



Sample Email Reminder

Send to **VOLUNTEERS** one week before ZWD.

Hello WONDERFUL Volunteers!

Can you believe that it's YEAR 5 for ZWD? Most of you are return volunteers and some are even 5-timers. Whether you are new or old to this fantastic event, we can't thank you enough for offering your time and your smile this Saturday to help both our neighbors in need and our planet.

Please take a few minutes to read the details below so that you know what to expect, and (for those to whom it applies) kindly read the UNLOADER and TRAFFIC CONTROL highlights at the bottom of the email so that you have a general understanding of what your job entails. We had just shy of 500 donors last year, and our ultimate goal is to never allow the traffic queue to stretch out onto Rt. 38, so we have very little time to get into a rhythm. Those with past experience are most welcome to help train the newbies.

Please read and respond with a "got it" email or we will follow-up with you if we don't hear from you by Wednesday night.

FINAL DETAILS

- **YOUR VOLUNTEER SHIFT** ~ We feel quite confident that we've captured all of our volunteers' names and email addresses on SignUpGenius. Please visit this [link](#) to confirm your shift. (You should have received an automated reminder from SignUpGenius today.) If you have a conflict, please let us know right away.
- **ARRIVAL AND DEPARTURE TIME** ~ Please do everything in your power to arrive on time or even a few minutes before your shift starts. Traffic Controllers should look to Marlene Gasdia-Cochrane for leadership, Car Unloaders should seek out Jay McFadyen, and the Welcome Station will be trained by Loretta Ryan. (If you are assigned to a particular organization, go directly to their truck/collection area.) The leaders will provide assignments and instruction promptly at 8:30 and then again at 10:30. When you arrive, please seek the volunteer leaders rather than me (Beth McFadyen) because my primary focus between 8:15-8:45am will be the 30+ organization reps and their 10 stations. There is a half hour overlap of volunteers from 10:30-11am to allow for training of 2nd shifters. Once your replacement is up and running, 1st shifters have completed their duties for the day.
- **RED T-SHIRTS** ~ If you are a Tewksbury Congregational Church member and have previously earned a **Red Mission/Outreach T-shirt**, please wear it. If you are a TCC member who does not yet have one, please confirm your size request (S, M, L, XL, XXL) and I will have one waiting for you on Saturday morning. All non-TCC volunteers are kindly asked to wear a red t-shirt of your choice so that you can be distinguished as a volunteer. Folks working at the Welcome Station will be wearing Tewksbury Recycling Committee aprons as well.
- **NAMETAGS** ~ Upon arrival, please find the table (near the Refreshment Station) with nametags and sharpies and pop one on your shirt.
- **GATES OPEN AT 8:50ish!** ~ For the past four years, cars have started lining up as early as 8:30am. We can't risk having the queue stretch out to Main Street, so we absolutely need to open BEFORE our advertised start time of 9am. (We're totally about EXCEEDING expectations.)
- **YOUR PERSONAL DONATIONS** ~ If you are bringing donations or recycling with you, we kindly ask that 1st shifters perform their volunteer duties and then drive thru and that 2nd shifters drive thru and then volunteer. If you are signed up for both shifts, please talk to Marlene or Jay and they will ensure that your station is covered so that you too can drive thru. (And be sure to complete a car questionnaire so that we can count you as a donor.)

- **CUSTOMER SERVICE** ~ Of the 500ish donors that we will meet on Saturday, we can expect at least a handful of unhappy ones. We must do our very best to listen, smile and not engage in conflict. Loretta and Beth are happy to accept responsibility and take criticism for any less than positive experiences. Send the grumpy people to us!
- **FOOD AND BEVERAGES** ~ Come hungry, leave happy! Thanks to Dunkin Donuts, Donna's Donuts, Main Street Pizza and lots of TCC donors, we'll have hot coffee, breakfast treats, pizza for lunch, plenty of bottled water, and cookies/brownies too. In fact, we'll be having a donut taste-off, because Dunkins insisted that they send 6 dozen donuts in addition to the coffee that we requested. Needless to say, we have your food and beverage needs covered.
- **CHAIRS** ~ This is definitely an "on your feet" event. Feel free to bring your own portable (sports/camping) chair if you need to sit for a bit.
- **BATHROOM** ~ We've been told that the Wynn will be open at 8am until 1pm for restroom use. *(We are VERY thankful for this.)*
- **PARKING** ~ The entire upper left lot at the Wynn will be used for ZWD (see attached layout). Please do not park there or in the rotary. The best option for volunteer parking is on the grass behind the school or the parking lot at the opposite end of the school.
- **LITTLE KIDS** ~ What we've learned from our first four years is that a busy parking lot is a dangerous place for children. For that reason, we ask that kids age 11 and under not participate in Zero Waste Day and that kids ages 12-15 be loosely supervised by their parents/guardians to ensure their child's safety and also help them to communicate effectively with the donors. We kindly ask that children under age 12 not be dropped off at the Refreshment Center or anywhere else on the Wynn property to wait for their parents who are volunteering. It makes the drivers (and the other volunteers) very nervous.
- **EXTRA VOLUNTEERS** ~ We are delighted to have a full slate and we prefer not to have more volunteers than we need so that everyone feels useful and we don't have people "standing around." To that end, we ask that you not bring additional people with you unless they are currently signed up or unless you check with Beth or Loretta first.
- **JUNK** ~ We do not have permission to use the Wynn dumpster, so same drill as last year for unloaders... We don't want donors to drive away until all of their stuff is on a donation truck. We advertised that the organizations reserve the right to refuse items, and we do not have the means to dispose of items that cannot be donated, so we must kindly inform the donors that we didn't have an org that would take their item, so they will need to bring it home. *(Prepare for an unhappy face.)*
- **CLEAN-UP** ~ If you are working on 2nd shift and have a few minutes to help us to take down the signage, canopies, tables, etc..., it would be warmly appreciated. Beth and Loretta will be arriving on-site at 6am so we'd love to wrap it up as quickly as we can.
- **FACEBOOK** ~ It's amazing how many people learn about ZWD through FB. If you are a FB user and you haven't already done so, please **LIKE** our *Zero Waste Day, Tewksbury* page by clicking on this [link](#), and please **RSVP** to our 5th *Annual Zero Waste Day* event through this [link](#).

