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ELCOME TO BRIDGING AZ's Got Legs Furniture and Décor!

This manual provides information about not-for-profit Bridging AZ Furniture Bank, and Got Legs Furniture & Décor. In the course of your time at Got Legs, you may be asked questions about Bridging. Knowing our mission, history and services will enhance your role both as a volunteer at Got Legs, and as a community advocate for Bridging.

We appreciate you, and your willingness to offer your time and talent.



A copy of this manual is available for reference at Got Legs, and online at [GotLegs.org](http://GotLegs.org).

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# BRIDGING AZ FURNITURE BANK

Bridging AZ (Bridging) is a not-for-profit 501(c)(3) organization, established in 2004. Founders Jim and Donna Piscopo serve respectively as Executive Director and Program Director. Upon their successful completion of a 4 year ecumenical study of theology offered through their church, Jim and Donna were ready to discern a need in the community. <sup>1</sup>

After considerable thought and research, they concluded they were prepared to satisfy an unmet need in Maricopa County. They would provide beds and basic furniture to previously homeless US Vets, families and individuals. Bridging secured contracts with social service agencies, acting as an indirect service provider. Area social service agencies identify, qualify and offer their continuing support to clients who receive their services. <sup>2</sup>

Bridging has received many honors for their niche service, including the Scottsdale Chamber of Commerce “Sterling Award”, the Black Board of Directors “Outstanding Nonprofit Diversity Award”, the Rotary Club of Scottsdale “Service Above Self” Award, the Bank of America “Local Hero” Award, the Arizona Housing Coalition “Business Partnership of the Year 2018” Award.

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<sup>1</sup> Education for Ministry (EFM) The University of the South, Sewanee, Tennessee;  
Saint Barnabas on the Desert Episcopal Church 6715 North Mockingbird Lane, Scottsdale, AZ 85253

<sup>2</sup> A complete list of awards and links to feature articles is available at [bridgingaz.org](http://bridgingaz.org)

## **BRIDGING AZ'S MISSION:**

Empowering people and Bridging lives  
toward self-sufficiency

### **How Bridging AZ Provides Service-**

Bridging has formed partnerships with local social service agencies. We provide a basic furniture package that includes a bed, dresser, nightstand, sofa, end or coffee table, lamp, kitchen table and chairs.

It is the responsibility of the agency to identify, qualify and further support individuals and families who are enrolled in their agency programs.

It is Bridging's hope that once their apartment is furnished with clean, functional furniture, a person will form a more permanent connection in their community. By continuing to work with their case manager, a person will become a fully contributing resident.

### **Our Partners:**

Bridging works with:

One of the state's largest mental and behavioral health clinics;

One of the nation's forerunners in the fight to eradicate chronic homelessness among US veterans;

A program whereby grandparents have custody of, and raise their grandchildren

### **Bridging AZ in the Community:**

In 2017, Bridging implemented "The Veteran's Furniture Project." Bridging engages veterans in the fine art of woodworking. Veterans make a pen using woodworking tools, and learning how to turn a wooden blank on a lathe. The end result is a fully operational wooden pen. These pens are proudly displayed and offered for sale at Got Legs Furniture & Décor.

# GOT LEGS FURNITURE & DÉCOR

## History

Got Legs Furniture and Décor is a retail store in Scottsdale, AZ, that sells pre-owned furniture, framed art and rugs. Established in 2018, Got Legs is owned and operated by Bridging AZ Furniture Bank. Furniture and décor sold at Got Legs is donated by the generous public, furniture stores, hotels, timeshares, consignment shops and others.

## Community

Got Legs benefits the community in several ways.

- Sales at Got Legs allow Bridging AZ to keep the costs of providing their services to agencies at a low cost.
- Got Legs offers stylish, clean, affordable furniture and décor to customers.
- 100% of proceeds from sales at Got Legs directly fund the mission of Bridging AZ.
- Got Legs raises awareness of Bridging AZ in the community to people who participate in charitable works through their furniture donations, and/or volunteer work at Got Legs.

## Mission Statement

To raise money and awareness of Bridging AZ Furniture Bank

## Vision Statement

Got legs will be the first charity that comes to mind when a person wants to support a worthy cause

# OUR COMMITMENT TO YOU

## Benefits

### Education and Communication

- Initial training and orientation
- Professional relationships with staff
- Effective supervision
- Continuing education potential with professional decorators, artists and designers

### Store Discounts

- Volunteers will receive a 20% discount upon completion of 100 hours of service
- 20% discount is not in addition to an item already discounted or on sale

Depending on their knowledge, experience and desire, volunteers may have the opportunity to offer assistance in areas other than on the sales floor. Volunteers will be made aware of these opportunities as they become available.

