



NFCC
North Fulton
Community Charities

FAQs

- **How do I sign up to volunteer?**

Go to the volunteer page on our website, <https://nfcchelp.org/volunteer/overview/> and choose the appropriate button on the right ('Student', 'Adult Individuals' or 'Groups'). Fill out and submit the short Volunteer Request Form. Once we receive your form ALL of the information you need will be emailed to you including how to schedule.

- **What is the minimum age to volunteer?**

No one under the age of 13 may volunteer at any time.

- **What if I need hours for a traffic ticket or court-related reason?**

For court-related community service please call Phil Hodges at 678-387-4466. Hours logged through Volunteer Services are not considered valid for court.

- **What volunteer opportunities do you offer?**

Adult individuals have options in our Thrift Store, Food Pantry, Intake Desk, General Office, and Education Center.

Groups are mostly assigned to our Thrift Store, and sometimes, Food Pantry.

Students mostly work in the Thrift Store, but sometimes (Holidays/Summer) we put Food Pantry days on the calendar for students.

Seasonally, we offer offsite opportunities which are posted on the Home Page and advertised in our newsletter.

- **Is there a specific schedule?**

GROUPS: Most group volunteer shifts are scheduled from 9:30-12:30 and 1:30-4:30, Monday-Friday. We have limited evening hours and weekends too. Groups are scheduled by the Director of Volunteer Services after completing the Volunteer Request Form.

STUDENTS: Most student hours are after school or Saturday afternoons. You must stay at least 2 hours. If you would like to stay longer than your shift, please ask when you arrive. Students may schedule themselves online after completing the Volunteer Request Form.

ADULT INDIVIDUALS: Most shifts are weekly, 9:00-1:00 or 1:00-5:00 Monday through Friday, except in the Thrift Shop, which is open 7 days a week with flexible hours. Adult schedules are discussed at Orientation.



GROUPS (please look at “General Questions” for more information)

- **How many volunteers can you accommodate in a group?**

We can comfortably accommodate up to 20 group volunteers. We may be able to allow a larger group with advanced planning.

- **What kind of work can a volunteer group expect?**

We ask our groups to be flexible, but some likely tasks are receiving and sorting donations, counting goods, stocking shelves and general help like moving items, cleaning etc. You may be asked to lift or move heavy items but you may turn down any task with which you are uncomfortable. You will be working in our Thrift Store, our Food Pantry or our general grounds. You may be outside. You will not be working with our clients, unless it is during our Special Programs offsite.

- **What about Youth Groups (school, faith or civic?)**

We allow up to 4 students per adult chaperone. The total group number may not exceed 20. Therefore, plan for 16 youth and 4 adults. This is because your group will be divided into smaller groups apart from each other to perform tasks and supervision will be needed.

- **Do group volunteers need to arrive together?**

We recommend all group volunteers arrive together. Due to the large number of people in the building and limited space, it is difficult for us to wait for late arrivals. One of our staff will provide a brief tour and an overview of NFCC before you receive instructions and meet the supervisor for your activity.

- **Are groups featured in your newsletter?**

Yes! Be sure to take a group photo if we don't take one. We will thank you in our next monthly newsletter.

STUDENTS & ADULTS

- **Who is a student?**

A student is all teens completing hours for a school, faith group, civic group, etc. College students are included in this if they are completing hours for school or anything related to school. **Everyone else is considered an Adult Individual.**

- **How do I sign up?**

Complete our online registration form, <https://nfcchelp.org/volunteer/overview/> and choose the appropriate button on the right ('Student', 'Adult Individuals' or 'Groups') you will be directed to our Sign Up Genius link to sign up. All of the information you need will be given to you.

- **What if I need a student form signed?**

For an official letter confirming student volunteer dates and times, please email us following the completion of scheduled hours.

If you only require a signature, the onsite manager is available to sign.



