



SHELTER DONATION POLICY

Action Inc. always appreciates the generosity of the community in helping support guests at the Action Emergency Shelter. We are lucky to have partners who help us with bagged lunches, new blankets, feminine products, backpacks, clothing, food and more. In response to questions raised regarding donations of goods (i.e. clothing, blankets, etc.), we would like to share the Shelter Donation Policy and the reasoning for the policy.

Unfortunately we have had to establish strict guidelines around donations because:

- all too often folks donate items that are in very poor condition, dirty or not appropriate (i.e. used underwear);
- there is limited storage so we cannot accept things that cannot be distributed within the season;
- staff are very busy when the shelter is open, especially this time of the year when demand is high and we are full, so we need to have donations made within posted days/hours; and
- we are extremely diligent about bedbug prevention and must carefully go through anything that comes through the door and re-dry it on very high heat before it can be used or stored in the building.

If you are considering donating items:

- Appointments are scheduled **Mon- Wed-Fri from 9:30am – 11:30am**
- Donations are by appointment only, so **please call 978-283-4125**
- **Please do NOT drop off items off at shelter porch when we are closed**
- The Shelter does have signs posted at the front door regarding our donation policy – days, hours, etc.
- For any questions regarding acceptable items, please call 978-283-4125 first

It's hard for us to say "no thank you" to a donation, however we do need to refuse certain items at times. Our staff are trained to know what we need or cannot accept, and will help guide you to other local organizations that may be better suited for your donated items.

We always ensure that our guests have the clothing and the basic necessities they need. Staff work directly with [Second Glance Thrift Store](#) to access items for guests at no cost to the guest.

Thank you for your support!