

FREQUENTLY ASKED QUESTIONS



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. If unsuccessful, contact holidayshop@jccb.org for assistance. This email acknowledging receipt of your request does not confirm your time to volunteer. After you are scheduled, you will receive a confirmation email giving you the date, time and number of volunteers signed up.

Q. Can middle-school students volunteer?

A. Unfortunately, due to COVID, not this year.

Q. How old must one be to assist shoppers at the Holiday Shop

A. 16

Q. What about children younger than 6th grade? What can they do to help?

A. Because of safety concerns, children younger than 6th grade may not help during any of the activities related to Shop. They could have a drive such as collecting gently used books, plastic bags, a grocery item of some sort, etc. If they would like to come and present their gift, we would be happy to give them a tour of the shop. Contact holidayshop@jccb.org for more information

Q. Do you have any sit-down jobs?

A. Yes , we have some. Please tell your trainer, and they will help find an appropriate job for you

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

A. Yes. You will have to complete another application for each time you wish to work.

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

A. Send a message to holidayshop@jccb.org. Include date and time you are unable to work and whether you wish to be rescheduled.

Q. What should I wear to volunteer and where should I park?

A. Those questions will be answered in your confirmation email.

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

A. It would be best if you locked it up in your car as we don't have any secure places within the Shop.

Q. What about my electronic devices such as cell phones, electronic tablets, etc.?

A. These devices are not allowed to be used within the Shop.

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

A. Send an email to holidayshop@jccb.org