HOPE MARCHES ON
The Salvation Army of Duluth, Minnesota
2021 Volunteer Holiday Handbook

duluthsa.org
November 17, 2021

Dear Friends,

My apologizes not getting out our Volunteer Holiday Handbook sooner. Right before it was supposed to be finished and mailed out I ended up on quarantine and even though we have started the Christmas Volunteer Season there is still plenty of opportunities to help others.

With the resurgence of the pandemic and with a little over 1 months until Christmas, The Salvation Army is digging in for another challenging season of need. We are serving people who have never experienced food insecurity, and many likely to face eviction. We are calling on everyone to ensure that #HopeMarchesOn for our community this year.

With many facing hardship, the need to serve those most vulnerable is great. Meeting these needs is made possible by the kindness of volunteers willing to give of their time to help others.

We recognize this Christmas our ability to raise vital funds is at risk due to the resurgence of COVID-19. Other factors will impact our results including the coin shortage, online shopping, and an anticipated decrease in volunteer support. Although these challenges are significant, we’re committed to providing hope to those who need it this Christmas – whether it’s nutritious food for a hungry family or providing relief to those unable to pay rent month. Will you join forces to restore hope in the hearts of many?

With the support of a generous public, we can keep families in their homes and ensure hope marches on during what has been a difficult year. Thank you for your partnership with The Salvation Army, helping us to achieve our mission of ‘Doing the Most Good’.

With gratitude,

June Stanley

June Stanley
Administrative Assistant/Volunteer Coordinator
A Kettle With A History of Help & Hope

In 1891, Salvation Army Captain Joseph McFee was distraught because so many poor individuals in San Francisco were going hungry. During the holiday season, he resolved to provide a free Christmas dinner for the destitute and poverty-stricken. He only had one major hurdle to overcome – funding the project.

Where would the money come from. He lay awake nights, worrying, thinking, and praying about how he could find the funds to fulfill his commitment of feeding 1,000 of the city’s poorest individuals on Christmas Day. As he pondered the issue, his thoughts drifted back to his sailor days in Liverpool, England. He remembered how at Stage Landing, where the boats came in, there was a large, iron kettle called "Simpson’s Pot" into which passers-by tossed a coin or two to help the poor.

The next day, Captain McFee placed a similar pot at the Oakland Ferry Landing at the foot of Market Street. Beside the pot, he placed a sign that read, "Keep the Pot Boiling." He soon had enough money to see that the needy people were properly fed at Christmas.

Six years later, the kettle idea spread from the west coast to the Boston area. That year, a nationwide effort resulted in 150,000 Christmas dinners for the needy. In 1901, kettle contributions in New York City provided funds for the first mammoth sit-down dinner in Madison Square Garden, a custom that continued for many years. Today in the U.S., The Salvation Army assists more than four-and-a-half million people during the Thanksgiving and Christmas time periods.

Captain McFee’s kettle idea launched a tradition that has spread not only throughout the United States, but all across the world. Kettles are now used in such distant lands as Korea, Japan, Chile and many European countries. Public contributions to Salvation Army kettles enable the organization to continue its year-round efforts at helping those who would otherwise be forgotten.

Red Kettle History - courtesy of TSA, DFW Metroplex
Bell Ringers Needed

Over 6,000 hours are available for volunteers to bell ringer between our 18 locations. Volunteers need to be dependable, friendly, be able to follow local and state, and business location’s COVID-19 requirements, and be consistent in attending to their kettle. Groups, businesses, civic organizations, families, and churches are encouraged to participate in our Red Kettle Campaign, but we ask that no more than two people at the kettle at one time unless you live in the same household and then, no more than four.

It only takes five teams of two, working two-hour shifts from 10:00 am to 8:00 pm to manage a kettle for a day or you can schedule a minimum block of two hours between November 13 - December 24, Monday - Saturday.

If the Duluth Transit Authority is running, we are ringing.

