

## Rise Course Storyboard

# How to Sort Donations at the LiftUp Donation Center

## Overview

<b>Course Title:</b>	How to Sort Donations at the LiftUp Donation Center
<b>Learning objective:</b>	By the end of this course learners will be able to: sort items into correct locations, identify which items to keep or pass, learn the process of hanging clothes, identify what items are accepted at the donation center, and how to effectively communicate that with the public.
<b>Description Text</b>	Thank you for choosing to spend your valuable time and energy working in the Donation Center. Whether you are a staff or volunteer, your contribution is of vital importance to our success. Some years we process up to 2,000,000 pounds of donations. Therefore, learning how to identify, sort, and organize the donations into their proper place helps the efficiency of our department. Throughout this course, you will learn how LiftUp operates, how to sort and organize donations, and which items are acceptable on donation days.
<b>Units</b>	Welcome to LiftUp video Keep or Pass Donation Locations How to Hang Clothing Acceptable vs. Unacceptable Items Working the Door on Donation Days Assessment
<b>Client:</b>	LiftUp of Routt County
<b>Instructional Designer:</b>	Sarah Kostin

Units

Nr	Name	Content
1	Introduction	Welcome to LiftUp video
2	Identifying Donations	Keep or Pass – Flashcard Block (flip cards with photos of items in good or poor condition)
3	Sorting Donations	Donation Locations - Labeled Graphic Block in Rise (map of donation center with hot spots)
4	Clothing	How to Hang Clothing (Process Block with photos)
5	What we can Accept	Acceptable vs. Unacceptable Items (accordion) Sorting Block with Acceptable and Unacceptable Items
6	Customer Service	Working the Door on Donation Days Scenario Block to demonstrate Customer Service skills
7	Assessment	Quiz

## Style Guide

<b>Logo</b>	LiftUp Logo. See image below.
<b>Cover Photo</b>	Stock photo of man holding donation box found in Rise Content Library. Also on <a href="#">Pexels</a> . See photo below.
<b>Custom colors</b>	Accent color in Rise: #1780a0. See LiftUp color palette below for HEX codes.
<b>Fonts</b>	Heading: Poppins, size 32 Body: Poppins, size 20
<b>Menu Style</b>	Free Navigation
<b>Templates</b>	Apex Theme in Rise



<b>Lesson 1: Introduction</b>		Welcome Video	
<b>BLOCK ID</b>	1.1	<b>BLOCK TYPE</b>	Text Block
<b>NOTES</b>		<b>CONTENT</b>	
		<p><b>Your Time is Valuable</b> Please watch the short welcome video (2.5 minutes) to learn why your time and effort at the LiftUp Donation Center is of vital importance to our community.</p>	


<b>Lesson 1: Introduction</b>			
<b>BLOCK ID</b>	<b>1.2</b>	<b>BLOCK TYPE</b>	Video Block
<b>NOTES</b>		<b>CONTENT</b>	
<p>Upload Mp4 video: “Liftup Welcome Video.mp4”</p> <p>Video Created in Canva with animated graphics and voiceover.</p>		<p><b>Video Script:</b></p> <p><b>Slide 1: Welcome to Liftup</b> Welcome to Liftup! We are so thrilled that you have decided to dedicate your valuable time and energy to our organization and to contribute to your community.</p> <p><b>Slide 2: Serving over 10% of Routt County residents.</b> When community members generously donate their items to the donation center, they are helping to contribute to the over 10% of Routt County residents who rely on our services for food, financial, and housing assistance.</p> <p><b>Slide 3:</b> Purchases made in the LiftUp Thrift Store directly fund our operations and programs. Liftup recipients are then served through our Food Banks and Community Support services, which include emergency financial assistance and scholarships.</p> <p><b>Slide 4: We process up to 2,000,000 pounds of donations per year!</b> We process from 680,000 pounds up to almost 2 million pounds of donations a year. The donation center has a small staff of employees, and dozens of volunteers to help us process donations to sell in the Thrift Store.</p> <p><b>Slide 5: Half of our donations go to another thrift store in Cañon City, Colorado.</b> Because of the large amount of donations we receive, we are only able to sell about half of the donations in the Liftup Thrift Store. The other half of the donations get passed to another thrift store in Cañon City, Colorado, which has a much larger facility and works with a rag market, so they can utilize clothing we cannot sell.</p>	

