



Volunteer Handbook



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Welcome to Main Street Ottumwa!

Dear Volunteer,

We're thrilled to have you join **Main Street Ottumwa**! By volunteering with us, you're helping to build a **stronger, more vibrant community**, and we couldn't do it without you.

Volunteering is more than just giving your time—it's about **making a real difference**. You're now part of a dedicated team of individuals and organizations working together to create positive change. We hope your experience is **meaningful, rewarding, and fun!**

Your time, skills, and ideas are invaluable, and we're always looking for ways to make your experience even better. If you ever have questions, suggestions, or need support, please reach out—we're here for you!

Thank you for choosing to make a difference. We're so glad you're here!

Sincerely,



Kris Patrick
Executive Director

Kris Patrick
Executive Director
director@mainstreetottumwa.com

Main Street Ottumwa
334 E. Main
Ottumwa, IA 52501
641-814-5225

Who is Main Street?

Main Street Ottumwa is a nonprofit organization working with business and property owners in the 16-block Downtown District. The boundaries incorporate several Historic Districts and are formed inside the Downtown Self Supporting Improvement District (SSMID).

In June 2006, Ottumwa joined the Main Street family of communities across the country revitalizing their economy through historic preservation. Main Street Ottumwa is a 501(c)(3) nonprofit merging Main Street and the downtown SSMID responsibilities sponsoring public projects to make the District safer, easier to navigate, and creating clean inviting green spaces throughout the downtown.

Main Street Mission

The Main Street Ottumwa program fosters a vibrant, dynamic, and healthy downtown through community engagement and collaborative partnerships.

The Main Street Ottumwa Vision

- Ottumwa will be the Southeast Iowa hub for arts, entertainment, commerce, residential and employment opportunities.
- Community pride will be evident in the restored buildings filled with restaurants, retail, and specialty shops.
- Business and building owners will be involved in retaining and attracting new businesses and professionals to the city center.
- Downtown will welcome new and returning Iowans and be home to more people who choose to stay or return to the community.
- Downtown's connection to the riverfront and the Bridge View Center will make it an exciting destination for entertainment, dining, shopping and meeting friends.

