

Frequently Asked Questions:

- Do you have a Dress Code?
 - YES – always dress weather appropriate as we will serve in the cold, heat, and rain. Also dress modestly and comfortably – closed toe shoes preferable.
 - Shorts and T-shirts are fine.
Please NO shorty shorts (shirts are not totally covering shorts)
Please NO super short skirts/skortts
Please NO spaghetti straps, crop tops, midriffis
Please NO open weave fabric
- Can children volunteer?
 - YES – children of any age are welcome to volunteer
 - Elementary age and younger must have a parent serve alongside them the entire time
 - Middle school age must have a parent or responsible adult on campus supervising them
 - High school age and up do not need another adult on campus, they are welcome to serve independently
- Can groups volunteer?
 - YES – we generally can take groups of up to 15 on Saturdays and smaller groups on weekdays
- How far out do I need to schedule?
 - It varies – as soon as you know you want to volunteer during a particular time, please contact the volunteer coordinator at Volunteer@HeartOfTheCityLewisville.com to reserve a volunteer spot
- How do I sign up to volunteer?
 - Contact the volunteer coordinator at: Volunteer@HeartOfTheCityLewisville.com
 - Once you have reserved a volunteer spot, complete your volunteer registration prior to arrival (step 3 in How to Get Started)
- How often do I have to volunteer?
 - You are welcome to volunteer once, once in a while, or on a regular basis – whatever works for you
- Can I do my court-ordered community service with Heart of the City?
 - YES, if you have a non-violent offense – contact the volunteer coordinator at Volunteer@HeartOfTheCityLewisville.com with a scan or picture of your signature form with name and offense filled in
- Do you serve in bad weather?
 - We serve and stock in the rain, heat, and cold. If weather is predicted to be too severe or if there is any change, it will be posted on the Heart of the City Lewisville Facebook page and Instagram (Heart of the City Lewisville), and emailed to all scheduled volunteers that there will be a closure or change in schedule.