



# Shop Volunteer Handbook

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Here to help  
our Community

A Registered Charity CC23677

TO BE A HOSPICE VOL



TO BE A HOSPICE



# ***A warm welcome to the Hospice EBOP volunteer team!***

Thank you for offering your time to support Hospice Eastern Bay of Plenty.

Without our team of volunteers, we would not be able to keep running our three Hospice Shops - Whakatāne, Ōpōtiki and Kawerau.

Hospice EBOP is not fully funded by Te Whatu Ora which means that we need to do a lot of fundraising in order to provide Palliative Care to the Eastern Bay of Plenty community. The money raised at the shops help us to continue providing this service. We aim to offer fair prices for quality goods and to offer a friendly community service.

We trust that you will enjoy your time with us.



# Working at the shops

## Induction

With your application form you will be required to sign the following documents:

- Code of Ethics
- Confidentiality agreement
- A Police vetting Application

You will also be given a **Media Consent Form** to sign but this is not compulsory - it is up to the individual. Agreeing to this simply gives Hospice EBOP consent to use a photo in which you appear in their social media post or perhaps in a press article. If you do not sign this, you will be asked to leave group settings when photographs are taken of events.

Each new volunteer will arrange a regular shift [day and time] with the Manager or Volunteer Coordinator.

Prior to your first shift you will be given an induction which covers Health and Safety Processes.

## DRESS:

- Aprons and gloves are provided for protection, should you wish to use them.
- Please wear sensible, comfortable clothing – nothing which could get caught or pulled easily.
- Covered footwear is recommended, especially in the back room.
- A volunteer badge will be provided.

## HOURS:

The three Hospice shops operate at different hours - depending on the location and the activity in the area. We require a certain number of volunteers to be present during opening hours. For Health and Safety reasons there should always be at least two volunteers present, but this number depends on the size and layout of the shop.

We need to have a person on the till at all times as well as volunteer/s in the back room to collect donations and prepare them for display.

***Please ensure that if you are unwell or cannot be there for your rostered shift for any reason, that you notify the manager as soon as possible.***

REGISTER: Please remember to sign in and out each time that you are rostered on. We require you to record your first and last name, your start time and your finish time. This is a requirement to enable us to record our volunteer hours for statistical purposes, and so that the manager can ensure that all volunteers are accounted for in case of an emergency.

## **HEALTH AND SAFETY:**

It is the responsibility of all staff and volunteers to be aware of any hazards or risks and to report these to the manager.

Please take note of the handling charts displayed in each shop and make sure that you lift boxes and packages in the recommended manner. If something is too heavy, please do not lift it – ask for assistance.

Hand sanitiser is available in each shop, and we encourage you to use this as well as thorough hand washing when you have been handling delivered items.

## **CUSTOMER SERVICE:**

Our customers are highly valued and must be our key focus. Their patronage provides vital revenue to support our patients and their whanau.

Your professionalism and friendly service are aligned with the quality of service we provide to our community. Please welcome customers with a smile and a friendly greeting and assist them when you can.

If you have a difficult customer, please politely refer this customer to the manager.

Please be mindful of any conversations you have where customers can overhear you. A customer's experience in the Hospice shop determines whether they will come back to the shop again, either as a customer or donor.

## **COMMUNICATION:**

We endeavour to maintain regular communication meetings, but this is not always possible given the number of volunteers and shifts during the week.

Any important notices will be recorded on the Notice Board.

Please take time to check for notices each time you are in and speak to the manager if you require any further clarification.

We encourage you to talk to the manager regarding any feedback or ideas. Your input is important to us.

## **CONCERNS and COMPLAINTS:**

If you happen to have any concerns or complaints, please direct these to the Shop Manager in the first instance, and as soon as possible.

In certain cases, you may wish to direct your concern to the Admin and Shop Support or the Volunteer Coordinator

If you feel uncomfortable, bullied or harassed with regard to any working relationship, please talk to the Manager or contact the Admin and Shop Support on **admin@hospiceebop.org.nz** or the **Volunteer Coordinator**. We will follow up in all matters regarding your safety and your wellbeing.

Please refer to the Confidentiality document sections on Organisational Loyalty and Collegial Loyalty, and Media Policy.

All written complaints will be investigated in line with the Hospice EBOP Complaints policy.

## **SMOKE / VAPE / ALCOHOL POLICY**

Please note that our premises are SMOKE, VAPE AND ALCOHOL FREE.

## **VOLUNTEER PURCHASES:**

Items from the shop can be purchased by all volunteers after they have been sorted and priced. Purchases are to be made at the till by another volunteer or staff member.

