

2018 Prince George Kettle Campaign

Hello Bell Ringers !!

Thank you for being a part of the Salvation Army's 2018 Christmas Kettle fund raiser and for giving up some of your busy schedule to help our community's less fortunate! Some people think we're all a bit crazy standing out in the cold for hours. In fact, The Salvation Army is able help feed the hungry, house the homeless, and free people from addictions because of your effort at the Kettles. That's more compassion than craziness! Below are the ins and outs of being a Kettle Bell Ringer.

Our Partner Locations want to provide their customers with the best shopping experience possible. You and The Salvation Army are part of that experience. So please help that experience by smiling, wishing folks a Merry Christmas or Happy Holidays, and by saying Thank You to people for their donations. To represent The Salvation Army in the best possible light, we ask that you do not eat, smoke or read while at your Kettle. Please keep the area surrounding your kettle stand tidy and ensure that your Salvation Army ID card is visible at all times. Finally, **PLEASE** refrain from using your cell phone or other e-devices while at your Kettle and please **DO engage the customers!**

People of all ages are welcome to be a Bell Ringer at the Kettles; those less the 16 years of age do need to be accompanied by an adult. Seating can be made available at most locations, though we do prefer that you stand at your Kettle to promote eye contact with our donors. While we typically see volunteers ring the bells for two hours, some may request up to four hour shifts. One hour shifts are also fine.

Your kettle stand may be stored in a secure location (Customer Service) overnight, so if yours is the first shift of the day, you may need to do a bit of searching. Check the **Location Instructions** at sapg.ca, ask a location employee, or call us at 250-596-HOPE for directions. All the necessary equipment should be with the kettle, including: two bells, receipt envelopes, pens, a laminated sheet of Emergency Procedures, and the kettle and its red stand. Feel free to bring extra ringing bells if you wish. **New for 2018** – you will find a supply of **Salvation Army "Thank-You" bookmarks** in each red supply bag. Please make sure you give one, or more, to everybody who makes a donation.

If your shift starts later in the day, it's likely that another bell ringer will be finishing their shift at your kettle; let them know you are the next Bell Ringer by showing them your ID Card. If the Kettle stand and bucket are not where you think they should be, please check the **Location Instructions** at sapg.ca or call us at 250-596-HOPE.

We all know that life happens.... If you can't make a shift, **PLEASE call The Salvation Army right away at 250-596-Hope (4673)** so that we can search our Short Notice Call List for a replacement volunteer. Remember that a closed Kettle is not collecting donations nor helping to support our cause.

If you are at an outdoor location, remember to dress very warmly! It's amazing how cold you can become standing outside in one spot for two hours. So, warm coat and boots, wool socks, long underwear, hats, gloves, scarves...the works. Some bell ringers bring a carpet square or a standing matt

to provide a bit more insulation for the feet and to prevent sore backs. Feel free to bring a thermos full of your favorite hot beverage; but please make it alcohol free.

Your Kettle should not be left unattended. If you need to warm up or to take a break, please have someone you trust stand in for you momentarily or call us at 250-596-HOPE for assistance.

If the foot traffic appears busier some distance from your Kettle location, please resist the temptation to move the stand. While your intentions are admirable, all the Kettle locations have been discussed with store managers and the best locations, all things considered, are being used.

At the end of your Kettle shift, if the next Bell Ringer hasn't arrived, give them a few extra minutes. If after that time they're still not on site or if you need to leave your Kettle promptly at the end of your shift, please call us at 250-596-HOPE. Likewise, please be considerate to those volunteers you are replacing by arriving for your shift on time.

If you have the last shift of the day, our Kettle Runners should be at your site as near to closing time as possible. You may leave your station if necessary, but only after you have moved the kettle to the designated secure spot (Customer Service or as per the **Location Instructions**).

No more than five people may volunteer at a given site at the same time. If you do have larger groups, consider ringing at multiple locations or booking with us as a group and rotating your group members through a Kettle site over a designated period.

Some volunteers want to make bell ringing a little more special by using instruments, music, and props. There are some simple do's and don'ts to keep in mind here. Musical instruments are a great way to attract attention to your kettle and perhaps bring in more donations; however, not all stores allow their use. If you would like to play an instrument or sing Christmas carols, please check with The Salvation Army beforehand. And while Christmas caroling may be acceptable, the use of radios or, CD players and the like is not.

Your pet may be the friendliest in town but not everybody is comfortable around animals, so please leave them at home. The only acceptable animals at Kettles are guide dogs.

If you have a special uniform you'd like to wear to represent your group or organization, feel free to do so.

If you have any other problems or questions, call either number on the back of your ID Card Badge immediately. It's a good idea to program these numbers into your phone.

Further **Volunteer Reminders** and **Trouble Shooting** tip sheet can be found in the red bag attached to your kettle stand.

Once again, thank you so much for your donation of time and for helping The Salvation Army GIVE HOPE TODAY to our community. Thank you for volunteering with The Salvation Army this Christmas season. May God bless you for your kindness and compassion.