**PHYSICAL REQUIREMENTS:** Bell ringing with a warm smile can be done standing or sitting, inside or outside. A bell or maraca is provided. Just a reminder...ringing **outside** is cold.....**warm clothes are definitely a must!!!**

To schedule a shift, visit duluthsa.org or call June at 218- 722-7934.

<table>
<thead>
<tr>
<th>Kettle Locations</th>
<th>Plaza Super One</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miller Hill Mall (4 locations)</td>
<td>Sam’s Club!*</td>
</tr>
<tr>
<td>Cub Foods</td>
<td>Super One West Duluth</td>
</tr>
<tr>
<td>Hobby Lobby *</td>
<td>Walgreens - East End*</td>
</tr>
<tr>
<td>Kenwood Super One</td>
<td>Walgreens - West Duluth*</td>
</tr>
<tr>
<td>Lakeside Super One</td>
<td>Walmart (both entrances)*!</td>
</tr>
<tr>
<td>Mall Super One</td>
<td></td>
</tr>
<tr>
<td>Mills Fleet Farm</td>
<td></td>
</tr>
<tr>
<td>Mount Royal Fine Foods*</td>
<td></td>
</tr>
</tbody>
</table>

*indicates outdoor location
! starts Nov. 20
COVID-19 Safety Protocols for the 2021 Red Kettle Season

Whether you schedule one or more shifts, please watch The Salvation Army’s bell ringer training video prior to your first schedule shift at https://bit.ly/2021RingerTraining

Follow mask requirements of the establishment that you are volunteering at.
All bell ringers must wear winter or disposable gloves at all times.
Please sanitize bell prior to ringing with the provided sanitizer.
Please utilize provided hand sanitizer when appropriate.
Please maintain at least six feet of safe social distancing when a donation is being made into the kettle. If you need to take a step back, please do.
If you are experiencing any of the following symptoms, do NOT volunteer to bell ring. Please call June if you need to cancel your shift: 218-722-7934.

◊ Fever or chills
◊ Cough
◊ Shortness of breath or difficulty breathing
◊ Fatigue
◊ Muscle or body aches
◊ Headache
◊ New loss of taste or smell
◊ Sore throat
◊ Congestion or runny nose
◊ Nausea or vomiting
◊ Diarrhea
Frequent Bell Ringing Questions

Is there an age requirement for bell ringers? Families say bell ringing is a great way to instill a sense of community spirit in young children. While anyone is invited to join us as a bell ringer, kids under 16 must be accompanied by a parent or guardian.

How does bell ringing work? Visit duluthsa.org or give us a call at 218-722-7934 to simply sign up for a date, time and location that’s convenient for you. A kettle and bell or maraca will be at your location when you arrive. If there is already a ringer there, just let them know you are the next scheduled volunteer and take over for them. Then, start ringing with a smile. Wish shoppers a “Merry Christmas” and be sure to thank people for their donation.

How long do I have to ring? Volunteers can sign up for a minimum shift of two hours. We encourage volunteers to take four hours or more to help The Salvation Army manage sites and volunteers more effectively. To make it even more fun, we encourage you to find someone to ring with you.

How many people can be at the kettle? Due to COVID19 restrictions and the fact most kettle sites have limited space, no more than two people should ring at the kettle. We will allow up to four if you are in the same household.

What if I have to reschedule? If you are unable to make your scheduled ringing time, please call 218- 722-7934 as soon as possible. If it is more then 48 hours before your scheduled shift, you may also reschedule at registertoring.com

What do I do with the kettle when I am finished? Please place the bell in the holder or on the kettle base, and you may leave. Volunteers are not responsible for “standing guard” over the kettle once their shift is finished. The kettle is securely locked onto the stand, and only Salvation Army staff may remove it.

Can I give out Christmas treats/gifts to shoppers? We ask that while you are volunteering that you do not give out items to shoppers. As part of our agreement with the stores, we are not allowed to give out items or promotional materials at the kettle.

