



## 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 (Apr 12, May 3, May 24 – 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 12, May 3, & May 24)
- 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.