Main Street Ottumwa

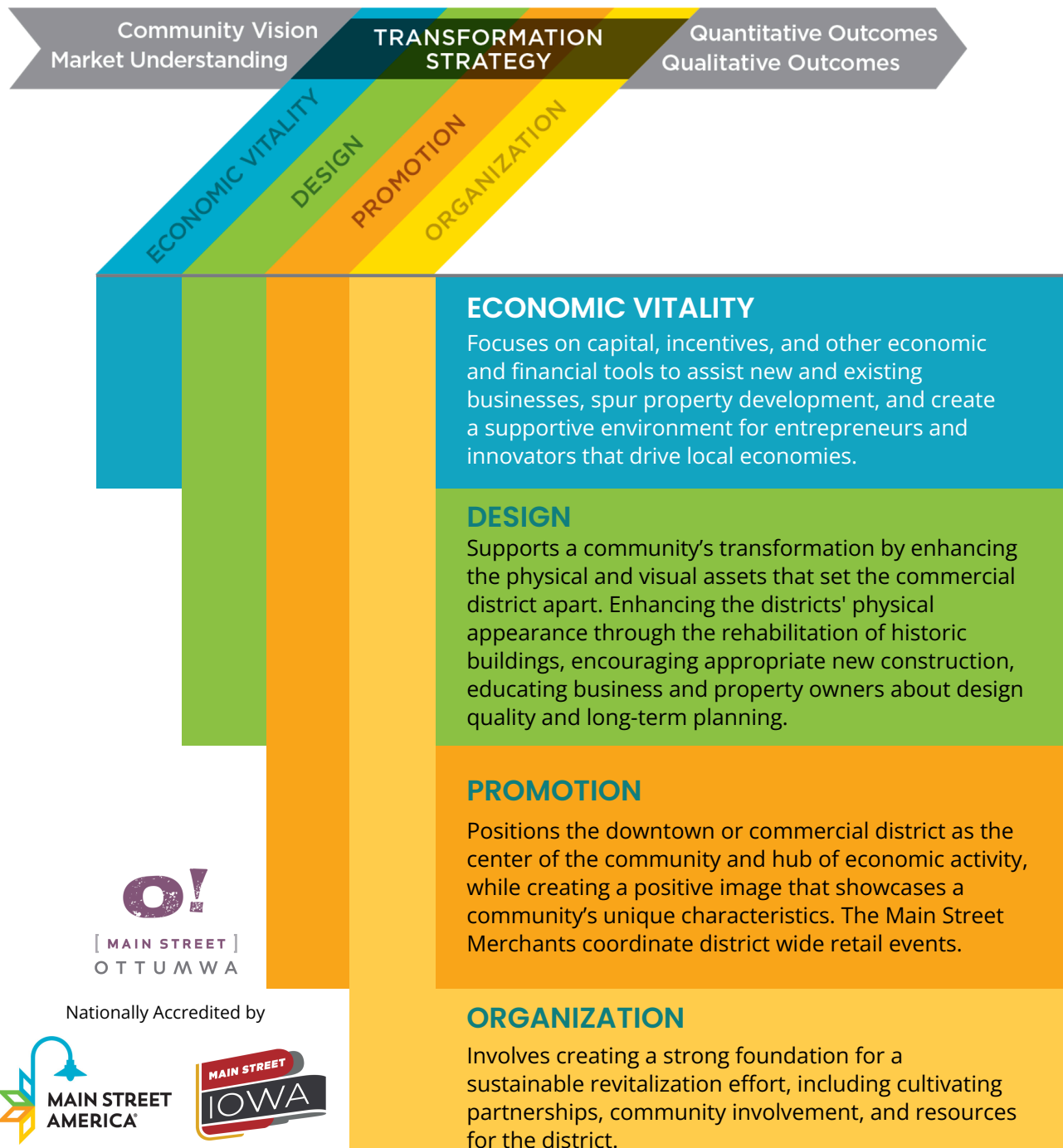
A non-profit volunteer organization that fosters public-private partnerships, to revitalize and market Historic Downtown Ottumwa

The Main Street Approach™

The Main Street Approach is centered around Transformation Strategies which articulates a focused, deliberate path to revitalize and strengthen our downtown commercial district's economy. For every \$1 of public investment in Main Street Communities, there is an average return of \$24 in private investment nationwide - demonstrating a powerful multiplier effect that fuels local economic growth.

Our program's work on Transformation Strategies is organized around the Four Points: Economic Vitality, Design, Promotion, and Organization.

Our Transformation Strategies are based on a solid understanding of local and regional market data, and sustained and inclusive community engagement.



Main Street is for Everybody

We aim to be collaborative, dedicated, generous, empowering, enriching, inclusive and future-focused.

We're on a MISSION

The Main Street Ottumwa program fosters a vibrant, dynamic, and healthy downtown through community engagement and collaborative partnerships

We're a Self-Supporting Municipal District (SSMID)

In 2006, Ottumwa joined the Main Street family of communities across the country revitalizing their economy through historic preservation. The Downtown Ottumwa Self-Supported Municipal Improvement District (SSMID) was formed in 2019 to breathe economic life into historic Downtown Ottumwa. The SSMID Committee meets regularly to allocate the funding. Their most successful project has been the Business Builder Academy. Main Street Ottumwa works with business and property owners in the 16-block District.

We're RESOURCEFUL

We offer these **FREE** services collaborating with Main Street Iowa to bring local experts to your door:

- Design Assistance Services
- Business and Development Services
- Market Analysis Information
- Promotion and Marketing Assistance
- Ongoing Local Training Assistance
- Beautification Projects

We're VOLUNTEER driven

All of Main Street Ottumwa's accomplishments are built on the creativity and hard work of our volunteers, dedication of our Board of Directors and many generous donors. We are stronger and more sustainable because together we are creating a dynamic downtown that is ready to embrace the future.



