



McChord *Thrift Shop*

Volunteer Handbook

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General Store Info

Location

Bldg 717, 4th& Battery, McChord Field, JBLM

Store Hours

Tues-Thurs & 1st Sat of Month -- 9:30am – 2:00pm

Consignment Hours

Tues – Thurs & 1st Sat of Month -- 9:30am – 12:30pm

Consigners MUST make an appointment to consign

Mission

The mission of the McChord Thrift Shop is threefold:

1. To provide a convenient means to dispose of unwanted personal possessions by consignment or donations,
2. To support military families with a clean, safe, and inviting place to shop; and
3. To serve as a resource for local military families with the Airman's Attic Voucher program and the greater military community as possible with in-kind giving.

Purpose

The McChord Thrift Shop works to provide scholarship benefits to military members and their families and charitable donations to Team

McChord, the local communities and nationally from the proceeds of sales.

Conditions of Volunteerism

The MTS requires that all volunteers:

- Have DOD ID and legal access to JBLM
 - Special allowance may be given for volunteers that are not DOD ID holders but are sponsored by a current MTS volunteer for legal access to JBLM, on a case-by-case basis
- Agree to and sign the Volunteer Handbook Agreement prior to or on their first day of volunteering

Volunteer Expectations - Summary

MTS Chain of Command



While this Handbook goes into detail on the expectations below, this summary provides a snapshot of what is expected of volunteers at the MTS, and what volunteers can expect from their MTS Leadership.

Volunteers of the MTS are expected to:

- Operate under the provisions of the Volunteer Handbook, according to the MTS Chain of Command, at all times.
- Work with all other volunteers and paid staff with patience, kindness and respect, no matter the situation.
- Support MTS Leadership decisions and do their part to successfully carry out the plans put into place.
- Act in an ethical manner, with all words and actions directed to the safety, success, and well-being of the MTS and it's reputation, as well as the safety and well-being of JBLM and its community.

From MTS Leadership, Volunteers can expect:

- A safe work environment
- Respectful and civil interactions with all volunteers and staff
- Consistency with policy and expectations
- Representation in all MTS Leadership decisions through the Volunteer Representative

MTS Staff Positions – Employees and Volunteers

Role of Volunteers

The MTS exists to help and give back to the local military community. Volunteers work alongside the paid employees to conduct the day-to-day operations of the store in line with the store's mission and vision. The MTS is staffed primarily by volunteers who are trained to work the various areas of the store. The MTS is able to maintain a small paid staff, due primarily to the steady involvement of its volunteers, which in turn enables the MTS to distribute more of its funds into the community.

Paid Employee Positions

Store Manager – Takes care of day-to-day running of store, including staff/volunteer scheduling and staffing, administrative tasks, building upkeep and maintenance, disciplinary actions, and oversight of all store functions. Works in conjunction with the MTS Board to maintain ethical and effective store policy, procedure, and function.

Assistant Managers – Assists Store Manager in the duties of running the store. Is primary supervisor when sole manager on duty. Primary supervisor is the Store Manager.

Cashier – Primary operator of the register. Also trained to assist at the consignment desk and customer service desk. Is the primary break relief for volunteer cashiers. Assists managers with daily tasks as needed. Direct supervisor is Manager on duty during store hours, and Store Manager for all other matters.

Custodian – Maintains the cleanliness of the store, including sweeping, mopping, dusting, and bathroom upkeep. Will report building

maintenance needs and supplies needs to the Store Manager. Primary supervisor is the Store Manager.

Bookkeeper – Maintains the monthly financial reporting of the store, including general bookkeeping, payroll, tax filings, and other financial reporting as needed. Works in conjunction with the Store Manager & MTS Board to ensure financial transparency and ethical financial practices. This may be a paid employee, or may be outsourced to a professional bookkeeping firm, as financial and professional needs dictate.

Volunteer Positions

The following are some of the job areas that volunteers may train to work in. Many volunteers are trained to work in various areas of the store, and may shift between those jobs, or do a mix of different jobs throughout the day.

Customer Service Desk – Staffs the front Customer Service Desk, and assists customers in purchasing consignment contracts, withdrawing consigned items, answering general questions about the MTS, answering the phone as needed, and processing the end-of-day consignment paperwork, among other tasks.