Should you have any questions, please don't hesitate to call Beth (cell: 508-423-1096) or Loretta (cell: 781-799-9466).

See you on Saturday! **Email or call to confirm that you received this message.** Continue reading below for Pre-Orientation Info.

THANK YOU SO MUCH!

Beth and Loretta

Pre-Orientation Notes for Traffic Controllers (see attached diagram)

- The Recycling Committee will greet and track donors at the base of Victor Drive just before the road widens into the rotary
- They will then send them through the rotary to Traffic Control where you will hold them in queue until we open for business (8:50ish!)
- Donors with just tires or just electronics recycling need only stay on the rotary and then drive out
- Donors with additional items will enter the parking lot
- On each side of the parking lot (let's call them side 1 and side 2), there are two driving lanes; one is an unloading lane and one is a drive thru lane
- Four traffic controllers will be stationed on that first unloading lane, and they will each have a blue flag with the word OPEN on it
- If the donor has household goods, baby gear, clothing or books, they will immediately enter the unloading lane (left lane) on side 1 and will be directed to the traffic controller holding the OPEN flag
- We will simultaneously serve four cars in the unloading lane with one traffic controller and two car unloaders assigned to each of the four stations
- The traffic controller is ultimately responsible for the "customer service experience" and will be the primary contact for the driver of the vehicle.
- If the car is emptied in this first unloading lane, the traffic controller will instruct the driver how to exit the parking lot
- If the donor has bikes, building supplies, animal supplies, batteries, ink jet cartridges, cell phones or electronics recycling, the TC will instruct the driver to enter the drive thru lane (right lane) on side 1 and then switch to the unloading lane (right lane) on side two where another traffic controller will direct them
- U-Hauls, trucks, or vehicles that appear to need more than 1-3 minutes to unload should be directed to "park" at the rear end of the lot (between Bikes Not Bombs on the left and Lowell Wish on the right) to keep our traffic flow moving.

Pre-Orientation Notes for Car Unloaders (see attached diagram)

- You will either be assigned to unloading station 1-4 or you will be assigned to assist one of our organizations
- We have professionally printed category signs with a list of the orgs that accept those items posted below it
- Your job is KEY to keeping our lines moving. Two unloaders will be assigned to each of the four stations.
- The most important thing for you to remember is to ONLY unload household goods, baby gear, clothing and furniture on side one
- If the donor has bikes, electronics, pet supplies, building supplies, batteries, cell phones, or ink jets, you must instruct them to drive around to side 2 to unload
- The goal is for each car with side one donations to be unloaded in less than 3 minutes
- You will quickly get a feel for which orgs take what items. Trust us!
- Multiple organizations take certain categories of items. For example: We have four orgs that will take clothing. It is fine to give it to any of the four organizations, but try to make sure that each org is getting an ample supply.
- You may find that some orgs will defer when they have too much of one thing. For example: Community Giving Tree may have enough high chairs and ask you to offer it to Wish Project. You'll see lots of sharing and goodwill at ZWD
- Don't get stuck with "junk." It's important not to let a donor drive away until all of their donations have been accepted by one or several of the non-profits. If the orgs won't take an item, the donor must take it home. We do not wish to use the Wynn dumpster, as it is an expense to the town.
- Many donors think that we accept HAZARDOUS WASTE. We do not. We do, however, have battery recycling this year.
- Traffic Control is responsible for getting cars into and out of your unloading station using their blue OPEN flags
- Please be sure to ask donors if they require a tax deduction form. Some of the orgs will provide one and others won't. If it is critical to the donor to receive a form, please select the donation truck accordingly.
- Although you will feel like you are running on fast-forward, please take time to welcome and thank the donors
- Please be safe and ask for help when lifting heavy items