Main Street gets RESULTS (since 2006):

Public Investment: \$3,577,115

Private Investment: \$37,502,187

Buildings Sold: 97

Value of Volunteer Hours: \$1,708,492

Net Jobs: 300

Volunteer Hours:
51,015

New Businesses:
77

Building Projects:
283



641-814-5225
www.mainstreetottumwa.com

334 East Main Street
Ottumwa, IA 52501

Welcome to Main Street Ottumwa!

We're thrilled you're here to share your time and talents with Main Street Ottumwa (MSO)! Volunteers like you make our community shine. Let's get started with everything you need to know.

Who Can Volunteer?

Everyone's welcome! If you're under 16, bring a signed parental waiver or have a parent/guardian with you. Some tasks, like using power tools, may need adult supervision.

How Much Time?

Give as little as a few hours a month or up to 40 hours a week—whatever works for you!

Finding Your Perfect Role

We'll match your skills and passions to a role you'll love. Ongoing volunteers may complete a quick assessment, interview, or reference check to find the best fit.

Training & Support

We'll set you up for success with training tailored to your role. You'll get a position description, and our Volunteer Handbook is always available if you need it.

What Do Volunteers Do?

Each role has a description outlining its purpose, tasks, time commitment, and supervisor. Some short-term or group volunteers may not have a detailed role description.

Who's My Supervisor?

You'll have a supervisor—maybe the Executive Director, a staff member, or an experienced volunteer. Short-term volunteers will be guided by on-site staff.

Tracking Your Hours

Please report your hours to us—it helps with grants and shows our community impact! Depending on your role, you might use a timesheet, sign-in sheet, or track hours yourself. Your supervisor will explain how.

Attendance

ICan't make it? No worries—just let us know ASAP by texting/calling 641.203.2447 or emailing director@mainstreetottumwa.com. Check our Facebook for weather updates. If it's unsafe to travel, use your best judgment. Occasional absences are fine, but frequent no-shows may lead to reassignment.

What to Wear

Dress neatly and appropriately for your role (it varies by task). Please avoid clothing with profanity, hateful messages, or ads for cigarettes, alcohol, or drugs.

Volunteer Vibes

As an MSO volunteer, you're part of our team! Here's how to keep things positive:

- ✓ Follow MSO guidelines.
- ✓ Treat everyone with kindness and respect.
- ✓ Represent MSO with pride.
- ✓ Avoid disruptive or inappropriate behavior.
- ✓ No illegal drugs or alcohol while volunteering (small amounts may be okay at some events, like fundraisers).
- ✓ No smoking or vaping at MSO events.

Breaking these rules may lead to dismissal, but we're here to work with you!

We Celebrate a Culture of Belonging

MSO welcomes volunteers from all walks of life. We don't discriminate based on age, race, gender, religion, or anything else. Need accommodations? Just let us know—we'll do our best to help.

Keeping Things Private

You might learn sensitive info about people or MSO. Please don't share it with anyone unauthorized. Regular volunteers will sign a confidentiality agreement.

Your Privacy

We keep your info safe and only share it with your permission (like when we're bragging about our awesome volunteers!). You can review or update your records anytime.

Conflict of Interest

Let's keep things fair—avoid actions that could benefit you personally or harm MSO. Board members and key volunteers sign a yearly agreement. Ask us if you're unsure!

For details, see the **Conflict of Interest Policy** in the appendix.

Insurance and Reimbursements

You're covered by our volunteer insurance while helping out (travel to/from isn't included). If you buy supplies for MSO with approval, submit receipts within 30 days for reimbursement. Traveling outside Wapello County for training? You can get mileage at the IRS rate.