Cashier – Staffs the register during open hours, ensuring proper money handling, accurate ringing up of all purchased items, application of sales and coupons, and providing exceptional customer service. May also need to bag items for customers and assist at the Jewelry Counter as needed. Although there is a paid employee that can staff the register, there are times when multiple cashiers are needed, and a volunteer trained in this area may fill in this area.

Bagger – Assists the cashier by removing the tags from items, bagging the items for the customer, and providing exceptional customer service. May also need to assist at the Jewelry Counter as needed.

Jewelry Counter – Assists customers in viewing items in the display cases and on the collectible shelves. Ensures the security of these items as they are viewed and put away or takes the items to be purchased to the register.

Consignment Processor – Inputs consigner contracts into the computers at the consignment desk, ensuring accuracy and compliance with Consignment Guidelines and Rules. May also take on Tagger duties as needed.

Consignment Tagger – Assists the Processor by properly tagging the consigned items and getting them ready for display. They are the primary position that is checking the consigned items to ensure that they are clean and in proper working order to be permissible for consignment. The Tagger should be well-trained in tagging procedure and acceptable item guidelines.

Floor Runner – Includes a variety of duties: putting away tagged consigned items, collecting and organizing hangers, straightening up the sales floor, assisting customers with questions, and other duties as needed.

Back Desk – Assists Donation Processing team with the bringing in, cleaning, and testing of donated goods, pricing furniture items, assisting customers with loading purchased goods, assisting with the unloading of donated goods, completion of handyman projects throughout the store, and other duties as needed.

Donation Processing – Leads the collection, cleaning, testing, pricing, and displaying of donated goods. Ensures compliance with the Pricing Policy, and general upkeep of donations.

All employees and volunteers are expected to contribute to the general upkeep and safety of the store by maintaining a tidy work area, cleaning up minor messes on a daily basis, and notifying the Manager on Duty of any safety hazards they observe.

Honesty and Ethical Behavior

All volunteers are expected to conduct themselves with a high level of integrity with fellow volunteers, employees, and customers. The best way to ensure this is maintaining high levels of communication with all parties. Dishonest or unethical behavior, whether intentional or unintentional, may result in disciplinary action. If a volunteer witnesses dishonest or unethical behavior, it should be reported to the Manager on Duty, or to the MTS Board. See the “Conflict Resolution & Reporting” section for details on reporting such behavior.

Examples of dishonest or unethical behavior include, but are not limited to:

- Lying, or withholding of the full truth with intent to deceive, to a fellow volunteer/employee/customer
- Taking advantage of volunteer benefits for personal gain at the expense of another person or the MTS
- Gossiping, spreading, or encouraging negativity or dissent (complaints and concerns should be taken to the appropriate reporting parties to attempt resolution)
- Discrimination of any sort; includes preferential treatment of customer or volunteer that goes outside of store policy/procedure
- Stealing money or merchandise; this includes obtaining unauthorized discounts, changing the price of an item, pricing items you or a family member intend to purchase, removing an item from the store that is not personally purchased or withdrawn, without prior authorization.
- Conducting personal tasks while on store time

- Assisting or enabling another in the carrying out of dishonest or unethical behavior; includes knowing about such actions and failing to report in a timely manner

Drug & Alcohol Use

The McChord Thrift Shop is a drug and alcohol free zone. It is expressly prohibited to be on the clock while under the influence of drugs or alcohol. If an employee or volunteer is suspected to be under the influence of drugs or alcohol, they may be asked to leave. If they appear unable to safely transport themselves home, MTS Management may require an alternate source of transportation. Any employee or volunteer that is suspected to be under the influence of drugs or alcohol while at the MTS may be subject to disciplinary action, up to and including termination of contract.

As of 2012, the use of recreational marijuana was legalized in the state of Washington. However, the McChord Thrift Shop is located on a military installation, which means we must operate under federal law, which currently prohibits the use of recreational marijuana. Employees and volunteers of the McChord Thrift Shop shall not be under the influence of, nor possess any amount of, marijuana or marijuana products while on the premises or the MTS or JBLM.

