



**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.

Contact:

336.661.8091

office@greenestws.org

www.greenestws.org

Mail:

630 Brookstown Avenue

Winston-Salem, NC 27101



Why We are Here....

After bouncing from shelter to shelter and living on the streets, experiencing a fire or other disaster, leaving an abusive relationship, or for many other reasons, families in crisis and transition 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 sleep on a cold, hard floor.

How We Do It....

Partner Agencies

By partnering with over 100 non-profit and community agencies in Forsyth County, **greenNest** provides 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. These agencies identify individuals and families who are in need and refer them to greenNest to shop for their furniture.
- 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. 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 to shop at greenNest, and who pays?**

- The application fee to become a partnering agency is a one-time fee of \$50. The furnishing fee per home ranges from \$25-300, depending on the furnishings chosen. The average cost to fully furnish a one-bedroom apartment is about \$300. 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.

greenNest Accepts



For our Finally Home and Up Off the Floor Programs

LIVING ROOM

- Sofas
- Loveseats (as space allows, please check)
- Upholstered chairs, recliners, ottomans
- Coffee tables, side tables
- Low TV stands (not enclosed cabinets)

KITCHEN/DINING

- Rectangle dining tables 58" max
- Round/Sq dining tables 44" max diameter
- Sets of dining chairs
- Small storage units/microwave carts
- Sets of dinnerware, silverware, drinking glasses (sets of 4 or more)
- Cookware, baking and serving pieces
- Utensils: can openers, vegetable peelers, whisks, spatulas, etc.
- Cloth placemats and napkins

BEDROOM

- Queen sized headboard/frame (as space allows)
- Twin bunk bed frames (as space allows)
- Twin platform bed frames (as space allows)
- Twin and Queen linens/bedding (clean)
- NEW bed pillows in original packaging
- Dressers, chest of drawers, nightstands

BATH

- Towels and washcloths in good condition
- Shower curtains, rings and liners

OFFICE

- Desks (maximum length 48") and desk chairs
- Bookcases (size limitation)
- Office supplies

ELECTRICAL

- Table and floor lamps
- small kitchen appliances: blenders, irons, toasters, standard coffee makers, crock pots and mixers in good working condition
- Microwaves
- Vacuum cleaners
- TVs: LCD, Plasma and LED TVs only

CLEANING SUPPLIES

- Mops, brooms, buckets, indoor trashcans
- Dish & laundry detergent, household cleaners

HOME ACCESSORIES

- Framed wall art, mirrors
- Throw pillows
- Decorative accessories
- Area rugs (up to 8 x 10)

Still have an unanswered question? email Terry at terry@greenestws.org

PLEASE NOTE: Items donated to **greenNest** that do not fit our program may be made available for purchase by the public in order to raise funds for ongoing services. All monetary donations and proceeds from the sale of items donated to **greenNest** are used to help cover the cost of operations.

If you have valuable items or collectibles that you would like to donate specifically for fundraising purposes please let us know!

Can NOT Accept



LIVING ROOM

- Sleeper sofas, futons
- Damaged items in need of repair, with pet damage, signs of pest or other infestation
- Entertainment centers, TV cabinets

KITCHEN/DINING

- Rect Dining tables longer than 58"
- Round/Sq tables larger than 44" diameter
- Hutches and buffets
- Large appliances (stoves, washers, etc.)
- Tablecloths
- Tableware that is not dishwasher and microwave safe
- Cookware that is scarred and scratched

ELECTRICAL

- Any items with NON-POLARIZED plugs
- Espresso makers, keurigs, coffee grinders, bread makers, pasta makers
- Space heaters, room air conditioners
- Humidifiers, dehumidifiers
- CRT TVs (old style tube TVs)
- Stereo and electronic equipment, phones

OFFICE

- Desks larger than 48"
- File cabinets
- Computers, printers, scanners

HOME ACCESSORIES

- Curtains, blinds, curtain rods
- Area rugs larger than 8 x 10
- Unframed prints, large empty frames
- Wall mounted decorative shelving and sconces
- Ceiling fixtures

MISCELLANEOUS

- Clothing, shoes
- Toys, games, CDs, books
- Baby items (cribs, high chairs, etc.)
- Medical equipment
- Pianos and musical instruments
- Building supplies/materials
- Outdoor furniture and accessories
- Any items that are torn, stained, broken or otherwise damaged

We recommend Habitat ReStore, Goodwill NWNC, and Rescue Mission for most items we cannot accept.

This information is also available on our website: <https://www.greenestws.org/we-accept>



greeNest procedures on volunteer/staff purchases of furnishings and housewares

greeNest receives many donations of furnishings and housewares. Most donations are used for client services. Occasionally we receive donations that are not appropriate for client use. Reasons for this include:

- Poor condition, without ability for repair
- Does not fall into one of our accepted categories of home furnishings, appliances and housewares
- Is vintage, antique or highly collectible

Volunteers and staff who identify an item as unsuitable due to poor condition or an unacceptable category will put these pieces on the GW sorting table. (long white table next to the blue GW bin.) The Facilities Manager will make the final determination on the suitability of donated items.

