



GRATEFUL HEARTS STOREHOUSE, INC.
Providing Hope for the Hurting

Welcome to Grateful Hearts Storehouse, Inc. and thank you for your interest in volunteering with us! Before you start, please take the time to learn about us and what we do.

ABOUT US

We are an independent non-profit 501(c)3 serving as a multipurpose community resource center. Our Mission is to provide hope for the hurting by serving those in need locally and abroad. We accomplish this through the provision of food, clothing, hygiene products, furniture, appliances, and other basic necessities, free of charge to the jobless, the working poor, the disabled, the elderly and those experiencing times of crisis.

PROGRAMS

FOOD DISTRIBUTION PROGRAM

Through this program, we serve vulnerable and marginalized populations in Los Angeles and Orange Counties focusing on ensuring that people who are in immediate need, are not food deprived.

SKY PROGRAM

Through this program, we provide a safe and positive learning environment for individuals with disabilities. Students and adults with disabilities come and learn life, work, and social skills.

VOLUNTEER PROGRAM

We provide volunteer opportunities for individuals that desire to give back to their community.

GLOBAL ASSISTANCE PROGRAM

In addition to addressing the needs in the United States, through this program, we support organizations with missions abroad. We accomplish this by sending donated goods to communities living in extreme poverty in Nicaragua, up to five times a year. Also, when requested, Grateful Hearts supports other projects in other states and abroad by donating goods to organizations developing these projects. Examples include: Puerto Rico, Uganda, Myanmar, and many more.

SEASONAL PROGRAMS

- Back to School Bash
- Holiday Dinner Distribution
- Adopt-a-Family Christmas Program

MORE ABOUT OUR FOOD DISTRIBUTION PROGRAM

Our food distribution program serves individuals and families from cities all over Los Angeles and Orange Counties.

Grateful Hearts is able to obtain food for individuals and families in need, mainly through partnerships with various local grocery stores that participate in Food Rescue Programs. Food rescuing is the practice of gleaning edible food from grocery stores. This donated food would otherwise go to waste because it is near to, at, or past the "sell by" dates, or it is imperfect (such as a bruised apple), which means that stores will no longer sell it. Some of food donors include:



As a non-profit organization, Grateful Hearts is also able to continue its mission of Providing Hope for the Hurting thanks to the generous support from individuals and organizations that donate their time, food, and or support us through monetary contributions. Some of the organizations that have partnered with us in support of our mission include:





GRATEFUL HEARTS STOREHOUSE, INC.
Providing Hope for the Hurting

Volunteer Application

Volunteer Contact Information

Last Name: _____ First Name: _____ DOB: _____
Address: _____ City: _____ Zip: _____
Phone Number: _____ Email Address: _____
Emergency contact: _____ Phone Number: _____

Are you currently taking any medication?

Please list meds. _____

Do you have any medical conditions that will affect your work here at Grateful Hearts? _____

Have you ever been convicted of a felony? Yes No

If yes, please list felony committed and date: _____

Volunteer Photo I.D. Verification

Driver's License, Passport, Other: _____ Expiration Date: _____

Volunteer Experience

Are you currently employed? Yes No Current Position: _____

Do you have previous volunteer experience? Yes No If so, where? _____

Please list abilities and talents: _____

Reasons for volunteering: _____

Are you bilingual? Yes No **Languages:** _____

How did you discover Grateful Hearts' Volunteer Program?

Online Referred by someone Court Order Listing Other: _____

What days are you available to volunteer? Wed. Thurs. Sat.

What time (s) are you available to start? 8am 9am. 10am 11am 12pm

Community Service

Are you volunteering for community service hours? Yes No

Is your community service for: Court Ordered High School

How many hours must you complete? _____

References

Please provide a recent reference for a character check

Name: _____ **Association:** _____

Phone Number: _____ **Email Address:** _____

I acknowledge this information is correct and I understand that if any information is found to be incorrect my application will not be considered further or volunteer engagement may be terminated immediately.

Name: _____ **Signature:** _____ **Date:** _____

Parent/Guardian: _____ **Signature:** _____ **Date:** _____

(All photo ID has been sighted in its original form and a copy has been taken)



GRATEFUL HEARTS STOREHOUSE, INC.

Volunteer Guidelines

First of all, thank you for volunteering! Grateful Hearts believes in giving hope to the hurting by providing those struggling in our community with essential resources. Grateful Hearts strives to create a friendly and supportive space where all clients are welcomed.

In pursuit of this goal, volunteers are expected to follow instructions given by staff, to treat everyone with respect and to abide by the following guidelines:

First, in accordance with Second Harvest Food Distribution guidelines, volunteers:

- ✓ Must never receive food as a “gift” or “thank you” for volunteer services.
- ✓ Understand that volunteer services shall be donated, and that volunteers are not entitled or expects to receive food or goods for these voluntary services.
- ✓ Food given to volunteers must be handled exactly as if you were a client (see our policy on food assistance for more details).

