



## **POLICY: IHS Donations and Procedures**

### **Purpose:**

The purpose of this policy document is to clarify what donations we do and do not accept and to specify procedures surrounding the donation process. Our donations are shared directly with our guests, and then with our staff as needed.

### **Policy:**

The Institute for Human Services, Inc., IHS, is dedicated to protecting the safety of both staff and donors. Therefore, this document will outline what donations are accepted by our agency and procedures to determine the acceptability of donations.

### **Procedures:**

1. **Acceptable Foods:** Canned or packaged goods, fresh produce (fruit/vegetables), commercially packaged bread and baked goods, packaged meats (within expiration date and properly refrigerated), and leftover food that has been prepared in a commercial kitchen.
2. **Unacceptable Foods:** Any food that has not been prepared in a commercial kitchen, including any and all baked goods and leftovers. Goods with significantly damaged, torn or open packaging, canned foods with sharp dents or rust, unpackaged meats, expired perishable food, spoiled food, food with discoloration, or any food that otherwise appears inedible and therefore hazardous to consume.
3. **Other Acceptable Donations:** Unused and unopened toiletries and hygiene products that do not contain alcohol, household cleaning supplies, clothing of all kinds that include packaged and new underwear, small and large appliances, electronics, children's toys, exercise equipment, kitchenware, linens, PPE, gift cards, education materials, and all items requested via our website ([ihshawaii.org/wishlist](http://ihshawaii.org/wishlist)). We do accept donations of furniture, however these require pre-approval from management and we do not guarantee that we will be able to pick up said donation.
4. **Other Unacceptable Donations:** Donations that are damaged, soiled or have noticeable wear and tear, will not be accepted. Used underwear, regardless of whether or not it is considered clean. Stuffed animals, defective electronics, and appliances.



5. **Inspections:** All food donations will be carefully inspected before receiving and should not be accepted if any concerns arise based on what has been outlined in section 2. Anyone donating any electronics or appliances will need to prove that the item is still in good working order.
6. **Donation Drops:** Large donations of food must be confirmed with the Volunteer and Community Programs Manager before being dropped off at our kitchen located at 350 Sumner Street, Honolulu, HI. Prior arrangement allows kitchen staff to prepare to receive the items in good order. Smaller food donations can be received at any of our other locations, provided they adhere to the guidelines as set forth in section 1. The food will be weighed by kitchen staff and a receipt will be provided to the donor. The receipt will show the weight and items received.

All other donations can be brought to our Women's and Family Shelter located on 546 Kaaahi, Honolulu, HI 96817. All drops should take place during the hours of 8:00 am to 4:00 pm, Monday through Sunday. Receipts may be issued based on donor approval; the descriptions on the receipt will be based on how donations are received. For example: one box of miscellaneous kitchenware, two trash bags of clothing etc.

7. **Donation Pickups:** These are subject to the pre-approval of management, and therefore, cannot be guaranteed. Please confer with the Volunteer and Community Programs Manager for confirmation.
8. **Incoming Donations and Tracking:** To ease the burden on IHS staff, we ask that donors provide an inventory list of the items brought in, especially in instances where a signed donation letter is requested and for all in-kind donation drives. Donors will be provided with a receipt unless they decline. Donors may also request a donation letter, which can be mailed or emailed to them. Donors who do not want a receipt, may request a donation letter, which can be mailed or emailed to them directly.
9. **Donation Valuation:** IHS does not provide donors with a monetary valuation of the received items; we specify quantities only. Valuations are determined for internal use only using the fair market value system. We only accept donor-provided values in instances of new items with a receipt attached; for donations of larger used items, such as furniture or appliances, a proper description of the quality of the item is required. Examples of acceptable descriptions are "new, like new, gently used, or thoroughly used." Where a description is not provided, the lowest value possible will be ascribed to the item in question.



10. *Donation Recording and Valuation*: Information on received donations are stored in our records via the information provided on receipts or based on a list of donations provided by the donor. Large donations are recorded separately in the in-kind donation spreadsheet. Donations that cannot be identified, such as boxes or bags of miscellaneous items, are recorded but no market value is ascribed.