For every Goodwill bin we fill, we receive a voucher that can be used to **purchase items** from Goodwill for our client showroom. Volunteers and staff will be permitted to purchase items from the Goodwill bin. These items should be taken to the Facilities Manager, who handles all **greeNest** Sales, for fair market value pricing.

Volunteers are asked to be aware of items that may have high value and leave them in the back warehouse for evaluation. Shelves labeled "Items for Evaluation" are located in the back corner of the warehouse on the same wall as dinner and cooking packs. Below is a list of types of items to be on the lookout for. This is an incomplete list- many unusual items come through our doors and some are extremely valuable .

- well-known brands ie: Lenox, Royal Doulton, Williams Sonoma, Sur la Table and MANY MORE!!
- handmade, hand crafted items, original artwork, signed items
- vintage, antique items
- When in doubt- check with Facilities Manager or Sales Team

Vintage and collectible items that have been identified will be available for purchase. They will be displayed in the Rookery sales area for two weeks and will be priced at a fair market value for those items. After two weeks, those items will be listed for sale to the public on FaceBook Marketplace, eBay or sent to consignment. All monies generated by these sales support our programs.

Occasionally, a volunteer or staff member is interested in purchasing an item in the warehouse or showroom. Any item that is needed for participants is NOT for sale. If we have an abundance of a certain item (such as a table lamp or side table), the item MAY be available for sale. Requests must go through Facilities Manager.

To pay for any purchased items: Fill out a volunteer/staff sales slip. There are 2 clipboards with sales slips: one is at the sign in table in the office and the second is on the bookcase near the Facilities Manager's desk in the warehouse. Payment (cash or check only) should be made to office personnel or warehouse personnel.



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 participants *greeNest* serves. Volunteers also assist the case manager and participants 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.

What is a Volunteer?

A volunteer is anyone who gives their time and talent to **greeNest**.

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.

Volunteers serve on committees, **greeNest’s** Board of Directors, and assist in the office.

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
- 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 **greeNest**.
- Follow and help a participant as they go through the process of shopping at **greeNest**

- Be mindful of your dress and demeanor while volunteering, especially when working with or in the vicinity of a participant or case manager.
- Covid masks are made available to both volunteers, staff and participants. They may be required when there is a large increase in community cases.

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 when they arrive at greeNest and check in with a staff member.
- 2. Closed toed shoes must be worn in the warehouse.**
3. Exercise caution when lifting or moving large objects.
4. Do not lift heavy objects without the assistance of another person.
5. No smoking 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.

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

Sylvia Squire - Program Manager

Terry Hyland - Facilities Manager

Dave Perkins - Warehouse Coordinator

Bonnie Cochran - Assistant Facilities Manager

Rebeccah Byer - Community Engagement Manager

Josie Scott - Saturday Staff

Adric Ebert - Saturday Staff

Henry Rush - Saturday Staff

Board of Directors

Adrian Boone

Charmaine Carillo-Angino - Past Board Chair

Sharon Frazier

Tracy Geiger

Tory Gillett - Board Chair

Trey Howe - Treasurer

Debbie Hunter - Secretary

Devon Lilly

Denadia Nappier

Kelli Price - Vice Chair

Carlos Tolbert

Trent Wall

Ryan Youngblood

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!
- Recover or repaint donated items (small items!)
- Sort and organize donations

Do you have “strong wings”?

- Can you lift 20 pounds?
- We can use your muscles to help move and arrange furniture!
- Help also needed 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
- Perform light carpentry work

And for the Party Planners...

- Plan, organize and help out at fundraising events
- Are you available for short term and/or big projects?

The Great Outdoors is our "front porch."

- Water and maintain beds
- Weed and mulch
- Help with seasonal plantings

Behind the scenes...do you have?

- Organization Skills
- Computer Skills
- 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?

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

- Once a month or more
- Once a month or less
- Once a week or more
- Once a week or less
- Only for Dewey's Holiday Store
- Not sure yet

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 _____

Volunteer Confidentiality Policy

All information concerning clients, former clients, our staff, volunteers, and financial data, and business records of greenest is confidential. "Confidential" means that you are free to talk about greenest and about your program and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics. The board of directors, staff and our clients rely on paid and volunteer staff to conform to this rule of confidentiality.

greeNest expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information relating to other staff members and volunteers, in addition to clients.

Rationale

Confidentiality is the preservation of privileged information. By necessity personal and private information is disclosed in a professional working relationship. Part of what you learn is necessary to provide services to the applicant or client; other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual clients through an assignment is confidential in terms of the law, and disclosure could make you legally liable. Disclosure could also damage your relationship with the client and make it difficult to help the person.

Certification

I have read **greeNest's** policy on confidentiality and the Statement of Confidentiality presented above. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of this policy will lead to disciplinary action, up to and including termination of my service with greeNest.

Signature _____ Name _____ Date _____



Minor Release Form

Minor's Name _____

Parent/Guardian Name _____

Minor's Birthdate _____

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