

Great Stuff Thrift Store Supporting Petaluma Pet Pals

Volunteer Application

Name _____

Mailing Address _____

City _____ State _____ Zip _____

Physical Address _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____

Email Address _____

Emergency Contact Name: _____

Emergency Phone No. _____ Emergency Email _____

Medical Information (allergies, limitations, etc.):

Days _____ Hours _____ you are available to work.

What is your area of interest? _____

Do you have special skills to bring to the store? _____

I have received and read the Great Stuff Thrift Store's Volunteer Packet which includes (Please Initial):

- ✓ Petaluma Pet Pals Mission Statement
- ✓ Great Stuff Thrift Store's Goals
- ✓ Volunteer Positions General Descriptions
- ✓ Service Guidelines
- ✓ Store Standards
- ✓ Code of Ethics
- ✓ Release of Liability

Petaluma Pet Pals Mission

Petaluma Pet Pals is a 501c3 non-profit established in 1998 by a group of dedicated animals lovers simply wanting to make a real difference for companion animals and the people who love them!

Our philosophy is first and foremost to encourage and promote spay and neuter, but we also roll up our sleeves and do everything we can to protect, love and care for animals that are in need.

We rescue dogs, puppies, cats and kittens at risk of euthanasia at high kill shelters in the Bay Area and beyond. We rescue, rehabilitate, foster and find loving homes for dogs and cats that would otherwise be euthanized in a high kill shelter or have to defend themselves in the wild.

We offer a spay/neuter discount coupon which is available simply by request. Our hope is that by providing assistance, we encourage spay and neuter amongst the community, and, as a result, decrease the number of animals who end up homeless and in our shelter system.

We loan humane traps for feral or community cats to those who are working to Trap, Neuter and Release (TNR) and are practicing proper colony management, including feeding and other care.

Our mission scope continues to grow and expand as we continue to grow!

Great Stuff Thrift Store's Goals

1. TO PROVIDE FINANCIAL SUPPORT FOR THE PROGRAMS OF PETALUMA PEPALS.
2. To maximize the value of our donated merchandise.
3. To increase awareness of Petaluma Pet Pals in our community.
4. To meet and work with interesting people for a good cause.
5. To offer our customers great value and a pleasant customer service driven shopping experience.
6. To make Great Stuff Thrift Store and Petaluma Pet Pals the best it can be!!!

Volunteer Positions General Descriptions

Store Floor / Customer Service Volunteer Position (Preferred 4 Hour Shifts)

- Monitor Cashier Station and assist with bagging items when busy.
- Provide Breaks for Cashier (only after money handling training is complete)
- Monitor all the departments and especially when busy, ask customers if they need any help.
- If you see space, neatly put out **priced** items
- Look for and pull out **un-priced** or untagged items and open bags
- Help with answering the donation bell.
- Clean and Dust Shelves & Items
- Clean windows (front door, windows, cat room etc.)
- Use carpet sweeper on aisles and sweep the front area.
- Bathroom and Kitchen Cleaning – Mop Floors and Wash Own Dishes
- Straighten and organize shelves and displays
- Pull out empty hangers and pick up clothes that have fallen
- Clear the dressing room and re-hang clothes on correct racks.

Receiving and Store Floor Assistance Volunteer Position (Preferred 4 Hour Shifts)

- Answer the donation bell and assist with bringing in items.
- Sort new items into the correct pre-priced area.
- If you see space, put out **priced** items.
- Check and pull out **un-priced** items out on the floor
- Clean and Dust Shelves & Items
- Clean windows (front door, windows, cat room etc.)
- Use carpet sweeper on aisles and sweep the front area.
- Vacuum Aisles before or after closing (or very slow days)
- Bathroom and Kitchen Cleaning – Mop Floors and Wash Own Dishes
- Straighten and organize shelves and displays
- Pull out empty hangers and pick up clothes that have fallen
- Clear the dressing room and re-hang clothes on correct racks.

Cat Room Socialization, Cleaning, Meet and Greets Volunteer Positions (Preferred 2 Hour Shift)

- Clean feeding stations
- Check litter boxes
- Wipe surfaces
- Attempt to de-hair the room
- Sweep floors
- Monitor and Safeguard public interactions with cats
- Safely Play & Cuddle with Cats!
- HELPFUL is to move two more hours into helping in the store.