Volunteer Guidelines

To stay true to our mission and grants, volunteers can't:

- Use MSO time or resources for political campaigns or lobbying.
- Behave in offensive or discriminatory ways.

- Take over paid staff duties.
- Accept payment from people you help.
- Lead religious activities during MSO programs (keep those separate).

Questions? Talk to the MSO Director!

Stepping Away

You can stop volunteering anytime—just let us know. Want a new role? We'll help you find one! MSO may end a volunteer role for things like excessive absences or policy violations. If that happens, you'll get written notice and can appeal to the Executive Director within 15 days. If needed, you can appeal to the MSO Board within 30 days—their decision is final.

Taking a Break?

If you haven't volunteered in a while, you may be marked inactive. Come back anytime—just contact us to restart!

We're Here for You!

Have questions or ideas? Reach out to MSO staff at 641.203.2447 or director@mainstreetottumwa.com. We can't wait to make a difference with you!

Main Street Ottumwa
3345 E Main Street
Ottumwa, IA 52501
Office Phone 641-814-5225
info@mainstreetottumwa.com
director@mainstreetottumwa.com

2025 Current Board Members

Holly Berg, President

AJ Gevock, Vice-President and Economic Vitality Chair

Blaire Siems, Secretary

James Maize, Treasurer

Connie Ferguson, Design Committee Chair

Cara Galloway, Promotion Chair

Brad McCloskey

Kolby Mercer

Marc Roe

Kristyn Russell



VOLUNTEER HANDBOOK APPENDIX

Confidentiality Policy

Conflict of Interest Form

Volunteer Liability Waiver

Volunteer Commitment Pledge

Volunteer Separation Policy

Whistle Blowers Policy

Photo Release Form

Job Descriptions



CONFIDENTIALITY AND CONFLICT OF INTEREST DISCLOSURE

At Main Street Ottumwa (MSO), we cherish the trust placed in us by our investors, donors, sponsors, staff, volunteers, and the organization itself. Protecting their privacy is a core value that guides everything we do. We've crafted this policy in a warm, clear way to ensure everyone understands how we safeguard confidential information.

Keeping Information Safe

Personal and financial details about our MSO community are private. This information should never be shared or discussed without explicit permission from the President or Executive Director. Whether you're a board member, volunteer, or employee, we ask you to use professionalism and good judgment to prevent accidental or unauthorized sharing of sensitive information.

Here are a few ways we can all help:

- Avoid leaving documents or computer screens with confidential information visible.
- Be mindful that conversations about sensitive matters aren't overheard by unauthorized individuals.
- Ensure papers or files containing private details are securely stored, not left out in the open.

Our Commitment to Confidentiality

During your time with MSO, you may come across information that's confidential, privileged, or proprietary. We trust you to keep this information safe, both while you're with us and after your service ends. If you leave MSO or your role changes, please return any materials containing confidential information.

Why This Matters

Sharing confidential information without authorization is a serious matter and could lead to disciplinary action, including dismissal. By protecting privacy, we uphold the trust that keeps our MSO community strong.

Acknowledgment of Confidentiality

I agree to treat all information about Main Street Ottumwa—its investors, sponsors, volunteers, and activities—as confidential. I understand that sharing such information without approval from the President or Executive Director violates this policy. I commit to handling this information with care during my time as a volunteer, board member, or employee.

Signature of Staff Member/Volunteer _____

Date _____ Printed Name _____



2025 Conflict of Interest Policy

Conflict of Interest Policy

This policy applies to all members of the Board of Directors, staff, and volunteers of Main Street Ottumwa (MSO). Any actions that violate these guidelines are not allowed unless explicitly approved by the Board of Directors.

Standard of Conduct

A. Ethical Standards

Board members, staff, and volunteers must always uphold the highest standards of ethics, integrity, and public responsibility while serving MSO.

