



SKYLINE



VOLUNTEER

HANDBOOK

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WELCOME

We are excited to bring you aboard as part of our team. Here at Skyline, we believe that each person contributes directly to our success as an organization, and we hope you will take as much pride in being a member of our team as we do. Our mission is to impact lives, empower people in need, and address the roots of poverty in Oklahoma.

The following handbook will introduce you to Skyline, provide information about our work, and includes some of our important policies and procedures. Please familiarize yourself with the information before volunteering with us.

On behalf of our Board of Directors, staff, donors, and clients, I welcome you to Skyline. I hope that you will find working alongside our team enjoyable and rewarding.

Thanks for volunteering with us!



Katy Leffel
Skyline Chief Executive Officer



OUR VALUES

Skyline is on a mission to serve those living in the shadows of our community by bridging the gaps in their resources with kindness and respect.

COMMUNITY CHANGE

We believe that together, we can bridge gaps in community resources to make sure that all of our neighbors in need have access to what they need.

LEAD WITH KINDNESS

We work to ensure that every person that walks through Skyline's doors is met with kindness and respect. Some of our patrons are having rough days when they stop by Skyline. No matter what, we want to make sure everyone has a safe and welcoming experience.

WHY WE NEED YOUR HELP

Volunteers make sure that Skyline can offer a kind, welcoming experience for all of our patrons. Every year, we serve more than 25,000 households.

By supporting Skyline through giving time, talents, donations, or sharing our mission with a friend, you are making a difference in the lives of the most vulnerable in our community.



Ensuring the safety of our volunteers, staff, and patrons is really important. Please refrain from any conduct that might be dangerous to others. **If you see or hear of any concerning conduct, please contact a Skyline staff member.**



VOLUNTEER OPPORTUNITIES

Stocking Assistant

Stock, organize and clean shopping area, sort and unload food deliveries.

Shopping Assistant

Call and collect ticket numbers to allow patrons into shopping area, welcome and explain shopping process, answer any questions. Bag groceries, ensure patrons receive correct amount of food and aid in shopping process as needed.

Style Shop Intake

Assist with receiving, weighing, and recording donations received. Ensure that proper documents are signed and distributed to donors.

Style Shop Assistant

Assist patrons with the shopping as needed. Sort, hang and display merchandise for an organized shopping experience. Document assistance in database, verify last date and record current date of assistance. Receive payment from paying patrons.

Eye Clinic Scheduler

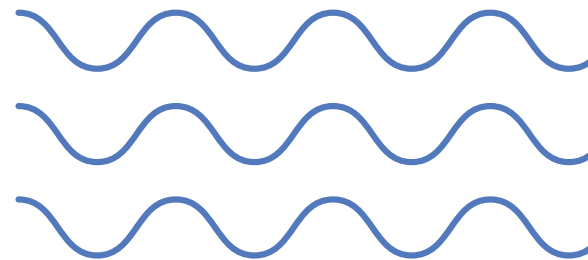
Take and make calls to schedule eye exam appointments. Advise patrons of time, date and location of appointments while recording patrons' information into database.

Exam Clinic Receptionist

Check patrons in, direct them to technician for pre-screening and provide information about purchasing glasses.

Gardening Assistant

Depending on time of year, assist with various gardening aspects such as weeding, planting, or harvesting.



FAQ'S

01. HOW OLD DO I NEED TO BE TO VOLUNTEER?

For your safety and the safety of our team, we ask that all volunteers **be over 16 years old** unless they are accompanied by a parent or guardian.



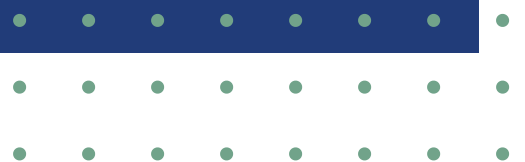
02. WHAT SHOULD I WEAR??

- Because most of our volunteer positions require some walking around or lifting boxes, we ask that volunteers wear **closed-toe shoes**, especially in the garden!
- **Shirts with sleeves** (long-sleeves if you are working in the garden). Our busiest programs require handling food. For the safety of our patrons, we ask that volunteers don't wear sleeveless shirts.

03. WHERE DO I PARK??

There is a parking lot on **Byers for patrons and volunteers**. Enter through the walk-in gate and enter the primary doors (second set of double doors).

Once you are inside, head over to the volunteer sign-in area and fill out the google form.



THANK YOU!

We are so glad you are choosing to volunteer with us. We rely on volunteers, just like YOU, to make an impact in our community. We want your volunteer experience to be fun, informative, and enjoyable. Please don't hesitate to reach out if we can answer any questions or provide more insight.

We are looking forward to serving alongside you!

