

❤️ Kindred Heart Families, Inc. ❤️

Policies & Expectations

🌟 Our Mission

Kindred Heart Families exists to support children in foster / kinship care by providing clothing, essentials, and comfort items in a dignified, welcoming environment. Our policies ensure fairness, safety, and respect for every child and caregiver we serve.

👨👩 Eligibility & Access

Who We Serve

- Licensed foster families – “providing care for a child not mine”
- Grandparent raising Grandchild – “providing more than 50% care for my grandchild(REN)”
- Kinship placements – “providing care for a child not mine but I am Sibling / Aunt / Uncle / Cousin, etc.”
- Fictive-kin placements – “providing care for a child not mine but I am a Teacher / Friend / Neighbor, etc.”
- New / Emergency placements – “providing care for children that may come into care for less than 72 hours or so”
- Respite placements – “providing temporary relief for foster / kinship parents”
- Adoptive placements – “providing care to a child not mine but loved as my own”

Verification –

At the discretion of the board, we will accept the following documentation to provide service.

- A placement letter
- Licensing
- Worker verification
- State benefits ie Medical Card etc.
- Skyward School Documentation
- or other documentation may be requested at check-in.

All Returning families will be required to update family intake and placement information yearly. Including Guardian ID and Proof of Address.

Shopping Frequency

- Families new to Kindred Heart Families are welcome to schedule an initial visit at any time, regardless of season.
- Families may shop once per season (Spring, Summer, Fall, Winter events).

Item Limits & Guidelines

General Limits (depends on the number of children registered / items available)

To ensure fairness:

Kindred Heart Families reserves the right to limit or deny the number of items taken during any visit if a caregiver's selections exceed reasonable need or violate our item-limit guidelines.

Expectations for Families

- Take only what is reasonable for the children (foster / kinship / bio) currently in your care.
- Items received **may not be resold or traded for financial benefit but may be donated elsewhere to other families in need.**
- While visiting Kindred Heart Families, children must be always accompanied by legal guardians.
- We rent space from Immanuel Lutheran and are not responsible for their removal of any client that may misuse their property
- If taking items for children not in your care, hiding items from volunteers, selling items, etc. will be considered stealing and police will be called

Confidentiality & Privacy

Protecting Families

- No photos of children or families may be taken inside the boutique.
- Volunteers must not share names, stories, or identify details.

- Social media posts may never include identifiable information about families served.

Communication & Conduct

Expectations for All Visitors

- Kindness and respect are required at all times.
- Aggressive behavior, discrimination, or harassment will not be tolerated.
- Concerns or special needs should be communicated to staff or volunteers.

Donation-Based Inventory Statement

Kindred Heart Families provides items **solely by donations we receive from our community partners and sponsors**. Because our inventory depends on what is generously donated, we may not always have specific items, sizes, or quantities available. We appreciate your understanding as we work to share these resources fairly with every child and caregiver we serve.

Appointments & Scheduling

Shopping Appointments

- Appointments are required.
- Text reminds – if you have not received a reminder by the Thursday of an event, please reach to us. It is your responsibility to keep up with appointment reminders. We try to send reminders Monday or Tuesday before any event, but don't know if you are not receiving a reminder (whether on our end or technical issue)
- Arrive at your given time. With an estimated 5-minute window. Guests that arrive more than 5 minutes early will be asked to return at their scheduled arrival time.
- Late arrivals may need to be rescheduled depending on availability.
- Missed appointments without notice may limit future scheduling, including the loss of attending the next giving event.

- No shows without notification or reschedule will lose out on the availability of picking up provided materials
- If client misses 2 or more scheduled appointments, client will be removed from Kindred Heart Families database, can reapply after a year.
- Clients who do not register for any events during any given year, will be removed from Kindred Heart Families database, can reapply after a year.
- Kindred Heart Families is always closed 2 weeks before / after an event and during the month of January.

Right to Deny Service

Kindred Heart is committed to providing a safe, respectful, and supportive environment for all children and caregivers. To protect the well-being of our families, volunteers, and organization, **Kindred Heart Families reserves the right to deny or discontinue service** to any individual whose behavior, actions, or conduct violates our policies or compromises the safety, dignity, or mission of our organization.

Service may be denied or discontinued for reasons including, but not limited to:

- Aggressive, threatening, or disrespectful behavior
- Harassment or discrimination toward volunteers, staff, or other families
- Repeated violation of shopping guidelines or item limits
- Attempting to sell, trade, or misuse items received from the Kindred Heart Families.
- Failure to follow confidentiality or privacy expectations
- Any action that disrupts operations or creates an unsafe environment

This policy is intended to ensure fairness, safety, and a positive experience for every child and caregiver we serve.

Our Promise

Kindred Heart Families is committed to creating a space where caregivers feel supported and children feel valued. These policies help us serve every family with fairness, dignity, and compassion.