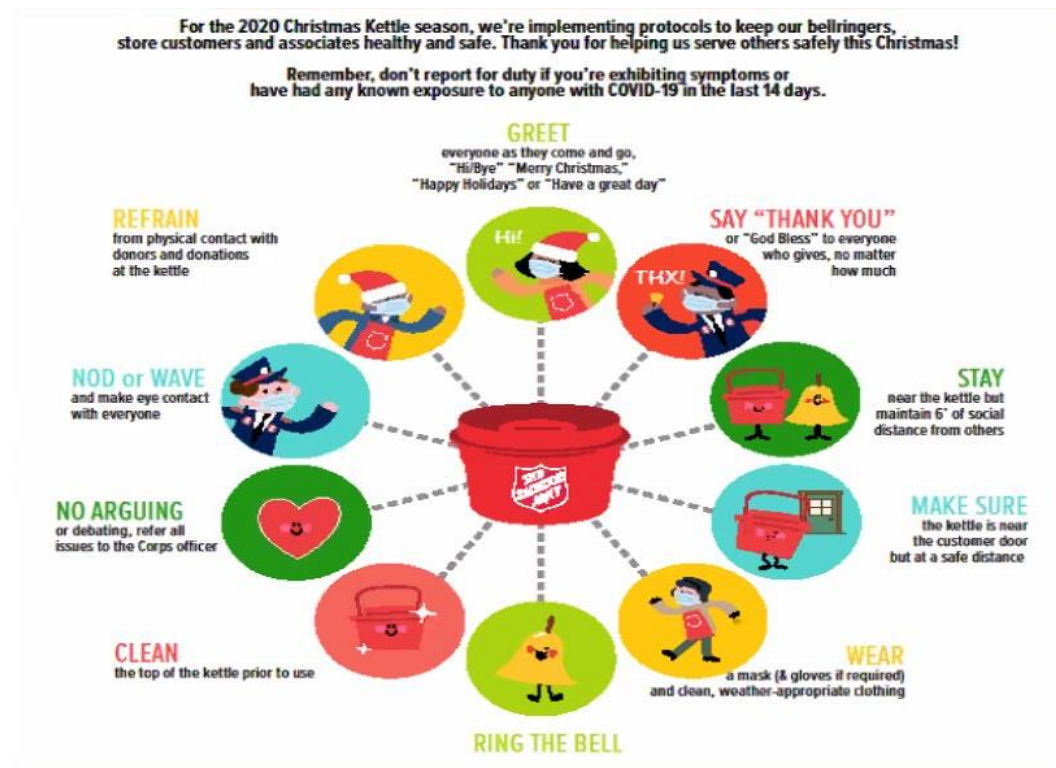


## Instructions and Tips on Bell Ringing for 2020 Contacts when you are Bell Ringing: James Sober, Kettle Coordinator – 719-367-3363 or Ted – 719-351-0462

### 1) Bell Ringer COVID-19 Guidelines and Safety Protocols

- a. Bell Ringers will need to view a short national training video that includes how to safely perform their duties and engage with the public. [Click here to watch the video.](#)
- b. Bell Ringers will follow CDC, state, and local guidelines related to exposure and cannot volunteer for any activity if exhibiting symptoms or have had any known exposure to anyone with COVID-19 in the last 14 days.
- c. As an individual approaches the kettle, Bell Ringers need to maintain social distancing.
- d. Bell Ringers will not have any physical contact with any donations or individuals.
- e. All kettle equipment should be cleaned prior to use and kettle tops and sides will be sanitized every hour at a minimum (sanitizer will be provided).
- f. You will be provided with a mask (required), gloves, and sanitizer. You may also wear your own gloves and mask if you wish. A Salvation Army apron can also be provided by the Kettle Coordinator if you wish to wear one.



- 2) Our Kettle Coordinator will provide / help set up the kettle for the first shift of the day at Walmart and City Market. He will also retrieve the equipment at the end of the day or when there is no bell ringer for the next shift in these locations. Some specific instructions for each location below:
  - a. **Walmart** – Only the East entrance (grocery side) is open. The Kettle Coordinator will provide you with personal protective equipment, wipe down the kettle if needed, and be available throughout the day if there is a problem. If necessary, you can place the kettle equipment in the closet marked Salvation Army in the vestibule on the right (please notify the coordinator / Ted if you do so). You can ring inside the vestibule in instances of inclement weather.

