

VITA Tax Season Information

VITA is excited to be able to support you in getting your taxes done! Below is important information about the new way we will be doing tax returns this year. Please read all information below and be ready with all your tax documents when you come to your appointment.

Basic Safety Protocols

- Masks will be **REQUIRED** for all people over the age of two.
- Volunteers will be required to wear a mask during their volunteer shifts.
- If you experience any of the following symptoms **DO NOT** come to your appointment:
 - Fever
 - Cough
 - Shortness of Breath
- If you experience any **two** of the following symptoms **DO NOT** come to your appointment:
 - Chills, muscle pain, headache, sore throat, new loss of taste or smell
- If you receive notice that you have been exposed to COVID-19 through contact tracing you must notify VITA immediately so notice can be provided to other volunteers and clients who may have been exposed. Call 319-382-5685.

Important Changes for 2021

- 211 will **NOT** be doing our scheduling this year.
- You can schedule your own appointment with no wait time! Please go to uweci.org/VITA2021 and find the link at the top of the page to book your appointment.
- Masks will be **REQUIRED** at all appointments.
- We will be doing approximately 15-minute intake appointments where you will leave your tax information with us and pick it up 2-3 weeks later once it is complete.
- We will **NOT** accept any walk-ins this year, you must have an appointment to drop off your taxes.
- We will **NOT** have hour long in-person appointments this year to keep you and our volunteers safe.

How to Schedule Your Appointment

- 211 will NOT be doing our scheduling this year.
- You can schedule your own appointment with no wait time! Please go to uweci.org/VITA2021 and find the link at the top of the webpage to book your appointment.
- You can also move your appointment if you need to without needing to call to reschedule.
- If this does not work, please call 319-382-5685.
 - Please try to sign up online first before calling. Wait times may be long as scheduling appointments is new for us.

What Happens When You Come to Your Appointment?

- Please make sure you have all your forms when you arrive for your appointment.
- Please arrive 15 minutes before your appointment to fill out paperwork.
- If you have a vehicle we will have you fill out the paperwork in your car. If not, you will have a place to fill out paperwork indoors.
- Please wear a mask to your appointment.
- When you arrive, check in with the greeter at the front desk. They will help you get your intake form and send you to an intake specialist when you are ready.
- If you forget a form, please work with your intake specialist to figure out how you will get us that form.
- No more than 10 people (including volunteers and clients) will be allowed at any site at any time.

How Do You Know When Your Taxes Are Done?

- We will call you when your taxes are done. Your taxes will not be filed until you pick them up, review them with you, and get a signature.
- You will be able to schedule another appointment to get your taxes picked up using the same way you booked your appointment to drop-off your taxes. Visit uweci.org/VITA2021 to find the link and book your pick-up appointment.

Other Information

- We have a limited number of volunteers who are will be able to work due to the virus. This means we may not have enough appointments for people who want them.
- Scheduling appointments is on a first come-first serve basis.
- We apologize for any issues this causes but this is new for us too and we want to help you as best as we can!
- If you have any questions, please call 319-382-5685.
- We are open to the public by **APPOINTMENT ONLY**.
- There will be no walk-in options this year due to the pandemic.
- If you are unable to get an appointment with us, here are other tax filing options:
 - Free Alternative Tax Filing Options
 - <https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>
 - myfreetaxes.com