Timecards & Clocking In/Out

Employees and volunteers alike are required to clock in and out for all MTS activities. The timeclock can be found in the breakroom. Separate timecards are required for each month. Volunteers are required to keep an accurate timecard of their volunteer hours for multiple reasons:

1. To ensure proper calculation of hours to determine QV status, and corresponding benefits.
2. For reporting purposes on the impact of the MTS on the community.
3. To ensure proper staffing during business hours

Volunteers that knowingly do not clock in/out will not be given volunteer benefit and/or may not be allowed to perform volunteer duties.

Keyholder Policy

If you are a keyholder for any MTS keys, you will be required to sign a Keyholder Contract with stipulations regarding the level of access you have been granted. Refer to your Keyholder Contract for information regarding your specific key access.

Keyholders will be issued their keys once a Keyholder Contract has been signed by the MTS Store Manager, the MTS Board President, and the employee. Keys must be returned to the MTS Manager at the conclusion of the employee or volunteer contract, or when requested by the MTS Management or Board.

Breaks/Lunch

Volunteers, by nature of their job, are welcome to take breaks from their work when needed. The MTS does ask that volunteers clock out for breaks longer than 15 minutes. Volunteers staffing a position that cannot be left vacant should find a suitable replacement volunteer or notify a manager prior to taking a break.

Dress Code

The MTS does not require a uniform of its employees or volunteers; however, a dress code should be observed to maintain professionalism and safety within the workplace. Volunteers are asked to present themselves according to the following guidelines:

- Wear shirts/tops/dresses that do not expose the midriff, are not excessively low-cut, and have sleeves or wide straps (1" or wider). Thin straps are acceptable if paired with a layering piece that has sleeves/wide straps. Completely off the shoulder tops/dresses are not permitted.
- Wear bottoms that are at least to the mid-thigh in length and stay up properly so that underwear is not shown. Distressed bottoms are acceptable as long as they are not severely distressed, and distressing does not go higher than the mid-thigh. Workout shorts/pants, yoga pants, and joggers should not be worn during business hours. Workout leggings may be worn under a longer top or dress but should not be worn as the primary bottom covering.
- Volunteers should avoid leisure wear as work attire during business hours. This includes pajamas, baggy/oversized sweats, and any other clothing that is primarily meant for comfort/leisure.

Volunteers should always strive to communicate pride in the organization and themselves through their appearance.

- Wear shoes that are functional and practical for the job. Sandals must secure to the foot with a strap or buckle around the ankle. Closed toe shoes are required for those who will be working donation processing, furniture movement, or other jobs involving the lifting of large or heavy items. Shoes choices should be made keeping in mind that volunteers are frequently required to be on

their feet for the majority of the work shift, and that in the event of an emergency, quick exit may be required.

- Hats and other head coverings are permitted, unless it interferes with the volunteer's ability to complete daily tasks.
- Maintain a clean appearance. Nails and hair should be clean and kept neat.
- No offensive logos, wording, or imagery should be worn.
- Tattoos and piercings are acceptable, as long as they do not include offensive imagery or wording, do not interfere with the volunteer's ability to complete their required tasks or communicate with others, and do not pose a threat to safety during the volunteer's daily tasks or in the event of an emergency.
- No part of a volunteer's attire or appearance should interfere with anyone's ability to complete their daily tasks in an efficient manner or communicate clearly with anyone.
- Comfortable, working-type clothing may be worn during non-business work hours. Volunteers should still dress with a sense of modesty.
- Volunteers who are active duty military, JROTC, or Civil Air Patrol are not permitted to volunteer while in uniform. Street clothes must be worn while volunteering at the MTS.

If there are any doubts about the permissibility of a certain aspect of a volunteer's attire or appearance, they should consult the Manager on duty and/or the Board for clarification. **The Manager on duty has the final say in the acceptability of any employee's or volunteer's attire and has the right to request that they change clothes if they believe it does not abide by the Dress Code guidelines.** Time spent obtaining and changing into different clothing will not be considered volunteer time.