B. Balancing Outside Interests

Main Street Ottumwa respects the right of its board members, staff, and volunteers to engage in personal business and outside interests. However, when these activities intersect with MSO's transactions, there is a risk of an actual or perceived conflict of interest. Since MSO has a public duty to prevent private gain, self-dealing, and misuse of funds, the organization aims to avoid such conflicts whenever possible.

C. Transactions with Main Street Ottumwa

A transaction between MSO and a board member, staff member, volunteer, or related entity may proceed only if:


- All relevant details have been fully disclosed.
- The terms are fair, reasonable, and commercially appropriate (except for charitable gifts).
- The transaction is presented to the Board President (or their designee) and approved in advance by the board.

D. Annual Conflict of Interest Acknowledgment

All board members, staff, and volunteers must sign the attached two-page conflict of interest document when they begin their service. This document will be reviewed annually and kept on file in a designated binder.

- Drafted on
- Reviewed and approved by the Board of Directors on:
- This Policy replaces all previous policies.

Date: 3/20/2025



President, Board of Directors
Holly Berg



Secretary, Board of Directors
Blaire Seims



Executive Director
Kris Patrick



Conflict of Interest Disclosure Form

Introduction

A conflict of interest occurs when an individual's actions or decisions for Main Street Ottumwa (MSO) result in personal gain, an unfair advantage, or harm to MSO. This form helps identify potential conflicts. Please read each question carefully and provide complete answers.

I. Financial Interests

Do you or any immediate family members have a financial interest in or hold a position with a company that:

- Provides goods or services to MSO?
- Competes with MSO?

☒ Yes ____ ☒ No ____

If yes, please explain:

II. Outside Activities

Do you or any immediate family members provide services to a business that:

- Works with MSO?
- Competes with MSO?

☒ Yes ____ ☒ No ____

If yes, please explain:

III. Gifts & Favors

Have you or your immediate family accepted gifts, excessive entertainment, or favors from a business that:

- Works with MSO?
- Seeks to do business with MSO?

☒ Yes ____ ☒ No ____

If yes, please explain:



IV. Use of Confidential Information

Have you or your immediate family ever used or shared MSO-related information for personal benefit?

☒ Yes ☒ No

If yes, please explain:

V. Other Potential Conflicts

Are there any other activities involving you or your family that could be seen as a conflict of interest?

☒ Yes ☒ None

If yes, please explain:

Acknowledgment

I agree to notify the Board of Directors if any changes occur that could affect my answers before I complete my next disclosure questionnaire.

Signature: _____ Date: _____



Main Street Ottumwa Promotion Team Volunteer Pledge

Together, we're building a lively, welcoming downtown Ottumwa where everyone feels at home. As volunteers, we pour our hearts into creating fun events, supporting local shops, and fostering a sense of belonging for all. With collaboration, respect, and positivity, we're making our community shine!

My Promise as a Volunteer:

1. Welcome Everyone with Open Arms

I'll treat everyone—volunteers, neighbors, business owners, and visitors—with kindness and respect, no matter who they are.

I'll help create a space where all feel valued, heard, and included, celebrating the diversity that makes Ottumwa special.

2. Be a Team Star

I'll work hand-in-hand with my fellow volunteers and local businesses to make our shared dreams come true.

I'll show up on time, listen with care, and pitch in with enthusiasm to plan and pull off amazing events.

If I say I'll do something, I'll follow through with a smile!

3. Spread Ottumwa Pride

I'll be a cheerful ambassador for Main Street Ottumwa, sharing our mission with a positive vibe in every conversation.

I'll talk up our events and businesses to make downtown a place people love to visit.

If disagreements pop up, I'll handle them kindly and focus on solutions that keep us moving forward together.

4. Bring Events and Shops to Life

I'll jump in with creative ideas and energy to make our events reflect Ottumwa's unique spirit.

I'll chat with businesses and visitors to create a warm, inviting vibe that keeps people coming back.

I'll follow event guidelines to ensure everyone has a safe and joyful time.

5. Act with Honesty and Care

I'll handle any resources—whether supplies, funds, or information—with responsibility and transparency.