Purchasing items that you have priced yourself is discouraged.

Volunteer Purchases will be discounted by 25% except for items under the value of \$5.

Items purchased from our shops should not be sold on. We have a duty of care to ensure that the price we receive for donated goods returns the maximum benefit to Hospice EBOP.

## SHOP TASKS:

In addition to sorting and preparing items for sale and dealing with customers, volunteers are requested to assist with the following tasks when it is necessary and if time allows.

- Vacuuming/sweeping floors
- Cleaning shelves, counter and mirrors
- Tidying, re-organising and restocking racks and shelves
- Emptying rubbish bins
- Washing the dishes
- Cleaning the bathroom and lunch-room facilities
- Filling the water cooler [Whakatāne and Kawerau Shops]

## ITEM CATEGORIES:

Items are classified according to the categories detailed in **Appendix A**.

This classification is in line with the shop layout and the till set up.

## SORTING PROCESS:

All items are to go through a sorting session prior to pricing.

Unfortunately, some donated items are not suitable for sale.

These include such things as:

- Clothes or Linen which is stained, torn or threadbare [Please check that zips are working and that a garment is not missing buttons]
- Bric-a-Brac that is broken, chipped or stained.
- Accessories with latches that no longer work or have missing buckles
- Shoes that are scuffed and misshapen through wear
- Books that are defaced or have pages missing.

These are just a few examples. Volunteers will need to use their discretion.

We need to be mindful when doing the sorting that we only wish to sell good quality items, but also that we do not want to be too rash in discarding items. Please check with the manager if you are unsure. We appreciate the generosity of donors and do not want to throw out something that could be of use to someone.

Items which cannot be sold can be disposed of in one of the following ways:

- Some linen may be suitable to send to the SPCA
- Cotton may be suitable for tearing into rags for resale as rags
- Some items may be suitable to donate to other Community Groups

All other unsaleable items are to be placed in the SKIP bins.

***Please refer to Appendix B for items which cannot be sold.***

During the sorting process please check all clothing pockets and bag interiors for forgotten items. Any items of value or importance must be handed to the manager.

## **PREPARING FOR SALE:**

Once items have been sorted, they are prepared for sale.

Clothing, linen and fabric accessories will be steamed and hung on the appropriate hangers or folded carefully.

Bric-a-Brac will be cleaned and polished as necessary so that they look their best.

## **PRICING:**

This is done by the manager or an experienced volunteer.

All items must display a price tag.

Clothing and linen will have a tag attached.

Bric-a-Brac, Library items, Toys and Furniture will have a price tag attached.

Please ensure that the price tags are placed in such a way that the item will not be damaged when they are removed.



## SALES:

- We do not barter.
- We do not offer lay-by.
- We do not offer refunds. In exceptional circumstances this will be at the discretion of the manager in conjunction with shop support.

ON HOLD ITEMS - If a customer wishes to reserve an item for 24 hours, the correct form **[Appendix C]** must be attached to the item. This stipulates the name and contact details of the purchaser and the day and time that the sale was made.

After 24 hours if the customer has not returned to pay, the label must be removed, and the item returned to the floor for sale.

If an item is sold but waiting for collection, attach a SOLD sticker to the item somewhere where it is easily visible. In addition, the **Items Sold Form** must be displayed **(Appendix C)**

If a customer purchases a large item and wishes this to be delivered by our Hospice Van driver, the correct form **[Appendix C]** must be completed.

Cost of delivery: Local \$20. Out of town \$30+ (depending on distance).

## GOODS SHARED BETWEEN SHOPS

At times, goods are transferred between our three EBOP Shops. This liaison and the resulting decisions are at the discretion of the manager.

## OPERATING THE TILL:

If you are keen to be trained to do this, please speak to the Manager. Having extra till operators allows those at the till to have a well needed break.

The till must be monitored at all times. If the immediate area of the till needs to be vacated for any reason the till must be locked and the key removed from the drawer.

## CALL BELL:

There is a Call Bell situated at the Counter in each shop. This is to enable the person on the till to call for assistance if they are alone and nobody else is around.

This may just be a request for someone to assist with something, or for someone to take over and give the till operator a break for a cup of tea or to go to the toilet.

However, it is also there as a **Health and Safety Precaution**. There may be a situation where a member of the public is being confrontational and help is needed. If the Call Bell is rung, please ensure that at least one person immediately goes through to the front of the shop.



