



Sorting Department Guidelines and Procedures

Household goods donated to Flourish are passed through the Sorting Department to be inspected and dispersed to the appropriate departments or placed in the showroom for guests. Each box/sack/container must be inspected as the donated container may contain several types of items.

We Accept:

- small kitchen appliances and microwaves
- vacuums
- irons and ironing boards
- cleaning tools
- lamps
- area rugs and floor mats
- curtains
- mirrors
- artwork
- decor items
- televisions
- bed, bath, and kitchen linens
- pots and pans
- bakeware
- glassware and dishware
- utensils.

See ***Donation Guidelines*** for more information.

We Do Not Accept:

- baby items (including cribs, pack and play, or car seats)
- holiday decor (including Christmas)
- unframed mirrors or empty picture frames
- pet items
- books
- purses
- jewelry or accessories
- clothes.

We will not place any of these items on the showroom floor, but we can regift many of them to other groups. For more information, see the document titled ***Donations We Don't Accept Go To.***

Donated items should not be stained, broken or chipped, torn, or otherwise damaged. Exceptions will be noted in each category's guidelines.

Sorting Department Ground Rules

- Decisions made by an individual volunteer are final and are not to be second-guessed or undone. If a volunteer is not following the written guidelines, please kindly point out the applicable guideline to that volunteer. The Sorting Department values each volunteer who spends their time sorting donations, and wants to make all feel that they truly accomplished something at the end of their shift.
- If a judgment call is needed, feel free to consult another volunteer. This is not a perfect process, and we are not expecting perfection in decision-making. Do your best to respect the intent of the donor who gave the item and the family who will be receiving the item.
- For the sake of continuity and uniformity, please follow the written guidelines and processes. If you have a question about a guideline or process, please ask the Sorting Department Liaison or the Director of Volunteer Programs. If they are both unsure, the question can be resolved by the Executive Director.
- If an item is set aside for a specific volunteer, it should be clearly marked for that volunteer and placed at the front desk. Once the volunteer is notified (by whom?), the date when they plan to pick up the item also needs to be marked on the item.
- All donated items belong to Flourish, and all volunteers are to have access to them for sorting and stocking purposes. No volunteer should take ownership of any one item or category of item and not allow others to sort or stock that item.
- As you are sorting, please keep in mind that people have different personal tastes. What you like may not appeal to someone else and vice versa. All items that meet our donation guidelines should be stocked in the showroom.

Electrical Appliances

Place all electrical appliances, including lamps (with cords or batteries), on the Electrical Department cart in the Sorting Department. The Electrical Department tests the appliances before they are placed in the showroom.

Unless items are purchased new by Flourish, even boxed items that appear to be new must go to Electrical for testing.

Dishes

1. Dishes, silver/stainless flatware, and all knives are sent to the Dish Pack Department. The Dish Pack Department accepts dinnerware place settings, single place setting items, glasses, small bowls, cups, mugs, serving dishes, flatware, 8- and 12-ounce stemmed glasses, kitchen knives, tablecloths, napkins, placemats, table runners, sugar/creamer sets, and salt and pepper shakers.
2. Glass casserole dishes, 13x9 glass pans, and Pyrex dishes should go directly to the showroom for guests to choose from as they shop.
3. Any glassware used for alcohol or with an alcohol-related logo is placed on the donations table for Blessings Abound. The one exception is 8- to 12-ounce stemmed wine glasses which are given to the Dish Pack Department to use as water glasses.

4. China sets with silver or gold accents are placed in a designated location to be sent to Blessings Abound. All china that does not have gold or silver accents goes to the Dish Pack Department. They will either use the pieces or contact Good Stuff China for pick up.
5. Glasses, plates, and mugs that are not used at Flourish can be placed in the Rage KC bin. They will not take stemware, heavy glass, or items with a religious/church logo or motif. Chipped items can go into this bin also.
6. Plastic and glass items for recycling should be placed in the bins are under the end sorting table. These can be taken to Bridging the Gap at the Red Bridge Park N Ride lot. will be responsible for emptying these bins when they get full.