<b>Lesson 1: Introduction</b>		<b><i>CONTINUED...</i></b>	
<b>BLOCK ID</b>	<b>1.2</b>	<b>BLOCK TYPE</b>	Video Block
<b>NOTES</b>  Upload Mp4 video: “Liftup Welcome Video.mp4”		<b>CONTENT</b>  <b><i>Script Continued:</i></b>  <b>Slide 6: Unsuitable donations get passed or thrown away.</b> If donated items are in bad condition or not suitable for use, the Liftup staff carefully pack them and take them to the truck. If an item is broken or dirty beyond repair, our staff must throw them away.  <b>Slide 7: We appreciate high quality donations.</b> This can take up time and effort that could be used to help the Donation Center by processing things that can be sold in the Thrift Store. This is why it's very important for our community members to donate things that are still in good condition and can be useful to others.  <b>Slide 8: We value our staff and volunteers.</b> As a volunteer or staff member, your time and effort is hugely important. Our mission is to serve our community by providing resources and assistance to meet basic human needs and strengthen self-sufficiency. Your contribution is what makes Liftup such a valuable resource to the Steamboat Springs and Routt County community. Thank you for taking your work here as seriously as we do. We value you!	

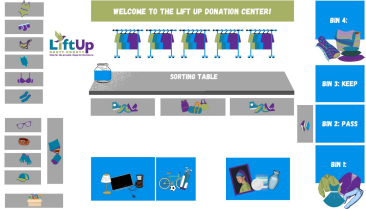
<b>Lesson 2: Keep or Pass?</b>			
<b>BLOCK ID</b>	2.1	<b>BLOCK TYPE</b>	Text Block
<b>NOTES</b>	<b>CONTENT</b>  <b>Sorting Donations</b>  When donations come into the donation center the first step is to decide if we will keep the item or pass the item to the next thrift store. We only place the item in the trash if it's in extreme disrepair or hazardous condition.  To learn more, select each tab. <b>Make sure to review them all.</b>		

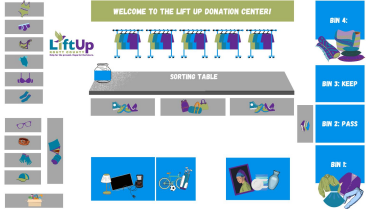
<b>Lesson 2: Keep or Pass?</b>			
<b>BLOCK ID</b>	<b>2.2</b>	<b>BLOCK TYPE</b>	Tab Block
<b>NOTES</b>		<b>CONTENT</b>	
		<p><b>Item 1: KEEP</b>  <b>KEEP</b> means the item is in <b>good condition</b> to sell in the thrift store. We only sell items that are in new or "like new" condition.</p> <p><b>Item 2: PASS</b>  <b>PASS</b> means that the item is in <b>poor condition</b> and will be put on the truck to pass to the thrift store in Cañon City, Colorado. Please pass items that have:</p> <ul style="list-style-type: none"> <li>● holes, stains, broken zippers, worn elastic or missing buttons</li> <li>● broken parts</li> <li>● missing pieces</li> <li>● non-complete kitchen or housewares items</li> <li>● missing remotes or accessories to otherwise functional electronics.</li> </ul> <p><b>Item 3: TRASH</b>  <b>TRASH</b> means that the item is garbage. For items in extreme condition please see your supervisor.</p>	

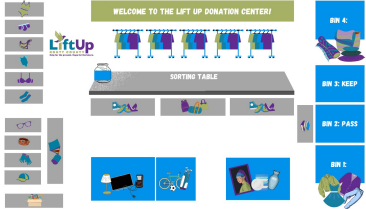
<b>Lesson 2: Keep or Pass?</b>			
<b>BLOCK ID</b>	<b>2.3</b>	<b>BLOCK TYPE</b>	Text Block
<b>NOTES</b>  Background Blue: #027EA0 Text White: #ffffff		<b>CONTENT</b>  <b>ACTIVITY</b> <b>Select each image below</b> to compare an item that we <b>keep</b> versus <b>pass</b> .	

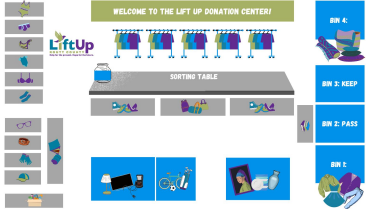
<b>Lesson 2: Keep or Pass?</b>			
<b>BLOCK ID</b>	<b>2.4</b>	<b>BLOCK TYPE</b>	Flashcard Block
<b>NOTES</b>		<b>CONTENT</b>	
<p>Image cards in Canva, see <a href="#">link</a>.</p> <p>Background Blue: #027EAO Text White: #ffffff</p> 		<p><b>6 FLASHCARDS</b></p> <ol style="list-style-type: none"> <li>1. FRONT; image: clean jeans; text: KEEP BACK; image: ripped jeans; text: PASS</li> <li>2. FRONT; image: clean gray sweater; text: KEEP BACK; image: gray sweater with hole; text: PASS</li> <li>3. FRONT; image: clean white t-shirt; text: KEEP BACK; image: stained t-shirt; text: PASS</li> <li>4. FRONT; image: clean, brand new shoes; text: KEEP BACK; image: old, worn shoes; text: PASS</li> <li>5. FRONT; image: new mug; text: KEEP BACK; image: broken mug; text: TRASH</li> <li>6. FRONT; image: new soccer ball; text: KEEP BACK; image: worn out soccer ball; text: PASS</li> </ol>	

