

# **Kiwanis Club of Ann Arbor Foundation, Inc.**

## **Voucher Instructions for Case Workers**

As of May 17, 2022

The Kiwanis Voucher Program re-opened June 2021. The procedure has changed. You are required to fill out the Kiwanis Voucher Form with your client prior to receiving an appointment. Please be as specific as possible in your request. You will then email the form to Debbie, the Kiwanis Voucher Program Chair at [annarborkiwanishelp@gmail.com](mailto:annarborkiwanishelp@gmail.com). Debbie will review your voucher request with the sales manager to assure we have sufficient inventory to meet your client's needs. Debbie will then contact you to discuss changes, if needed, and set up an appointment.

Appointments will be scheduled on Thursdays between 9:00am and 9:30am. All clients and case workers must be out of the Kiwanis Center 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.

When you arrive for your appointment, you will enter through the customer entry door. A Kiwanis volunteer will be there to greet you. 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 unwilling to comply with all of these requirements, they will not be allowed to take advantage of the Kiwanis voucher program. Please review these procedures with your client before you come to avoid any problem.

Next, you will be assigned a volunteer to help in selecting merchandise. That volunteer will have your completed Kiwanis 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 give the client a receipt for all the items selected.

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 between 9:00am and 1:00pm. Items must be removed no later than Saturday.

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