# YOUR COMMITMENT TO US

Prior to becoming part of the Got Legs volunteer workforce, every volunteer must complete a Got Legs volunteer application. An interview will be scheduled and conducted by a member of Got Legs management or Bridging AZ board member. A mutual decision will be made as to amenable working times, days and tasks. During the interview, volunteer skill sets will be matched with the needs of Got Legs.

## Performance Guidelines

- Serve under the direction of Got Legs staff
- Park in the Scottsdale Park Plaza lot. Enter store from main entrance
- Check-in with store manager for updates prior to beginning shift
- Maintain accurate contact information. Report changes of address, phone #, or email address to store manager
- Provide excellent customer service
- Maintain shoppers confidentiality
- Upon completion of shift, volunteers will leave Got Legs
- Report customer, environmental, safety or staffing concerns to the store manager
- Keep store and work areas clean, safe and organized
- Refrain from using tobacco products, alcohol or illegal drugs while volunteering at Got Legs

## Training

- Complete all required forms
- Confirm with store manager forms were received
- Attend orientation training
- Provide government issued photo identification (photocopy will be made)
- Attend brief, periodic training sessions

## Scheduling

- Volunteers will work a 4-hour shift, no more than 2x per week.
- Communicate availability to Store Manager, including vacations
- Notify Store Manager of leave of absence and winter visitor status
- Record hours after every shift on the Volunteer sign-in sheet

## Recording your Hours

Got Legs values your time. We appreciate your dedication and thank you for choosing Got Legs for your volunteer experience. You will record your time in the time log at the beginning and end of your shift. By recording your hours, Bridging may apply to investors for grant money. Your hours and/or personal information will not be shared with any entity for any reason.

## Attire

- Wear name badge. Aprons are available if desired, or bring your own
- Neat and clean clothing; casual, comfortable business attire is best Unacceptable clothing includes: apparel that is revealing, provocative, or distracting; attire that contains vulgar language, offensive political or religious slogans/symbols
- Footwear should be comfortable. Closed-toed shoes are recommended



# VOLUNTEER PRACTICES & PROCEDURES

*Got Legs Furniture & Décor is dependent upon an informed, courteous and responsible volunteer corps.*

## Purchases, Discounts and Solicitations

- Purchases by Got Legs volunteers must be rung up by the store manager
- Items must be priced and on the floor before they can be purchased, purchases are not permitted from the processing area
- Items must be purchased before they are removed from Got Legs property
- The volunteer discount is for the volunteer only
- The required number of volunteer hours must be satisfied before a discount will be permitted
- Solicitations for political, religious, financial, professional or personal purposes are prohibited
- No Religious/political discussion at Got Legs

## Ending Volunteer Service: Inactive Status

Volunteers may resign at will. Got Legs may place the volunteer on inactive status for any of the following reasons:

- Failure to comply with Got Legs requirements
- Inappropriate behavior while volunteering
- Frequent unexcused absences
- As deemed necessary due to illness or medical condition
- Continual violations of Got Legs and volunteer policies after remediation

## Grievances

The following process has been established for volunteer grievances:

1. Discuss the issue with the store manager
2. If unresolved, the volunteer may submit a written request for a meeting with the Executive Director (E.D.) of Bridging AZ

3. The E.D. will respond to the volunteer with five business days. If appropriate, the E.D. will forward the complaint in a written report to the Bridging AZ Board of Directors.
4. The E.D. meets with the volunteer. If the volunteer is dissatisfied with the outcome, the volunteer may, within five business days, submit a written request to the Bridging AZ Board of Directors to review the case.
5. The Bridging AZ Board of Directors reviews the case and may contact the volunteer for further information. The decision of the Board is communicated to the volunteer, and is final.



# STORE PROCEDURES

## Got Legs Offers Clean, Quality Furniture Items for Sale

- Prior to accepting donations, each item will be screened for quality- **Absolutely NO** rips, pet hair, cracking leather, chipped glass, stains, odors, or excessive wear etc.
- Donations are accepted graciously and all donors are thanked
- Offer a donation receipt. It is the donor's responsibility to maintain a record of donated items and their value. Donors go to "itsdeductible.com" for assistance to determine value

## We Offer Fair Value

- Prices are set by the store manager only
- Every item for sale on the sales floor must have a price tag
- Prices have been thoughtfully considered, many factors have been taken into account. Therefore, discounts will not be offered
- All sales are final. No returns, exchanges or store credit

## We maintain an environment that is aesthetically pleasing

- No food or drink (except bottled water) allowed on the sales floor
- Nothing will be placed on any furniture, including tables
- Floor and furniture are free of papers, trash
- Restroom is for Got Legs staff and volunteers only. Basha's has a public restroom
- Light housework may be requested- polishing, dusting, etc
- The break area, particularly the bar, will be kept free of cups, plates, food wrappers, etc. Microwave is to heat up water. No cooking odors.
- Please remove your trash to the bin outside
- Items placed in the refrigerator must be removed at the end of the shift.