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- **What will I learn at Orientation (Adults only)?**

You will learn about the mission of NFCC. You will receive a packet of NFCC information, a tour and a chance to meet with NFCC staff and other volunteers. You will learn about the many opportunities in our organization and complete simple forms required by NFCC for volunteer service. We will discuss the best placement/schedule for your service and answer any questions you may have.

GENERAL QUESTIONS

- **Can I just show up?**

No. Please do not just show up. We schedule all of our volunteers and would hate to have to send you home.

- **Can I bring another person with me?**

No. Friends and family need to go through the same procedure as you, unless you signed up as group.

- **Can I bring my children?**

No one under 13 may volunteer at any time. Students less than 16 years of age need to be accompanied by an adult chaperone. Students under 18 years of age need to bring in a waiver form signed by their parents. We allow up to 4 students per adult chaperone.

- **What do I need to bring when I volunteer?**

Please bring your filled out “Volunteer Waiver Form” and your email confirmation. You can find the waiver form on our website, or it is emailed to you once you complete the Volunteer Request Form.

Student volunteers less than 18 years of age need the waiver to be signed by their parents.

Please bring your phone and necessary items only. We have a limited number of small lockers available, but please do not bring any valuables or large purses/backpacks.

Bring your parent, if you are under the age of 16.

We will try to provide water bottles and a snack, but you may also bring your own.

- **What do I wear?**

Closed-toed shoes are a must! Please wear modest, comfortable clothing. You may get a bit dirty, so plan accordingly. Ask us for gloves if you need them.

Please do not wear flip-flops, sandals, short shorts or spaghetti straps.

We may give you a name tag and a volunteer T-shirt after you establish a regular volunteer schedule.

- **Where do I park?**

You may park anywhere in our parking lot. Please stay out of the gated area and anywhere marked “Staff.”

If you are in a group over 10, please carpool. Our clients, customers and staff use a majority of the spaces. Large groups tend to drop their cars at a safe location and ride together. If this is a concern for your group, please contact Sharla for additional information.

- **Where do I enter the building?**

On weekdays, you may enter the door by the “Office” sign on the left side of the building and ask for Sharla at the lobby desk. You do not need to wait in line.



On weekends, you may enter through the Thrift Store doors and let the Security Guard know that you are a volunteer.

Please be mindful of clients and do not block the door.

*We request that groups of 15 or more wait outside, weather permitting.

- **Are there snacks?**

Yes! We have free snacks and drinks in our breakroom and we have a soda machine. We ask that you stay in your work area otherwise.

- **Can I shop?**

Yes!! We request that you shop after your shift. You don't get a discount, but everything is well-priced.

- **Should we bring a donation?**

If you would like to donate an item please consider bringing a full sized toiletry item (shampoo, conditioner, lotion, toothpaste, shaving cream, body wash, etc.) We always appreciate donations!

- **Do you have a newsletter?**

Yes! We have several newsletters for each department, overall volunteers and of course, our general newsletter which is the one you sign up for on the home page of this website.

- **Are there any rules I need to keep in mind?**

Please do not give out your personal info while here and never give anyone else a ride when you leave unless you knew them before you arrived.

- **What else do I need to know?**

New Volunteer Orientation covers everything that Adult Individuals will need to know. Students are welcome to attend orientation and will receive hours-credit, but it is NOT required for students. Groups receive a tour the day they arrive.

- **What other volunteer opportunities do you have?**

Adult individuals have options in our Thrift Store, Food Pantry, Intake Desk, General Office, and Education Center.

Groups are mostly assigned to our Thrift Store, and sometimes, Food Pantry.

Students mostly work in the Thrift Store, but sometimes (Holidays/Summer) we put Food Pantry days on the calendar for students.

Seasonally, we offer offsite opportunities like the Holiday Program which are posted on the Home Page and advertised in our newsletter.

- **Still have questions?**

Contact Sharla Calloway, Director of Volunteer Services at scalloway@nfcchelp.org or 678-387-4471.