Volunteer Guide

Celebrating 25 Years

Vancouver - Marpole
Vancouver - River District
Burnaby
Coquitlam
North Vancouver

auntleahs.org
Aunt Leah’s Place is a registered charity that, for over 30 years, has been helping prevent children in foster care from becoming homeless and young mothers in need from losing custody of their children (Mission Statement). To accomplish this Aunt Leah’s Place provides supported housing, education, employment training and coaching on essential life skills.

3 Facts About Metro Vancouver Youth in Care
- Youth in care abruptly lose all government support at age 19
- 300+ youth “age out” of government care in Metro Vancouver annually
- 45% of BC youth in care experience homelessness within 3 years after “aging out”
How It Works

Volunteers can sign up for shifts by contacting the Volunteer Coordinator
By Email: hrayson@auntleahs.org By Phone: 604-525-1204 ext. 252 or 778 551 5535.
You can also register online at: auntleahs.org/treelotssignup

You’re free to sign up for as many shifts as you would like. It’s a lot of fun so you may want to sign up for several. Registering for weekly shifts really helps us out. Regular shifts are between 4 and 4.5 hours. Feel free to volunteer with groups, invite your friends and family along or ask your boss to get your colleagues out of the office for a day of giving back to the community!

We will keep the supply tent stocked with lots of snacks, hot coffee and water, gloves and other gear as well as a propane heater for the chilly winter days. Orientation happens on-site and there is no experience required.
Volunteer Job Positions

Customer Support

The Customer Support Team loves to help customers find their perfect Christmas Tree. They are comfortable approaching customers and are open to getting their hands dirty using the Tree Baler or Cross-Cut Saw. The Customer Support Team might also be called to unload trees, hang signs, take payments or help with deliveries. It is important that volunteers understand that tasks are delegated by each tree lot manager. You may be asked to do any of the duties listed below.

Assigned Duties: Customer Support

• Help Customers Select a Tree
• Explain Benefits of Each Tree
• Explain Aunt Leah’s Vision
• Recommend Accessories
• Unload Trees from Truck
• Organize Trees
• Wrap Sold Tree Using the Tree Baler
• Clean Up Tree Lot
• Saw Off Tree Trunk Ends
• Bringing Purchased Trees to Customer Vehicles

Cashier

The Cashier is in charge of finalizing sales at the Tree Lot. Cashiers are comfortable working with money and operating our debit/credit system. The Cashier also answer questions and informs people about Aunt Leah’s Place.

Assigned Duties: Cashier

• Track all Sales
• Handle Cash
• Operate Debit/Credit Machine
• Reconcile Sales After Shift
• Answer Customer Questions
• Explains Aunt Leah’s Vision

Your Tree Lot Manager will assign & train you in one of these jobs. Please let them know of any limitations.
Student Volunteers

We work with dozens of students and student groups every year. It’s a great opportunity for students to get their required volunteer hours for graduation while giving back to the community. It’s easy to sign up and all training and orientation takes place onsite. We have 5 locations with afterschool and weekend shifts available. We will also provide a letter of reference upon request. Boost your university applications and have a great time getting your volunteer hours with Aunt Leah’s Trees!

Below are some of the tasks that students may be asked to do.

- Track all Sales
- Handle Cash
- Operate Debit/Credit Machine
- Reconcile Sales After Shift
- Answer Customer Questions
- Explains Aunt Leah’s Vision

Group Volunteers

We love working with groups large and small. We’ve worked with clubs, teams, corporate, church, community, and family groups for more than 20 years. It’s a great team building exercise that allows you to spend quality time with your group while giving back to a great cause. We would love to welcome you and your group to join us this season.
Tree Styles & Attributes

**Sustainability** - Aunt Leah’s Trees is proud to work with sustainable tree farmers, who give us the best of their product. Our trees are sourced locally from around BC and the great Cascade region. By growing trees these farmers also provide a sustainable habitat for our regions wildlife.

**Greenest Christmas Tree — Real or Artificial?**
Did you know that an artificial tree has 3x more impacts on climate change and resource depletion than a natural tree. It has been shown that artificial trees on average will last for six years in persons home, but for centuries in our landfills.

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**Noble Fir - $17/ft**
- Best Needle Retention (1/8)
- **Sturdiest Branches**
- Classic Triangle Shape and Layered Look
- Bluish Green Colour
- Strong Classic Tree Smell

**Nordmann Fir - $17/ft**
- Great Needle Retention (4/8)
- **Scentless Tree (Good for Allergies)**
- Attractive Foliage, Needles are Not Sharp
- Symmetrical Form & Open Branch Structure
- Traditional European Christmas Tree

**Grand Fir - $12/ft**
- Poor Needle Retention (7/8)
- **Citrus Aroma (Try Crushing the Needles)**
- Lighter Green in Colour.
- Usually has a Lower and Greater Girth.