Pots and Pans and Bakeware

1. Items should not be warped, burnt, rusted, have loose handles, or have damaged non-stick surfaces. Damaged metal items are placed in the metal recycling bin under the table closest to the showroom doors. When this bin gets full, please empty it into the large metal recycling containers between the Woodworking Department and the bed storage area. See map.
2. If a pot or pan does not have a lid, try to find a well-fitting lid from the lids bin in the storage area.
3. Stock the showroom with cookware as space allows, or put items on the storage shelf in the sorting area by other pots, pans, and bakeware.

Kitchen Utensils

1. Kitchen utensils should be clean and in good working condition.
2. There is one box for utensils that will go in the showroom, and another box for utensils that will be used in the Kitchen Essentials Kits. These boxes are clearly marked.
3. The items that go into a Kitchen Essentials Kit are:
 - a can opener
 - a peeler
 - measuring cups
 - measuring spoons
 - a serving spoon
 - a scraper
 - a spatula
 - a pot holder
 - a pitcher

Kitchen utensil holders can also be placed in the Kitchen Essentials Kit area to be used in place of the pitchers that are typically used.

4. Kitchen utensils that are not part of the Kitchen Essentials Kits can be placed in the kitchen aisle in the showroom or placed on the storage shelf in the sorting area.
5. All knives go to the Dish Pack Department. Knives are never placed in the showroom.

Decor Items

1. Decor items should not be damaged or have missing parts, and should be appropriate. Items used for alcohol or with an alcohol-related motif are donated to Blessings Abound.
2. Decor items can be placed in the showroom if space allows or put on the shelves designated for decor item storage in the sorting area.

3. Holiday decor will not be stored for future holidays. Décor for St. Patrick's Day that comes in at the beginning of March, for example, can be put in the showroom. By contrast, Christmas décor that comes in at the beginning of March is not kept. Holiday décor is donated to Blessings Abound.

Art and Mirrors

1. Art and mirrors must have frames and have a means to hang or stand the art.
2. Art should have glass, a secure back, an intact frame, and not have mold or grime under the glass. Artwork or frames without glass should be placed in the special bin marked "MIKE LEWIS – PHOTOGRAPHER". Mike is a professional photographer who picks up frames we cannot use.
3. Cloth art such as cross stitching that is not under glass must be clean with no stains, be in an intact frame with backing, and have a way to hang or stand the art piece.
4. Images in the artwork should be appropriate. Any images, motifs, or logos that are personal or could be perceived as derogatory or demeaning will not be kept.
5. Personal awards, company mementos, or personal family photos should not be placed in the showroom.
6. Empty frames can be placed in the storage area of the sorting area; however, a stockpile of frames should be avoided. All frames must have glass, a secure back and a means to hang or stand the frame if it is used for a picture or art.
7. Appropriate art without a frame can be stored in the designated art storage area to be framed when a frame becomes available.
8. One box of excess frames can be packed for Blessings Abound and added to the items delivered to them each Tuesday.
9. Pictures that are not appropriate for Flourish should go in the bin marked "MIKE LEWIS – PHOTOGRAPHER".

Miscellaneous Items

1. Insulated mugs and water bottles must have lids and be inspected to be sure they are clean. Mugs and bottles can be placed in the showroom or in the designated bin in the sorting area. **(We need to find a place for these to go once the bin is full. Ideas are welcome.)**
2. Luggage and travel bags must be clean with workable closures. Place these items in the showroom under the Dish Pack display. When this area is full, excess luggage should be placed on the Blessings Abound cart.
3. Ironing boards, cleaning tools, storage shelves, hanger sets, and bins are placed in the laundry/cleaning supply area in the showroom.
4. Decorative baskets should be clean and not damaged. Place on the shelf designated for baskets in the showroom.
5. Lamp shades must be clean and not stained. Some shades have plastic liners which should be intact and not cracked/broken. The shades are kept with any lamps going to the Electrical Department for testing. If they are not with a lamp, they are placed in the lighting area of the showroom. If this area of the showroom is full, please put extra lamp shades in the back of the warehouse with the extra lamps.
6. Decorative pillows must be clean and not stained. The pillows can be placed in the designated area of the showroom as space allows, or placed in the designated bin in the sorting area.

Additionally, decorative pillows may be placed on upholstered furniture in the showroom to make the pieces look more inviting.

