



West Des Moines Human Services Student Volunteer Policies

West Des Moines Human Services appreciates the help of student volunteers, and we are happy to provide opportunities to facilitate student participation. Following are a few guidelines for our volunteer program:

- Volunteers must be at least 14 years of age.
- Volunteers log in at the front desk upon arrival, and log out when their shift is over.
- Opportunities are available in our Clothing Closet and Food Pantry – students will be placed wherever the greatest need is on their shift.
- A maximum of two student volunteers in an area is allowed at any one time.
- Students who are not maintaining mature conduct or appropriate language will be asked to leave.
- Use of cell phones is to be kept to a strict minimum. If a student is found to be using their cell phone excessively, they will be asked to leave.
- Appropriate dress and hygiene is required (i.e., similar to school policies).
- Volunteers may interact with the individuals we serve, and are asked to treat all with dignity, care and respect.
- Friends, siblings, parents, etc. cannot “tag along” to your shift (unless they have also gone through the application process and have been approved to volunteer).
- All volunteers must maintain strict confidentiality.
- If you are unable to volunteer for the time you signed up for, please let us know as soon as possible. Please note, we do not send reminders for shifts. If you miss two shifts without notifying us, your volunteer status will be reevaluated and may be revoked.

Steps to Volunteer:

1. Contact Mindy Hotovec at 515-222-3663 or Melinda.Hotovec@wdm.iowa.gov
2. Complete the required forms.
3. Upon arrival at the Human Services office for your first volunteer session, please ask for Mindy.
4. Mindy will review sign-in and sign-out procedure.
5. If needed, a copy of your sign-in/out log will be provided at the completion of all hours. Human Services staff can also sign any forms you may need to submit, or confirm online submittal of hours.

Questions? Please contact:

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