



Thrift & Thrive – Participant FAQs

(Frequently Asked Questions)

Who can join?

- Youth ages **16–24** who want to build skills, confidence, and experience in a supportive retail setting. No prior work experience needed!

Where does the program happen?

- **Thrift & Fund by Low Entropy** (552 Clarke Rd, Coquitlam) – where you'll do your volunteer shifts.
- **Local Library or Community Centre** - exact locations TBA. Past locations have included the Bettie Allard YMCA (555 Emerson St, Coquitlam) and the Poirier Library (575 Poirier St, Coquitlam). These locations are for the workshops.

When does the program run?

From **April - May 2026**.

- 3 workshop sessions (Oct 4, Nov 8, Dec 6 – all mandatory)
- 8 weekly thrift store shifts (same day/time each week), participants may start early (March 2026) or end late (June 2026), however a minimum of 8 shifts must be completed.

How many hours is it?

About **35–40 hours total**:

- Workshops: ~10-11 hours
- Shifts: ~20–32 hours (Training session +4 hours)

What are the shift options?

Shifts are 1 per week, same day/time each week.

Your shift will be confirmed at the start of the program based on your availability.

Options include:

- Weekdays: 9:30am–1:00pm, 1:00–5:00pm, or 5:00–7:30pm
- Weekends: 10:30am–2:30pm or 2:30–6:30pm



What if I miss a shift?

- We expect consistent attendance, but if you're sick or have an emergency, let us know. A make-up shift can usually be arranged.

What do the mentorship check-ins involve?

- You'll meet with a mentor during the workshops. These short chats are for **goal setting, resume tips, and support** — a chance to ask questions and celebrate wins.

What will I learn?

- Customer service & cashier skills
- Teamwork & communication
- Leadership & confidence building
- Financial literacy basics
- Resume and interview prep

What are the requirements to successfully complete the program?

- Attend all three in person workshop sessions (Apr 11, May 2, & May 23)
- Complete at least 8 volunteer shifts at our thrift store

What do I get when I finish?

- A **program certificate**
- A **reference letter** (upon successful completion)
- Volunteer hours toward graduation
- New skills, experience, and confidence

Is this a paid job?

- No, this is an **unpaid internship/volunteer program** — but you'll gain skills, mentorship, and references that will help you land jobs in the future.

What if I usually have a support worker?

- You can participate if your support worker attends the **training day and all shifts** with you. Families are responsible for arranging support.



How do I apply?

Click the **Apply Now** button on the [Thrift & Thrive webpage](#), fill out the application, and we'll be in touch with next steps.