<b>Lesson 3: Donation Locations</b>			
<b>BLOCK ID</b>	<b>3.1</b>	<b>BLOCK TYPE</b>	Text Block
<b>NOTES</b>		<b>CONTENT</b>	
		<p><b>Everything has a place!</b> After you decided to keep or pass an item, please sort the item into the appropriate department, large stall (bin), or plastic container in the donation center.</p> <p><b>Select the heart icon</b> on each location below to learn where to put each type of donated item in the donation center.</p>	


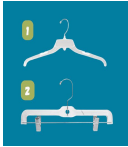


<b>Lesson 3: Donation Locations</b>			
<b>BLOCK ID</b>	<b>3.2</b>	<b>BLOCK TYPE</b>	Labelled Graphic
<b>NOTES</b>		<b>CONTENT</b>	
<p>Map saved as .png created in Canva, <a href="#">see link</a></p> 		<p><b>HOT SPOTS (page 1 of 4)</b></p> <p><b>Bathing Suits</b> Place donated bathing suits in in the bin marked "bathing suits" to be washed and laundered before hanging on the clothes rack to be priced. We only accept bathing suits in new or "like new" condition.</p> <p><b>Underwear</b> Place donated underwear in the bin marked "underwear" to be washed and laundered before hanging on the clothes rack. We only accept underwear in new or "like new" condition.</p> <p><b>Scarves</b> Place donated scarves in the bin marked "scarves" to be put out into the Thrift Store.</p> <p><b>Infant Clothing</b> Place donated infant clothing (anything with a tag that is in months) in the bin marked "onesies" to be washed and laundered before hanging on the clothes rack. We only accept infant clothing in new or "like new" condition.</p> <p><b>Bras</b> Place donated bras in the bin marked "bras" to be put out into the thrift store. We only accept bras in new or "like new" condition.</p> <p><b>Socks</b> Place donated socks in the bin marked "socks" to be put out into the thrift store. We only accept socks in new or "like new" condition.</p>	

<b>Lesson 3: Donation Locations</b>		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>3.2</b>	<b>BLOCK TYPE</b>	Labelled Graphic
<b>NOTES</b>		<b>CONTENT</b>	
<p>Map saved as .png created in Canva, <a href="#">see link</a></p> 		<p><b>HOT SPOTS (page 2 of 4)</b></p> <p><b>Glasses</b> Place donated sunglasses, eye glasses, reading glasses, and goggles in the bin marked "glasses" to be put out into the thrift store.</p> <p><b>Belts</b> Place donated belts in the bin marked "belts" to be priced and put out into the thrift store.</p> <p><b>Gloves</b> Place donated gloves or mittens in the bin marked "gloves" to be priced and put out into the thrift store. We only accept winter gloves during the Fall and Winter seasons.</p> <p><b>Hats</b> Place donated hats (ski hats, baseball caps, sun hats, cowboy hats, etc) in the bin marked "hats" to be priced and put out into the thrift store. We try to keep the hat selection seasonal.</p> <p><b>Food Bank</b> Place all items to be donated to the Food Bank such as food, diapers, masks, plastic utensils, etc... in the bin marked "Food Bank" to be given to the Food Bank. Donors can also give their donations directly to the Food Bank.</p> <p><b>Camping</b> Any large camping item such as a tent, sleeping bag, or camping chairs should be placed on the camping shelf underneath the bins for hats, gloves, belts, and glasses.</p>	

<b>Lesson 3: Donation Locations</b>		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>3.2</b>	<b>BLOCK TYPE</b>	Labelled Graphic
<b>NOTES</b>		<b>CONTENT</b>	
<p>Map saved as .png created in Canva, <a href="#">see link</a></p> 		<p><b>HOT SPOTS (page 3 of 4)</b></p> <p><b>Jewelry</b> Place donated jewelry in the glass jar marked "jewelry" at the end of the Sorting Table to be priced and put out into the thrift store.</p> <p><b>Shoes</b> Place all donated shoes in the bins marked "shoes" underneath the sorting table to be priced and put out into the thrift store. There are 6 shoe bins on each side of the table (12 total) for donated shoes. Please place the shoes in the correct bin labeled either Men's, Women's, or Kid's Shoes.</p> <p><b>Bags</b> Place all donated bags (handbags, duffle bags, backpacks, purses, computer bags, etc) in the bins marked "bags" underneath the sorting table to be priced and put out into the thrift store. There are 3 shoe bins on each side of the table (6 total) for donated shoes.</p> <p><b>Books</b> Place donated books in pristine condition onto the library book cart. Pristine condition means no water damage, ripped pages, or torn covers. Titles should be published in the last 10 years.</p> <p><b>Electronics</b> Any donated item with a plug or batteries should be placed in the Electronics Department. This includes kitchen appliances, lamps, stereo and video equipment, kids toys with batteries, etc... Televisions must be flat screen and come with the remote control.</p>	

