

**TEMPORARY EMERGENCY  
SERVICES, INC.**

**MANUAL FOR VOLUNTEERS AND  
COMMUNITY SERVICES WORKERS**

**TEMPORARY EMERGENCY SERVICES IS PROUD TO  
BE A UNITED WAY AGENCY**

# ***TEMPORARY EMERGENCY SERVICES, INC.***

## **MISSION STATEMENT**

Temporary Emergency Services, Inc. (TES) is a nonprofit social services agency that helps individuals and families who are in crisis situations, including those who are unemployed, homeless, transient and/or of low-income. Such assistance helps clients to survive immediate crises.

One goal of TES is to collaborate with other social service agencies and businesses in order to exchange information about available services in the community and, thus, be able to refer clients to other appropriate sources. Such communication develops a sense of “team work” among these agencies and businesses.

TES is dedicated to operating its programs and services in an efficient and effective manner, thereby maximizing its limited resources and the productivity of its employees and volunteers.

## **INTRODUCTION**

TES appreciates your decision to volunteer or perform community service work for our agency. It is important that you read this manual in order to assure that you understand rules, procedures and protocol for working at TES. The following pages outline requirements that you must abide by while working here.

If you have questions about duties assigned or other issues, talk to Ms. Morgan, TES Case Manager/Supervisor or Ms. Stevenson, TES Office Manager. The time you spend here is helping the less fortunate in our community and can be a rewarding experience for you!

## **DEFINITIONS OF COMMUNITY SERVICE WORKERS AND VOLUNTEERS**

- **A Community Service Worker (CSW)** is an individual who is required by a second party, such as a court or a school, to complete a certain number of community service hours.
  
- **A Regular Volunteer** is an individual who freely contributes time to TES.
  
- **A Specific Volunteer** is a person such as a UA student performing hours for a class or someone volunteering with a group such as a church or civic club. Specific Volunteers will coordinate their work with Ms. Thompson, TES Executive Director, or Ms. Morgan.

## **CHECK-IN AND RELATED PROCEDURES**

### **Community Service Workers (CSWs):**

1. Upon arrival at TES for each work shift, enter the agency through the client services or employee entrances.
  
2. The first day that you work, check in with Ms. Stevenson or another person at the main office desk. Tell that person that you are at TES for community service or volunteer work.
  
3. On the first day of work, volunteers and CSWs must read the TES Service Manual and fill out an application. You will be helped to set up a file, which will contain your application, a personal time sheet, the Volunteer Job Agreement and Confidential Agreement.
  
4. Every day that you work, enter your beginning and ending times on the “Base” unit in the hall. Write in your daily times on your time sheet, and have the same initialed by a staff member or a senior volunteer who you are working with. Keep your file (in alphabetical order) in the filing cabinet in the Thrift Store.

5. CSWs and volunteers working in the Thrift Store on Saturdays will sign in and out on the time sheet in the store.
6. You are responsible for keeping up with your personal time sheet. If you don't, no one at TES will go through records to locate your work dates and hours. However, you can come in and look for such yourself.
7. A senior volunteer or an employee will familiarize you with the building and the various work stations.
8. After checking in at the main desk on the first day, specific volunteers should see Ms. Thompson or Ms. Morgan concerning assignments.
8. A senior volunteer or an employee will assign volunteers/CSWs work duties or find a work area where you are needed. There will be times when one or more CSWs/volunteers will be needed immediately in an area for a particular reason. This will be announced over the intercom. If possible, go to that area.
9. When you have finished the number of required work hours, Ms. Stevenson will prepare a letter stating that you have completed those hours. If Ms. Stevenson is not available, Helen Ball, whose desk in the copy/supply room, can prepare the letter.
10. If a court system or other entity outside of Tuscaloosa County, has assigned you community service hours, you must verify such by attaching a letter or form to your application indicating the terms of your community service work.

## WORK STATIONS AND DUTIES

- **Main Office**

Duties: Filing client files; copying and/or mailing out forms or letters; answering the phone; other assignments given by Ms. Thompson, Ms. Morgan or Ms. Stevenson.

- **Food Pantry**

Duties: Stocking food items and bagging groceries; checking dates on food for the expiration date; placing food past said date in a box and marking it the same.

**NOTE: CLOTHES AND OTHER ITEMS ARE NOT TO BE TAKEN INTO THE THRIFT STORE UNLESS THEY ARE PRICED!**

- **Clothes Pricing Area**

Duties: Putting price tags on clothes; taking priced clothes to the Thrift Store and putting them on the proper clothes racks.

- **Linen Pricing Area**

Duties: Taping linens together and putting price labels on them; taking priced linens to the Thrift Store and putting them in the proper bins.

- **Household Pricing Area**

Duties: Putting price labels on items; taking priced items to the Thrift Store and putting them in the proper area.

