



**Working together to transform the  
community one nest at a time**

***greenNest***

# Volunteer Handbook

**greenNest** is a unique volunteer-driven furnishings assistance program that collects quality furniture and houseware donations from the community and makes them available to people who are transitioning from crisis into sustainable housing.



### ***Why We are Here....***

After bouncing from shelter to shelter and living on the streets, many homeless families are left with little of their previous lives intact. If they are lucky, they have loved ones and a few of the bare essentials.

When finally offered affordable housing, the starkness of an empty house confronts them. With few personal belongings of their own, a house is just not a home. With the cost of rent, utilities, food, and child care, there is little or no money left for furnishings. No family should have to lie down on a cold, hard floor.

### ***How We Do It....***

#### **Partner Agencies**

By partnering with over 90 Non Profit agencies in Forsyth County **greenNest** strives to provide a vital link in the journey from homelessness to independent living.

- **Who are greenNest's Partnering Agencies?**

- **greenNest partners** with agencies in Forsyth County that are non-profits, government agencies or churches/synagogues/mosques who provide programs that address underlying causes of the participant's current situation, promote self-sufficiency, and offer participant support after independent housing is secured. Each partnering agency refers only participants in a case managed program or participants receiving pastoral care.
- The ideal **greenNest** participant is currently transitioning or has recently transitioned into stable housing after a period of unstable housing due to any number of circumstances. They also are employed or otherwise able to sustain their new housing situation long-term.
- Participants, along with their case managers, come to **greenNest** during their scheduled appointment time and select furnishings for their new home! Participants then become "owners," not merely "recipients."

- **How much does it cost and who pays?**

- The application fee to become a partnering agency is a one-time fee of \$50. The furnishing fee ranges from \$25-300, depending on the furnishings chosen. The average cost to furnish a one-bedroom apartment is about \$175. The fee is paid either by the participant or the agency (and sometimes a combination of the two).

#### **Donors**

- **greenNest** is supported by both financial donations as well as donations of furniture and housewares
- All donations are tax-deductible
- See our list below for items that we accept AND those that we do not accept

## Volunteers

- **Who makes all of this happen?**
  - YOU!
  - VOLUNTEERS ARE THE LINK BETWEEN DONORS AND RECIPIENTS!
- **greeNest** relies on an army of volunteers to operate. These volunteers contribute their time, ideas, muscle, vision and talents to evaluate, process and prepare the donated items and create a warm setting to welcome the clients **greeNest** serves. Volunteers also assist the case manager and clients during the appointment by keeping track of purchases and answering questions. It is a blessing and a privilege to serve the community in such a meaningful way.

### **greeNest accepts the following items:**

- Dressers
- Bed frames and headboards (we cannot accept mattresses)
- Couches, loveseats (we cannot accept sleeper sofas, futons, upholstery in need of repair, with pet damage, signs of pests or other infestations)
- Recliners, side chairs, ottomans
- Dining tables and chairs
- Kitchenware: pots, pans, utensils, dishes, glasses, baking and serving pieces, sauce pans, skillets, can openers, vegetable peelers, whisks, cookie sheets, muffin tins and flatware.
- Microwaves and small appliances like coffee makers, toasters, blenders, crockpots, etc., in working condition.
- Bookcases and plastic storage bins
- Side and coffee tables & occasional pieces
- Table and floor lamps (light bulbs and extension cords appreciated too!)
- Linens: Sheets, blankets, pillowcases and mattress pads in good condition (please wash prior to donating)
- Laundry baskets, towels, washcloths, shower curtains, rings and liners, tablecloths, place-mats, and cloth napkins (please wash prior to donating)
- Home accessories: wall art, mirrors, throw pillows, decorative accessories
- Cleaning supplies: vacuum cleaners, swiffers, mops, brooms, buckets, and indoor trash cans
- TVs: We accept working LCD, Plasma and LED TVs

\* (CLEAN and in GENTLY-USED condition, and, as much as possible, IN NEED OF NO REPAIR) \*

**Items we CANNOT accept:** Futons, sleeper sofas, bed pillows, mattresses or box springs, rugs larger than 8'X10', large entertainment centers, CRT TVs (old-style tube TVs), computers, printers, fax, scanners, large appliances, toys, baby items (cribs, highchairs, etc.) space heaters, medical equipment, large office desks or large file cabinets, any items that are torn, stained, broken or otherwise damaged. If you have questions about what we can accept please contact us.

