

## Around The Block Volunteer Guide

### Prior to the event:

- Please download the Kohl's app on your phone. This will help you keep track of purchases.
- As a thank you for volunteering, you will receive an Around The Block t-shirt to wear at the event. The red t-shirt helps us keep track of volunteers vs families. If you are bilingual, you will be given a green t-shirt for easy identification.
- We invite you to come by our office at 535 S. Nolen Drive, #300 in Southlake, TX, about 3 business days prior to each event or you can pick one up at the yellow volunteer tent when you check in. Austin volunteers will receive their t-shirts at Kohl's the day of the event.
- Please bring a pen to record items/prices on the shopping form you will be given when you check in.

### Day of the event:

- Check in at the yellow volunteer tent when you arrive.
- **Please** be patient. Remember we are clothing several hundred children at each event so there will be lines and you may have to wait a few minutes before being assigned to a family.
- Each family will receive a \$100 Kohl's shopping voucher per child for a maximum of \$400. The vouchers are only good for clothing and shoes.
- Please keep the family together at all times and communicate to the adults that shopping needs to be completed as quickly as possible. The quicker you get your family through the store, the less time other families have to wait. On average, you should not spend more than about 15 minutes per child.
- Families with multiple children may transfer money to other children within the family. Just be sure they stay within the voucher total per family.
- **Please keep up with the vouchers.** If lost, they are not able to be replaced.
- When pricing items, use the lowest price noted on the price tag. It might say original, sales, or final price.
- Try to get as close to \$100 per child and do not exceed \$100 level. Once each child has selected clothing totaling \$95 to \$98 dollars, please proceed to check-out.
- Please do not give your family additional money and refrain from additional contact with the family after the event. We want to be respectful of everyone's privacy.
- When you finish checking out, take your family to the tents located in the parking lot to receive additional items. The vouchers will specify what they are to receive.
- When you are finished shopping with your family, we hope you will stay and continue shopping with other families. Just get back in the volunteer line and wait for your next family.
- If a family member gets lost or an item is lost, there will be security tables located at each entrance of the store.
- If you have any questions during the event, just look for team members wearing blue t-shirts.

Thank you again for supporting Kids Matter and volunteering your time. It is because of individuals like you that we are able to help these children.