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[www.theHOPEChestIL.com](http://www.theHOPEChestIL.com)  
Store: 309-620-9043

## Volunteer Guidelines

**Welcome to The HOPE Chest!!** We want to take this opportunity to thank you for giving your time to our organization as we know time is valuable. The guidelines below are to help us work together and ensure we are all working together for the same goal. We do our best to treat everyone equally no matter the position they maintain. If at any time while you are here and have questions and/or concerns please feel free to speak to a member of our Leadership Team.

### Expectation:

- Be a team player
- Be a help not a hindrance to the work being done.
- Work within your means; don't put yourself, staff, or customers in a harm's way
- Follow instructions given by leads
- Respect other volunteer, employees, management, and CUSTOMERS

### Guidelines:

- Sign-in and out each shift you work. If you take lunch please sign-out and back in when returning.
- Nothing in the processing area can be purchased or asked for. All items must be priced and on the sales floor. (This does not mean in a cart you are working).
- Shopping is not to be done during volunteer time. You can shop before or after you sign in or after you sign out.
- The Food Pantry is available but not during volunteer hours. You still need to follow policies to participate in the pantry.

### Our Responsibilities:

- Provide a safe environment for you to work
- Treat all volunteers, staff, and customers with respect
- Maintain organization policies

