

Day Prior to Event

- Download item listing into Excel
 - Ensure titles are freeze framed on each page
 - Ensure columns include:
 - Last Name
 - First Name
 - Quantity
 - Item
 - Family (if more than one family)
 - Cell Phone of Donator
- Print following:
 - Sort by item – print 2 sets
 - Sort by last name – print 2 sets
 - Sort by family – print 2 sets
- Ensure following items are available for use on the day of the event:
 - 5 Sharpies
 - 4 Highlighters
 - Clipboards (if available, one for check in and each family table)
 - Pens/Pencils
 - Blue Tape
 - Packing Tape
 - Cleaner
 - Paper Towels
 - Snacks for volunteers

- Lightbulbs
- Extension Cords
- Batteries

Day of Event

- Arrive at site between 7:30 – 8:00 (earlier if donated items are in your vehicle)
- Set up following areas:
 - Check In Table
 - Must be in high profile area
 - On check in table have:
 - Master Lists (by name and item, extra copy of by family) on clipboard
 - Sharpies
 - Pens
 - Blue Tape
 - Highlighters
 - Cleaning supplies should be close by
 - Family Table (separate table/area for each family)
 - On family table/area have:
 - Family listing on clipboard
 - Pen/pencil
 - Highlighter
 - Furniture Area
 - This is where all large pieces of furniture will sit to be sorted later
 - Hanging Art/Picture Area
 - This is where all hanging art/pictures/paintings will be sit to be sorted later
 - Coffee Table
 - This is where all coffees/waters, etc. will be available for volunteers
 - Should be well away from check in area, but still in eye sight for drop offs to enjoy

Day of Event – Morning Duties

People/Duties:

- Chapter Lead
 - Chapter lead will be available to monitor all aspects of the donation drop off and assist when needed. Lots of questions are asked and lead needs to be available to answer questions as needed
- Check in person
 - This person will be main check in person. When people come to drop off, the volunteer will ask for the person's last name and then verify all items they signed up for are received. Volunteer will check off last name and each line item. If anything is not received by a certain person, check in volunteer will need to ask if they will be bringing it. If not, volunteer will need to note the listing
 - As the check in process is taking place, volunteer will be identifying which family is receiving the item (if more than one family)
- Assistant Check in person
 - This person will work closely with check in person and mark each item with blue tape and family number (if more than one family)
- Runners (1-2)
 - This person will take the item from the check in table and walk it to the family table corresponding to the number on the blue tape
- Family table volunteer (1-2)
 - One person will be responsible to check in each item which is brought to their table as they arrive from the runners. If there are two people, the team can work smoothly by splitting duties and keeping items in order
 - Items should be sorted at the table(s), placing items for different rooms in separate areas. This will greatly assist in later in the morning
- Furniture Movers/Cleaners (1-2)
 - As furniture is dropped off, all is to be taken to a separate area
 - All furniture will be cleaned and dusted prior to loading onto truck

- Any items which need to be assembled, will be done so at this time

Towards the End of Drop off Period

All non-essential volunteers are encouraged to take a break away from the tables. This will allow the check in person and family table volunteers to confirm all items have been received.

- Check in and family table volunteer will compare listings to ensure all items have been received (this can also be done throughout the event as time allows)
- Any items which are not on the family table but is checked-off, will be reviewed in case it was placed at another family table
- There may be extra items donated which are accepted and those can be added on the listing
- Any essential items missing (sheets, dishes, etc.) are to be identified. If there was someone who signed up for these items, check in person or chapter lead will contact the donator and determine if donation can be completed
- Any essential items missing and which are not being donated are placed on a list for a store run
- Once the family table review has been completed, boxes can be packed, by room by the family table volunteers. The boxes should be clearly marked for family number and room
- The above will be repeated for each family table
- Truck/movers will arrive and off load all furniture into the furniture area
 - Volunteers will clean and dust furniture off truck
- The chapter lead will also review all furniture with or without the check in person. Furniture will be marked for families
- Art will be reviewed by chapter lead for future reference once at the apartment/house
 - Art will be stored in large box to be sorted at each apartment/house
- Once go ahead is received by movers, volunteers will begin to bring items to truck for packing
 - Volunteers will need to listen to movers on which items are to be packed in which order
 - Volunteers can bring all boxes, kept in family order, to the truck for packing
- While truck is being packed, volunteers will need to breakdown tables and place garbage in cans, if available. If not available, a volunteer may need to take garbage for disposal. Any coffee/snacks should be taken to next location by a volunteer if possible
- Lunches should be delivered towards the end of the drop off period

- Ensure truck/movers have a sandwich/water, etc (they are not picky)
- Ensure all volunteers have lunch
- Lunch can either be eaten as truck is being loaded or in car on way to next location
- Water/soda/snacks, if brought to next location, should be self-contained and can be set up outside, by truck parking/area. Items should be consumed outside of the home
- If any essential items are missing and need to be purchased, ask for a volunteer to go to Target/Home Goods to purchase items

At Location

- All volunteers will wait for the arrival of Chapter Lead, unless otherwise directed
- Before pictures will be taken upon arrival
- Truck is unpacked
 - Boxes will be taken into the respective rooms
 - Rugs will be laid
 - Curtain rods and curtains will be hung (start this early as it always takes a long time)
 - Large furniture will be installed
 - Bedframes will be set-up
 - Mattresses will be brought in and set up
 - Beds will be made
 - Art will be hung
 - Kitchen will be unpacked
 - Boxes will be unpacked
 - All instructions for new appliances will be saved within the item
 - Organization of kitchen will be completed
 - If needed, cleaning of the cabinets will be done
 - Pantry will be set up and organized
- All boxes will be removed from apartment/house
 - Boxes will be broken down
 - Boxes will be taken away by movers/truck as a courtesy (if they are still on site)
- Once all is in order, family will be called to return home
- After pictures will be taken

- All volunteers are encouraged to remain on site; however, when family arrives, please allow the chapter lead and family to enter first to see their new home. Once they have been in the home a few minutes or as cued by family or chapter lead, volunteers can then re-enter home
- Final picture of family on sofa will be taken
- All volunteers should say goodbye to the family
- Thank you for volunteering!!