Cell Phone Use

Employees and volunteers are permitted to carry their phone on them during work hours. Phone use is also permitted, if it is not excessive, and does not interfere with completion of work duties or providing excellent customer service. Volunteers should observe the following guidelines in their cellphone usage:

- Phone use should never happen while job duties are being performed or need to be performed. Neglect of job duties due to cell phone use is cause for discipline, up to and including dismissal.
- Personal phone calls should never be taken on the sales floor. If a call needs to be taken, the volunteer should ensure that their post is covered, and then take the call in a separate space such as the break room, manager's office, or outside. This includes video calls. If a phone call is expected and may interfere with job duties, the volunteer should inform management of the nature of the call and the expected time frame (if known), so that arrangements to cover job duties can be made.
- Volunteers should ensure that their cell phone usage does not reflect poorly on the organization. If there are any questions about appropriate cell phone use while in store, they should be directed to management.

Personal Belongings

MTS volunteers who choose to bring personal items are responsible for the keeping and security of said items. Volunteers may store these items in the break room; however this area is not continuously monitored and has limited lockable storage. Volunteers may choose to keep their personal items on them while working. Should they choose to do this, they must ensure that the presence of their personal items does not interfere with theirs' or anyone else's ability to work effectively. Lockers are available for free to volunteers in the breakroom. Keys can be signed out in the office, and should be returned there each day.

Personal food items may be kept in the break room if desired, however management cannot ensure full security. It is recommended to label all personal food items.

Items brought to the MTS are done so at the risk of the volunteers. While all efforts will be made to ensure security of personal belongings, the MTS assumes no responsibility for personal items brought to work. It is recommended to leave items of value at home.

Employees and volunteer are asked to park their vehicles, should they bring one to work, on the north side of the building, closest to Adventures Unlimited, or along the back row of parking, farthest from the building. This allows customers to utilize the parking along the front of the building.

Volunteer Discounts and Benefits

Volunteers who complete 12 or more volunteer hours at the MTS in one month are considered Qualified Volunteers for the following month. Each month's QV list will be published within the store at the beginning of the new month. Those who did not meet the 12 hours threshold are considered Unqualified Volunteers.

Unqualified Volunteers in good standing are afforded the following shopping benefits:

- 50% off all donation and clearance merchandise on non-sale weeks, provided they have work 2 or more hours that day. During sale weeks, volunteers may shop at the same discount as the sale.
- Advance access to Saturday Bag Sale. Volunteer may access the store at 8am on the day of Bag Sale to shop. Unqualified Volunteers must commit to working 2 or more hours on the day of Bag Sale to be permitted this benefit. Pre-Sale purchases must be complete by 9:10am.
- Free withdrawal of consigned items.
- Free printouts of sold items.

Qualified Volunteers in good standing are afforded the following benefits:

- 50% off all donation and clearance merchandise on non-sale weeks, even if the volunteer is not working that day. During sale weeks, volunteers may shop at the same discount as the sale.
- Advance access to Saturday Bag Sale, even if the volunteer is not working that day. Volunteer may access the store at 8am on the day of Bag Sale to shop. Pre-Sale purchases must be complete by 9:10am.

- Advance ticketing of consignment items (approx. 12 weeks of floor time versus 8 weeks for regular consigners).
- 85% payout of sales price of consigned items (versus 75% for all other consigners).
- Free withdrawal of consigned items.
- Free printouts of sold items.

Injuries & Illness

All injuries while on the clock, or while in the store, should be immediately reported to management, regardless of severity. You may be required to complete an Injury Report.

Volunteers are responsible for observing proper safety protocol and using common sense while working to prevent injury. If an unsafe situation is observed, the volunteer should take measures to safely correct the situation and report it to management. Any concerns with environmental safety, including concerns with building maintenance or structural concerns, should be reported to management.

For small injuries, such as cuts and scrapes, the MTS has a first aid kit in the Manager's Office stocked with bandages and other small medical supplies.

If you believe that a task being asked of you is unsafe to perform, you should voice this to the manager on duty, or to the MTS Board.

Unsafe conditions that should be reported include but aren't limited to:

- Wet spots or water on the floor without proper signage
- Broken glass or other sharp objects that pose a risk
- Exposed electrical wiring
- Potential tripping hazards
- Potential falling hazards
- Falling debris
- Smoke or natural gas smells
- Fire or flammable materials in danger of ignition

Safety is the top priority in all situations. No task or goal is more important than the safety of our employees, volunteers, and customers.

