



Community Service Approval Protocol

This document outlines important information for volunteers who need their community service hours approved by a Storehouse team member or the volunteer check in manager on duty.

Volunteer Check In:

- Volunteers who need their community service hours approved **must** check in at the Volunteer Kiosk before the start of each volunteer session. Checking in at our kiosk will ensure your service hours are tracked in our volunteer management system.

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 volunteer check in manager or a Storehouse staff member 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 check in manager will use the contact information listed below if the volunteer's document calls for contact information.
- Volunteer check in manager will sign off and list their title (when required) as "Volunteer Manager."
- Volunteer check in 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 our volunteer management system. 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