- b. **City Market** – We are required to verify the temperature of Bell Ringers at City Market – the Kettle Coordinator will check your temperature at the beginning of your slot and provide you with personal protective equipment, etc. If you are done for the day and no one has come to relieve you and the Kettle Coordinator is not available, please leave at the service counter and notify the Kettle Coordinator / Ted that you have done so.
  - c. **Cripple Creek Market** – Go to the customer service counter. They will have the kettle stand, etc. in the room to the left of the customer service counter. The Kettle Coordinator will not be available here, but if you have problems or concerns, please contact Ted.
  - d. **Divide Venture Market** – Go to the customer service desk. The Kettle Coordinator may be available periodically if you have a problem – if not, please contact Ted.
- 3) The bell ringing location is to be outside the store, near the entrance, but not blocking the flow of traffic into and out of the store and must allow for social distancing. **Only ring bells inside the store with the permission of the store manager (in rare cases of severely inclement weather).**
  - 4) **WALMART SPECIFIC Info - please do not sing or play instruments or bring animals unless you have prior approval by store manager. Other locations do not have this provision.**
  - 5) *If you do bring an animal, the animal **MUST** be leashed, friendly, quiet and non-disruptive.*
  - 6) If no one is ringing when you arrive and you were not the first shift of the day, please see instructions in item #2 on where to locate the kettle depending on your location. If you are ringing at Walmart or City Market, contact the Kettle Coordinator.
  - 7) **NEVER LEAVE THE KETTLE UNATTENDED!** Please wait for the next person to arrive before leaving. If no one comes to relieve you, please put the kettle and other items away where indicated in #2 and contact the Kettle Coordinator and/or Ted (cell) to let them know.
  - 8) Please try to be 5 minutes early for your shift to relieve the person ringing before you.
  - 9) **Do not verbally request donations or approach the store's customers, but please do say "Thank You" to donors. Be friendly to everyone and smile, whether they give or not!** Always have a pleasant attitude. Remember, you represent the spirit of the Holidays and The Salvation Army.
  - 10) If you represent an organization or business, you are welcome to bring a small sign indicating the business or organization information. **No soliciting please.**
  - 11) **Minors under 18 must be accompanied at the kettle by an adult.**

If you have any problems or concerns, please contact Ted or James at the numbers indicated above.



## TIPS FOR BELLRINGERS

- 1) Use common sense at all times.
- 2) Understand that we don't have the "right" to stand our kettle at any store. We're there because we're invited. So, be gracious and kind in your dealings with and about the store and management.
- 3) Be clean and presentable and dressed in weather-appropriate attire (modest attire please, and wear The Salvation Army bell-ringing aprons if possible). Layered clothing is recommended as we never know what the Colorado weather will bring! **The sun does not shine on the Walmart or City Market entrances!**
- 4) Be gracious, even with those who choose not to give. We don't ask people to put money in the kettle - we just make it easy and fun for them to do so.
- 5) We prefer that you stand at your kettle, but a stool will be provided in the event you need to sit and ring the bell.
- 6) Do not use your mobile phone unless you are on a break or in case of an emergency.
- 7) Never smoke at the kettle. Having a hot beverage or snack is fine, however.
- 8) **Be Creative** - wear a Christmas hat, holiday sweater, sing carols, dance, etc. Have fun!
- 9) Wish people a "Happy Holiday." And it's ok to say Merry Christmas.
- 10) Keep a 'cheat sheet' handy with kettle-appropriate messages:
  - a. Thank you for your donation to help people in need this Christmas and all year long.
  - b. 90% of your donations to The Salvation Army in Teller County stays in this community to help our neighbors with rent, utilities, and shelter. The remaining 10% goes to The Salvation Army headquarters as a tithe.
  - c. If you'd like more information about The Salvation Army, please find us online at [www.salvationarmyusa.org](http://www.salvationarmyusa.org).
- 11) Please don't discuss Salvation Army policies, positions or theology. Questions of this nature should be referred to Ted Borden @ 719-689-3584 ext 105. Questions about basic needs services should be directed to The Teller County Salvation Army / The Aspen Mine Center / Community of Caring @ 719-689-3584. Media requests (such as reporters asking for comment or wanting to film) should be referred to Ted Borden @719-689-3584 ext 105.

**Most of all - The Salvation Army is grateful to you for your service!**