- **Sorting Area**

Duties: Sorting donations and taking them to the proper work areas for pricing; unloading donations and bringing them in.

- **Thrift Store**

Duties: Helping the retail associates bag purchases; helping customers take out large items; taking priced clothes, linens, etc. into the Thrift Store and putting them in the proper places; picking up items strewn by customers and putting them back in the proper place; and other duties assigned

- **Cleaning:**

Duties: Vacuuming, dusting, sweeping, mopping and emptying trash cans; cleaning the kitchen and bathrooms; removing debris from different areas of the building; taking out empty boxes; and other such work.

- **Outside and Related Work:**

Duties: (Males) Assisting in picking up and unloading large items donated, such as furniture; helping to load large items for delivery to customers; moving and arranging large boxes of food, etc. in the back storage room; and other such work.

Duties: (Males and Females) Maintaining the TES grounds by sweeping the front of the building and the back asphalt area: picking up trash outside: watering plants: holding a “Sale” sign outside; and other such work.

## **Serious Injuries to Yourself or Others**

If you or another person is injured at TES, have someone report the injury to Ms. Thompson, Ms. Morgan or Ms. Stephenson. If you need to go to an emergency health clinic, a staff member will take you. If an ambulance is needed, 911 will be called. **Note:** Such injuries to volunteers/CSWs are not covered by TES’s Worker’s Compensation insurance or its employee health insurance.

### **In the Event of a Fire in the TES Building:**

There are four fire extinguishers in the building, located as follows:

- The kitchen, on the right side of the door
- The back area, on the right side of the door leading into the Thrift Store
- The sorting area, on the left side of the back door
- The Thrift Store, adjacent to the left side of the front door

If a small, contained fire occurs and you know how to use a fire extinguisher, use the closest one available and put the fire out. If you don't know how to use the fire extinguisher, ask others around you or find Xavier Martin, TES Maintenance Manager. Report this occurrence to Ms. Thompson or Ms. Morgan.

In the event of a large, uncontained fire, report it to Ms. Thompson, Ms. Morgan or Mr. Martin over the intercom. Proceed to the nearest exit, either one of the front exits or the exit door at the sorting area. An announcement will be made over the intercom as to which doors to use.

### **In the Unlikely Event of Robbery of the Thrift Store:**

Do as you are told to by the robber(s). Do not put yourself at risk by taking any aggressive action or running.

### **In the Event of a Tornado in the Vicinity of the TES Building:**

Go to the nearest restroom and wait until you are told that it is safe to leave. You will receive instructions about evacuating the building from Ms. Thompson or Ms. Morgan.

If someone is injured, notify Ms. Thompson or Ms. Morgan and one of them will determine the necessary actions to be taken.

## **General Rules and Regulations**

To ensure that everyone at Temporary Emergency Services follows the same agency standards and expectations, all volunteers and community service workers must adhere to the following rules and regulation.

- Act appropriately at all times. TES has a reputation to uphold in the community and it is important for you to project a positive image for our agency.
- Stealing is grounds for immediate dismissal and the Tuscaloosa Police Dept. will be notified.
- No drugs or alcohol are permitted prior to or during your work shift.
- No firearms are permitted on TES property. If you do bring a firearm to TES, the Tuscaloosa Police Department will be called.
- All CSWs and volunteers are expected to dress appropriately. You must wear shoes and a shirt. Casual wear such as jeans, shorts, T-shirts and sneakers may be worn. No T-shirts, etc. with obscene words or advertising alcoholic beverages are allowed, nor are high-cut shorts and skirts or halter tops. Also, do not wear head rags or sagging pants. If not dressed appropriately, you will be asked to leave.
- Community service workers and volunteers should park their cars at the vacant warehouse directly behind the TES building. Do not park in the parking lot.
- Smoke breaks are to be taken outside in the fenced area at the back of the building. Please pick up your cigarette butts and food wrappers and put them in a trash can. Put soda cans on top of the ice machine, as they are saved for recycling.
- You must leave your work station neat and clean.



- Personal belongings should be placed in a locker in the building. Ask Ms. Morgan for a lock and key. You are responsible for personal items left unattended.
- You may not shop from the back area. All items must be priced and in the Thrift Store before you can purchase them.
- Items in the Thrift Store can't be held for purchase at a later time. All purchased items must be taken out the front door of the store, except for large items such as furniture and appliances. If you have purchased a large item and are preparing to move it, proof of purchase will be required before removing it from the TES grounds.
- Customers may not shop from the back work stations or visit other areas of the main building. Also, a sign is posted in the Thrift Store stating that no public restroom or dressing room is available.
- Back doors are to be locked at all times for security purposes. After bringing in donations, relock the door at the sorting area.