PLEASE NOTE: Occasionally, home furnishing donations to **greeNest** may be made available for purchase to the volunteers/staff and the public as an additional way to raise funds to support ongoing services. All monetary contributions and proceeds from the sale of items donated to **greeNest** are used to cover the cost of operations of **greeNest**.



## What is a Volunteer?

A volunteer is anyone who gives their time and talent to **greenNest** by volunteering as well as serving on boards and committees.

Volunteers sort, clean and organize furniture and household goods that have been donated by the community and tastefully stage a “showroom” from which participants make selections.

As a volunteer you may be asked to do any number of jobs/tasks. These tasks may include, but are not limited to:

- Moving furniture into, out of and around the warehouse
- Cleaning furniture
- Washing dishes that have been donated
- Putting together kitchen/dish/bedding/bath packs
- General cleaning/straightening of showroom floor in order to help us keep it looking inviting to our participants
- Minor furniture or electrical repair
- Accompany clients as they shop

## Volunteer Checklist - Every volunteer will need to:

- Sign a waiver and confidentiality agreement
- Take a tour of the facility
- Show proof of COVID vaccination or wear a mask
- Get a name tag (we ask that you wear an apron and a name tag while volunteering)
- Sign into and out of the volunteer log every time you volunteer. Please add any hours worked outside of **greenNest**.
- Follow and help a participant as they go through the process of shopping at **greenNest**
- Be mindful of your dress and demeanor while volunteering, especially when working with or in the vicinity of a participant or case manager.
- Park in spaces that will keep congestion in the parking lot to a minimum. Because our lot is small, please park across the street at Reedy's.



## **GENERAL WAREHOUSE SAFETY**

**greeNest** is concerned about your safety and asks you to exercise extreme caution when working in the warehouse. Please adhere to the following rules while working at **greeNest**. These procedures ensure your safety and the safety of those with whom you are working.

### **General Warehouse Safety**

1. All volunteers must sign in before entering the warehouse and check in with a Staff Member.
2. Exercise caution when lifting or moving large objects.
3. Do not lift heavy objects without the assistance of another person.
4. When doing heavy lifting, a weight belt must be worn to support the lower back.
5. No smoking allowed in the warehouse.
6. Please use caution when helping a donor unload their car, let them open and close any doors
7. Use hand trucks, dollies, and flats when moving furniture around the warehouse.
8. Do not run in the warehouse.
9. Do not allow children to roam freely in the warehouse.
10. If anyone is injured while working at **greeNest**, the incident must be reported to a staff member immediately.
11. Closed toe shoes must be worn in the warehouse.

### **Fire Safety**

1. Always note the location of the closest *fire exit* and *fire extinguisher*.
2. Fire extinguishers and fire exits are marked in the warehouse.
3. In the event of a fire, calmly escort all visitors to the nearest fire exit and into the parking lot.
4. Every effort should be made to account for every person who was in the warehouse or office before anyone is allowed to leave the premises.

**\*greeNest cannot be liable for accidents or injuries caused by neglect of these policies. Please be sure to sign one of our Volunteer Waivers.**



## **Staff and Board of Directors**

### **Staff**

Julia Toone - Executive Director

Loree Armstrong - Program Manager

Terry Hyland - Facilities Manager

Beth Blair - Community Engagement Manager

Josie Scott - Saturday Staff

### **Board of Directors**

Charmaine Carillo-Angino - Board Chair

Jan Barbee

Joanna Britt

Susan Doran

Beth Smoot

Kris Andrews

Christien Armour

Lisa Bernthal

Reginald Mathis

Sharon Frazier

Tory Gillett

Trey Howe

Denadia Nappier

Ryan Youngblood

Carlos Tolbert

Debbie Hunter

Anne Griffin

**Here are some ways you can help!**  
**Check the box(es) next to the ones that interest you the most.**

**Are you a “clean machine”?**

- Help us tidy up our donations with minor cleaning and repairs
- Our own “nest” needs cleaning, dusting and vacuuming, too!
- Recovering or repainting donated items (small items!)
- Sorting and organizing donations

