Volunteer Frequently Asked Questions

When can I volunteer at NC MedAssist?

We have multiple shifts available in our warehouse each week:

- Monday, Wednesday, Friday 9 am-12 pm and 1-4 pm
- Tuesday and Thursday 10am-12:30 pm and 1:30-4 pm

Please enter the building through the main entrance rather than the OTC Store entrance. Press the buzzer and let the receptionist know you are a volunteer so you can be buzzed in.

We ask that volunteers arrive a few minutes early to allow time for parking and check-in. Instructions and orientation are given at the beginning of every shift, and it's important that you're present for them. We offer a 15-minute grace period. If you arrive after that time, you may be asked to reschedule and join us on another day.

Can children volunteer?

Youth ages 12 to16 years old are permitted to volunteer and must be accompanied by an adult of at least 21 years of age. Both the adult and the youth are required to complete a volunteer profile and register online for the shift in advance.

Hours are tracked online, so you can view the hours you've completed at any time. We can also verify your hours for school or work and provide a letter confirming your total hours at the end of each week or upon request.

What will I be doing as a volunteer?

Volunteers assist with sorting, organizing, and assembling over-the-counter (OTC) medicines and health products. Many of these items are generously donated and must be carefully inspected, organized, and stored before they can be distributed to individuals and families in need across North Carolina.

Volunteer tasks typically include inspecting donated OTC items for expiration dates or damage, sorting items by category, grouping like items together, and packing the sorted products into labeled boxes for storage and distribution. Additional tasks may include fulfilling orders, counting items for inventory, repackaging products for more efficient storage, loading or unloading our truck. On occasion, volunteers may be asked to assist with office projects.

I have never volunteered before, is there a training?

Yes. A brief training and orientation are provided at the beginning of each volunteer shift. Please plan to arrive ten minutes early to sign in, make a name tag, and be ready to start on time. Volunteers who arrive more than 15 minutes late may be asked to reschedule for another date.

Where are you located?

Our address is 4428 Taggart Creek Road Suite 101, Charlotte NC 28208.
Please enter the building through the main entrance rather than the OTC Store entrance. Press the buzzer and let the receptionist know you are a volunteer so you can be buzzed in.

What is the minimum and maximum group size?

We can accommodate individual volunteers and groups of up to 20 people. Large groups may be divided into 2 or 3 smaller groups depending on projects needed for that particular day. If you are interested in registering a company, church or organization group (5 people or more) submit a Group Request Form using this link or visit medassist.org/volunteer.

Can I complete court-ordered community service at NC MedAssist?

NC MedAssist may be able to accommodate court-ordered community service for individuals ages 18 and older. Certain offenses are not eligible and may result in disqualification. In general, we are able to consider requests related to non-violent, non-sexual or non-drug related charges.

A copy of your court document or citation outlining the offense is required prior to volunteering. Please note that official documentation for the court can only be provided after all required steps and procedures are completed.

If you are interested in completing court-ordered community service with NC MedAssist, please contact Andria Tindall, Development Operations Manager, in advance to discuss eligibility and next steps at atindall@medassist.org or 704-350-3578.

What should I wear to volunteer?

Volunteers should wear comfortable, casual clothing appropriate for a warehouse and community-facing environment. Casual clothing such as jeans and t-shirts or company-branded attire works well. Closed-toe, closed-heel shoes are required for safety. Clothing should allow for easy movement, as volunteer tasks may include standing, walking, bending, and light lifting.

For professionalism and comfort, please wear clean, modest clothing suitable for working with families and community members. Shorts, skirts, and dresses should be at least mid-thigh in length. Tank tops, strapless tops, or very revealing clothing are not appropriate for this setting. Clothing or visible tattoos with political, religious, or potentially sensitive messaging should be avoided.

Warehouse temperatures can vary, so dressing in layers is recommended. We recommend leaving valuables at home or secured in your vehicle, as we do not have dedicated storage for personal belongings.

Can NC MedAssist accommodate volunteers with special needs?

We are committed to creating an inclusive and welcoming volunteer experience. Accommodations are considered on a case-by-case basis, with safety for all volunteers, staff, and participants as our top priority. We encourage anyone who may need an accommodation to reach out in advance so we can discuss the volunteer role and determine the best fit.

Please contact Andria Tindall at atindall@medassist.org or 704-350-3578 prior to scheduling a volunteer shift to discuss your needs.

Is there a minimum time requirement to volunteer?

Volunteers are asked to arrive 15 minutes prior to the scheduled start time for their shift so they can participate in orientation and receive instructions for the day's work. This helps ensure everyone can contribute safely and effectively.

We understand that schedules can vary. While we ask volunteers to plan to stay for the full shift whenever possible, individuals may leave 30 to 60 minutes early if needed. Please let a staff member know at the start of your shift if you

anticipate needing to leave early.

Warehouse Volunteer Shifts

- Monday, Wednesday, Friday 9 am-12 pm and 1-4 pm
- Tuesday and Thursday 10am-12:30 pm and 1:30-4 pm

There is no long-term commitment required. Volunteers are welcome to sign up for shifts as their availability allows.

Can I volunteer on a regular basis?

Absolutely. Ongoing volunteers are a huge help to NC MedAssist and play an important role in keeping our programs running smoothly. Individuals are welcome to sign up for shifts as often as their schedule allows, and we also enjoy partnering with groups that volunteer on a recurring basis, such as once a month. Having consistent volunteers helps both our team plan ahead and maximize impact.

I want to volunteer. What is the process?

All volunteers must create a profile and register for a shift through CERVIS, our volunteer scheduling system. Each individual who plans to volunteer must have their own profile and be registered for their selected shift.

If you are interested in registering a company, church or organization group (5 people or more) submit a Group Request Form using this link or visit medassist.org/volunteer. Submitting this form notifies us of your request, and we'll follow up to confirm if your preferred date and time is available. Once your group's shift date and time is confirmed, we'll make your team's reservation and send a follow-up email with instructions for each participant to create their profile and pre-register for the shift.

What should I do with personal items while volunteering?

We recommend leaving valuables at home or secured in your vehicle. NC MedAssist does not have lockers or secure storage and is not responsible for lost or stolen items.

Where do I park?

Free parking is available in the lot surrounding our building. Please avoid parking in front of the roll-up door, as it is used for warehouse operations.

What if I need to cancel my volunteer shift?

We understand that schedules can change. If you need to cancel, we ask that you do so as early as possible so we can offer the spot to another volunteer. You can log in to your CERVIS profile to cancel a shift or use the cancellation link in your confirmation email. Shifts close online 24 hours in advance. If you are unable to cancel online after that point, please contact Andria Tindall, Development Operations Manager, for assistance.

Repeated no-shows or late arrivals without notice may limit future volunteer opportunities. Volunteers completing court-ordered community service should be especially mindful, as missed shifts without notice may affect eligibility to continue volunteering with NC MedAssist.

If you have any other questions, please contact Andria Tindall at atindall@medassist.org or 704-350-3578.