Second, when volunteering, volunteers must make sure to do the following:

- ✓ When you arrive, please park on the street; our parking lot is reserved for clients only.
- ✓ Please wear casual clothes, NO open toe shoes are allowed.
- ✓ We kindly ask that you do not bring your young children with you. The storehouse is not a safe or appropriate place for children to be. If you desire that your older children volunteer with you, please obtain permission before bringing them with you (minimum age is 14 years old).
- ✓ Please do not take or eat food from the Storehouse shelves. There are snacks for the volunteers when available.
- ✓ To ensure a positive experience for all involved we ask that all volunteers refrain from using foul language or inappropriate conversation of any kind.
- ✓ Please leave your purse and all personal items in your vehicle. *We have no place to store it and are not responsible for any missing items.*
- ✓ Upon arrival, please sign in. Sign-in sheets are located in the break room. It is important that you sign-in; our sign-in sheets help us track your volunteer hours. We ask that you complete your volunteer hours in half hour increments. This means that if you arrive at 9:18 a.m., you would enter 9:30 a.m. on the sign in sheet. Times should always be rounded to the closest half hour interval.
- ✓ Once you’ve signed in, please report to our *Storehouse & Volunteer Coordinator, **Lizbeh Garcia***. Our Coordinator will assign you a station and provide you with instructions for the time that you will be volunteering with us. Once the Coordinator gives you the

assignment(s) for the day, please remain in your assigned station unless the Coordinator directs you to a different station.

- ✓ Once you have completed your volunteering time, please notify the Coordinator so that your station can be covered by a different volunteer and sign out.

Lastly, all volunteers must also abide by Grateful Hearts' Theft Policy:

- ✓ As a volunteer of Grateful Hearts Storehouse, it is prohibited to take any items from the storehouse without prior permission from the Storehouse Coordinator.
- ✓ Taking items without consent from the Storehouse Coordinator is considered stealing not only from the organization, but also from the clients who come to this organization for help. For this reason, Grateful Hearts will not tolerate theft, or stealing of any kind. This includes theft of money, information, products, inventory, tools or any item. We also expect for all incidents of theft to be reported the Storehouse Coordinator or Volunteer Coordinator.

By signing this form, I acknowledge these rules and agree to the policies and procedures laid out in the Volunteer Application Packet. Failure to comply with these policies may result in dismissal from volunteer staff and/or civil or criminal prosecution in accordance with applicable statutes.

I also acknowledge that the information I provided in this volunteer application is correct and I understand that if any information is found to be incorrect my application will not be considered further or volunteer engagement may be terminated immediately.

If I have any questions or concerns during my volunteer service, I know to ask the Storehouse/volunteer coordinator.

I have read, understood, and agreed to abide by these guidelines.

Name: _____ Signature: _____ Date: _____

Parent/Guardian: _____ Signature: _____ Date: _____

Interviewer: _____ Signature: _____ Date: _____



GRATEFUL HEARTS STOREHOUSE, INC.
Food Assistance Agreement

First, thank you for your interest and support of Grateful Hearts Storehouse, Inc. (Grateful Hearts). We appreciate the time, talent and care you are willing to share as a volunteer. The following is our most current policy for receiving food assistance. Please take the time to read and sign this agreement. Once completed, you will keep a copy for your self and then submit the signed version to our *Storehouse & Volunteer Coordinator*, **Lizbeh Garcia**.

Do you need food assistance?

We understand that some volunteers may be going through a tough time and may need food assistance. If assistance is needed, volunteers are able to sign up as a Client in order to obtain food. This means that when you are obtaining food from Grateful Hearts, you are considered a Client and **must comply** with the following guidelines:

- ✓ Volunteers are **strongly encouraged** to make an appointment on a day that they are not volunteering. Please speak with Volunteer Coordinator to make an appointment.
- ✓ If volunteers are getting food the same day they volunteer, they **MUST**:
 - **Volunteer at least 3 hours that day**
 - **Write the time you are requesting an appointment on the volunteer sign in sheet (appointments times requested in less than three hours from sign in time will not acknowledged)**
 - As a client, you **must arrive to your appointment on time to check in at the front desk.**
 - During your appointment, you must wait in line like all other clients. Food given to you will be handled as all other clients.
 - This means that volunteers are **not allowed preferential treatment** and **cannot “cherry pick” items before the rest of the clients.** There will be **no special favors** or **extra items** given to volunteers. Items should NEVER be set aside by/for volunteers while they are sorting and storing goods.
 - If you are found in violation of these policies, **you will be dismissed** from the Grateful Hearts’ Volunteer Program.
- ✓ Please remember that volunteering is offering to serve at no cost. Grateful hearts does not give food or goods in exchange for volunteering. **Volunteers must never receive food as a gift or “thank you” for volunteering.** Food services should be provided only if volunteer is in need.
- ✓ Non-food items are not available through the normal appointment process. For that reason, any requests for non-food items must be filed through a request form that is submitted to the Volunteer Coordinator.

I have read, understood, and agreed to abide by this policy and guidelines.

I understand that in order to continue to obtain services, I must submit this agreement within two weeks from receiving it.

Name: _____ **Signature:** _____ **Date:** _____



GRATEFUL HEARTS STOREHOUSE, INC.
Photo Release Form

I hereby grant Grateful Hearts Storehouse, Inc. permission to use my likeness in a photograph in any and all of its publications, including website entries, without payment or any other consideration.

I understand and agree that these materials will become the property of the Grateful Hearts Storehouse, Inc. and will not be returned.

I hereby irrevocably authorize Grateful Hearts Storehouse, Inc to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing Grateful Hearts Storehouse, Inc programs or for any other lawful purpose. In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph.

I hereby hold harmless and release and forever discharge Grateful Hearts Storehouse, Inc from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am 21 years of age and am competent to contract in my own name. I have read this release before signing below and I fully understand the contents, meaning, and impact of this release.

If the person signing is under age 21, there must be consent by a parent or guardian, as follows: I hereby certify that I am the parent or guardian of _____, named above, and do hereby give my consent without reservation to the foregoing on behalf of this person.

Name: _____ Signature: _____ Date: _____

Parent/Guardian: _____ Signature: _____ Date: _____