<b>Lesson 3: Donation Locations</b>		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>3.2</b>	<b>BLOCK TYPE</b>	Labelled Graphic
<b>NOTES</b>		<b>CONTENT</b>	
<p>Map saved as .png created in Canva, <a href="#">see link</a></p> 		<p><b>HOT SPOTS (page 4 of 4)</b></p> <p><b>Sporting Goods</b> Any donated item involved in sports (fishing, climbing, biking, hiking, camping, hunting, etc....) should be placed in the Sporting Goods Department (same area as Electronics Department).</p> <p><b>Housewares</b> Any donated item for the house that is deemed sellable in the thrift store should be cleaned or taped and placed on the sorting table for the Housewares Department to price. Housewares includes all kitchen items, bathroom items, art, frames, decorations, accessories for the home, and kids toys (without batteries).</p> <p><b>Clothing</b> Place donated clothing (shirts, pants, dresses, shorts, jackets, etc...) into Bin #1. All donated clothing should be in garbage bags and tied at the top so contents don't spill.</p> <p><b>Linens</b> Place donated linens (bedding, sheets, towels, decorative pillows, rugs, runners, etc...) into Bin #4. All linens should be in garbage bags and tied at the top. We do not accept donated bed pillows.</p>	

<b>Lesson 4:</b> How to Hang Clothing			
<b>BLOCK ID</b>	4.1	<b>BLOCK TYPE</b>	Text Block :Paragraph with Heading
<b>NOTES</b>	<b>CONTENT</b>  <b>Clothing to Sell in the Thrift Store</b> To move through the process of hanging clothes, select <b>Start</b> or next (>).		

<b>Lesson 4:</b> How to Hang Clothing			
<b>BLOCK ID</b>	<b>4.2</b>	<b>BLOCK TYPE</b>	Process Block
<b>NOTES</b>		<b>CONTENT</b>	
<p>Cover: No image</p> <p>Slide 1 Image: content library</p>  <p>Slide 2 Image: created in Canva</p>  <p>Slide 3 Image: content library</p>  <p>Slide 4 Image: content library</p> 		<p>Cover Slide:  <b>Hanging Clothes on the Rack</b>  It's important to hang clothes correctly on the rack, ensuring the most efficient workflow for the staff members who will be pricing these clothes when you are finished.</p> <p>Slide 1:  <b>Step 1 Quality Check</b>  Ensure clothes have <b>no</b> holes, stains, rips, broken zippers, etc...</p> <p>Slide 2:  <b>Step 2 Get Hangers</b>  We have larger hangers for <b>adult clothes</b> and smaller hangers for <b>kids' clothes</b>. Please get the two types of hangers in the <b>appropriate size</b>:</p> <ol style="list-style-type: none"> <li>1. <b>Shirt hangers</b> for shirts, dresses and jackets.</li> <li>2. <b>Clip hangers</b> for shorts, pants, and skirts.</li> </ol> <p>Slide 3:  <b>Step 3 Face Hangers Correctly</b>  As you're looking at the rack, the back of the item faces the right, and the front of the item faces left. Hangers should lay over the bar with the <b>open/short end</b> of the hanger <b>facing away from you</b> on the opposite side of the bar.</p> <p>Slide 4:  <b>Step 4 Sort the Clothing by Type</b>  Keep clothing types separated into <b>three categories</b> on the rack: <b>men's</b> clothing, <b>women's</b> clothing and <b>kids'</b> clothing.</p>	

<b>Lesson 5: Acceptable vs Unacceptable Items</b>			
<b>BLOCK ID</b>	<b>5.1</b>	<b>BLOCK TYPE</b>	Text block
<b>NOTES</b>	<b>CONTENT</b>  <b>Item donation guidelines</b>  <b>Donation Days: Wednesdays and Fridays from 10am to 4pm</b> Item donation guidelines: <ul style="list-style-type: none"><li>• Clothing <b>MUST</b> be bagged and hard goods <b>MUST</b> be in boxes. We do not accept loose items.</li><li>• Daily drop-off limit of 6 boxes or 6 bags per household, per day.</li><li>• Medium size boxes or 13-gallon size bags.</li></ul>		

<b>Lesson 5: Acceptable vs Unacceptable Items</b>			
<b>BLOCK ID</b>	<b>5.2</b>	<b>BLOCK TYPE</b>	Text block
<b>NOTES</b>	<b>CONTENT</b>  <b>Unacceptable Items</b> Select each tab to learn about the various items we <b>cannot accept</b> at the donation center.  Due to space constraints and safety concerns, we are unable to accept the following items in the LiftUp Donation Center.  To learn more about the items we <b>cannot accept</b> at the donation center, select each plus sign (+) below. Make sure to review them all.		