**Do you have “strong wings”?**

- Can you lift 20 pounds?
- We can sure use your muscles to help move and arrange furniture!
- Also with loading and unloading household furnishings

**Is your particular talent geared more toward the artistic side of the brain? Help make our "showroom" attractive and welcoming to our guests!**

- Compose seasonal accessory baskets
- Arrange and maintain the art collection for our participants
- Stage and design spaces in our "showroom"

**If you are handy with tools...**

- Test, clean, and repair lamps and small appliances
- Paint and/or repair furniture
- Light carpentry work

**And for the Party Planners...**

- Planning, organizing, and helping out at fundraising events
- Available for short term and big projects

**The Great Outdoors is our "front porch." Can you help with...**

- Watering and maintaining beds
- Weeding and Mulching
- Seasonal Plantings

**Behind the scenes...**

- Social Media Guru
- Website Know-How
- Marketing Skills

**Use me however you can...**

- I'm willing to help wherever you need me
- I have a truck that I'm willing to use to help with donation pick ups

**Do you have other special skills or talents?**

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**On Average, how often do you plan to volunteer at greenNest?**

- Once a month or more
- Once a month or less
- Once a week or more
- Once a week or less
- Not sure yet



**Minor Release Form**

Minor's Name \_\_\_\_\_

Parent/Guardian Name \_\_\_\_\_

Minor's Age \_\_\_\_\_

Parent/Guardian Email Address \_\_\_\_\_

Parent/Guardian Phone Number \_\_\_\_\_

Minor Release (If volunteer is under the age of 18)

I, THE MINOR'S PARENT, and/or legal guardian, understand the nature of greeNest and the minor's experience and capabilities and believe the minor to be qualified and able to serve as a volunteer with the Project. I hereby release, discharge, covenant not to sue, and agree to indemnify and save and hold harmless each of the Releasees (as defined above) from all liability, claims, demands, losses, or damages on the minor's account caused or alleged to be caused in whole or in part by the negligence of the Releasees or otherwise, and further agree that if, despite this release, I, the minor, or anyone on the minor's behalf makes a claim against any of the Releasees named above, I will indemnify, save, and hold harmless each of the Releasees from any litigation expenses, attorney fees, loss liability, damage, or cost any may incur as the result of any such claim.

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_

Date

# Volunteer Enrollment and Waiver Form

## Release and Waiver of Liability for Volunteers

In connection with my volunteer activities related to *greeNest* (the "Project"), organized by *greeNest*, Inc. (the "Company") for myself, my personal representatives, assigns, heirs, and next of kin, I hereby:

