



**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 70 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's** 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 \$25. The furnishing fee ranges from \$25-300, depending on the furnishings chosen. The average cost to furnish a one-bedroom apartment is about \$150. 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 **greeNest** 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
- 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.
- 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 or on the street.



GENERAL WAREHOUSE SAFETY

greenNest 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 **greenNest**. 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 **greenNest**, 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.

***greenNest 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 and Volunteer Coordinator

Terry Hyland - Facilities Manager

Alex Rosario - Warehouse Assistant

Board of Directors

Karen Blaylock - Board Chair

Jan Barbee

Joanna Britt

Susan Doran

Beth Smoot

Kris Andrews

Christien Armour

Lisa Bernthal

Charmaine Carillo-Angino

Reginald Mathis

Sharon Frazier

Tory Gillett

Carlos Tolbert

Anne Griffin - Consultant

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 Registration Information

Name _____

Address _____

Birthday (no year necessary!) _____

Email _____

Contact Phone_____

Emergency Contact Name & Phone # _____

Group Affiliation (if you are volunteering with a group)

We are on Facebook and Instagram!

Like and follow us at [greenNest of Winston Salem](#).

If you want to be a part of our FB volunteer page that is private, check here:

(make sure the email you gave is the one associated with your FB account)

If you want to be included in our routine volunteer emails, check here:



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