clipboards are returned to the spinner for the next day. They will wipe down their stations, including the scanner and tag binder.

- *Saturday Volunteer/Special Event Volunteer:* Events include fundraisers, special teacher registration events, and big Saturday Shopping days. Our current special events:
 - the Donut Dash 5K (March 20nd, 2021): Great for big groups and running enthusiasts! Tasks vary, but may include passing out donuts to runners, helping runners register, and setting up tables.
 - Saturday shopping: Great for organizations/groups. Saturdays vary per month, but this is just like regular shopping with a larger number of teachers expected for the day.
 - These opportunities will be announced via social media or volunteer newsletter.
- *Mobile Outreach Program Volunteers:* Join us as we bring products to different locations for distribution. Shopping occurs ‘trick-or-treat’ style within schools or District offices. Volunteers check teachers in and out with our remote equipment, as well as help set up and tear down. This is great for any of our regular shopping volunteers or college students looking for hours.
- *Volunteer to Shop:* Teachers who volunteer with us will earn a ‘Double your shopping trip’ coupon for every 2 hours volunteered; teachers can earn up to 3 of these coupons for the year. Tasks vary and we welcome teachers to join us during their holidays and breaks. We appreciate teachers’ expertise and opinions on many items in our store.
- *Life and Job Skill Volunteers (no more than 6 volunteers in a group):* These are volunteers that come to us through ABA Therapy Programs (ABA=Applied Behavior Analysis) and job/life skills programs within high schools and outside agencies. These individuals have unique needs and talents. They will come with a coach or supervisor who will oversee their work and make sure that they have everything they need to be successful. These volunteers will stock shelves, bundle products, work in the warehouse, clean, recycle books, and create die-cuts. This position would take place during the mornings on days when we have shopping. Reach out to Hanna to see if your group could benefit from working at Teachers’ Treasures.
- *Book Volunteers:* We always need book dragons to help us sort and restock books on our shelves, box up books for teacher kits, and help us collect books at events. This schedule is flexible. Please let hanna@teacherstresures.org know if you are interested

Health Procedures

- Please stay home from your shift if you are not feeling well and/or have a temperature; notify Teachers’ Treasures staff immediately.
- If you have been exposed to someone with Covid-19, please stay home; notify Teachers’ Treasures’ staff immediately.
- Please follow CDC guidelines as carefully as possible, including hand washing, hand sanitizing, physical distancing, gloves as necessary, and a mask until such time as it is no longer needed as specified by local governance.

Volunteer Sign up Procedures

- Signing up for a shopping shift:
 - We will no longer sign up for shifts on the paper calendar in the store. Volunteers for this shift will be provided with a link from signupgenius.com each month. Please sign up for each slot you intend to attend.
 - If you are not able to join us for your regular time shift, do not sign up and please email Hanna and let her know.
 - All volunteers will need to fill out a volunteer information form (<https://forms.gle/byEchWv4uzwHJvz5>) as well as a safety Waiver.
- Signing up for a stocking/bundling shift:
 - Please email Hanna to arrange a regular time to come in each week. If you are unable to make this shift, please email Hanna asap. If you are unable to make it the morning of your shift, please text Hanna.
 - All coaches/group leaders will need to fill out a form for their organization (<https://forms.gle/9RKS9bjMuRMaw7Rh6>)
- Special event/Company volunteering:
 - Email hanna@teacherstresures.org to arrange company volunteering.
 - Special events will be advertised on social media as well as volunteer newsletters. Please keep an eye open and use the signup provided to sign up for your shift.

Volunteer Check-in and Check-Out

Upon Arrival:

- Please use hand sanitizer as soon as you come in.
- Please bring a mask with you to wear while volunteering.
- We will provide you with gloves to be worn at your station. Please change your gloves after you leave your station, eat, drink, use the restroom, etc.
- We will not have computer check-in at this time, and I will track your hours via the signup genius.

Prior to leaving:

- Please wipe down your area.
- Gloves must be thrown away in the designated container, as well as any masks or PP items as necessary.
- All clipboards must be sanitized and returned to the spinner.
- Staff may ask for assistance in sanitizing other areas of the store before leaving.
- Please remove any wrappers or bottles and take them with you or dispose of them in the designated area.

