

We cherish our volunteers and thank you for considering joining our team.

We are very proud of our committed and compassionate volunteers and we hope you will find the Helping Hand as rewarding as we do.

We want to welcome you by communication a few important aspects of our operation.

Volunteer Hours:

The daily volunteer time is flexible for those who sort, hand and display clothes and household items. Volunteer day and time vary depending on availability.

Hours of Operation:

Tuesdays 12:30 - 2:30 p.m.

Wednesday 5:30 - 7:30 p.m.

Thursday 9:00 - 11:00 a.m.

Saturday 9:00 - 11:00 a.m.

New Volunteer List:

- **Fill out a a new volunteer application.**
- **Attend Civil Rights and Sensitivity training and volunteer meetings.**
- **Please ask questions if you need clarification.**

Volunteer Expectations:

- **Volunteers may occasionally take home a few pieces of clothing or goods. A small donation would be greatly appreciated.**
- **Please park in the street on the north and east sides of the building.**
- **Positive suggestions can be written down and placed in the box in the galley.**
- **Money that is handed to you as a donation can be placed in the locked donation box in the galley.**
- **Be respectful and gracious to all volunteers and clients.**
- **Water and snacks can be found in the galley and in the volunteer refrigerator in the northeast storage area. Be mindful of others that might need a snack.**
- **Please make sure your clothing is not marked with offensive words or pictures.**
- **If issues arise, please contact Rachel at 515-961-3864, Pam at 402-689-2525 or warrencountyhelpinghand.com**

Break Room Etiquette:

- **In the “break room area” please be courteous to the other volunteers and clean up after yourself. Wash you coffee cup, put it back on the shelf and wipe the table. Do not leave dishes in the sink.**

**The Helping Hand Food and Clothing Pantry
Of
Warren County**

VOLUNTEER HANDBOOK

**109 East Clinton
Indianola, IA 50125
(515) 961-3864**

**warrencountyhelpinghand@gmail.com
Facebook: The Helping Hand of Warren
County
Website: warrencountyhelpinghand.com**

Mission Statement:

**Compassionately cultivate community and provide
essential needs and resources such as food and
clothing, household items at no cost to them.**

This institution is an Equal Opportunity Provider

Revised 2024