**Fraser Fir - $17/ft**
- Great Needle Retention (2/8)
- Attractive Triangular Shape
- Upward Curling Branches, Strong Limbs, & Soft Needles
- **Silvery Underside of Needles (Two-Tone)**
- Woodsy Fragrance

**Cultured Douglas Fir - $12/ft**
- Okay Needle Retention (5/8)
- Dark forest green in colour
- **The Most Popular and Least Expensive Cultured Tree (shaped).** Ends up in 60% of Homes.

**Interior Douglas Fir - $10/ft**
- Okay Needle Retention (6/8)
- Uncultured Tree (not shaped or sheared)
- Open, Layered, Natural Look.
- **Farmed in B.C. (East Kootenays)**

**Jack Pine - $12/ft**
- Medium Needle Retention (8/8)
- Natural Grown BC Tree
- **Light Pine Smell**
- Most widely distributed in Canada.
Tree Lot Tools

Utility Knife (a.k.a. Box Cutters; X-Acto Knife)
The Utility Knives are used to cut twine off of trees, netting and other thin objects. These knives have a retractable blade. They should be in the retracted position unless being used and then returned to their container when not in use.

Loppers
The Loppers are used to cut off the lower branches of the tree. You need two hands to operate the Loppers, making it nearly impossible for the operator to cut themselves. If you have a helper holding the tree or a branch, be careful that their fingers are not near the cutting head of the Loppers. Please return the Loppers to their container, near the Saw Horse, when not in use.

Bow Saw
The Bow Saw is used to cut the base end of a tree trunk. These saws are made to cut on the push stroke, not on the pull stroke. For optimal cutting use a long, light pressured, back and forward stroke. The weight of the saw itself is enough to create adequate downward pressure when cutting on the push stroke. Please return the Bow Saw to their container, near the Saw Horse, when not in use.

Tree Baler
The Tree Baler is used to wrap trees in netting, making them easier for transportation. To use the Tree Baler, insert the trunk end of the tree into the funnel. Once the tree is inserted, grasp the tree trunk & netting and pull the tree through. Cut netting with the utility knife close to the top of tree. All the netting is recyclable.

Safety

First Aid Kits
Location: First Aid kits are located in the Cashier’s Tent, on the top of the equipment shelves.

Contents: First Aid kits contain band-aids, antiseptic ointment, gauze bandages, Tylenol.

Safe Lifting
Two people are required whenever lifting a large Christmas Tree.

Large Christmas Trees can be moved safely by laying them down on the ground and pulling them by the trunk end, with the top end trailing on the ground.

Propane Heater
Tree Lot managers are in charge of lighting and extinguishing the Propane Heater. Please do not touch the heaters.
Tree Lot Clothing

We want all of our volunteers to stay warm and dry for their shifts, please dress for the weather and follow this guide.

Bottoms & Footwear

- Wear insulated footwear (preferably waterproof material)
- Don’t wear your favourite pair of heels, or any footwear that you can’t stand in for hours in the cold.
- Wear suitable, layered pants.
- If the conditions are frigid, jeans won’t keep you warm.

Tops & Outerwear

- Layer sweaters, shirts, and winter jackets.
- Don’t wear a light cotton shirt, and a hoodie. (To keep warm, dress for winter conditions)

Extras & Layering

- Dress for the conditions. (gloves, toques, and layers will help you combat the cold)
- If you need to borrow clothing, there are jackets available, however, be mindful of others and do your best to prepare for winter conditions
Get Social & Have Fun!

We hope volunteering at Aunt Leah’s Trees is an incredible experience. And we encourage you to share the great work you’re doing on Facebook, Twitter and Instagram. It’s experiences like yours, that help Aunt Leah’s build awareness and encourage more people to get involved.

Facebook: Aunt Leah’s Independent Lifeskills Society

LinkedIn: Aunt Leah’s Place

Twitter: @auntleahs

Instagram: @urbanthriftalp

Share your volunteer experiences with Aunt Leah’s by using #AuntLeahsTrees on Facebook, Twitter, and Instagram! We are always interested in hearing about your volunteer experience as well, contact our volunteer coordinator to share your story at Aunt Leah’s!
Support Youth in Care
Volunteer for Aunt Leah’s Trees

- Contact -

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Volunteer Coordinator
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auntleahs.org/treelotssignup