Snack and Drink Policy

At this time, we are limiting movement throughout the store. We are providing a fridge, snack box, and Keurig in the volunteer check-in area. We ask that you restrict drinking and eating to your station/the volunteer check-in area, wipe down everything after you use it, and dispose of all trash up front. If you are working a longer shift and need to use the microwave and staff lounge area to eat lunch, please let a staff member know.

Dress Code

We recommend dressing in layers when you come to volunteer as the temperature in the building tends to fluctuate. Please follow these clothing suggestions as best you can:

- Closed toed shoes are recommended as you may be asked to move items/work in the warehouse.
- Please wear things you do not mind getting a little dusty. Jeans are totally acceptable.
- You are welcome to wear your group's logo/branded wear. If you would like to wear a yellow Teachers' Treasures' volunteer shirt, please let us know and we will provide you with one.

Cell phone policy

We ask that you be respectful of our constituents and other volunteers regarding cell phone usage. If you need to take or make a call, we will ask that you step aside to allow other volunteers to continue engaging with our teachers. If you are working in the warehouse, we ask that for safety purposes you limit your cell phone usage.

Thank you again for being part of this team! We could not fulfill our mission without you. Our teachers and their students are so grateful for all of your time and energy! On the following page, you will a letter from a student at a local school (I have removed his school/district out of respect for his anonymity), expressing why you are so important.

-The Teachers' Treasures' staff

February 24, 2020

Dear Teachers' Treasures,

Thank you for all the work you do to help teachers like Mrs. Trumble. I know she spends her own money to buy things for her students, but she also says how much she gets from Teachers' Treasures all the time and how that lets her buy other things for us. I want to tell you a story about how your supplies and Mrs. Trumble make me feel happy and loved.

I have been in the gifted classes in [redacted] township since I was in elementary school. I was even able to skip a grade, so I am in 8th grade at [redacted] when I should be in 7th grade. I am an immigrant, and I know that my education is what is going to help me achieve the dreams and goals I have for myself to make my life better. You see, my parents don't have much money and most of the things I use for school I find or people loan/give to me. I keep it all hidden in my bookbag so others don't know. I've had the same backpack for two years and I keep adding tape to it to hold it together. Mrs. Trumble kept offering me a new one, but I wouldn't take it.

Finally, last Friday, my backpack broke and all my stuff fell out of it and went everywhere! Mrs. Trumble helped me pick everything up. She didn't say anything. She just picked it up as quickly as she could and put it where no one saw that my things were broken, torn, remnants, or rejects. I knew that Mrs. Trumble understood before my bag broke that my supplies weren't the best, but she never said anything. She would put a new pencil or pen on my desk on days we had writing assignments so I didn't have to be writing with a nub or worry that my pen didn't have ink. Some days there would be a new notebook or folder when I needed it most, and when I would go to say something she would simply smile and nod.

On the day my backpack broke, it happened right before her class and by the end of class, without me knowing it, since I was writing a paper, she had everything neatly put together and in a new backpack sitting right behind my chair so no one even knew what had happened! When I got to my next class & opened my bag, I had a new, organized (I'm not the best at that and it drives Mrs. Trumble a little crazy) binder. I also had new folders, pencils, pens, markers, erasers, pencil bags, colored pencils (mine were just little scraps of things I could find to use), etc. I had everything I needed and so much more. At that moment I felt so much love and happiness that I hadn't felt before. At the end of the day, Mrs. Trumble stopped me on my way to the bus and handed me a large bag to take home for my two brothers. When I got home and opened it, there were two more bookbags filled with supplies for them and my entire family was happy.

I know that one day I will be successful and have the career I dream of and be able to provide for my family, but I will never forget the kindness shown to me by Mrs. Trumble and the people of Teachers' Treasures. Everyone who gives to and works for Teachers' Treasures is a blessing. I hope you know the impact you have on so many students and teachers' lives each and every day. One thing Mrs. Trumble always says, "I don't want repayment for anything I give you, but always remember to one day pay it forward for the blessings you are receiving today." That is something I promise to do over and over and over again in the future.

Thank you!



8th grader