## Lesson 5: Acceptable vs Unacceptable Items

**BLOCK ID**

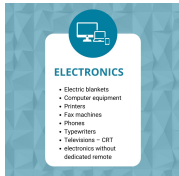
**5.3**

**BLOCK TYPE**

Accordion block

### NOTES

Created images in Canva, see [link](#). Put one image in each accordion tab in place of text.



### CONTENT

#### **TAB 1: CHEMICALS**


Antifreeze  
Cleaners  
Motor oil  
Paint  
Propane tanks

#### **TAB 2: ELECTRONICS**

Electric blankets  
Computer equipment  
Printers  
Fax machines  
Phones  
Typewriters  
Televisions – CRT  
Any item without dedicated remote or cords

#### **TAB 3: HOME FIXTURES + SUPPLIES**

Building supplies  
Cabinetry  
Large appliances  
Large plumbing fixtures  
Custom window fixtures  
Hard wired fixtures  
Mattresses/box springs

<b>Lesson 5: Acceptable vs Unacceptable Items</b>		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>5.3</b>	<b>BLOCK TYPE</b>	Accordion block
<b>NOTES</b>		<b>CONTENT</b>	
<p>Created images in Canva, see <a href="#">link</a>. Put one image in each accordion tab in place of text.</p> 		<p><b>TAB 4: SAFETY + HEALTH ISSUES</b>  Children's car seats  Helmets  Infant potty chairs  Used bed pillows  Ammunition</p> <p><b>TAB 5: SEASONAL / FORMAT REASONS</b>  Text books/manuals  VHS &amp; cassette tapes  non-seasonal holiday items (for example, no Christmas items in July)  non-seasonal sporting good items (for example, ski equipment is accepted only in winter)</p> <p><b>TAB 6: CASE BY CASE</b>  Tables &amp; Chairs  Exercise equipment  Recliners &amp; sofas  Upholstered furniture  Bed frames  Office desks &amp; chairs  Rugs, runners &amp; mats  Shelves &amp; book cases  Bicycles</p>	

<b>Lesson 5: Acceptable vs Unacceptable Items</b>			
<b>BLOCK ID</b>	<b>5.4</b>	<b>BLOCK TYPE</b>	Text block
<b>NOTES</b>  Background Blue: #027EA0 Text White: #ffffff		<b>CONTENT</b>  <b>Sorting Activity</b> In the activity below, please sort each of the cards from the top pile into the <b>Acceptable</b> or <b>Unacceptable</b> category according to the list above.	

<b>Lesson 5: Acceptable vs Unacceptable Items</b>			
<b>BLOCK ID</b>	<b>5.5</b>	<b>BLOCK TYPE</b>	Sorting block
<b>NOTES</b>		<b>CONTENT</b>	
<p>Background Blue: #027EA0 Text White: #ffffff</p>		<p><b>Sorting Activity</b> In the activity below, please sort each of the cards from the top pile into the <b>Acceptable</b> or <b>Unacceptable</b> category according to the list above.</p> <p>Sorting Cards:</p> <p><b>Acceptable</b></p> <ul style="list-style-type: none"> <li>Furniture (case by case)</li> <li>Exercise equipment (case by case)</li> <li>New or like new clothing</li> <li>New or like new housewares</li> <li>New or like new sporting goods</li> <li>New or like new linens</li> <li>Popular books in like new condition</li> <li>Flat screen tv with remote</li> <li>Rugs in new or like new condition</li> <li>Bicycle (case by case)</li> <li>Ski &amp; snowboard equipment during winter</li> </ul>	

<b>Lesson 5:</b> Acceptable vs Unacceptable Items		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>5.5</b>	<b>BLOCK TYPE</b>	Sorting block
<b>NOTES</b>  Background Blue: #027EA0 Text White: #ffffff		<b>CONTENT</b>  <b>Sorting Activity</b> In the activity below, please sort each of the cards from the top pile into the <b>Acceptable</b> or <b>Unacceptable</b> category according to the list above.  Sorting Cards:  <b>Unacceptable</b>  Computer equipment Fax machines Mattresses/box springs Helmets Large appliances Used bed pillows Text books/manuals VHS & cassette tapes Phones Electric blankets Children's car seats Building supplies Ski & snowboard equipment during summer	

<b>Lesson 6:</b> Working the Door on Donation Days			
<b>BLOCK ID</b>	<b>6.1 Scene 1</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Valeria Background: Door		<b>CONTENT</b>  <b>Scenario Title:</b> Donation Days at LiftUp  <b>Scene 1:</b> background image: a door. Character: woman  <b>Scene 1.1: Text</b> ( <i>Title 75 characters / Text 200 characters</i> ) Working the door on donation day Interested in one of the more challenging positions in the donation center? Working the door involves communicating our donation rules (saying "no") to the public in a kind and effective manner.  <b>Scene 1.2: Text</b> ( <i>Title 75 characters / Text 200 characters</i> ) Hi, I'm Veronica! Working the door on donation day is my favorite task because it requires excellent judgment and customer service skills. Don't worry! I will coach you through this activity.  <b>Scene 1.3: Dialogue</b> ( <i>Text 200 characters</i> ) Today, we'll go through some potential scenarios that you might run into when communicating with the public. What type of attitude and demeanor will you want to depict when working at the door?	