If I make a mistake, I'll own it, learn from it, and work with the team to make things right.

I'll respect privacy and keep sensitive details confidential.

6. Stay Flexible and Keep Growing

I'll roll with the punches when plans change and tackle challenges with a can-do attitude.

I'm open to feedback and excited to learn new ways to help our community thrive.

I'll share ideas to make Main Street Ottumwa even more connected and vibrant.

Keeping Our Spirit Strong:

We take this agreement to heart because it reflects who we are as a community. If I see or experience anything that doesn't align with these values, I'll reach out to our leadership team, knowing they'll handle it with care and respect.

By joining the Main Street Ottumwa Promotion Team, I'm all in for building a downtown culture of belonging that's bursting with joy, connection, and pride. Thank you for being part of this adventure with me!

With enthusiasm and gratitude,

[Your Name]

[Date]



Whistleblower Policy

At Main Street Ottumwa (MSO), we're committed to doing things the right way—always. We value honesty, integrity, and the courage to speak up when something doesn't seem right. This Whistleblower Policy is designed to make it easy for everyone involved with MSO to raise concerns without fear, in a supportive and respectful environment.

Board Resolution

The Board of Directors of Main Street Ottumwa proudly adopts this Whistleblower Policy and includes it in our official Policy file. The Board President is tasked with sharing this policy with all board members, volunteers, and staff (if any) and ensuring everyone acknowledges it. The Board President will also make sure a whistleblower protection notice is displayed in our workplace, as required by Iowa state law.

This policy goes beyond legal requirements by encouraging everyone to report any suspected violations of the law and ensuring no one faces retaliation for raising concerns in good faith.

Speaking Up with Confidence

If you're a board member, volunteer, or staff member and you believe an MSO policy, practice, or activity might be breaking the law, we encourage you to share your concern. You can do this by submitting a written complaint to the Board President, the full Board of Directors, or both.

Our goal is to follow all laws and regulations, and we need your help to make that happen. Your cooperation helps us keep MSO a place we're all proud to be part of.

How to Report a Concern

To ensure you're protected under this policy, please bring your concern directly to the full Board of Directors. This gives us a fair chance to investigate and address the issue properly. We promise to take your report seriously and handle it with care.

Our Commitment to You

We stand firmly against retaliation. If you raise a concern in good faith—meaning you genuinely believe there's an issue with an MSO practice, or with someone we work with, that violates the law or public policy—no one at MSO will take action against you. This includes concerns about health, safety, welfare, or environmental protection.

You're also protected if you share, or plan to share, your concern with the Board or a public body, as long as you reasonably believe the activity violates a law, rule, or regulation.




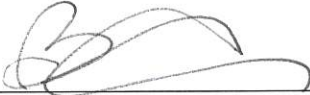
The Main Street Ottumwa program fosters a vibrant, dynamic and healthy downtown through community engagement and collaborative partnerships.



Why This Matters

This policy reflects our commitment to fairness, transparency, and trust. By speaking up, you help us stay true to our values and ensure MSO remains a positive force in our community.

Thank you for being part of Main Street Ottumwa and for helping us keep integrity first!