Any volunteer with symptoms of illness should refrain from coming into the store. Symptoms include, but are not limited to:

- Persistent cough
- Runny nose/sneezing
- Fever & body aches
- Nausea or vomiting
- Dizziness
- Fatigue

Volunteers that exhibit such symptoms while working may be asked to leave for the day. The MTS will provide hand sanitizer and tissues, and will ensure a regular cleaning & sanitizing of the store to prevent the spread of illness. However, it is up to each individual to take proper measures to keep themselves healthy as well.

Conflict Resolution & Reporting Concerns

As in any workplace, conflicts and disagreements will occasionally happen. The MTS is proud to have a diverse group of employees and volunteers, who each bring their unique perspectives and experiences to the overall culture of the team. We believe that people can disagree and still coexist with kindness and empathy.

Conflict Resolution

If a conflict does arise, it is the responsibility of the parties involved to attempt a resolution peacefully. The only exception to this would be if one or both parties is concerned for the safety of themselves or others. The following steps can be followed to assist in conflict resolution:

Be Willing – All parties involved should meet with the intention of finding a solution, not just proving their point. If emotions are running high, take time to decompress before meeting, if possible.

Listen & Ask – Each party should have the opportunity to speak and be heard, uninterrupted. The listening party should be attempting to understand the perspective of the other, not strategizing their response. They should also ask questions for clarification and be able to repeat back the other party's viewpoint.

Identify the Core Problem – Many times, the situation that sparked the conflict is only part of the problem. Both parties should attempt to identify what the root of the issue is, so that the true source of conflict can be resolved.

Offer a Solution – Strategize together to find a solution that is sustainable and addresses each party’s concerns as much as possible.

Bring in a Trusted 3rd Party – If the conflict is not able to reach a solution easily, it may be best to bring in a trusted 3rd party. They should be someone not currently involved in the conflict, able to use good judgement, have good rapport with both parties, and be willing to help strategize a solution. Sometimes bringing in someone who has a fresh perspective can see an opportunity for resolution.

Commit & Walk Away – A final resolution should be decided upon and clearly communicated to all parties. Any necessary further actions should be assigned to the appropriate person. When walking away from the meeting, all involved should be committed to the solution and seeing it through.

Bullying, Harassment, and Discrimination

The MTS has a ZERO TOLERANCE policy for bullying, harassment, or discrimination of any kind. Any employee or volunteer found to be doing such may be subject to discipline, up to and including termination of contract. MTS Management and the MTS Board reserve the right to involve local law enforcement should it be deemed necessary.

Employees and volunteers should stay aware of their words and actions to ensure that they do not negatively affect those around them. Things to refrain from include, but are not limited to:

- Using speech that is derogatory or hurtful to any person or group of people, including those of a specific gender, gender expression

or identity, sexual orientation, race, religion, political belief, disability, culture, national origin, etc.

- Invading another’s personal space through physical closeness or physical touch.
- Making unwanted romantic/sexual advances toward another person.
- Talking negatively about another person, either to them or to others.
- Excluding others from activities or tasks that they are able and trained to do/perform.
- Spreading gossip or rumors about another.
- Using physical contact or threatened physical contact by way of word or action, to intimidate, coerce, or harm another.
- Threatening another in any way, by way of word or action, explicit or implied.

Remember, what may seem normal and acceptable to you may be unacceptable or invasive to another, and vice versa. If you feel uncomfortable with another’s word or actions, politely but firmly let that person know, or ask a manager to assist. If someone lets you know that they are uncomfortable with your words or actions, listen and stop. Clarify, if needed, what can be done to ensure it does not happen again. It is each our responsibility to ensure our words and actions are not hurtful to those around us and be considerate and respectful of each other.

Reporting Concerns

If at any time there is something of concern that needs to be brought to the attention of MTS Leadership, all employees, volunteers, and customers are encouraged to report it.

Situations/Concerns that should be reported include, but are not limited to:

- Harassment or assault of any nature (physical, sexual, verbal, etc.) to oneself or to another, or threat of such.
- Theft of any kind, including stealing merchandise or supplies, giving unauthorized discounts, or manipulating policy/procedure with intent to deceive.
- Dangerous behavior that puts the safety of oneself or others at risk, or that may compromise the security of the MTS.
- Suspicious activity of any kind by an employee, volunteer, or customer.
- Activity that is in violation of any policy set forth by the MTS.

