



HELPFUL VOLUNTEER INFORMATION

Where is VEAP located?

9600 Aldrich Avenue South Bloomington, Minnesota 55420. The volunteer and staff entrance is door A/2. Enter through Door A/2 on the west side marked “VEAP Volunteers and Staff”. A volunteer will buzz you in.

Where should I park?

Drive around to the west side of the building (overlooking 35W) and park further back if possible. If the parking lot is busy, overflow parking is available across Lyndale Avenue at US Bank in the yellow-lined lot. Enter through Door A/2 on the west side marked “VEAP Volunteers and Staff”.

What should I wear?

We encourage volunteers to dress comfortably. Volunteers serving in warehouse, distribution, transportation, mobile pantry, and NEAT Kitchen are **required** to wear close toed shoes such as tennis shoes while volunteering.

Wear your VEAP name tag. If it's your first shift, ask the volunteer at the front desk for your pre-made nametag. It will contain your name, your #ID, as well as the month you began volunteering. If you lose your nametag, or would like to add your personal pronouns to your current one, contact the Volunteer Department for assistance.

COVID-19 Information: Masks are required for staff and volunteers in the volunteer check-in area as well as in all volunteer areas (warehouse, distribution/food pantry, phone intake, outdoor intake, and data entry). If you don't own a mask we have extras available in Door A/2, which is our main entrance for staff and volunteers.

How do I sign in?

Each volunteer will sign in when coming for their shift at VEAP. VEAP uses these hours for reporting and fundraising purposes. To sign in and out each shift, go to the computer kiosk at our front desk and follow the steps below:

Signing In

1. Enter your ID # and press CONTINUE
2. When asked if this is [Your Name], press YES
3. Press SIGN IN
4. Press [Your Position]
5. Press YES to confirm signing in for [Your Position]
6. Press OK

Signing Out

1. Enter your ID # and press CONTINUE
2. When asked if this is [Your Name], press YES
3. Press SIGN OUT
4. Press OK

What if I need to make a change to my schedule?

Schedule changes can be done through self-scheduling or by contacting us. See below for specifics:

- **Want to add a shift?**
 - You can add shifts to your schedule up to one minute before the shift starts through Volgistics, which is our volunteer tracking system. Calendars in Volgistics are in real time.
- **Want to cancel a shift?**
 - If **5 or more days' notice**, cancellations should be done through self-scheduling in Volgistics.
 - If **less than 5 days' notice**, email or call us at volunteerdept@veap.org or **952-955-8323**.
 - If it's a **same day cancellation**, call our Volunteer Check-In desk to ensure appropriate staff are informed in a timely manner. Call **952-955-8331** to contact the check-in desk.