2013 Angel Tree Volunteer Instructions

Hi Volunteers!

Thank you so much for volunteering to staff the Angel Tree! In October, we registered nearly 9,000 children from Wake County into the Angel Tree Program. Without volunteers like you, we would never be able to serve so many children.

In this binder you will find:
- How to open the Angel Tree
- How to close the Angel Tree
- How to check out Angels
- How to accept returned Angel gifts
- Frequently Asked Questions
- Contact List
- Size Chart
- Sign in sheet
- Angel Adoption Sheet
- Request Tax Receipt Sheet

We also have stockings available for people to fill for the Angel Tree Program. Each stocking should have a label/topper. The donor will circle the gender and age range of the intended recipient of the stocking. Please include a list of suggestions.

Most importantly, everything is due back by December 9th! Please read through directions and call if you have any questions.

Just a reminder, below are the Angel Tree Hours by location:

**Crabtree Valley Mall:** 9am-9pm; Sundays 1pm-7pm (Kanki Wing)
**Triangle Town Center:** 10am-8pm; Sundays 1pm-6pm
   (Barnes & Noble/California Pizza entrance)
**Cary Towne Center:** 10am-8pm; Sundays 1pm-6pm (outside Foot Lock by Belk)

May God bless you and your families this holiday season!

Natalie Brooks
Angel Tree Coordinator
(919) 656-3316
How to open the Angel Tree for the first shift

1. Please turn on the tree lights.

2. Put angels on the tree (if the tree needs to be replenished). Look for the “Angel Box” under the table. *Please do not put angels from the “family box” on the tree.

3. Look under the table for the following items:
   - Angel Tree Control Book (Binder) *Please keep on top of table throughout the day
   - Box of trash bags
   - Supplies Box

4. Call Natalie Brooks (919) 656-3316 to verify that you have arrived for the first shift.

5. Please give the next volunteer a quick orientation and ask them to give an orientation to the next volunteer(s) that come to relieve them.

*Please allow a few extra minutes for the next volunteer to show up, as parking can be difficult! If a volunteer does not show up after 10 minutes, please call Natalie Brooks at (919) 656-3316.

How to close the Angel Tree for the last shift

1. Turn off the tree lights.

2. Please leave the angels on the tree, unless otherwise notified by Natalie Brooks.

3. Take everything off the table and organize everything neatly under the table.

4. Please leave an instruction sheet on the table.

5. Look through all items to see if any papers/supplies need to be replenished. Leave a note on the control book of what, if anything, needs replenished for Natalie.

6. After the above is completed, you may leave if a Salvation Army representative has picked up the tags. Someone will be by to pick up the gifts at 8:00pm (9pm for Crabtree) each night (6:00pm for Cary & Triangle; 7pm for Crabtree on Sunday’s). If a representative has not come to pick up the gifts, please call Natalie Brooks, (919) 656-3316. Please try to avoid leaving gifts unattended at all costs.
Check out Procedure/Adoption of Angels

1. Please make sure to watch the tree. We want to avoid people coming up to the tree and taking an angel without checking it out properly.

2. Each Angel has a Christmas ID on it. Please find this number in the Angel Tree Control Book and have the individual write his/her name and phone number next to the appropriate number. This is very important! It enables us to keep track of what angels are checked out by whom. *If a person wishes to adopt a family, we can accommodate them. Please look in the “family box” located under the table. Families are rubber banded together.

3. Please make sure that the individual checking out/adopting the angel understands what they must do. Directions are on the back of each angel. We are asking that each person purchase and return NEW UNWRAPPED CLOTHING AND TOYS (OPTIONAL) by Monday, December 9th.

Accepting returned Angel gifts

1. Write the date returned in the control book!

   a. Find the Ref Id on the Angel Adoption sheet

   b. Match the name of the child

   c. Write the date the gifts are returned to complete the adoption process. If the angel ID is not listed, find a sheet that does not have prelisted numbers on them, and write the information on that sheet.

2. Please put the unwrapped gifts in a trash bag. If the gifts are returned wrapped, you can place them in the bag wrapped. Please do not unwrap the gifts.

3. Put the angel tree tag(s) inside the bag. An entire family and tags may be put in one bag. Please make sure that all angels are from the same family before putting them in the same bag! (Some people may have taken angels from different families.)

4. Please twist down the bag and secure with a rubber band and/or tape found in the supplies box.

5. Put the gifts in the designated red donations bin. If there is a large overflow, call Natalie Brooks (919) 656-3316.
Frequently Asked Questions

Monetary Donations: We do accept monetary donations. If someone would like to make a monetary donation, please give them a red slip of paper. On here is our website, at which they can make a donation, as well as our mailing address, if they would prefer to mail a check or cash. Checks can be made payable to the Salvation Army of Wake County, and Angel Tree Program can be written on the memo line.

Volunteer Opportunities: We have a ton of volunteer opportunities available this holiday season, and year round! Please hand them a red slip of paper. On here is our website, where they can find out about our various volunteer opportunities. Ives Maready is our volunteer coordinator. Her email address is ives.maready@uss.salvationarmy.org.

Online Adoption: If someone is hesitant to adopt, suggest online adoption. Please hand them a red slip of paper. On here is our website, and on the main page there is a link to our website that allows someone to adopt angels online. All the same information will be provided to them. This allows them to adopt at a later time without having to come back to the mall.

Tax Receipts: If someone requests a tax receipt, we can provide them one through the mail. They need to fill out the form found in the back of the binder with their full name, full address, items that were purchased (either the types of items or monetary amount) and the date. We will write them a receipt and get that in the mail to them soon. *Please ask them to WRITE LEGIBLY.

Breaks: Each shift is only 2-3 hours, and so you shouldn’t need to take too many breaks. If you do need to step away, and you are the only volunteer during that shift, please put up the sign stating that someone will return shortly.

If you need to leave and the next volunteer has not arrived, please call Natalie, Christina, or Ives, in that order. One of us will get in contact with the next volunteer and try to find out what is causing the delay. We ask that you try to stay as long as possible, but if you must leave, please put up the break sign, and remove everything from the table except the direction sheet.

Contact List

Natalie Brooks- Angel Tree Coordinator
(919) 656-3316

Christina Rye- Angel Tree Assistant
(919) 656-6653

Ives Maready- Volunteer Coordinator (only in case of emergencies)
(919)244-7270
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Want to make a monetary donation?
Want to Adopt an Angel Online?
Want more information about volunteer opportunities?

Visit us online at www.wakearmy.org!

Or mail your donation to us at:
The Salvation Army of Wake County
P.O. Box 27584
Raleigh, NC 27611

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