Chain of Reporting

Once you have decided to report concern, it is important that it be handled by the correct level of authority to address or resolve the issue. Refer to the following “Chain of Reporting” to identify the proper steps to reporting.

1. The Individual in Question
 - a. If the situation is mild in nature and may be based on miscommunication or lack of knowledge, it may be most appropriate to address the situation first with that individual. Only proceed with this step if it is safe and there is an appropriate time and place to do so.
2. The Volunteer Representative
 - a. If the individual in question is a volunteer, and the situation is not severe in nature, the Volunteer Representative may assist you in addressing or resolving the matter through conversation or policy clarification.

- b. The Volunteer Rep may request that the report be written for documentation. In some cases, documentation of facts may be required for action to be taken. These written reports will be filed securely, and no portion will be disclosed to anyone outside of the MTS Management, MTS Board, and the parties involved, to the extent which is necessary.
 - c. *This level of the chain should be bypassed if the individual in question is not a volunteer.*
3. MTS Management
- a. If the situation cannot be resolved through individual conversation, or if the situation is severe in nature, an MTS Manager should be informed.
 - b. The Manager may provide you with the information needed to resolve the situation, they may assist you in addressing or resolving the matter, or they may take over the handling of the matter entirely.
 - c. Reporting to a Manager should take place as privately as possible, either verbally or in writing. If the matter is sensitive in nature, a private meeting space should be utilized. If possible, a third party should be brought into the reporting, such as a Board Member or another Manager.
 - d. The Manager may request that a report be written for documentation. In some cases, documentation of facts may be required for action to be taken. These written reports will be filed securely, and no portion will be disclosed to anyone outside of the MTS Management, MTS Board, and the parties involved, to the extent which is necessary.
4. MTS Board
- a. If the situation is severe in nature, involves an MTS Manager, or concerns situations outside of the day-to-day operation of the

store, a report may be brought directly to an MTS Board Member (ideally President or Vice President).

- b. Concerns may be reported to the MTS Board in person, via letter, via email, or anonymously through the Suggestion Box.
- c. Keep in mind that reports made anonymously may not be resolvable without being able to gain more information from the reporting party.
- d. The Board may request that the report be written for documentation. In some cases, documentation of facts may be required for action to be taken. These written reports will be filed securely, and no portion will be disclosed to anyone outside of the MTS Management, MTS Board, and the parties involved, to the extent which is necessary.
- e. Any person (volunteer, employee, or member of the public) may attend the first 15 minutes of an MTS Board meeting to address the Board directly. Upcoming meeting dates may be listed on the Break Room Notice Board or provided by a Manager or Board Member.
- f. The Board may provide you with the information needed to resolve the situation, they may assist you in addressing or resolving the matter, or they may take over the handling of the matter entirely.
- g. If the Board deems it resolvable by a Manager, they may hand over the matter to the MTS Manager for resolution.

Any of these levels in the Chain or Reporting has the right to consult a higher level should they require further guidance to resolve the situation.

Disciplinary Measures

Should a situation arise in which a volunteer has violated the policies set forth by their Volunteer Contract, an MTS Manager or the MTS Board may take disciplinary measures.

What you can expect from MTS Leadership when disciplinary measures are taken:

- The actions that have warranted the discipline will be clearly communicated in writing, along with a reference to the policy or policies the volunteer has violated.
- The exact parameters of the discipline will be clearly communicated in writing, to include the length of time the discipline will be in effect, and how it will affect the volunteer.
- The expected corrective actions that should be taken by the volunteer will be clearly communicated in writing.
- All MTS publications that contain policy for volunteers will be made available for the volunteer's review. Should the volunteer request a retraining of any policy applicable to them, MTS Management will schedule such within 30 days of the request.
- The volunteer will have an opportunity to discuss and clarify all of the above item with at least two members of MTS Leadership (Managers and Board) at the time of notification of discipline.