# SAFETY & SECURITY

Got Legs strives to promote safe work practices and maintain store property and equipment in sound working condition. While our objective is to provide quality service to our customers and raise money for Bridging AZ, no task is considered so important or urgent that volunteers risk injury to themselves or others. We want to prevent injuries to volunteers and staff.

## Sales/Work Area Safety

Got Legs will take the initiative to ensure the sales floor and work areas are free from hazards and safe for customers and volunteers. Unsafe concerns will be brought to the store manager's attention.

Got Legs will maintain compliance with all required fire, safety and handicap codes.

- Aisles are cleared to prevent tripping and maintain wheelchair accessibility
- Merchandise is placed at eye level
- Tools, cleaning products and power tools are not left unattended
- All electronics and appliances on sales floor are turned off and unplugged
- No solicitors or loitering

## Fire Safety

In case of fire, immediately notify the store manager. Remain calm, and proceed with others to the nearest exit.

Preventative:

- Keep work areas clean- throw rags, cans etc in the dumpster outside
- Store cleaning supplies and materials in the lateral file cabinet
- Unplug appliances, lamps, and other electrical items
- Locate all fire extinguishers and both exits

## Power Outage

In the event of a power outage, direct customers to the nearest exit. Store Manager will lock all the doors.

## Children Misbehaving/Safety

If a child is left unattended in the store and/or is behaving inappropriately, ask the Store Manager to intervene. Same thing for unattended or misbehaving pets.

## Disruptive Customers

If you are experiencing difficulty with a customer, please let the Store Manager know immediately. If an emergency, call 911

## Safe Lifting Practices

Volunteers will not move, lift, carry or handle anything beyond their scope of safe lifting

## Reporting Injuries

Report all accidents or injuries that occur while volunteering to the store manager. Store Manager will assist completing an incident report. Note details that may have contributed to the accident or incident.

## First Aid Kit

The Store Manager will provide the location of the First Aid Kit at orientation

## Liability

Workers' Compensation does not apply to volunteers. Volunteers must rely on their own insurance coverage for any injury incurred while volunteering

## Security Overview

The Store Manager is responsible for opening and closing the store. The exit door located on the south wall is a fire exit. It is locked from the outside, but can be opened from the inside

## Shoplifting

The best way to prevent theft is to make yourself known to customers. Be helpful, be present. Be aware of customers and their location in the store. Adhere to the following procedures if a shoplifting incident occurs:

- Notify the Store Manager if you suspect a shoplifter. Do not confront or apprehend the individual or group. Describe the suspected person(s) to staff if they left before you had the opportunity to notify staff.
- Circulate throughout the store. Avoid clustering with friends. If you see the suspected shoplifter in the store in the future, notify the Store Manager immediately.
- Be aware that theft can take many forms: cash or merchandise, missing/altered price tags, unauthorized markdowns or discounts, counterfeit bills

## Robbery Response

Robbery is stealing property from a person by using or threatening to use force. If you are accosted:

- Listen to what the suspect is asking and comply with requests.
- Give whatever is demanded: do not attempt to protect Got Legs assets
- Do not initiate conversation or argue with the robber. Answer only questions you are asked
- Note descriptive details about the person: gender, age, height, weight, type of clothing, tattoos or other identifiable marks
- Call 911 when safe to do so

## Weapon Free Workplace Policy

To ensure Got Legs maintains a safe environment free of violence for all individuals, possession or use of firearms, explosives, knives and other weapons that might be considered dangerous or cause harm is prohibited on Got Legs property.

## Persons Covered

All Got Legs employees, volunteers, visitors, customers, and vendors are subject to this provision while on Got Legs property including but not limited to the leased building, and surrounding areas such as sidewalks, driveways and parking lots. A license to carry the weapon on Got Legs property does not supersede Got Legs policy with the exception of on-duty law enforcement officers. Any employee or volunteer in violation of this policy will be subject to disciplinary action, up to and including termination. Any other individual in violation of this policy will be asked to leave the property.

# CUSTOMER SERVICE

Providing perfect customer service is invaluable- not only for the success of Got Legs, but to promote a positive image of Bridging AZ.