1. ACKNOWLEDGE, agree, and represent that I understand the nature of the Project's activities and my responsibilities therein and that I am qualified and able to serve as a volunteer for the Project. I further acknowledge that I will comply with any and all policies and procedures of the Company at all times. I further agree and represent by my signature below that, to my knowledge, I have not been the subject of any investigation, complaint or legal action involving a reported instance of sexual abuse, and I have never been refused, resigned from, or been asked to resign from a position for reasons related to such sexual abuse;
2. RELEASE, DISCHARGE, AND COVENANT NOT TO SUE the Company, its administrators, directors, agents, officers, members, volunteers, employees, sponsors, advertisers, and, if applicable, owners and lessors of the premises on which the activities of the Project take place (the "Releasees") from all liability, claims, demands, losses, or damages on my account caused or alleged to be caused in whole or in part by the negligence of the Releasees or otherwise; and I further agree that if, despite this release and waiver of liability, I, or anyone on my behalf, makes a claim against any of the Releasees, I will indemnify, save, and hold harmless each of the Releasees from any litigation expenses, attorney fees, loss, liability, damage, or cost which any may incur as the result of such claim. I assume all risk of personal injury while on or around the Company's premises. Any personal items I bring onto the Company's premises will be at my own risk and the Company will not be liable for lost, damaged or stolen items. I also understand that the Company 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 illness. I do hereby release and forever discharge the Company from any claim whatsoever which arises or may hereafter arise on account of any services rendered in connection with my volunteer activities in connection with the Project;
3. ACKNOWLEDGE that (i) as a part of my volunteer activities for the Company, I may provide my image, likeness, voice, or other characteristics; and (ii) the Company may use my image, likeness, voice or other characteristics. I expressly release the Company, its administrators, directors, agents, officers, members, volunteers, and employees from and against any and all claims which I have or may hereafter have for invasion of privacy, right of privacy, defamation, copyright infringement or any other causes of action arising out of the use, adaptation, reproduction, distribution, broadcast or exhibition of such characteristics; and
4. ACKNOWLEDGE that, as a volunteer for the Company, I may receive personal, privileged, and/or confidential information concerning clients, clients' family members, and other individuals and organizations with whom the Company is associated. I agree and represent by my signature below that I will use my best efforts to ensure that such personal, privileged, and/or confidential information remains confidential and is not disclosed, regardless of whether I am actively engaged in volunteer activities or whether my volunteer involvement with the Company has ended for any reason.
5. I UNDERSTAND THAT NOTHING IN THIS RELEASE OR IN THE SERVICES PERFORMED BY ME SHALL BE CONSIDERED TO CREATE THE RELATIONSHIP OF EMPLOYER AND EMPLOYEE BETWEEN THE COMPANY AND ME. I HAVE READ THE RELEASE AND WAIVER OF LIABILITY FOR VOLUNTEERS, FULLY UNDERSTAND ITS TERMS, have signed it freely and without any inducement or assurance of any nature and intend it to be a complete and unconditional release of all liability to the greatest extent allowed by law. I expressly agree that the foregoing release, waiver and indemnity is intended to be as broad and inclusive as is permitted by the law of the State of North Carolina and that if any portion of this Agreement is held to be invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect. I further authorize and allow the Company to perform any background check on me, in accordance with state and federal law.

I hereby agree to all of the above terms.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

# CONFIDENTIALITY POLICY

## For Board Members, Volunteers, Committees, and Staff

The following policies apply to members of greeNest of Winston-Salem, NC, Board, volunteers, and staff, and to members of committees authorized by the Board. References in the policies to Board members are intended also to apply to committee members.

### ❖ **Board and Committee Meetings**

- On any vote of the Board, both the numbers of affirmative and negative votes and the individual votes of Board members, unless specifically requested by a member otherwise, shall be confidential but the record of individual votes must be kept on file.
- Board, committee, and staff members shall not disclose to anyone outside of greeNest of Winston-Salem the statements, positions, or votes by any Board or Committee member on actions taken by the Board or its committees. Only in extraordinary situations will a Board or Committee member disclose his or her position or vote on a Board or Committee action, and only after advising the Board's Chair before making such a disclosure.
- The general sense of the board" on a particular matter may be conveyed to an applicant, grantee, vendor, or donor when the sharing of such information is helpful in conveying the Board's concerns. However, such information should only be shared with the concerned party. In addition, such information may be shared with a donor or with another grant maker when the information has been requested and is deemed important in helping the donor or grant maker arrive at an informed decision on a grant proposal or opportunity.

### ❖ **Executive Sessions**

- The minutes of the Board meeting shall indicate when the Board goes into executive session but shall not normally reflect any of the topics or discussion that occurs in executive session. However, when the Board takes an action in executive session that needs to be recorded, the Board Chair will provide any such text that is to be included in the official minutes of the meeting. Any disclosure by any member of the Board to anyone outside of the executive session will result in the dismissal of the Board member.

### ❖ **Board and Program Committee Docket**

- The agenda prepared for the Board and Staff is confidential and should be treated as an internal document restricted to greeNest use. No portion of the agenda may be shared, in written or oral form, with any individual or with any organization outside of greeNest. Exceptions may be made only with the consent of the Executive Director and Board Chair.

### ❖ **Personal Information on Staff and Board Members**

- The home addresses, telephone numbers, fax numbers, and email addresses of Board members, Committee members, Volunteers, or Staff members are not to be given out to any individual or organization without the express permission of the person to be disclosed.

### ❖ **You will be asked to sign a release stating that you have read and understand this policy.**