Why are there no kettles out on Sundays? The Salvation Army is a Christian church and we want everyone to have the opportunity to attend a worship service on Sundays and have a day of rest.
BUSINESS BELLS

Whether you have five or 500 employees, “Business Bells” is an excellent opportunity for businesses to show community support and goodwill this holiday season.

1. Sign up for specific bell ringing hours and locations throughout the season in which you will provide your employees to ring the bells. Employees are encouraged to wear apparel advertising their business.

2. Online Kettle - Get a early start on bell ringing by having a company kettle through by signing up at http://bit.ly/fundraiseforgoodduluthsa

3. “Match-A-Kettle” - Double the impact that your kettle has upon the lives of the less fortunate by matching all or a portion of the money raised in your kettle this Christmas. If you are not able to ring, you can pick the day, location and time that you want to match a kettle. All matched donations are tax deductible.

“Business Bells” also provides three levels of partnership to the businesses who wish to participate. The top level businesses who raise $2,000 or more become “Shield” partners. Businesses who raise $1,000-$1,999 become “Kettle” partners, and those $500-$999 become “Bell” partners. All partners will be listed in our Annual Report, Holiday Handbook and on our local website.

- “Shield” partners will receive Facebook, Twitter and Instagram endorsement,
- “Kettle” partners will receive Facebook and Twitter endorsement
- “Bell” partners will receive Facebook endorsement.

For more information, contact Kristy or June at 218-722-7934 or visit us online at duluthsa.org
2020 Business Bells

Thank you to our 2020 Business Bells Partners who raised a total of $2857.64

Shield Partnership - businesses who raise $2,000 or more

Kettle Partnership - businesses who raise $1,000-$1,999
  KBJR - $1437.19

Bell Partnerships - Businesses who raise $500 - $999
  Aire Serv - $913.47
  Bluestone Flats - $506.98

ADOPT - A - FAMILY

Help make a family’s Christmas merrier by “adopting” a family.

As an Adopt-A-Family (AAF) sponsor you will enjoy purchasing gifts and/or a Christmas dinner for your “adopted” family.

You can choose the number of families and the size of families you wish to adopt. As an AAF sponsor you may also choose whether to deliver items to the family’s home, or you can remain anonymous by delivering the items to The Salvation Army. For more information, you may email nancy.leslie@usc.salvationarmy.org or call Nancy at 722-7934 ext. 102. You can also sign up to adopt a family online at https://bit.ly/adopt-duluthsa
WRAPPING GIFTS

December 1st - 24th Monday - Saturday and Sunday, December 19) Do you have the “talent” to wrap gifts? Do you like people? If you can answer “YES!!” to these questions, we have a great volunteer spot for you in our Gift Wrap Booth at the Miller Hill Mall!!!

Miller Hill Mall shoppers can bring their purchases to us for gift wrapping services. Volunteers need to be friendly, polite, dependable, trustworthy, and capable of giving back correct change to customers. Dexterity and a talent for wrapping are a must! Groups, families, businesses, and civic organizations are encouraged to schedule a time to staff this booth. All donations for wrapping services go toward helping people from our community at Christmas and throughout the year.

If the DTA is running and the mall is open, we’re wrapping.

Physical Requirements: wrapping with a smile, standing, some bending, reaching and lifting required. Please, no children under the age of 14.

If interested, call Kristy or June at 218-722-7934

COVID 19-Procedures

Please follow Miller Hill Mall's Requirement.

No more than four people may volunteer at the booth per a shift, no exceptions will be made.

Please utilize provided hand sanitizer when appropriate.

Please sanitize workstation between each customer and at the end of your shift.

If you are experiencing any of the following symptoms listed on page five, do NOT volunteer to wrap gifts. Call the Kristy or June if you need to cancel your shift: 218-722-7934.
GIFTS FOR KIDS AND TEENS

Help make a child’s holiday wish come true by collecting toys for the Toyland Express this Christmas Season.

You can help by:

Purchasing unwrapped gifts for children from birth to 16 years. For gift ideas please visit our website at duluthsa.org or email june.stanley@usc.salvationarmy.org

Receive “Toy Box” and have your business or organization be a toy drop off site so your customers, members and employees can contribute!