<b>Lesson 6:</b> Working the Door on Donation Days		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>6.1 Scene 1</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Valeria Background: Door		<p><b>CONTENT (cont...)</b></p> <p><b>Response 1 (150 characters):</b> I want to act grouchy and irritated. I will be condescending and make the public feel stupid or bad for not knowing our donation rules.</p> <p><b>Feedback:</b> I hope you're kidding! We do love a good sense of humor around here. Although we might feel irritated with the public, of course we always want to show compassion and kindness.</p> <p><b>Response 2 (150 characters):</b> I want to show appreciation and compassion for each person. They are choosing to donate their unwanted item(s) instead of selling or throwing it away.</p> <p><b>Feedback:</b> That's right! Many of our donors may be donating items for the first time to our facility and don't know our donation policies. It's important to relay our guidelines in a friendly and gracious tone.</p> <p><b>Scene 1.4: Dialogue (Text 200 characters)</b> Why do you think it's important how you act and respond while working the door?</p> <p><b>Response 1 (150 characters):</b> As an employee or volunteer, my actions and words reflect upon LiftUp. If I act poorly, the organization may be seen in a negative light.</p>	

<b>Lesson 6:</b> Working the Door on Donation Days		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>6.1 Scene 1</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Valeria Background: Door		<p><b>CONTENT (cont...)</b></p> <p><b>Feedback:</b> That's right! Our mission is to respect the dignity of every person, LiftUp serves our community by providing resources and assistance to meet basic human needs and strengthen self-sufficiency.</p> <p><b>Response 2 (150 characters):</b> It shouldn't matter how I respond to the public. I'm just a lowly volunteer.</p> <p><b>Feedback:</b> Not true! We view every single volunteer and staff member with the utmost value and respect.</p> <p><b>Scene 1.5: Helmets</b> <i>We have to pass any donated helmet onto the truck because of the liability issues associated with people wearing a used helmet.</i></p> <p><b>Scene 1.6: Donation Limits</b> <i>At the risk of overwhelming our staff and volunteers on busy donation days, we have to stick to our donation limits of 6 bags or boxes per person per day. We have to keep our staff happy, too!</i></p> <p><b>Scene 1.7: Keeping Calm</b> <i>Good job staying calm, even when the customer is visibly angry. It's important to not let an angry customer upset you. Try your best to remain relaxed and neutral.</i></p>	

<b>Lesson 6:</b> Working the Door on Donation Days			
<b>BLOCK ID</b>	<b>6.1 Scene 2</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Joseph Background: Living Room		<b>CONTENT</b>  <b>Scenario Title:</b> Donation Days at LiftUp  <b>Scene 2:</b> background image: furniture; character: man  <b>Scene 2.1: Dialogue</b> ( <i>Title 75 characters / Text 200 characters</i> ) Hi there! I'm moving. Is this where I drop off furniture?  <b>Response 1</b> ( <i>150 characters</i> ): No, we don't take furniture here. <b>Feedback:</b> That's not exactly true. We take furniture on a case by case basis. Let's try that again!  <b>Response 2</b> ( <i>150 characters</i> ): Well, it depends on the size. For large pieces you have to talk with our Thrift Store Manager Paul to see if he has room for it in the store. <b>Feedback:</b> Nice job! We can take smaller items here, as long as they are in great condition. The donor can also email Paul a picture of the item to see if he will accept it at the Thrift Store before they bring it to the donation center.	

<b>Lesson 6:</b> Working the Door on Donation Days		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>6.1 Scene 2</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Joseph Background: Living Room		<b>CONTENT</b>  (cont...)  <b>Scene 2.2: Dialogue</b> ( <i>Text 200 characters</i> ) OK, thanks! Some of it is quite large. Like a big couch and dresser. Do I have to bring that all the way down here just to see if there's room?  <b>Response 1</b> ( <i>150 characters</i> ): Yes, I'm afraid so. <b>Feedback:</b> If the furniture item is too big or not available at the moment, the potential donor can send an email with a photo of the item to the Thrift Store Manager.  <b>Response 2</b> ( <i>150 characters</i> ): Of course not! You can send a picture of the item with its dimensions to the Thrift Store Manager at this email address: <a href="mailto:tsmanager@LiftupRC.org">tsmanager@LiftupRC.org</a> <b>Feedback:</b> Very good! We don't want the person to have to drag the item down here if we might not be able to accept it in the Thrift Store at this time.	

