

# COURSE BLUEPRINT for LiftUp: How to Sort Donations at the Donation Center

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## STARTING POINT

### SOMEONE AT THIS STAGE IS:

Brand new volunteer or staff member in the donation center at the LiftUp Food Bank and Thrift Store in Steamboat Springs, CO.

### TO GET TO THE NEXT STAGE:

Learners will **feel welcome** into the organization and **understand** how the donation center operates in relation to LiftUp services as a whole.

### CONTENT IDEAS:

Welcome video

## MILESTONE 1

### SOMEONE AT THIS STAGE IS:

**Learning Objective 1:** Learners will **understand** the terms “keep” and “pass”, and **determine** when a donation is suitable to keep or pass.

### TO GET TO THE NEXT STAGE:

Identify the condition of a donation item that will be kept in the donation center in order to sell in the Thrift Store.

### CONTENT IDEAS:

Explain the terms “KEEP” and “PASS”. Show images of items in good condition, labeled KEEP. Show images of items in poor condition, labeled PASS.

## MILESTONE 2

### SOMEONE AT THIS STAGE IS:

**Learning Objective 2:** Learners will be able to **identify** the location in the DC of the categories of items that we keep.

### TO GET TO THE NEXT STAGE:

Identify where the accessory tubs, departments, and bins are located in the Donation Center.

### CONTENT IDEAS:

Show a map of the donation center featuring all the locations: Clothing, Accessories, Linens, Books, Electronics, Sporting Goods, Housewares, or Food Bank.

## MILESTONE 3

### SOMEONE AT THIS STAGE IS:

**Learning Objective 3:** Learners will **understand** how to properly hang clothing before it is priced and sent to the Thrift Store.

### TO GET TO THE NEXT STAGE:

Demonstrate the process of hanging clothing on the clothes racks with the correct hangers, and facing in the correct direction.

### CONTENT IDEAS:

Slideshow of the process of hanging clothing with images. Short quiz to assess learning.

**MILESTONE 4**

**SOMEONE AT THIS STAGE IS:**

**Learning Objective 4:**  
Learners understand which items are acceptable and unacceptable for donation at the Thrift Store. .

**TO GET TO THE NEXT STAGE:**

The learner needs to pass the sorting game with an 80% accuracy rate (16 / 20 correct) or above to pass the sorting assessment. They can try again until they get it correct.

**CONTENT IDEAS:**

Show list of acceptable and unacceptable items.  
Sort various examples of donations into the correct category: acceptable or unacceptable.

**MILESTONE 5**

**SOMEONE AT THIS STAGE IS:**

**Learning Objective 5:**  
Learners will understand the customer service values of LiftUp and how to handle difficult situations with the public while working the door on donation day.

**TO GET TO THE NEXT STAGE:**

Learners will choose the correct response in customer service scenarios in a simulation of working the door.

**CONTENT IDEAS:**

Scenario Block in Articulate Rise with Branching Scenarios to demonstrate common questions / issues from public when working the door.

**MILESTONE 6**

**SOMEONE AT THIS STAGE IS:**

**Learning Objective 6:**  
Learners will **pass** the assessment quiz with five questions, one from each milestone.

**TO GET TO THE NEXT STAGE:**

Learners must score 5 out of 5 questions correctly to pass the assessment. They get unlimited attempts until they pass.

**CONTENT IDEAS:**

Assessment Quiz

**GOAL**

**SOMEONE AT THIS STAGE IS:**

**COURSE GOAL:**  
Learners will **understand** how to properly identify and sort donations in the the donation center and be able to communicate what we accept to the public.

**TO GET TO THE NEXT STAGE:**

Now, they get to start working in the Donation Center.