



Hello! Thank you for choosing to complete your community service hours with Metrocrest Services. Below you will find the information about completing your hour requirements through Metrocrest:

- **The mission of Metrocrest Services:** To provide programs for individuals, families, and seniors that leads to self-sufficiency and fosters independence. Included in that mission is to treat our clients and volunteer staff with dignity and respect. Service area includes residents of Carrollton, Farmers Branch, Addison, Coppell, and a part of Denton County. Programs include our food pantry, rent/utility assistance, job and employment counseling, computer lab, and night time GED courses. If you would like more information or to sign up for a program call the intake desk at 972-446-2100. If you become a client of Metrocrest Services, you must let the Volunteer Manager know to avoid possible conflicts of interest. I.e. you cannot volunteer in the food pantry and also be receiving food pantry services.

Opportunities to complete your service:

You can sign up for to 2 shifts per day in any combination of the two sites, and earn a maximum of 8 hours per day.

1. **Resale Store:** Located in Bent Tree Plaza at 2661 Midway Rd, Suite 207 in Carrollton 75006
Available Shifts: Monday, Wednesday, Thursday, Friday, and Saturday 10 am to 2 pm or 2pm-6pm.
Shifts are subject to change, please check Volunteer Job Site for current schedule.
Food pantry: Located at 13801 Hutton Dr. Suite 150 Farmers Branch, TX 75234. Available Shifts: Mon-Fri 8 am to 11:30 am, 11 am to 2 pm, or 1:30 pm to 5 pm. Saturday shifts are 8:30 am to 1 pm. Shifts are subject to change, please check Volunteer Job Site for current schedule.
2. **Shift Duties:** The shift duties at either location include processing, and sorting donations, stocking shelves, as well as cleaning and organization of the areas, other duties may be added as needed. During COVID-19 volunteers will be required to wear gloves and a mask during their shifts (Provided by Metrocrest Services), and have their temperatures checked prior to signing in for the day.
3. **Donation items for hours:** Metrocrest will accept your donation of food items and provide you a donation receipt. However, we do not convert the donated items to hours for you or give you permission to donate. To get credit for hours you must take the donation receipt to your probation office, or officer and they will adjust your hours total for you. **Please note your ability to do donations instead of hours is totally dependent on your probation officer, or the court who assigned you hours. If you have further questions, please contact your case's supervisor. Metrocrest Services cannot make that determination.**

Volunteering Guidelines

1. Pursuant to Section 30.06, Penal Code (trespass by holder of a license to carry a concealed handgun) a person licensed under Subchapter H, Chapter 411, Government Code (Concealed Handgun Law), may not enter this property with a concealed handgun or weapon of any kind.
2. We expect volunteers to act professionally while serving our clients, as well as dress appropriately. **No cell phones or headphones are allowed when volunteering.** This includes texting or talking on the phone. While you are on site, you are representing Metrocrest Services.
3. **Dress Code:** Dress code is jeans, khakis, or slacks and closed toe shoes. Please make sure you can move comfortably without risking exposure. Shorts are acceptable but they must be knee length. Please do

not wear shirts with political slogans, spaghetti straps, or muscle tees. Dressing inappropriately may result in you being sent home.

4. Parking:

1. **Food Pantry:** The area of the parking lot with trees. Please do not park in the front row, the row with the buses, or in the back of the food pantry.

2. **Metrocrest Resale:** Anywhere but the row in front of the store.

5. Volunteer Check-in: Each volunteer site has a volunteer check in area that has binders with volunteer log sheets. In the pantry it is located in the pantry warehouse area, at the ReSale store; it is in the receiving area of the store. When you arrive sign your name and the time you arrived, when you leave sign your time out. **You will only receive credit for complete entries (entries with a time in and time out) on the volunteer check in sheets.** If you were given an hours log you can bring that with you as well and the site supervisor can sign off on it.

a. Hours Tracking: Your online account will show you the total number of hours on your home page each time you log in. **The hours are entered the week following the date you volunteer.** For example any volunteer hours done this week would be logged next week. If you notice an error, please contact the volunteer manager as soon as possible to have it corrected.

6. Verification of hours served: Please let the Volunteer Manager or Site Supervisor know if you need a letter of verification of hours before your last shift so that it can be made for you to take when you leave. If you have a time sheet provided by the VolunteerNow (Voly) courts, school, or county office that is requiring you to serve hours they may have an hours log for you to use to track your hours as you complete them. Please speak to your hours supervisor, parole officers, or teacher to be sure of what proof you need before you complete your hours. If your hours verification is done electronically , send an email to the Volunteer Manager using the address below.

7. If you need to alter a shift there is a 3 hour minimum time commitment. Altered shifts must be approved in advance by site supervisor or volunteer manager.

8. Failure to report for a shift will be considered a no-call no-show. One no-call no-show means you will be ineligible to complete hours through Metrocrest Services. You must contact the volunteer manager and site supervisor to cancel a shift.

• **Shift Cancellations:** Cancellations instructions are sent with the confirmation detail email and again with the shift reminder email. Volunteers are responsible for cancelling shifts that they are no longer able to attend. 24 hours cancellation notice is preferred.

If you are 18 or older we will only speak with you, the volunteer, directly when cancelling a shift or speaking about scheduling opportunities.

Contact information for Volunteer Manager

Brittni Coe

Office line: 469-317-2541

Email: Bcoe@metrocrestservices.org – email is preferred method of communication as call back time is frequently delayed due to our COVID-19 relief efforts.