Driver’s for Toyland Express

Volunteer drivers are needed to pick up toys from various locations in the Duluth area and bring them to The Salvation Army to be distributed through our toy shop to children of the Greater Duluth Area Dec 21-23. Some of our drivers can start as early as mid-Nov picking up toys through Dec 17. Volunteers must have their own vehicle, driver’s license and insurance. If interested, please call Misty at 218-722-7934

Last year 1,889 children received toys, games, books and winterwear “compliments of the generosity of this community.”
VIRTUAL KETTLE

The easiest way to fundraise or donate from the comfort of your own home.

Fundraising can seem daunting at first glance, but the good news is you don’t need to be a fundraising expert to raise a lot of money. You have a chance to make a big impact, even if you can’t personally make a big donation. By mobilizing your friends and family, you can help The Salvation Army reach more people, raise more money, and make a bigger impact. There are so many ways to raise funds for neighbors in need. Request donations instead of gifts on a special day, take on a challenge, host an event or do your own thing by getting creative.

It’s easy to fundraise for good.

1. Create a fundraiser. Choose what type of fundraiser you would like to host.
2. Tell your story. Customize your fundraising page and tell us why you're fundraising for The Salvation Army.
3. Share your campaign. Tell your friends and family about your fundraiser on social media, via email or in person.
4. Encourage your peers. Ask friends and family to join in and create their own fundraiser.
5. Meet your goal! Help people in your community by funding life-changing programs.

Hats, Mittens and Scarves, Oh My!

How you can help keep kids warm this winter.

- Volunteers to knit or crochet are needed year round. You provide the talent and we will provide the yarn. Contact June at 218-722-7934 x101 for more information.
- Donate yarn. Full or partial skeins of any color are fine. It just needs to be suitable for warm hats and mittens.
- You can also help by purchasing new hats, mittens and scarves for children of all ages.
- Have a outerwear drive at your business

You can drop off yarn and new or hand stitched outerwear anytime throughout the year at The Salvation Army - 215 S 27th Ave W. Contact June at 218-722-7934 x101 for more information.

Walmart’s Registry For Good

Make a child's Christmas wish come true from the comfort of your own home by visiting our Walmart Registry at https://bit.ly/angeltreeduluth

All purchased items get shipped directly to us and will be given to a child in need this Christmas.
CHRISTMAS DISTRIBUTION

Christmas Distribution is a great volunteer activity to put you in the Christmas Spirit. Individuals and groups are encouraged to volunteer. Must be 16 years and older.

To help with social distancing and limiting the number of people in our building we will be extending our Christmas Distribution to five days and will have two shifts per day available. Distribution will take place December 21-23 at The Salvation Army Corps and Community Center on 27th Avenue West.

Tuesday, December 21 - Thursday, December 23
Two shifts available for each volunteer position:
- 9am-12pm and
- 12pm- 4pm

Toy Escorts - escort parents through the gift shop to pick out age appropriate toys for their children. (8 volunteers needed per a shift)

Toy Shop - As the parents pick out gifts for children and as the tables start to empty we need volunteers to replenish the tables with more gifts. (2 volunteers per shift needed)

Volunteer Carriers - dress for the outdoors and help individuals carry their toys and food basket out to their vehicle. Dollies provided. (5 volunteers per shift needed)

Christmas Food Basket Assembler - Put together food baskets according to family size. (7 volunteers per shift needed)

All of the above volunteer opportunities are physical; walking, bending, lifting, carrying, etc.

Masks, social distancing, and frequent hand sanitizing are encouraged for all volunteer positions.
BASEBALL AND KETTLES

For the sixth year in a row, our friends at the Duluth Huskies have sweetened the deal considerably with an individual ringers. Any individual who volunteers at our red kettles 6 hours or more will receive a pair of general admission tickets to any 2022 regular season Duluth Huskies baseball game. We will notify you end of May beginning of June to let you know when your tickets are available.

