

Kiwanis Club of Ann Arbor Foundation, Inc.

Voucher Instructions for Case Workers

The voucher program is designed for case workers to bring their clients to the Kiwanis Thrift Shop to obtain basic household goods for the client. You are required to fill out the Kiwanis Voucher Form with your client prior to receiving an appointment. The voucher form is a fillable PDF which can be downloaded from the website ([VOUCHER FORM](#)), completed and emailed to the voucher manager, Catherine Buck, at vouchers@a2kiwanis.org. If necessary, the voucher form can be printed, completed and scanned, Photos of the completed form are not accepted.

Catherine will review your voucher request with the sales manager to ensure we have sufficient inventory to meet your client's needs. Catherine will then contact you to discuss changes, if needed, and set up an appointment. Appointments will be scheduled for Thursdays between 9:00am and 9:30am. All clients and case workers must be finished shopping and out of the Kiwanis building by 11:00 a.m.

When you arrive for your appointment, you will enter through the customer entry door. Check in with Debbie at the cashier station and 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 always remain together. 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 smaller items. These items can be taken out to the waiting vehicle or to the loading dock if there is also furniture to be loaded. The case worker, client and any helpers will move tagged items to the loading dock area. We will not have anyone available to help load items into your vehicles. You will therefore need to provide someone to help.

If there are items which cannot be taken on Thursday, the client will fill out a form for pick-up on Friday or 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.

May 9th, 2026