



Joseph's  
Coat

# Joseph's Coat

SPRING 2014

## Donation Q&A

### Shopping Hours:

Monday and  
Wednesday 9:00 -  
12:00 and 1:00-  
4:30

### Donation Hours:

Tuesday and  
Thursday 9:00 -  
2:00

**FINANCIAL  
SUPPORT IS FULLY  
TAX DEDUCTIBLE.**

**WE DO NOT  
PUBLISH, SELL,  
TRADE OR RENT  
DONOR  
INFORMATION.**

*We strive to make all interactions with Joseph's Coat positive by communicating clearly and being respectful and accommodating to our donors.*

A great deal of effort and expense goes into providing our schedule to donors. Hours and closed dates are available on printed calendars and cards found at Joseph's Coat, on our website ([www.joseph'scoatmn.org](http://www.joseph'scoatmn.org)), on our phone message, and posted in our window. Nonetheless, two questions keep coming up that need to be addressed. It is our hope that answering them will help resolve some issues.

**Q : Why does Joseph's Coat stop taking donations at 2 PM?**

**A :** Donation hours are from 9 AM – 2PM on Tuesdays and Thursdays. If this time frame doesn't work for you, we are happy to schedule an appointment.

We are grateful to all of you who so generously donate goods to help people in need. Our store would not exist without the support of

such a giving community AND our volunteers. Volunteers are vital to the success of Joseph's Coat. While we understand that donors who come after 2 PM get frustrated when they are asked to come back on the next donation day, our volunteers must also be taken into consideration. The reason for ending our hours of donation at 2 PM will be clearer if you see through the eyes of the volunteers.

Our donation intake area and store floor are one in the same space. That means that all donations received on Tuesdays and Thursdays must be inspected, sorted, and put in the appropriate place before the next shopping day. It doesn't take long

for a large collection of bags and boxes that need to be sorted to accumulate. We are fortunate to be able to say that keeping up with sorting as donations are received is like trying to dig a hole in fine sand—it just keeps filling up. On the other hand, if you are trying to put the donations away, the inability to make progress becomes very frustrating. We stop receiving donations at 2 PM, but we still have a lot of work to do before the store is ready to welcome shoppers.

It is not until after 2 PM that headway is made in clearing the floor of donations – because we stop adding to the stack. Sorting, inspecting and putting away donations con-



**Your donations are appreciated and invaluable. 26,000 shopper visits were possible last year because of your generosity. You make a BIG difference in their lives.**

Cont'd on back

## A Few Notes...

- ◆ We cannot accept: TV sets, hangers (plastic or wire), sharp knives, medical equipment, inoperable small appliances, telephones or electronics and used cosmetics
- ◆ We need women's feminine products (tampons and sanitary pads), toothbrushes, travel size body wash, full size lotion, conditioner and body wash.
- ◆ Reminder: we have a new P.O. Box address: P.O. Box 16187, St. Paul, MN 55116
- ◆ We are now accepting Spring and Summer clothing

## Donations (cont'd.)

tinue until the floor is clear. Vacuuming, putting away chairs, general clean up and preparation for shoppers begins after sorting is complete. Please understand that the people who are working at Joseph's Coat are not paid employees. They give freely of their time and energy. We simply ask that you call and make an appointment if you are unable to bring your donations on Tuesdays and Thursdays between the hours of 9 AM and 2 PM.

**Q** : What's wrong with leaving donations outside when you are closed?

**A** : If you think that it's harmless to leave your donations outside of our door when we are closed, the picture should change your mind. This is an image of an actual donation that was left outside at Joseph's Coat when we were closed. Unfortunately, arriving at



Joseph's Coat to find someone's donations thrown all over the sidewalk and street isn't unusual. In one instance somebody thought dropping china dishes as they walked down the block was a great idea. Our relationship with neighbors is strained when clothing, shoes, broken dishes, etc. are strewn around.

We welcome and appreciate your donations, but please do not leave them outside when we are closed. Your good intentions and generosity are lost when your donation is vandalized. Our reputation is also diminished when this happens.

## Joseph's Coat Gets a Facelift



Our store floor/donation area received a facelift, compliments of the Men's Emmaus Group from St. John Neumann Catholic Church. We are very appreciative of the time and talent these men gave to replace shelving and paint the interior of Joseph's Coat. It looks great! And, a special thank you to the women who brought a meal for them.

If you do not wish to receive this newsletter, please put your mailing address label in the enclosed self-addressed envelope and mail it back to us. Thank you.