Departments:

- Cashier Lead
- Opening & Closing Manager
- General Merchandise Cleaning/Pricing
- Collectibles - Research Pricing
- Clothing – Pricing, Sorting, Arranging
- Shoes – Pricing and Displaying
- Books – Sorting, Organizing and Displaying
- Cat Care Organization, Meet and Greets & Adoption Events
- Future Departments?

Volunteers can “graduate” into their preferred department after completing a period of time as a general volunteer and only once appropriate training and team leader shadowing is complete.

ESSENTIAL FUNCTIONS: To successfully perform routine work relating to physical functions and communication skills for volunteering:

- | | | |
|---|---|--|
| <p>1. CASHIER</p> <ul style="list-style-type: none"> -Effective Communication -Simple Arithmetic - Comprehend -Read -Sit -Standing -Stoop -Squat <p>4. COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> -Effective Communication -Basic Knowledge and Understanding -Basic Knowledge of handling cats and dogs | <p>2. RECEIVE DONATIONS</p> <ul style="list-style-type: none"> -Bend -Carry -Lift -Stoop -Grip -Drag -Squat -Push/Pull -Climb -Standing -Sit -Walk | <p>3. CLEANING / STOCKING</p> <ul style="list-style-type: none"> -Standing -Squat -Comprehend <p>3. SAFE ANIMAL HANDLING (Dogs and Cats are present in the store or at an event at any given time)</p> <ul style="list-style-type: none"> -Read -Sit -Carry -Lift -Band -Climb -Always ask customers if it is OK before touching or offering treats to their dogs or any other pet they bring in. - See cat room rules for more information regarding safe cat handling. |
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CODE OF ETHICS FOR VOLUNTEERS:

As a volunteer I realize that I am subject to a Code of Ethics similar to that which binds the professionals in the fields in which I work. Like them, I assume certain responsibilities and expect to account for what I do. I will keep confidential matters confidential. I interpret "volunteer" to mean that I have agreed to work without compensation in money, but having been accepted as a volunteer who performs work as described above; I expect to do my work according to the standards expressed here. I promise to take to my work an attitude of open-mindedness, to be willing to be trained for it, to bring interest and attention to it.

I realize that I may have assets that my co-workers may not have and that I could use these to enrich the Great Stuff Thrift store and Petaluma Pet Pals for whom we are volunteering. I also realize that I may lack assets that my co-workers have, but I will not let this make me feel inadequate but will endeavor to assist in developing good teamwork. I believe that my attitude should be professional and polite to my coworkers and customers. I believe that I have an obligation to my work, to those who direct it, to my colleagues, and to the public. I understand the chain-of-command within the store and with Petaluma Pet Pals. If I have questions or issues I will take them up with the Store Manager in order that they may be answered or dealt with in a timely and professional manner. Being eager to contribute all that I can to support the efforts of Petaluma Pet Pal's Great Stuff Thrift Store, I accept this Code of Ethics for volunteers as my code to be followed.

GREAT STUFF THRIFT STORE STANDARDS

1. APPEARANCE OF THE ENTRANCE • Tidy sidewalk • Threshold in good repair • Doors & Windows clean
2. GENERAL APPEARANCE OF STORE • Shelf displays grouped in attractive clusters • Sale items in correct designated sections • Shelves free from dust • Floor vacuumed or swept • No unsightly or torn signs • No clutter, • No stacking of items unsafely • Dressing room tidy
3. CLOTHING RACKS • Neatly presented garments (buttons and zippers closed) • Hangers facing in one direction) • Price tags attached properly • Not overly stuffed (hangers slide easily)
4. GENERAL APPEARANCE OF ITEMS FOR SALE • Clean of dust and dirt • No chips, cracks, stains, tears, frayed edges (unless of value and as marked)

SERVICE GUIDELINES

Great Stuff Thrift Store provides for the programs of Petaluma Pet Pals. The store must maintain a positive image of animal rescue and animal welfare, reflecting a caring atmosphere. The following guidelines will help staff and volunteers build the quality of the Great Stuff Thrift Store