Disciplinary Process

In general, the disciplinary process will involve three steps:

1. Letter of Warning (LOW)
 - a. This step is generally used in the case of minor policy infractions. This step may be skipped at the discretion of MTS

Leadership, in the case of severe infraction or as deemed necessary.

- b. The violating actions will be documented and presented to the employee, along with the corrective actions needed to prevent any further discipline. The LOW will be signed by both the volunteer, and two members of MTS Leadership, and will be kept in the volunteer's file for the duration of their volunteerism. This step may or may not include disciplinary action being taken.

2. Letter of Reprimand (LOR)

- a. This step is generally used in the case of repeated minor policy infraction following the LOW. This may be the first step utilized in the case of severe infraction, such as dishonesty, excessive absences, or other situations as MTS Leadership deems necessary.
- b. The violating actions, and all previous discipline, will be documented and presented to the volunteer, along with the corrective actions needed to prevent any further discipline. The parameters of discipline taken will be outlined clearly as well. The LOR will be signed by both the volunteer, and two members of MTS Leadership, and will be kept in the volunteer file for the duration of their volunteerism.

3. Letter of Termination or Next Steps (LOT or LONS)

- a. This step is generally used in the case of repeated infraction that has not been corrected following a LOW or LOR. This may be the first step utilized as MTS Leadership deems necessary.
- b. The violating actions, and all previous discipline, will be documented and presented to the volunteer, along with the next steps being taken by MTS Leadership, up to and including termination of contract.

- c. Should MTS Leadership find that dismissal is not yet warranted, they may use this step for further disciplinary action. A LONS may be used as many times as deemed necessary by MTS Leadership prior to dismissal, or not at all.
- d. The LOT or LONS will be signed by both the volunteer, and two members of MTS Leadership, and will be kept in the volunteer file for the duration of their volunteerism.

Types of Disciplinary Action

The following are some examples of the disciplinary action that may be taken. This list is not all inclusive, as MTS Leadership will determine action taken on a case-by-case basis.

- Probationary Period
 - A set amount of time in which the volunteer will be under direct supervision and will have regular check ins with the supervisor regarding progress in corrective action, and mentorship in improving performance. This may include a condition of immediate contract termination should the volunteer violate the policy further.
- Re-Training Period
 - A set amount of time in which the volunteer will undergo a retraining of all policy and procedure set forth by the MTS, to be conducted by a Manager.
- Reduction of Privileges
 - A limitation on the indirectly supervised work the volunteer will be allowed in their workday. This is used when a step back should be taken to put further focus on a specific element of the job, or to accommodate re-training instruction.
- Consignment Privileges Temporary or Permanent Ban

- This is to be used when the violations are limited to individual consignment actions, such as conducting personal consignment activities on the clock or repeated violation of the Non-Accepting Lists.
- A Temporary Ban would be the revocation of ability to consign new items for a set amount of time. The volunteer would still be allowed to withdraw, markdown, and receive payout as normal on their personal time.
- A Permanent Ban would be the revocation of ability to consign new items indefinitely, and an immediate withdrawal of all active consignments. They would receive payout for any sold items to that point, when the next payouts become available.

Appeal of Disciplinary Measures

Should you believe that disciplinary measures were taken unduly, you may appeal the discipline to the MTS Board. The MTS Board will hear your appeal at the monthly Board Meeting, and will deliver their verdict, which is final in the eyes of the McChord Thrift Shop.

To appeal, the volunteer should write a letter addressing the board containing:

- A copy of the disciplinary letter (copy can be provided by MTS Management)
- Why you believe the discipline was not earned, or unfair
- What level of discipline you believe is earned, if any

This must be sent in writing to the board via letter or email prior to the scheduled Board Meeting. You may also choose to be present at the Board Meeting to state your case during the first 15 minutes of the meeting. You will not be allowed to be present for the Board discussion

regarding the appeal. The Board will notify you of next steps or a final verdict following the meeting.

Contact Info

Store Phone – Main Line

253-982-2468

Store Phone – Non-Accepting List Line

253-503-0077

MTS Website

mcchordthriftshop.org

MTS Facebook

McChord Thrift Shop

Store Email (Managers)

mcchordthriftshop@gmail.com

Board Email

mtsboard@mcchordthriftshop.org

Mailing Address

PO Box 4025, McChord AFB, WA 98438