

Nellis Area Spouses' Club Charitable Association



VOLUNTEER HANDBOOK

Revised April 2023



This handbook will introduce you to the Nellis Airman's Attic guidelines and policies and procedures. You are to familiarize yourself with the handbook as it is a valuable resource that will assist you in your volunteer duties.

SECTION A

ABOUT US

The Nellis Airman's Attic (NAA) is governed by the Nellis Area Spouses' Club Charitable Association (NASCCA) via the Thrift Shop/Airman's Attic Council (TS/AAC), under the guidance of the 99ABW Commander. The NAA is managed by a team consisting of the NAA Lead (AAL) and the NASCCA Chief Charitable Officer (CCO), heretofore referred to as "Management". Donated items are processed for disbursement to eligible Airmen in accordance with the NAA Operating Policies & Procedures (OPP). Your contributions, dedication, and commitment are vital to our growth and day-to-day operations. Every opportunity, task, and project contributes to an important part of the organization as a whole. We could not succeed without you and we are so glad you have made the choice to join us! Anyone who has access to Nellis Air Force Base may volunteer at the NAA, requiring a valid government identification, which allows access to military installations or vetting through Security Forces' Pass and ID Office, which produces a visitor's pass. Management reserves the right to record the sponsor of anyone volunteering at the NAA. The NAA will close all Federal holidays, store improvement periods and as needed with prior authorization from the TS/AAC.

Hours of Operation:

As determined by the AA Management.

Located in Building #605 to the left (south) of the Commissary main entrance

Nellis Airman's Attic

P.O. BOX 9785

Nellis AFB, NV 89191

Phone: 702-652-4765

This is a non-smoking facility

DONATION ITEMS are accepted 24/7 by way of available bins at the southside dock. Management signed donation receipt is available upon request during business hours. Clean, new or gently used household goods, books, furniture, and children's clothing accepted.


Visit <https://www.nellisasc.com/AA> for a complete list of donations accepted.

SECTION B

VOLUNTEER INFORMATION

1. Volunteer Job Descriptions


- a. **Donation Sorting and Processing** – This is one of the most important jobs at the NAA. We gratefully receive a constant flow of donations, which allows us to keep our shelves stocked. There are bins at the southside dock into which dropped off donated items may be placed. When going through donated items, check for quality and cleanliness. Items not to our standard should be placed in bags and put in one of nine closed re-donation bins for pick up. If you have questions on what items should be kept or re-donated, please ask the AAL. Items that we would like to keep need to be placed in the Donation Processing Area. Using the tables and shelving units available, sort items according to type, size, and category, such as electronics separated from household goods and clothing sorted by age and gender.

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- b. Stocking and Arranging the NAA Floor** - Stocking new merchandise as well as organizing items already out for disbursement is a very important duty. Getting new items on the floor will make room in the Donation Processing Area. Reorganizing current items for disbursement allows customers to see items they might have missed, as well as keeping the NAA floor and merchandise looking fresh and appealing. When stocking merchandise, always be aware of where items belong. Keeping kitchen items in the kitchen area and toys in the toy area keeps the NAA floor looking neat, organized and safe for all to walk around. If you have any questions on where items belong, please ask the AA Lead.
 - c. Furniture Room/Back Entry** - Issue hold tags to customers who would like to claim an item and hold it until close of the next open day. Organize furniture, put furniture together and help customers take furniture apart and help load and unload donations. Bring in donations from the donation bins to the processing area. Control access through the garage door, redirect all customers to the front entrance for eligibility check. Only customers removing furniture should be using the back entrance; notify the AA Lead when any customers abuse this policy.
 - d. Data Entry** – verify qualifying eligibility, assist customers with entering products via the website self-checkout.
 - i. E6 and below Active Duty, Guard and Reserve Airmen (on orders “AGR”) and their families (verified by military ID/orders).
 - ii. Members of visiting foreign militaries on orders
 - iii. All Active Duty, Guard and Reserve (on orders “AGR”) ranks are authorized to shop on advertised “All Ranks Day” shopping days; daily limitations apply. These persons may shop for uniforms anytime the store is open.
 - e. Customer Service** – ID verification at door, help bag items at check-out, assist customers
 - d. Airmans’s Attic Lead(AAL)** - Only those individuals authorized by the TS/AA Council may qualify to act as AAL. The Lead will assign, monitor, and be responsible for all volunteer activities. The Lead is responsible for reporting any needs to the TS/AA Council and will not contact the TS Manager outside of their assigned duty hours other than by email.

2. Policies

Whenever people gather together to achieve the same goal, some standards of conduct are needed to help everyone work together efficiently, effectively and harmoniously. By volunteering at the NAA, you have a responsibility to our customers and your fellow volunteers and employees.

- a.** All NAA Volunteers must sign the **Volunteer Application**.
- b.** Volunteers must review the duties of the position listed within and as described in written or verbal instruction and confirm that they have the skills and ability to perform the tasks.
- c.** Volunteers may not enter the NAA or without Management on sight, this includes sorting at the back dock.
- d.** All NAA Volunteers must wear close-toed shoes.
- e.** All NAA Volunteers may use the TS restroom and break room, but please do not loiter in the TS Processing Area. Children are to be accompanied by an adult in the TS at all times.
- f.** Minors
 - i. Ages 16 to 18 years do not require direct parental supervision but must still have the parent/legal guardian sign the Volunteer Service Agreement.
 - ii. Ages 11 to 15 years must have partial parental supervision where the parent is in the building but not necessarily in the same room.
 - iii. Ages 8 to 10 years are not allowed in the Donation Processing Area without the NAA Manager(s) approval and direct parental supervision.
 - iv. Under 8 years of age will not be allowed in the Donation Processing Area under any circumstances.