<b>Lesson 6:</b> Working the Door on Donation Days			
<b>BLOCK ID</b>	<b>6.1 Scene 3</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Robert Background: biking family		<b>CONTENT</b>  <b>Scenario Title:</b> Donation Days at LiftUp  <b>Scene 3:</b> background image: people on bikes; character: man  <b>Scene 3.1: Dialogue</b> ( <i>Title 75 characters / Text 200 characters</i> ) Hey, do you take bike helmets here?  <b>Response 1</b> ( <i>150 characters</i> ): I'm sorry we do not. It's a safety risk. <b>Feedback:</b> OK, I get it. Go to Scene 1.5  <b>Response 2</b> ( <i>150 characters</i> ): Yes, of course! <b>Feedback:</b> Try again.  <b>Scene 3.2: Dialogue</b> ( <i>Text 200 characters</i> ) OK, I totally get it. How about a bunch of kids' bikes?	

<b>Lesson 6:</b> Working the Door on Donation Days		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>6.1 Scene 3</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Robert Background: biking family		<b>CONTENT (cont...)</b>  <b>Response 1 (150 characters):</b> If they're in good shape and work, you can bring them down. <b>Feedback:</b> <b>That's right! As long as the bike doesn't need any serious repair or parts, we can accept them. Bikes are popular in the thrift store, especially in summer.</b>  <b>Response 2 (150 characters):</b> Nope. <b>Feedback:</b> Let's try again!  <b>Scene 4:</b> background image: boxes; character: woman  <b>Scene 4.1: Dialogue (Title 75 characters / Text 200 characters)</b> Hi! I have like 25 boxes of great stuff! You're gonna love all of it. Mind if I just set them all right here?  <b>Response 1 (150 characters):</b> I'm sorry we can only accept 6 boxes or bags from each person per day. <b>Feedback:</b> Although this can be hard information to deliver, it's the correct answer. Otherwise we would have more donations than we can handle.	

<b>Lesson 6:</b> Working the Door on Donation Days		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>6.1 Scene 3</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Robert Background: biking family		<b>CONTENT (cont...)</b>  <b>Response 2 (150 characters):</b> I'm sure that's fine. <b>Feedback:</b> Although this news would make the customer happy, it would overwhelm the LiftUp staff and volunteers on an already very busy donation day. Volunteer and staff happiness matter, too!  <b>Scene 4.2: Dialogue (Title 75 characters / Text 200 characters)</b> Well that's ridiculous! What am I supposed to do with all of this great stuff? <b>Response 1 (150 characters):</b> You're welcome to return on the next donation day, which is every Wednesday and Friday. <b>Feedback:</b> Good job staying calm, cool, and collected, even when the customer is visibly angry.  <b>Response 2 (150 characters):</b> I don't know. Why should I care what you do? <b>Feedback:</b> Let's try again. It's important to not let an angry customer upset you. Try your best to remain calm and neutral.	

<b>Lesson 6:</b> Working the Door on Donation Days			
<b>BLOCK ID</b>	<b>6.1 Scene 4</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Terri Background: boxes photo		<b>CONTENT</b>  <b>Scenario Title:</b> Donation Days at LiftUp  <b>Scene 4:</b> background image: boxes; character: woman  <b>Scene 4.1: Dialogue</b> ( <i>Title 75 characters / Text 200 characters</i> ) Hi! I have like 25 boxes of great stuff! You're gonna love all of it. Mind if I just set them all right here?  <b>Response 1</b> ( <i>150 characters</i> ): I'm sorry we can only accept 6 boxes or bags from each person per day. <b>Feedback:</b> Although this can be hard information to deliver, it's the correct answer. Otherwise we would have more donations than we can handle.  <b>Response 2</b> ( <i>150 characters</i> ): I'm sure that's fine. <b>Feedback:</b> Although this news would make the customer happy, it would overwhelm the LiftUp staff and volunteers on an already very busy donation day. Volunteer and staff happiness matter, too!	

<b>Lesson 6:</b> Working the Door on Donation Days		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	<b>6.1 Scene 4</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Terri Background: boxes photo		<b>CONTENT</b>  (cont...)  <b>Scene 4.2: Dialogue</b> ( <i>Title 75 characters / Text 200 characters</i> ) Well that's ridiculous! What am I supposed to do with all of this great stuff? <b>Response 1</b> ( <i>150 characters</i> ): You're welcome to return on the next donation day, which is every Wednesday and Friday. <b>Feedback:</b> Good job staying calm, cool, and collected, even when the customer is visibly angry.  <b>Response 2</b> ( <i>150 characters</i> ): I don't know. Why should I care what you do? <b>Feedback:</b> Let's try again. It's important to not let an angry customer upset you. Try your best to remain calm and neutral.	