Volunteers will be expected to:

- Acknowledge every customer as they enter *and* leave the store
- Offer assistance and be attentive
- Promptly address customer needs and questions
- Invite them to come back as they are leaving
- Thank shoppers for their suggestions
- Thank shoppers as they wait for their purchases to process
- Thank shoppers for coming in

Volunteers may be asked by Got Legs shoppers for information regarding how they (or a family member, etc.) can acquire furniture from Bridging AZ. Rely upon the information provided at the beginning of this manual. Volunteers are welcome to briefly explain the service Bridging AZ offers to agencies and their clients. Additionally, Bridging AZ contracts annually with social service agencies to provide furniture to their clients; Bridging does not choose who will receive furniture, that is the job of the agency case manager. If a customer wants to know the names of agencies Bridging works with, inform them that confidentiality clauses in our contracts prohibit us from disclosing that information.

Please remember:

Need far exceeds Bridging's resources and ability to serve every agency and every individual or family. When funding allows, the executive director and/or the Bridging AZ Board of Directors will make it known to prospective agencies that Bridging has the ability to form a new partnership.

**While at Got Legs or during Got Legs events offsite, volunteers are not permitted to offer their own services, or provide any type of assistance to persons asking for help.**

# VOLUNTEER JOB DESCRIPTIONS/REQUIREMENTS

## Sales Floor

- Ability to stand for most of a 4-hour shift
- Exhibit outstanding customer service skills
- Acquire familiarity with Bridging AZ history and policies
- Greet customers when they arrive and leave
- Assist customers in taking measurements
- Point out unique details, demonstrate functions of furniture items
- Tidy up and maintain a clean, orderly sales floor; e.g. vacuum under cushions, polish wood, wipe glass
- Assist customers carrying purchases to their cars (if needed)
- Mark merchandise with sold tags when necessary
- Find staff to answer questions when appropriate
- Accept donations, offer receipt
- Knowledge of furniture genres and upholstery qualities

## Decorator, Arranger

- Ability to stand for most of a 4-hour shift
- Assist store manager to create eye-catching, unique furniture displays
- Knowledge of furniture genres, styles, and value
- Exhibit understanding of color play, ambient/artificial light and texture knowledge
- Appreciation to utilize vertical, horizontal and oblique planes
- Envision fresh, new design aesthetics
- Dare to challenge décor norms

## Prepping Furniture for Sale

- Knowledge of wood furniture finishes
- Knowledge of how to properly refresh wood using cleaning and/or finish restore products
- Knowledge of upholstery
- Knowledge of how to properly and safely clean upholstery
- Maintain a neat, organized supply area



## Electronics Tester

- Possess basic knowledge of electricity/wiring safety, and URL standards
- Specialized knowledge how vintage stereo systems/components operate,
- Knowledge and ability to rewire lamps
- Modern electrified furniture basic operations
- Clean electronics with proper cleaning chemicals
- Test all electronics to ensure they work before placing on sales floor
- Assist store manager placing electronics on sales floor
- Maintain an organized spare parts/basic tools area

## Photography

- Before a photo is taken: clean dust, fingerprints, etc. from item(s)
- Site subject in the best light possible
- Take photo using various equipment: ipad, etc.
- Electronically remove unwanted items from background
- Create/maintain electronic files for photographs

## Posting- Retail Sales

- Compose and place ads on FaceBook, Craigslist, OfferUp, Etsy
- Effective writing skills a must
- Knowledge of various platforms

## Posting Social Media

- Effective written communication skills
- Knowledge of Social Media purpose and possibilities
- Employ tact and ethics in communications
- Creative writing experience a must
- Extensive knowledge of Pinterest, Instagram, Snapchat

## Veterans Pen Turning

- Must have served in, or be currently serving in the US military
- Desire to learn a new skill
- Basic knowledge of woodworking tools
- Abide by all safety procedures for electric and hand tools
- Keep the pen-turning station clean and safe
- Answer spectators questions
- Keep inventory of completed pens



Building Futures

# CONTACT INFORMATION

BRIDGING AZ FURNITURE BANK, INC  
(Warehouse)  
25 N. Extension Rd.  
Mesa, AZ 85201

*BRIDGING AZ IS NOT OPEN TO THE PUBLIC*

*For donations and to request a pick-up: Go to [Bridgingaz.org](http://Bridgingaz.org), click the donate button, complete and send the form. Someone will be in contact within 3 business days*

GOT LEGS FURNITURE & DÉCOR  
8421 E McDonald Dr.  
Scottsdale, AZ 85250

HOURS OF OPERATION  
TBD

## FORMS

*The following forms will be completed at the time of interview:*

- VOLUNTEER RESPONSIBILITIES
- PHOTO RELEASE
- OCCUPATIONAL, SAFETY, HEALTH ACT
- VOLUNTEER CODE OF ETHICS
- VOLUNTEER INFORMATION PROFILE