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- g. If deemed in the best interest of the NAA, any member of Management reserves the right to discontinue volunteer relationships at any time (see Section D. Disciplinary Procedures). Volunteers may discontinue service at any time and for any reason.
 - h. No changes to the building structure are allowed without prior CE approval (i.e. nails for wall hangings, paint, etc.). Any issue that the building has is to be reported to the NAA Lead immediately.
 - i. NAA Volunteers and employees will park at the back (west side) of the building, in the parking spaces close to the CDC buildings. Additional parking can be found in the Commissary parking lot.
 - i. Parking spots directly adjacent to the south side dock and labeled Thrift Shop/Attic will be left available for **customers only** during customer hours. They may be used at any time the NAA and TS are closed.
 - ii. If you notice anyone parking there but not shopping at either the TS or the NAA, please notify Management.
 - j. Purses and other belongings may be stored in a provided locker while volunteering. Lockers are not for overnight storage. Volunteers must provide their own locks for the lockers and remove the locks at the end of each shift. The NASCCA is not responsible for damaged or missing personal items.
 - k. Clean work areas at the end of the work day. All supplies must be returned to the appropriate storage areas. Taking supplies or tools from the NAA, without prior approval, will result in immediate dismissal.
 - l. Volunteers understand that they volunteer at their own risk and cannot hold the NASCCA or the NAA responsible.
 - m. Keep your break area clean. All food and drink containers should be labeled, and kept in the break room with the exception of a water bottle.

3. Volunteer Rights and Responsibilities

- a. Volunteers are expected to act in a professional manner at all times, to include social media posts regarding the NAA, TS and/or the NASCCA.
- b. Maintain smooth working relations with your fellow volunteers and Management.
- c. Volunteers are responsible for logging their volunteer hours for each shift via the digital recording method. Volunteers may add up to 30 minutes of travel time (round trip) when reporting volunteer hours.
- d. Attend quarterly and additional NAA safety meetings. If you need to schedule separately for training, please contact Management.
- e. Maintain the integrity of the NAA and respect all confidences of Management, customers, and volunteers.
- f. Volunteer attendance is important to the operation of the NAA. Be dependable; if there is a change to your schedule please notify us ASAP so that we may make arrangements.
- g. If you will not be volunteering for an extended period of time, please notify the Management so arrangements may be made for someone to cover for your regular duties, if necessary.
- h. While we appreciate your dedicated spirit, if you are ill please stay home and recover before returning to volunteer.
- i. A letter of recommendation or proof of volunteering may be produced upon request.
- j. Volunteers are always welcome to make suggestions in any aspect of the Airman's Attic. This may be done anonymously and can be to any member of Management.

SECTION C

VOLUNTEER BENEFITS

1. Qualifying volunteers have “first choice” privileges on the day of their shift for the shop in which they are volunteering. All items must be verified by Management and must be removed from the premises the same day. This only applies to volunteers who remain for the entirety of their shift (4+ hours), and only the daily limit.
 - a. Items from the NAA floor must be labeled with a name and placed in the Volunteer Room. These items will be put back out on the floor if not captured in the computer by Management by the end of the day, no holding of items is allowed. The daily item limit still applies.
2. Non-Qualified volunteers: After each occurrence of 20 completed volunteer hours at the AA, a “SHOP CARD” will be issued which allows the volunteer to shop as a qualified volunteer for one day.
3. Childcare expenses:
 - a. Reimbursement is available when pre-authorized by Management, for up to \$6/family when provided with a receipt from the Childcare provider which must include the date, time, and fee charged for services. Claims must be submitted before the end of the month for which child care was provided.
 - b. Other reimbursements may be available and are subject to change.
- 4) Volunteer Appreciation will be made as often as possible, where the NASCCA budget allows. This will be planned in cooperation with Management and the TS/AAC, incorporating volunteer suggestions.
- 5) Other benefits may be available, but are subject to change.

SECTION D

VOLUNTEER DISCIPLINARY PROCEDURES

1. Any volunteer abusing any privileges will be subjected to disciplinary action, as appropriate and all will be documented by Management.
 - a. **1st Offense** –The Volunteer will be warned verbally detailing the offense and discuss ways to remedy it. A record of this will be made by Management and will be emailed to NASCCA representatives. The TS/AAC will do the same for a member of Management based on input received from Volunteers or Customers to any TS/AAC member.
 - b. **2nd Offense** – The Volunteer will receive a written letter of warning indicating it is the second offense and detail or discuss ways to remedy it, noting the original offense and attempts to remedy. This letter will be signed by the Volunteer and Management and will be kept in the personnel file. A copy will be given to the Volunteer and the TS/AAC will be notified. The TS/AAC will do the same for a member of Management based on input received from Volunteers to any TS/AAC member.
 - c. **3rd Offense** – The Volunteer will receive a written letter of termination for their volunteer services detailing all of the offenses to date, remedies discussed, and subsequent outcomes as well as this third and final offense. This letter will be signed by the Volunteer and Management and will be filed electronically.. A copy will be given to the Volunteer. The TS/AAC will be notified. The TS/AAC will do the same for a member of Management based on input received from volunteers to any TS/AAC member.
 - d. Management may seek NASCCA approval to permanently remove a volunteer at any time with just cause.