- The donors are customers and customers are to be treated with kindness and a smile, maintaining a positive attitude. **Customer service is our priority!**
- The overall cleanliness of the store must be maintained: • Vacuum as needed • Clean as needed • Dust as needed • Dressing room straightened daily • Inside trash cans emptied daily.
- Every item is to be clearly marked. Volunteers will prepare and process items, and staff and specifically trained volunteers will be responsible for the pricing. If you find an un-priced item out on the floor, return it to the appropriate person in the back.
- All donated items are to be sorted and examined for quality before going out on the floor. Check for stains, tears, or breaks, as our priority is to offer only items of quality. If clothing needs wrinkles removed, spray with water and hang. Items deemed to be unacceptable for resale can be placed in the re-donation pile or wildlife item collections.
- Item must be on the floor for a minimum of 2 hours before they can be purchased with a 15% volunteer discount.
- Employees/volunteers may NOT ring up their own purchases. All purchases are to be made through the cash register by an employee/volunteer other than the person making the purchases.
- The following items cannot be accepted:
 - **Large or outdated electronics NO printers, fax Machines, old Tube TVs – ONLY If working, we CAN accept cassette/VHS/DVD players, Typewriters, vacuums, speakers and stereo equipment, flat screen TVs
 - **Anything a baby sleeps or sits on (esp. cribs, beds, bunk beds, high chair, car seats, baby bath seats, play pens, baby walkers - if the sit, lay or sleep on it do not accept!
 - ** Draw Strings on Children's Clothing
 - **Hair Dryers (older) without black shape at the plug as a circuit interrupter
 - **Halogen Floor Lamps
 - **Toy Chests – especially ones that auto lock (unless they have spring loaded lid that will keep chest open
 - **Toys with Magnets
 - **Bed mattresses
 - **Bean Bag Chairs with Zippers

****Large Furniture** - Small furniture is accepted providing space is available.

- Volunteers are encouraged to share creative ideas to better the store with the store manager. Volunteers are also invited to present their suggestions and ideas in person or in writing at the monthly Volunteer Meeting, held the 1st Saturday of every month from 10am to 10:45am at the Great Stuff Thrift Store.
- The store is to be open every day, but Tuesday from 11am to 8pm. Minimum volunteer needs is 3 people present while we are open and maximum volunteer needs is 6-8 depending on time of week and any special events.
- Staff and volunteers must always be conscious of the fact that this is a business, relying on the support of customers and customer satisfaction. Everyone is expected to conduct him/herself in a professional manner. If staff or volunteers have complaints or problems, they should be handled appropriately and not within hearing or viewing of the customers/public. Everyone needs to be aware that the sorting room is NOT soundproof and discussions taking place there are easily heard by those outside of this area.
- Use of volunteer discount for personal gain is frowned upon and is inherently counter to the goals of the store providing financial assistance to Petaluma Pet Pals.
- After 6 weeks of continuous inactivity, volunteer is removed from active volunteer list. (Unless otherwise arranged or discussed)
- **Volunteers Under 18 and over 12 years old:** Volunteers under 18 and over 12 years old may volunteer, but must be accompanied and monitored by a parent or guardian at all times, until such time that the underage volunteer has proven they are able to volunteer without supervision. This will be decided by management and does not have a time schedule.

Release and Waiver of Liability

This release MUST be completed, signed and turned in on or before the first day you volunteer with the Great Stuff Thrift Store or Events for Petaluma Pet Pals. Once you have returned this waiver, it will be kept on file five years from date of signature. Please read carefully. This is a legal document that affects your legal rights.

_____ (the "Volunteer"), desire to volunteer to perform assigned duties for Petaluma Pet Pals, without compensation, beginning _____ in favor of the Petaluma Pet Pals and the Great Stuff Thrift Store for Petaluma Pet Pals, a California nonprofit corporation, its directors, officers, employees, volunteers and agents (collectively, "Petaluma Pet Pals"). The Volunteer desires to work as a volunteer for Petaluma Pet Pals and engage in the activities related to being a volunteer (the "Activities"). The Volunteer understands that the Activities may include volunteering in the Petaluma Pet Pals offices, the Great Stuff Thrift Store, or at an event. The Volunteer hereby freely, voluntarily, and without duress executes this Release under the following terms:

RELEASE AND WAIVER – Volunteer does hereby release and forever discharge and hold harmless Petaluma Pet Pals and its successors and assigns from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer Activities with Petaluma Pet Pals. Volunteer understands that this Release discharges Petaluma Pet Pals from any liability or claim that the Volunteer may have against Petaluma Pet Pals with respect to any bodily injury, personal injury (physical and/or mental), illness, death, or property damage that may result from Volunteer's Activities with Petaluma Pet Pals, whether caused by the negligence of Petaluma Pet Pals or its officers, directors, employees, or agents or otherwise. Volunteer also understands that Petaluma Pet Pals does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or death.

