



Q. What should I do if I click the **SUBMIT button on my request form and nothing happens?**

A. Scroll up the page to see if an error or omission has occurred. You will know where the problem is because it will be highlighted in pink. Correct and click the **SUBMIT** button again.

Q. How will I know my request has been received?

A. You will receive an email acknowledging receipt of your request. If you do not get this email, your request has not gone through. Try entering your information again.

Q. Can students sign up to volunteer?

A. Due to the limited number of people allowed in Shop this year, it was decided to limit student to high school age only. Thank you for understanding.

Q. Do you have any sit-down jobs?

A. This year all volunteer jobs require standing and walking.

Q. Can I volunteer for more than one day/shift?

A. Yes.

Q. What should I do if I am unable to work my assigned shift?

A. Cancel your reservation through Sign Up Genius prior to 24 hours before your shift. In case of a **last-minute emergency** please email Volunteers@jccb.org Include your name, the date, time, and role you are registered to fill.

Q. What should I wear to volunteer?

A. Comfortable shoes are recommended. Volunteers who are assigned to work outside should be prepared for the weather. Volunteers who are assigned to work indoors should consider layers that can accommodate cool indoor temperatures.

Q. What should I do with my purse/valuables when I volunteer?

A. Unfortunately, we do not have accommodations for people to secure valuables. It would be best if you locked them up (out of site) in your car. JCCB IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS WHILE YOU ARE VOLUNTEERING AT SHOP.

Q. Are there any restrictions regarding cellphones?

A. Volunteers are asked to refrain from taking pictures that include clients. We ask volunteers to respect the dignity and privacy of our clients.

Q. If I have additional questions, how do I get them answered?

A. Send an email to Volunteers@jccb.org