

FREQUENTLY ASKED QUESTIONS



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 volunteers@jccb.org for assistance. It is helpful to keep your confirmation email from SignUpGenius so you can cancel or change your shift later, if needed.

Q. Do you have any sit-down jobs? **A.** No

Q. Can you provide proof of my volunteer hours? **A.** Yes. Please bring your form (or we can provide one) to your shift and have the volunteer shift lead or trainer sign it **BEFORE** you leave from your shift. If validation must be done via email, email volunteers@jccb.org.

Q. Can middle-school students (6th-8th grade; 11- to 14-year-olds) volunteer? **A.** Middle-school can volunteer during Shop but they must be 1:1 with an adult. They can also volunteer during set-up and tear-down but there must be **one** adult for every **five** middle-school aged child. Middle-school aged children cannot volunteer doing move-in or move-out.

Q. How old must one be to assist shoppers at the Holiday Shop? **A.** 16 years old

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.

Q. What should I wear to volunteer? **A.** Wear comfortable clothes and shoes. If you will be working outside, be sure to dress for the weather. If you will be inside, 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 it up (out of sight) in your car. JCCB IS NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS WHILE VOLUNTEERING AT SHOP.

Q. Are there restrictions regarding cellphones? **A.** Volunteers should not use cell phones when with a client or when volunteering in departments. Please refrain from taking pictures/videos that include clients.

Q. If I have additional questions, how do I get them answered? **A.** Send an email to volunteers@jccb.org

Q. What should I do if I am unable to work my assigned shift? **A.** Cancel or change your signup through SignUpGenius prior to 24 hours before your shift. If you are unable to do this, email volunteers@jccb.org include date and time you are unable to work and whether you wish to be rescheduled.

- If you have a SignUpGenius account, select "I signed up as a SignUpGenius member" and log in to your account. Locate your sign up and change/cancel as needed.
- If you **do NOT** have a SignUpGenius account and/or someone else signed up you, select either "I signed up without a SignUpGenius account or Someone else signed me up on this sign up." Enter your email address so a link can be sent to your email to change/cancel your sign up.

Need to make a change to something you signed up for on this sign up?

☒ I signed up as a SignUpGenius member

Need to make a change to something you signed up for on this sign up?

☐ I signed up as a SignUpGenius member

☐ I signed up without a SignUpGenius account

☒ Someone else signed me up on this sign up

If you are not related to this event:

If there was a mistake and you are NOT related to this event, please [contact the sign up creator](#) immediately. In all likelihood, someone mistyped an email address and accidentally entered your email. Explain the situation and the sign up creator will remove you immediately. If the sign up creator does not assist quickly, [contact SignUpGenius support](#).

If you are related to this event, you have several options for editing your sign up:

1. [Contact the sign up creator](#) and have him/her update your item for you.

2. [Create an account](#) at SignUpGenius using the same email address that was used to sign you up. If you received an email notification about this sign up, you can use the email address that you received the notification at. You will then be able to login and edit your item.

3. Send yourself an email link that will allow you to edit your sign up item. If you received an email notification about this sign up, you can use the email address that you received the notification at.

Enter your email address:

[Send Me an Email](#)