VOLUNTEER STATUS: I understand and acknowledge that I am engaging in this activity as a volunteer and not as an employee, agent, official, officer, or representative of Petaluma Pet Pals or of the State of California. I further acknowledge that I may not be entitled to any compensation, benefit, or insurance coverage from Petaluma Pet Pals. I understand and acknowledge that Petaluma Pet Pals can terminate my status as a volunteer at any time and for any reason. I will not participate if I am under the influence of alcohol or any drug that could impair my physical or mental abilities.

CONFIDENTIALITY: In the course of my service I may learn of, be told, or be asked to relay information of a private, confidential, or privileged nature. I will not, under any circumstance disclose private, confidential, or privileged information unless explicitly directed by the designated managing supervisor with express authority to give such direction. I agree not to take or post any photos of a sensitive and/or private matter for personal use or for sharing on social media without express permission from the designated managing supervisor.

MEDICAL TREATMENT – Volunteer does hereby release and forever discharge Petaluma Pet Pals from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with Petaluma Pet Pals.

ASSUMPTION OF RISK – The volunteer understands that the Activities includes work that may be hazardous to the Volunteer, including, but not limited to, lifting, climbing, facility repairs, loading and unloading, transportation to and from the work sites, and working with and around victims of abuse. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities and releases Petaluma PET Pals

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from all liability for injury, illness, death, or property damage resulting from the Activities. Volunteer agrees to follow all applicable policies and procedures for safety purposes.

INSURANCE – The Volunteer understands that, except as otherwise agreed to by Petaluma Pet Pals, in writing, Petaluma Pet Pals does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. Each Volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.

THEFT AND DAMAGE: I shall assume all risk of loss, theft, or damage to any of my personal property, equipment, or supplies arising from or connected with services I perform for the Petaluma Pet Pals.

BACKGROUND CHECK – Volunteer understands that Petaluma Pet Pals reserves the right to run a criminal background check and/or sex offender registry check on volunteers, and that the results of said background check may affect the Volunteer’s status with Petaluma Pet Pals.

OTHER – Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of California, and that this Release shall be governed by and interpreted in accordance with the laws of the State of California. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable. The Volunteer acknowledges with the signature below that she/he has fully reviewed this Release, and understands its contents.

SIGNATURE

I am over the age of eighteen and legally competent to sign this liability release or I have acquired the written consent of my parent or guardian. I understand that the terms herein are contractual and not a mere recital, this instrument is legally binding, and I have signed this document of my own free act. I have read the volunteer responsibilities above and understand that as a volunteer I will adhere to them and act in a respectful manner while representing Petaluma Pet Pals I HAVE CAREFULLY READ THIS AGREEMENT AND WAIVER AND RELEASE OF LIABILITY AND FULLY UNDERSTAND ITS CONTENT AND MEANING. I AM AWARE THAT THIS FORM IS A RELEASE OF LIABILITY AND A CONTRACT BETWEEN ME, THE ABOVE NAMED INDIVIDUAL, AND PETALUMA PET PALS.

IN WITNESS WHEREOF, Volunteer has executed this Release as of the day and year first above written.

Signature of Volunteer: _____ Date: _____

Signature of Witness: _____ Date: _____

PARTICIPANT IS UNDER 18, THE PARENT (OR GUARDIAN, IF ANY) MUST SIGN.

I am the parent or legal guardian of the above participant and he/she has my permission to participate in this Volunteer Activity. I have read and agree to the provisions stated above for myself and the participant. Further, I understand and agree that the sponsors and organizers of the Event are not responsible for supervision of minor participants and that if I allow the above minor to participate without my supervision, I assume all the risks from such participation.

Signature of Legal Guardian: _____ Date: _____

Spelling of Legal Guardian's Name _____

Address Phone Signature of Legal Guardian _____

City _____ State _____ Zip _____

Phone _____ E-mail _____