<b>Lesson 6:</b> Working the Door on Donation Days			
<b>BLOCK ID</b>	<b>6.1 Scene 5</b>	<b>BLOCK TYPE</b>	Scenario Block
<b>NOTES</b>  Character: Valeria Background: Door		<b>CONTENT</b>  <b>Scenario Title:</b> Donation Days at LiftUp  <b>Scene 5:</b> <b>Congratulations, you did it!</b> You did a great job handling all of the public's questions and requests in a calm and friendly manner. Because of you, LiftUp will continue to be viewed as the vital community asset that it is.	

<b>Lesson 7: Assessment</b>			
<b>BLOCK ID</b>	7.1	<b>BLOCK TYPE</b>	Quiz
<b>NOTES</b>		<b>CONTENT</b>	
		<p><b>Assessment</b> It's time to test your knowledge about the donation center. Don't worry, you won't be graded on this quiz. And, you can re-take it as many times as you need to pass.</p> <p>1. When are the donation days and times at the Donation Center? <b>Choice Text/ Multiple Choice</b></p> <ul style="list-style-type: none"> <li>• Wednesdays and Fridays from 10am - 4pm</li> <li>• Everyday from 9am - 5pm</li> <li>• Every other day from 10am - 4pm</li> </ul> <p><b>Feedback</b> Correct: You got it! Incorrect: Our donation days are Wednesdays and Fridays from 10am - 4pm.</p> <p>2. If a donated item is in good condition, what is the first thing we do with it? <b>Choice Text/ Multiple Choice</b></p> <ul style="list-style-type: none"> <li>• Put it in the correct location in the donation center.</li> <li>• Tell everyone how much you love the item.</li> <li>• Take it home with you and sell it online for more money</li> <li>• Throw it into the garbage.</li> </ul> <p><b>Feedback</b> Correct: That's right, you will put the item in the correct bin, department, or plastic tub in the Donation Center. Incorrect: Not quite. You'll put items to be sold in the Thrift Store in the correct location or to the appropriate department in the donation center.</p>	

<b>Lesson 7: Assessment</b>		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	7.1	<b>BLOCK TYPE</b>	Quiz
<b>NOTES</b>	<b>CONTENT</b>  3. Match the item to the correct department. <b>Choices/ Matches</b> <ul style="list-style-type: none"><li>• socks, jackets, dresses, pants = Clothing</li><li>• lamps, TVs, headphones, video game consoles = Electronics</li><li>• pots, pans, dishes, art, baskets, vases = Housewares</li><li>• bike pedals, jump rope, weights, frisbee = Sporting Goods</li><li>• food, diapers, lotion, plastic forks = Food Bank</li></ul> <b>Feedback</b> Correct: Nice work!  4. If you don't know where an item goes, what do you do? <b>Choice Text/ Multiple Choice</b> <ul style="list-style-type: none"><li>• Stack items in a pile to be sorted later.</li><li>• Ask a coworker or a supervisor.</li><li>• Hide the item back in the bag you found it in.</li></ul> <b>Feedback</b> Correct: Yes! Don't be afraid to ask your coworker or your supervisor what to do with an item. Incorrect: Not quite. Don't be afraid to ask your coworker or your supervisor what to do with an item.		

<b>Lesson 7: Assessment</b>		<b>CONTINUED...</b>	
<b>BLOCK ID</b>	7.1	<b>BLOCK TYPE</b>	Quiz
<b>NOTES</b>	<b>CONTENT</b>  5. How do donations help Liftup? <b>Choice Text/ Multiple Choice</b> <ul style="list-style-type: none"><li>• Donations from our community are sold in the Thrift Store, and the proceeds from the Thrift Store help to fund our Food Bank and Community Support services.</li><li>• Donations are a great way for community members to get rid of their old junk so they don't have to take it to the trash or recycling plant.</li><li>• Donations help the LiftUp staff and volunteers fill their homes with beautiful treasures.</li></ul> <b>Feedback</b> Correct: That's right! Donations are a vital part of how our organization serves our larger community through its programs and services. Incorrect: The correct answer is: Donations are a vital part of how our organization serves our larger community through its programs and services.  6. Thank you for taking this course and assessment. Now, you're ready to be of service and have fun in the donation center. One last question before you go...  <b>Why are you most excited about working or volunteering in the Donation Center?</b> <b>(choose all that apply)</b> <ul style="list-style-type: none"><li>• Helping the community.</li><li>• Doing physical work.</li><li>• Meeting new people.</li><li>• Looking at all the donations.</li><li>• Getting out of the house.</li><li>• Listening to great music.</li></ul>		