

# Meet The Team: Dottie LeClair



**Front Desk Assistant at  
Pillars Resource Center &  
Pillars Main Office**

It takes a **team** to provide shelter and low-income, affordable housing resources to people experiencing homelessness in our community. The Pillars team includes dedicated **staff**, selfless **volunteers**, and generous **donors** contributing to common goals:

**SHELTER, SUPPORT, SOLUTIONS.**

Tell us a little bit about Dottie LeClair.

"I was born and raised on a farm in Stevens Point, Wisconsin; moved to Appleton in 1964. I am a recent widow of a disabled American Veteran after 38 years of marriage. Mother of one, grandmother of five, and great-grandmother of six. Retired office manager of an international insurance company. Very politically active. I am extroverted and have a 'take charge' type of personality. I served as a volunteer at NAMI-Fox Valley (National Association for Mental Illness) until the pandemic closed our doors. I plan on going back when we can safely open again. I was elected to the Executive Board of NAMI-Fox Valley in January 2021."

What were you doing before you became a Pillars volunteer?

"Although I was retired before the pandemic shut the world down in March 2020, I was pretty active visiting my husband daily in long-term care, taking care of great-grandkids, visiting friends, and practically living at the library among other things."

Why did you start volunteering at Pillars? What motivates you to continue volunteering?

"I have a close friend who has been involved with Pillars for some time. When I first retired, she tried to get me to volunteer. I always had excuses until this past summer when I was reading the Pillars newsletter and the request for volunteers. So, I checked it out and started at the front desk of the Pillars Resource Center two mornings a week. Then a short time ago, Pillars opened volunteer hours at their main office, so now I spend one afternoon a week there."

What does your typical volunteer shift look like?

"I do not really think there is a typical shift at the Resource Center. Oh, sure there are the usual days that seem rather hum-drum, but as you get to know the clients, it really feels like a family. Sometimes you high-five them when they have found a job or shelter; other times, you feel sad for them when they have difficulties. After you have volunteered there for a while, if you have not seen some of the familiar faces that you have gotten to know, you tend to think about them and say a little prayer that they are all right."

How has volunteering at Pillars impacted you?

"I realize how fortunate I am – 'there but for the grace of God, go I'. Most of our clients come to see us through no fault of their own, especially with the ongoing pandemic and businesses closing their doors or laying employees off."



**pillars**

What is the best thing that has happened to you or that you have seen while volunteering?

"The joy that I feel when one of our clients gets a job or shelter."

Is there one thing that the world should know about you?

"I have a very hard time talking about myself."

For individuals interested in serving in your position at Pillars, what is one thing that they should know?

"I wish that I had volunteered sooner. Come check us out at the Resource Center. You will not regret it."

**More information about the Front Desk Assistant:**

Anyone over the age of 18 can serve as Front Desk Assistant at Pillars Resource Center or Pillars Adult & Family Shelter. Key responsibilities include providing phone and in-person support to clients and community visitors and assisting staff with supplemental shelter operation tasks.

Pillars Resource Center: Monday-Friday from 8 a.m. to 4 p.m.

Pillars Adult & Family Shelter: Daily from 7:30 a.m. to 9 p.m.

\*\*There is a two-hour shift minimum.