		<u>4/17/25</u>
_____ President, Board of Directors	_____ Secretary, Board of Directors	_____ Date
<u>Holly Berg</u>	<u>Blaine Sirens</u>	
_____ Print Name	_____ Print Name	

~~~~~

My signature below indicates my receipt and understanding of the Main Street Ottumwa Whistleblowers Policy. I also verify that I have been provided with an opportunity to ask questions about the Policy.

Signature \_\_\_\_\_ Date \_\_\_\_\_ Print Name \_\_\_\_\_

Board member, volunteer or employee, Sign and Date







## **WAIVER OF LIABILITY AND HOLD HARMLESS AGREEMENT**

This Waiver of Liability and Hold Harmless Agreement ("Agreement") is made and entered into by the undersigned participant ("Participant") in consideration for being permitted to participate in activities organized by Main Street Ottumwa, located in downtown Ottumwa.

### **1. Release and Waiver**

I, the undersigned Participant, hereby RELEASE, WAIVE, DISCHARGE, and COVENANT NOT TO SUE Main Street Ottumwa, its officers, employees, agents, volunteers, and affiliates (collectively referred to as "RELEASEES") from any and all claims, liabilities, demands, actions, or causes of action, whether in tort, contract, strict liability, or otherwise, arising out of or related to any loss, damage, or injury, including death, that may occur to me or my property while participating in any activities, WHETHER CAUSED BY THE NEGLIGENCE OF RELEASEES OR OTHERWISE.

### **2. Indemnification and Hold Harmless**

I further AGREE TO INDEMNIFY, DEFEND, AND HOLD HARMLESS the RELEASEES from any loss, liability, damage, or costs, including court costs and attorney's fees, incurred as a result of my participation in these activities, WHETHER CAUSED BY THE NEGLIGENCE OF RELEASEES OR OTHERWISE, to the fullest extent permitted by law.

### **3. Binding Effect**

This Agreement is binding upon me, my spouse, family members, heirs, assigns, personal representatives, and legal guardians, if applicable. If any provision of this Agreement is found to be unlawful or unenforceable, the remaining provisions shall remain in full force and effect.

### **4. Governing Law**

This Agreement shall be construed in accordance with the laws of the State of Iowa.

### **5. Acknowledgment and Understanding**

By signing below, I acknowledge that:

- I have read and understand this Agreement fully;
- I sign this Agreement voluntarily and of my own free will;
- No oral representations, statements, or inducements apart from this written Agreement have been made;
- I am at least eighteen (18) years of age and legally competent to sign this Agreement;
- If signing on behalf of a minor, I have the legal authority to do so and agree to be bound by this Agreement.

**IN WITNESS WHEREOF, I have signed this Waiver and Agreement on behalf of my child:**

**Child's Name:** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



# Main Street Ottumwa Photo Release Form

We're excited to capture the vibrant spirit of Main Street Ottumwa! By signing this form, you allow us to use your photos or videos from our events to promote our community in materials like brochures, social media, and our website.

## What you're agreeing to:

- Your image or likeness may be used by Main Street Ottumwa for promotional purposes.
- We can edit or crop the photos/videos as needed.
- You won't receive payment for the use of these images.
- You can revoke this permission at any time by contacting us in writing.

Full Name \_\_\_\_\_

Event Name (if applicable) \_\_\_\_\_

Date \_\_\_\_\_

I agree to allow Main Street Ottumwa to use my photos are videos as described above.

Signature \_\_\_\_\_

Parent Signature \_\_\_\_\_  
(for all participants under age 18)

Main Street Ottumwa  
3345 E Main Street  
Ottumwa, IA 52501  
Office Phone 641-814-5225  
[director@mainstreetottumwa.com](mailto:director@mainstreetottumwa.com)





## **Main Street Ottumwa Volunteer Separation Policy**

### **Purpose**

At Main Street Ottumwa, our volunteers are the heartbeat of our mission to make downtown Ottumwa a vibrant, welcoming place filled with economic, cultural, and social energy. We're so grateful for every moment you spend helping our community shine. This separation policy is here to ensure a respectful, safe, and positive environment for everyone—volunteers, staff, and neighbors alike—while providing a fair and kind process if we need to part ways.

### **Scope**

This policy applies to all volunteers who lend their time and talents to Main Street Ottumwa's programs, events, or activities.

### **Our Shared Expectations**

As part of our Main Street Ottumwa family, we invite volunteers to:

- Bring kindness and respect to every interaction with staff, volunteers, businesses, and community members.