7. If the pillow cover is soiled or damaged and can be removed, the pillow insert is placed in a designated area in sorting to be covered when a cover is available.
8. Flourish does not stock pet supply items. These items should be placed in the Pets bin under the king bedding in the sorting area. They are then donated to a local animal shelter.
9. Plastic hangers are placed in a designated bin in the sorting area. As time allows, the hangers are bundled in groups of ten using rubber bands and placed in the laundry area of the showroom. Metal hangers are set aside to be taken to the cleaners by Suzan Clark or Susie Harris.

Tools

1. There is a section in the decorative and bonus aisle of the showroom for simple tools like hammers, screwdrivers, and small wrenches that are good for everyday household use.
2. Tools for woodworking or sewing are sent to those departments. The department liaison will decide whether their department will use the tool or donate it.
3. There is a bin in sorting for ReStore. Home improvement items or tools not used in the showroom or in other departments can be placed there.

Packing Material

Clean, sturdy packing boxes, plastic bags that are clean and intact, and packing paper can be used in various departments.

- Small and medium boxes are sent to the Dish Pack Department.
- Large boxes and all sizes of plastic bags and plastic bins are sent to the packing area.
- Sheets of wrapping paper and bubble wrap are sent to the packing area. (Wrapping paper does not go on the showroom floor.)
- Small to medium boxes that are not suitable for the Dish Pack Department can be placed on or near the Blessings Abound donation table for packing items to be donated to Blessings Abound. All items on this table should be packed neatly and placed on the Blessings Abound cart at the end of each shift.
- Boxes that are not suitable for Flourish departments or Blessings Abound donations will be torn down and placed flat in the cardboard recycling bin at the end of the storage shelves in the sorting area.
- Clean, usable packing paper and extra bubble wrap can be placed in designated plastic bins under the sorting tables. When these bins become full, please take them to the Dish Pack Department for use in their dish sets.

Consignment

When an individual donates to Flourish, their intent typically is for the item to go into the home of a family we serve. Flourish does reserve the right to consign items on a limited basis. **We do not consign items just because they are “nice.” Our guests deserve nice things.**

Consignment items might include collectibles, silver, collectible/autographed/limited edition artwork, and items we do not give away to guests. Flourish has a volunteer who will list items for sale and collect payment for Flourish.

7. There is a bin in the sorting area for sofa and chair covers. Covers are placed in the bin for the Upholstery Department to use. This bin will be moved to the Upholstery Department soon.
8. When there is a large inventory of sheets and pillowcases, the extra bedding will be placed on a designated shelf in the bonus aisle of the showroom for guests to select additional bedding.
9. Pillow shams are sorted by color in bins and are bundled with the comforters.
10. There is a shelf of odd-shaped pillows in the sorting area that need to be matched to pillow shams.

Sheets

1. If the item is in good, usable condition, lay the linen out to determine its size. Measuring tapes and charts are available in the linen sorting area.
2. Sheets with narrow fitted pockets are placed in the City Union Mission bin. Carol Lay will take items to City Union Mission.
3. Make sheet sets by combining matching or coordinated sets of quality donations as listed:
 - Twin, Twin Long, Twin XL: 1 fitted sheet, 1 flat sheet, 2 pillowcases
 - Full, Queen, and King: 1 fitted sheet, 1 flat sheet, 4 pillowcases
4. Fold and roll all matching linen items for the set into a rolled package and tie with a fabric strip. Write the size of the set (Twin, Twin Long, Twin XL, etc.) with a permanent marker on the end of the fabric strip. Folding instructions are provided.
5. Place the finished set in the storage area marked with the corresponding size.

Towels and Shower Curtains

1. Make towel sets by combining matching or coordinated sets of quality donations as listed:
 - Bath towel, hand towel, wash cloth.
 - Beach towel, hand towel, wash cloth.
 - Beach towel – mark it as such if it is only a beach towel and not a set.
2. Fold all matching towels for the set into a rolled package and tie with a fabric strip. Folding instructions are provided.
3. Place the finished towel set in the storage area marked with the corresponding towel size (bath or beach).
4. Fold and roll shower curtains, tie with a fabric strip, and mark the end of the strip as “shower curtain”. Place the shower curtain in the designated area in the showroom near the towels and other bath items.

PROJECTS FOR NEW VOLUNTEERS OR ONE-TIME VOLUNTEER TEAMS:

- Pull single pillow shams out of the pillow sham sorting area and place .
-