

Kiwanis Club of Ann Arbor Foundation

Voucher Instructions for Case Workers

We are planning to re-open the voucher program on October 1, 2020. The procedure will be very different due to Covid 19. You will be required to fill out the Voucher Form with your client prior to receiving an appointment. You will have to be as specific as possible in your request. You will then email the Form to Ellen, the voucher chair, at ellen@ellensquiltcreations.com. Ellen will then review your voucher request with the sales manager to assure we have sufficient inventory to meet your client's needs. Ellen will then contact you to discuss changes, if needed, and set up an appointment.

Appointments will be scheduled in 15-minute intervals from 9:15 am until 10:15 am. Only the Case Worker and one member of the Client family will be allowed in the building. All Clients and Case Workers must be out of the building by 11:00 am.

We will not have anyone available to help load items into your vehicles. You will therefore need to provide someone to help. They will remain in their vehicle until needed. You will need to provide a phone number so we can call them when they are needed to load merchandise. This person will not be allowed in the building.

When you arrive for your appointment, you will need to call the Cashier to check in. You will be told when to proceed to the customer entry door. Upon entry, each person will be asked to use hand sanitizer, have his/her temperature taken, be asked the required health questions and given a sticker with the time of entry and date on it to wear while in the building. It is mandatory that masks be worn while in the building. A mask will be provided to anyone needing one. While in the building, every person must maintain social distancing of 6 feet from anyone else. If your client is not willing to do any of these requirements they will not be allowed to take advantage of the Kiwanis voucher system. Ask the question! Find out now if there will be a problem.

Next, you will be assigned a Volunteer to help in selecting merchandise. That Volunteer will have your completed Voucher Form. Then you will pick up a cart for smaller items. Larger items will be tagged for moving later to the loading dock. Your group must remain together at all times. When shopping has been completed, the Volunteer, Case Worker, and Client will go to the cashier station with filled carts and tags for larger items. The items on the Voucher Form will be totaled by the Volunteer and handed to the Cashier. The Cashier will call the person waiting outside to help load merchandise to let them know it is time for them to get in line for pick-up. The Cashier will give the client a receipt for items purchased.

The Volunteer, Case Worker and Client will pack up items to be taken out to the waiting vehicle. Either the Client or the Case Worker will take the cart(s) containing the smaller items to the vehicle using the Customer Exit. The remaining person and the Volunteer will proceed to get the tagged items and move them to the loading dock to await pick-up.

If there are items which cannot be taken on Thursday, the Client will fill out a form for pick-up on Saturday. Items must be removed no later than Saturday morning during the sale.

These procedures are necessary to keep everyone safe. We appreciate your cooperation.