- Follow our code of conduct, safety guidelines, and event plans to keep things running smoothly.
- Show up ready to contribute, communicate openly, and represent our mission with pride.
- Keep safety first by using resources responsibly and looking out for one another.

We're committed to supporting you, and if challenges arise, we'll work together to find solutions whenever possible.

### **Reasons for Separation**

Sometimes, volunteering may not be the right fit, and we approach these moments with care. Separation might happen if:

**Policies Aren't Followed:** Not aligning with our code of conduct, safety rules, or other guidelines after we've had a chance to talk it through.

**Behavior Impacts Others:** Actions that feel disrespectful, disruptive, or unwelcoming to anyone in our community.

**Tasks Aren't Clicking:** Struggling to meet responsibilities consistently, even after feedback and support.



**Misrepresenting Us:** Sharing inaccurate information or actions that don't reflect our mission in a way that affects our community's trust.

**Safety Concerns:** Doing something that puts yourself or others at risk, like misusing equipment or ignoring safety protocols.

**Substance Use:** Arriving under the influence of alcohol or illegal substances or using them during volunteer activities.

Our goal is always to address concerns early

and kindly to keep you with us, contributing to Ottumwa's vibrancy.

### **How Separation Works**

We believe in fairness and open communication. Here's how we handle separation:

1. **Friendly Check-In:** For smaller issues, our Volunteer Coordinator will have a warm, informal chat with you to share guidance and offer support to get things back on track.
2. **Thoughtful Review:** If the concern continues or is more serious, we'll sit down with you to discuss what's happening. We'll explain the issue, listen to your perspective, and document the conversation to keep things clear.
3. **Decision with Care:** After the review, our Volunteer Coordinator (and sometimes our Executive Director or Board) will decide if separation is needed, based on the situation and its impact. We'll always aim to be fair and thoughtful.
4. **Kind Notification:** If separation is the next step, we'll let you know in writing (via email or letter) with a brief explanation and the effective date. For urgent safety or misconduct issues, we may need to share the decision in person first, followed by written confirmation.

### **Immediate Separation**

In rare cases—like violence, theft, or significant breaches of trust—we may need to part ways right away to keep everyone safe in a culture of belonging. Our Executive Committee or Executive Director will handle this respectfully and document the decision.

### **Appealing a Decision**

If you feel the decision isn't quite right, you're welcome to send a written appeal to our Board





President and Executive Director within 7 days of the notice. Share your thoughts and any details you think are important. The Executive Director (and Board, if needed) will review everything carefully and share a final decision within 14 days. This decision will be the final step.

### **Keeping Things Private**

We'll handle all separation matters with discretion, sharing details only with those directly involved to respect your privacy.

### **Returning Main Street Property**

If we part ways, please return any Main Street Ottumwa items—like event supplies, keys, or branded gear—within 7 days. We'll make it easy to coordinate!

### **Coming Back in the Future**

Depending on the situation, you may be welcome to reapply later. Our Executive Director will let you know if and when that's possible, and we'd love to stay connected as part of our community.

### **Gratitude Always**

No matter the reason for separation, we're deeply thankful for the time and heart you've shared with Main Street Ottumwa. Every effort you've made—whether decorating for a festival, chatting with a local shop owner, or spreading the word about our events—has helped make downtown a better place. You'll always be part of our story.

### **Questions or a Chat?**

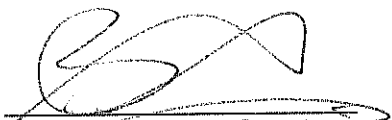
If you have questions or want to talk about this policy, reach out to our Volunteer Coordinator at Main Street Ottumwa, 110 E Main St, Ottumwa, IA 52501, or email [insert email]. We're here to listen and make sure you feel supported. Thank you for being part of our mission to bring joy, connection, and vitality to downtown Ottumwa. Your contributions matter, and we wish you all the best in your next chapter!

With warmth and appreciation,

### **Main Street Ottumwa**

Approved by Board of Directors 04/17/2025

  
Holly Berg, Board President

  
Blaire Siems, Board Secretary