

Instructions & Helpful Information for Volunteers:

Please **sign the Volunteer Sign-in sheet** located in the binder. If you are working for Community Service for school or court credit, it is especially essential that you sign in and out for each shift you work. This log will be used by the Volunteer Coordinator later to verify your hours.

Please keep tree **stocked** with **Angels**. The number of Angels will dwindle. We have Angel Trees at all Walmart's again this year, which began November 15th, so they have taken much of our supply. When they dwindle, keep the Angels staggered on the tree. You won't take many gifts from donors until we move into December. It may be slow at times. Once Angels are all adopted, we will move into Forgotten Angels.

Angels tags do not list NAMES. The reason for this is that unique names are too identifying now. In order to protect the child's anonymity, The Salvation Army Lubbock feels it is best to simply identify the child or adult by their code.

Each Angel represents a needy child (ages birth – 14) in the Greater Lubbock area.

The purpose of the donor registering their Angel codes and donor information is simply for Angel tracking. Unless the donor has stated that they would like further contact, The Salvation Army does not use this information for solicitation or any other purpose. This line on the form should be completed by the donor themselves to ensure accuracy.

Use the white **code # ___ cards**/packing tape to note the code on the top of the bike seat.

When relief arrives, please brief them of any information they may need to know and **instruct them to read through this Volunteer Handbook**.

Please Do NOT contact the mall. If you have questions, concerns or need supplies, please call the **Major Dawn at 806-438-7041**.

Gifts will be picked up periodically by Major David Worthy or Salvation Army personnel, between 8:00-9:15 p.m. **If the driver is not wearing Salvation Army identification**, please call Major Dawn Worthy at 806-438-7621 immediately.

Major David will collect monies in the counter kettle or standing kettle periodically. All monetary donations should be placed in the kettle.

Thank YOU for volunteering with The Salvation Army this year! We couldn't provide for as many children and families without help from wonderful people like YOU! Know that we greatly appreciate your time and commitment to the program. We wish we could hug every one of you!



Process for ADOPTING an Angel:

1. Have the donor complete one line of the Adoption Registration, legibly or have the donor text their Angel Codes to (806) 438-7621.
2. Remind the donor:
 - a. Each child should receive at least 2 gifts, preferably toys...clothing is considered an “extra” gift unless the parent has suggested it. There is no obligation to purchase what has been suggested. They are merely suggestions from the family.
 - b. If the donor does not feel they can provide 2 gifts, that’s ok. If they let us know, we can put another Angel on the tree for someone else to fill the rest of the two gifts minimum. If this is the case, the Angel should be added to the Create A New Angel form.
 - c. Donors are encouraged to shop using the Walmart Registry for Good, Lubbock account. The QR code on the Angel will take them directly to it.
 - d. Return unwrapped gifts to the table at South Plains Mall on Saturdays only or The Salvation Army at 1111 16th Street in Lubbock by **December 10th**.
3. The donor takes their Angels with them to attach SECURELY to the gift bags later.

Process for RETURNING an Angel:

When donors return their toy/gift donations, you do NOT have to look up their name. They may have adopted their Angel from another location, and that’s ok.

1. Fill in the information on the Angel Tree Gift RETURN log in the RETURN section of the binder.
2. Make sure ALL bags have the Angel CODE securely on the outside of the bag or placed inside the bag not too far pushed down. Securely = will not fall off in transport. Packing tape and a stapler is found in the container under the table. *We’ll put them in a new bag at the warehouse.* If they adopted more than one Angel, there should be separate bags for each child. If there is more than one bag for a child, you can mark the second/third bag(s) with the code and tape it to the outside of the bag. We do not put codes on the gifts themselves. (Nothing says, “Your parent received assistance” more than a code on their Christmas gifts.)
3. If the donor asks, give them a Receipt for Donated Goods (filling in the date and # of items donated). By law, we cannot estimate value.
4. Store the gift bags as close to you as possible or underneath the table. Major David will pick up the gifts periodically, and definitely when the last shift ends that evening.

Thank you!



We ask for
2-3 gifts per child.

Clothing is considered
an “extra.”

Gifts may be returned
HERE on Saturdays or
at The Salvation Army,
1111 16th Street, Lubbock
Mon-Fri...9 a.m. – 5 p.m.