

## CSR GUIDELINES

You may arrive Monday, Tuesday, Thursday and/or Friday, as early as 8:00am until 2:00pm or later (depending on the need) and/or Wednesday 8:00am until 6:00pm. The door on the south side of the building (under the awning at the top of the black ramp) is open when we are here. We are here on Mondays due to two large deliveries.

**\*\*If you are 15 or younger, an adult or legal guardian MUST accompany you. The adult is not required to work, but needs to be in the building while you are here. If you are doing CSR yourself, DO NOT bring children with you.**

We suggest you leave purses and any items of value in your car or at home. W.A.R.M. is not responsible for any lost or stolen items.

We have a system that logs all of the CSR hours for our organization. You need to be sure to sign in and out each time you are here and **MAKE SURE WE SIGN YOUR LOG SHEET EVERY TIME** you are here.

### **\*NO PROFANITY WHILE AT WARM\***

### **CONFIDENTIALITY:**

Please **DO NOT** answer any questions from clients concerning WARM. Angie, Ashley, or Christina will answer any client questions. **DO NOT** listen to any client/employee conversations, as they are confidential.

### **DUTIES:**

Unloading deliveries, sorting food items, stocking shelves, breaking down boxes, gathering and emptying trash, work in walk in freezer and/or cooler, possible cleaning, helping clients load their items into their car **ONLY** if asked by Angie, Ashley, or Christina.

### **HEALTH:**

The majority of our work requires lifting up to forty pounds. If you have any physical limitations or pre-existing conditions, please let us know when you arrive at W.A.R.M. We will be as accommodating as possible.

### **DRESS:**

You should wear comfortable clothes.

**NO** short shorts, pajama bottoms or sagging pants, clothes with graphic or inappropriate sayings, profanity or negative messages, miniskirts, see through clothing, tank tops, spaghetti straps, or muscle shirts.

All shorts and pants should sit at the hips with **NO** sagging and **NO** undergarments, or any part of the anatomy seen at any time. Tops should be of a modest cut/design with no cleavage or any part of the chest area or belly showing. If you wear leggings or yoga pants, your shirt or hoodie **HAS** to cover your bottom. Please keep in mind your clothes may get dirty.

You must wear closed toe shoes, **NOT** sandals/slides, house shoes/slippers, or flip-flops.

Depending on the weather, you may want to bring a jacket or hoodie for work in the cooler/freezer and/or work outside helping clients load their car.

### **CELL PHONES:**

**NO** cell phone use. If you need to text, make a call, or answer a call, **YOU MUST** ask Angie first.

If you like to listen to music while you are working, **YOU MUST ASK ANGIE FIRST**. If approved, you can only have one earbud in to ensure that you are able to hear Angie, Ashley, or Christina at all times. Please keep the volume low enough so that you are the only one that can hear your music, and you cannot have your phone out to skip songs.

### **SMOKING/VAPING:**

**NO** smoking/vaping or tobacco use **in or near** the building. Ask Angie **BEFORE** taking any type of break.

### **LUNCH:**

If you will be working with us for the day, you may bring a lunch. Lunch is 15 minutes. If you choose to take a longer lunch, you **MUST** sign out. **EVERYTHING** in the break room belongs to the employees. There is a water cooler and disposable cups in the break room you may use at any time. **CLEAN UP AFTER YOURSELF**. The food/drinks at W.A.R.M. are only for our clients. W.A.R.M. **DOES NOT** provide any food or snack. **DO NOT take, eat or drink any food or beverage from W.A.R.M.**

### **BREAKS:**

If you need a break throughout the day, **YOU MUST** ask Angie **first**.

**Everything and everyone that comes through W.A.R.M.'s door is confidential.**  
**DO NOT discuss ANYTHING about clients outside of W.A.R.M.**