



Community Service Approval Protocol

This document outlines important information for volunteers who need their community service hours approved by a Storehouse team member or volunteer team leader.

Volunteer Check In:

- Volunteers who need their community service hours approved **must** check in using the iPad at The Storehouse Volunteer Check In Station to verify the length of community service hours completed.
- Check-In Manager will inform volunteer of the name of their volunteer manager (team leader) or Storehouse staff member who will sign off on the community service hours completed.

Getting Hours Approved On the Same Day as Service Shift:

- **Volunteers with their own forms/documents:** After completing their shift, volunteers will present their document to the designated volunteer manager (team leader) or staff for approval.
- **Volunteers without their own forms/documents:** A template letter with The Storehouse letterhead is available in the red clipboards for volunteers who do not have their own document for hours. Fill in the form and sign for approval accordingly when needed.
- Volunteer managers will use the contact information listed below if the volunteer's document calls for information.
- Volunteer managers will sign off and list their title (when required) as "Volunteer Manager."
- Volunteer managers will avoid using personal email addresses and phone numbers when approving hours. This is to protect the volunteer managers' confidentiality.

Getting Hours Approved Post-Service:

- Volunteers who need their community service hour approved after the day of their service can send an email to the address listed below.
- Volunteers who use an online portal for community service approval (i.e. x2vol.com) can use the contact information below when submitting their hours.
- When the email from the online software is received, a Storehouse team member will verify the hours by cross-referencing Volgistics.com. A Storehouse team member will contact you via email if there is an issue with your hours.

Storehouse Contact Information:

Please use the following contact information for submitting any community service hours approvals:

Jacque Devonport, Director of Volunteer Services
jdevonport@thestorehouseecc.org | 214.291.8038