



BELL RINGING FREQUENTLY ASKED QUESTIONS

How does it work?

You sign up for a time, date and location that is convenient for you. After your timeslot has been confirmed, simply show up at the appointed location a few minutes before you are scheduled to begin. A kettle, bell and apron will either be at your location or you will take over for the ringer stationed there before you. Just start ringing and smiling! Look at people as they walk towards you. Your smiling face may be the only one they see that day. Wish shoppers a “Merry Christmas” and be sure to thank people for their donation. Please remember as a bell ringer, you are a representative of The Salvation Army. How pleasant and polite you are to people will reflect positively on our organization.

How long do I have to ring?

You may ring as long as you like, but we ask that you ring at least a minimum of two hours. We encourage volunteers to take four hours or more, as this helps The Salvation Army manage sites and volunteers more effectively. Find someone to share your shift with you

How many people can be at the kettle?

Most kettle sites have limited space. Groups of more than three people may intimidate potential donors to the kettle. Two or three people are optimal. We ask while you are ringing, you pay attention to the shoppers walking towards the store and put your cell phone away when shoppers are around. There is nothing better than making eye contact to encourage shoppers to make a donation. If you and your friends are distracted it gives the shopper an opportunity to pass by the kettle without making a donation. We want you to enjoy yourself and to remember the goal is to raise donations to help those in need in our community.

What if I have to reschedule?

If you find you are unable to make your scheduled ringing time, please call (260) 744-2311 ext. 217, if it is more than 48 hours prior to your shift. If it is less than that, call the contact number given to you by the Volunteer Kettle Coordinator.

What if the weather is bad?

Bell ringing is very rarely cancelled, but if there is inclement weather and you are unsure, please call the contact number given to you by the Volunteer Kettle Coordinator.

What do I wear?

Unless it is otherwise noted, you will be standing outside so dress appropriately! If it is cold, bundle up! Wear lots of layers and especially good, comfortable shoes. Some volunteers bring a small carpet square or rug to stand on, to help their feet stay warmer

and prevent sore back muscles. You may also wear costumes, Santa or elf hats or clothing to represent your organization. Just don't forget to dress warmly.

What if my equipment is late?

Drivers delivering and picking up equipment may have multiple locations to deliver kettles, encounter traffic and may be late. Please be patient. If the kettle and bell is not delivered within 10 or 15 minutes after your shift start time, please call the contact number given to you by the Volunteer Kettle Coordinator.

What do I do with the kettle when I am finished?

The kettle is securely locked onto the stand and only Salvation Army staff may remove the kettle. If the next ringer has arrived, give the bell and apron to that person, so he/she may start the next shift. If no one has come to replace you or collect the equipment, place the bell and apron next to the kettle and you may leave. If you can, please call the volunteer kettle coordinator to let her/him know you are leaving. Volunteers are not responsible for "standing guard" over the kettle once their shift is finished.

Who do I contact in an emergency?

If you have an emergency while ringing, please call the number given to you by the volunteer kettle coordinator or one of the numbers provided to you on your volunteer badge. If it is a life-threatening emergency, please dial 911.

Does Bell Ringing count as community service?

Yes it does!! If you would like to schedule community service hours, please indicate this to the Volunteer Kettle Coordinator. If you have a form that needs to be signed, bring it to the Volunteer Kettle Coordinator either before or after you volunteer. You may also fax the form to (260) 744-2402 to have it signed (you must include your name and a number where the signed form can be faxed).

If you need a letter filled out on Salvation Army letterhead, email or call the Volunteer Kettle Coordinator to let her/him know you need your hours verified.

Why are there no kettles out on Sundays?

The Salvation Army is a Christian church and we want everyone to have the opportunity to attend a worship service on Sundays and have a day of rest.

What is the minimum age to bell ring?

Everyone of any age is welcome to ring at the kettle! We ask that youth under the age of 16 have their parent's permission to ring and youth under the age of 14 have adult supervision while they are volunteering.

Can I give out Christmas treats/gifts to shoppers?

We ask while you are volunteering, you do not give items such as candy canes, flyers or other items to shoppers. The stores have been gracious enough to allow our kettles in

front of their stores to receive donations. As part of our agreement with the stores, we are not allowed to give out items or promotional materials at the kettle.

Can I play music while I am ringing?

The majority of stores permit live Christmas music at the kettles, such as Hobby Lobby, Walgreens and Kroger stores. Many shoppers appreciate hearing the music at the kettle. Recorded music, such as radios and CD/MP3 players are not allowed. Also, amplified music is not permitted. If you have a group performing, we ask that you make sure the entrance to the store and the kettle are not blocked for shoppers.

Can I bring my dog?

Even if your pet is a favorite with all your friends, not everyone is comfortable being near a dog. We ask you leave your dog at home while you are volunteering at the kettle so all shoppers can feel comfortable entering the store and giving at the kettle. Assistance dogs for people with disabilities are permitted.