Social Media 🐕️facebook Instagram

Keep up to date on everything happening this holiday season by following us @duluthsa. We would also love for you to share with us how you are rescuing Christmas? So make sure to tag us and use the hashtag #hopemarcheson.

Mission Statement of The Salvation Army: The Salvation Army, an international movement, is an evangelical part of the universal Christian Church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.
STATISTICAL HIGHLIGHTS

Thanks to community members being generous with their time and resources, we are able to serve many of our neighbors in the Greater Duluth Area.

2021 Statistical highlights

PERSONNEL

Employees 36 (seasonal not included)
Volunteers 804 PERSONS / 8,299.33 HOURS

SERVICES PROVIDED

Emergency Assistance 742
Family Transitional Housing 59 PEOPLE
Hot Lunch Meals 38,546
Emergency Food Shelf Meals 26,040
Medical Food Shelf Meals 4,920
Housing Services 86 HOUSEHOLDS / 198 PEOPLE
Family Transitional Housing 19 HOUSEHOLDS / 59 PEOPLE
Family Homeless Prevention Assistance Program 42 HOUSEHOLDS / 74 PEOPLE
Landlord Incentive Program: 12 HOUSEHOLDS / 25 PEOPLE
Rapid Rehousing Program 13 HOUSEHOLDS / 40 PEOPLE
COVID-19 Housing Assistance Program (was available 9/2020-2/2021) 290 HOUSEHOLDS FUNDED

Trift Store Vouchers 176 HOUSEHOLDS / 352 PEOPLE
Clothing and Household Items/Furniture Given 2,191
2020 Christmas Assistance (Food & toys) 3,908 PEOPLE
Children Receiving Christmas Gifts 1,837
Christmas Meals 3,908
Rookie Basketball Participants 347
HOLIDAY VOLUNTEER APPLICATION

Please fill in the blanks and note the opportunities you are interested in volunteering for.

Name:__________________________________________
Group:_________________________________________
Number in Group:_________________________________
Address:________________________________________
City:_________________ State:_____________ Zip:__________
Home Phone:____________ Work Phone:______________

Please mail, email or fax this interest form to:
The Salvation Army - P.O. Box 16052, Duluth, MN 55816
Fax: 722-9532    Phone: 722-7934
Email: june.stanley@usc.salvationarmy.org
(Or Just Give Us A Call)

<table>
<thead>
<tr>
<th>Volunteer Opportunity</th>
<th>Dates</th>
<th>X</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bell Ringing</td>
<td>Nov. 13 - Dec. 24</td>
<td></td>
</tr>
<tr>
<td>Match A Kettle</td>
<td>Nov. 14- Dec. 24</td>
<td></td>
</tr>
<tr>
<td>Food and Toy Distribution</td>
<td>Dec. 21-23</td>
<td></td>
</tr>
<tr>
<td>Adopt-A-Family</td>
<td>Nov 1– Dec.1</td>
<td></td>
</tr>
<tr>
<td>Gift Wrap Booth</td>
<td>Dec. 1 - 24</td>
<td></td>
</tr>
<tr>
<td>Toyland Express Drop Off Site</td>
<td>Nov. 11 - Dec. 17</td>
<td></td>
</tr>
<tr>
<td>Host A Toyland Express Box</td>
<td>Nov. 1- Nov. 24</td>
<td></td>
</tr>
<tr>
<td>Toyland Express Driver</td>
<td>Nov. 11 - Dec.17</td>
<td></td>
</tr>
</tbody>
</table>
Thank you to our 2021 Sponsors and Supporters!

Cub Foods
Duluth Grill
Fond-du-Luth Casino
Fox 21
Hobby Lobby
KBJR/CBS3
Kiwanis of Friendly Duluth
Lakehead Constructors Inc
Little Caesars
Miller Hill Mall
Mills Fleet Farm
Miner's Inc./Super One Foods
Mount Royal Fine Foods
Rotary Club of Duluth #25
Sam's Club
Walgreens
Walmart
WDIO
AND YOU!!!!!
Address Service Requested