# Appendix A

## Accessory



**Shoes**  
**Bag**  
**Tie/Hat/Socks**  
**Scarf /Belt**  
**Jewellery**

## Clothing



**Activewear**  
**Nightwear**  
**Swimwear**  
**Underwear**  
**Top/Bottom**  
**Dress/Jacket**  
**Suit/Coat**  
**Kids**

## Furniture



**Furniture**  
**Delivery**

## Home

**Appliance + Electrical**  
**Arts + Crafts**  
**Bric-a-brac**  
**Camping + Outdoors**  
**Cushions**  
**Linen**  
**Office**



## Library

**Movies**  
**Games/Jigsaws**  
**Books**  
**Music**  
**Toys**



## Events + Raffles

**Any special events or fundraising events that Hospice EBOP is running, e.g Remembrance Trees**



# Appendix B

## ITEMS NOT SUITABLE FOR SALE

- R16+ Items [ Books, movies, music etc.]
- Pornography of any type.
- Computer hardware and software.
- Batteries.
- Wire beds, Water beds, soiled or marked mattresses.
- Furniture which is stained, broken, unstable or otherwise damaged.
- Old TV cabinets [i.e. those used for containing the box tv's] and old TV's [ must be flat screen]
- Old computers and old/cheap computer desks. [ These are very hard to shift]
- Mobile Telephones – these should be placed in the mobile phone recycling box at the counter or in the preprinted envelopes and posted for recycling.
- Cracked or chipped glass and crockery items, including mirrors.
- Bay furniture which requires OSH approval, including but not limited to car seats, cots, safety harnesses – unless approved by Plunket.
- Toys which may be chewed or are unsafe if swallowed.
- Plants which are diseased or unhealthy.
- Bicycle and motorbike helmets.
- Firearms, ammunition or any other weapons including sporting or hunting knives. These must be taken to the Police Station.
- Used cosmetics or toiletries. [These items may be donated to Women's Refuge provided they are clean, hygienic and in very good condition.]
- Medicines [ to be taken to the Pharmacy for destruction.]
- Chemicals or oils [ to be taken to the Recycling Centre for safe disposal.]
- Flammable items and products, including gas heaters and cylinders [to be taken to the Recycling Centre for safe disposal.]
- Pet or vet care products [ to be taken to the Vet for safe disposal]
- Any item which could be considered derogatory in any way – whether by picture, language, insinuation etc.]
- Any item displaying gang insignia; advertising for alcohol, drugs or events; and workplace logos.



# Appendix C

## Furniture Collection / Delivery Record

### Furniture Collection / Delivery Record

<b>Date:</b>							
Collection	<input type="checkbox"/>	Delivery	<input type="checkbox"/>	if delivery, please circle where purchased:	WHK	OPO	KAW
Item/s Description:							
Contact Name & Number:							
Address:							
Important information:							
Are the item/s heavy or otherwise difficult to move?				Yes	No		
Is there easy access to the site and to the item/s being collected?				Yes	No		
Is there a dog on the property, will they be contained (required)?				Yes	No		
<b>Notes</b>							

### Item on hold

ITEM ON HOLD
Date item is on hold until:
Item Description:
Name and contact details of customer:
Manager sign off:

### Item sold

ITEM SOLD – TO BE PICKD UP
Date item is on hold until:
Item Description:
Name and contact details of customer:
Manager sign off:



Rau ora

**hospice**

eastern bay of plenty



**ALL PROCEEDS FROM THE HOSPICE SHOPS STAY  
IN THE EASTERN BAY OF PLENTY COMMUNITY.**

*Every little bit helps.*

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**WHAKATĀNE  
HOSPICE SHOP**

109 The Strand  
Ph: 07 307 2301

**OPENING HOURS**

Monday to Friday:  
9:30am - 4:00pm  
Saturday:  
9:30am - 1:30pm

**KAWERAU  
HOSPICE SHOP**

7-9 Jellicoe Ct  
Ph: 07 323 4014

**OPENING HOURS**

Monday to Friday:  
10:00am - 3:00pm  
Saturday + Sunday  
we are closed

**ŌPŌTIKI  
HOSPICE SHOP**

101B Church St  
Ph: 07 315 5055

**OPENING HOURS**

Monday to Friday:  
10:00am - 3:00pm  
Saturday + Sunday  
we are closed

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**Contact your Volunteer Coordinator, Jane Kay**

**Ph: 07 307 2244 ext 219 Mobile: 027 203 9954**

**Email: [jane@hospiceebop.org.nz](mailto:jane@hospiceebop.org.nz)**

**Visit: 37 Goulstone Road, Whakatāne 3120**

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**Hospice EBOP Offices**

**Ph: 07 307 2244 | Email [admin@hospiceebop.org.nz](mailto:admin@hospiceebop.org.nz)**

**[www.hospiceebop.org.nz](http://www.hospiceebop.org.nz)**

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