



60 Hanover Street  
Lebanon, NH 03766  
(603)448-4553  
[www.listencs.org](http://www.listencs.org)

Dear LISTEN Donors,

First, thank you! Your generous donations of clothing and household items received in the past 3 years have enriched and elevated LISTEN's 50-year commitment to make our community the best it can be. LISTEN has been a thriving non-profit since 1972 but, make no mistake, we thrive because of you. On that very vital point, we have compiled suggestions from our staff and from you, the donors, to improve our ways of receiving donations in a way that helps us all.

1. Donations hours are between 9:00 AM and 3:00 PM, Mon, Tue, Wed, Fri, and Sat. We are closed Thursdays and Sundays.
2. Donation locations are:
  - a. 387 Miracle Mile Lebanon, NH 03766
  - b. 236 US-4 Canaan, NH 03741
3. To protect donations from the weather, please refrain from leaving them after 3:00 PM.
4. To reduce accidents and injuries, please place your car in "park" while waiting for those in front of you to finish unloading.
5. Know what you want to donate before arriving. It helps keep the line moving!
6. If able, please help staff when unloading large or heavy donations and consider bringing your own help.
7. If you are donating a very large donation (i.e., small moving truck, storage locker), PLEASE call us first at (603) 448-2510 so that we can prepare. We do pick up furniture! Call our office location at (603) 448-4553 to schedule a pick-up.
8. **Kindly separate household items from clothing.** (i.e., separate sharp knives, glassware and toys from a bag of clothing.)
9. **Please keep heavy items such as books in manageable boxes/containers and clothing in reasonably sized bags.** Large, heavy, or awkward boxes, containers and bags frequently result in injuries to our co-workers.
10. It is most efficient for us to process clothing without hangers. Clothing should also be in clean, reusable, resaleable condition.
11. Please bring no more than 2 boxes of books. We understand that everyone has more, but we couldn't give them away as fast as they come in, and we don't want to recycle them if they have use!

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12. No. 12 is to thank you again. Together, we've been through some tough times these past few years and it's good to know LISTEN's donors are as strong and resilient as you've always been!

Thank you,

Your LISTEN Donation Center Crew  
387 Miracle Mile, Lebanon, NH

**A few more points for those who want to know more!**

- A. All of our proceeds go back into the community! We run a food pantry, community dinners, utility assistance, rent assistance, summer camp scholarships, holiday baskets, and more. If you need help, please call us at (603) 448-4553. We have a 4 out of 4-star rating on Charity Navigator.
- B. We love our store volunteers. Please consider helping us if you can! We will find something to match your interest! You can also volunteer at our community dinners and food pantry.
- C. During very busy times of the year (i.e., spring cleaning, after a holiday weekend, pandemic shutdowns) we sometimes close our donations early because of the capacity of the building. We know this is a tremendous inconvenience, but we can't risk unsafe work conditions. Please help us by holding your donations for a few extra days or weeks when you can. We never want to be in this situation and **YES, we do need your donations**; it's just a timing problem!
- D. Our slowest time of the year for donations is December – March.
- E. What we can't use, we do try to recycle. All unsaleable clothing is recycled.
- F. For More info: [www.listencs.org](http://www.listencs.org) or [www.facebook.com/LISTENCs](https://www.facebook.com/LISTENCs)