



## General Event Information

Thank you for volunteering to work at this very worthwhile event. We are sending this document to all volunteers for this event. This document contains important information you will need to know about this particular event.

**Volunteer Orientation:** We will conduct two orientation sessions for the July event. The first one will be on Thursday July 16<sup>th</sup> at 4 PM, with a second session the following morning at 7:30 AM. You may go to either one. If you have volunteered with us before, you are welcome to come to the orientation but it is not required. If you are not able to make either of the sessions, please let me know. While the information detailed below explains the process, the additional presentation during the orientation will help you to better understand the tasks to be performed. The session will last about 30 minutes depending on Q&A time.

Most of you will be **Guest Guides**. We have found that much of this task is learned through “on the job training” and our best approach is to provide you with an overview during the orientation and let your common sense guide you. However, volunteers who are unable to attend the Orientation will be paired with an experienced person for a short time and until comfortable with the process. This works.

Your patience and willingness to “go with the flow” will be much appreciated. In addition to Guest Guide the other jobs that need to be performed are **greeters, area monitors, hospitality crew and clothing/donation area helpers**. Each task is a necessary component to the success of our event.

We will begin set-up at 7 AM on Friday. We should be done and cleaned up by 3 PM. We need volunteers for set-up and clean up but the majority of need will be between 8:30 AM and 2 PM. Any help that you can give will be greatly appreciated.

Please provide me with the answers to the questions on the **Volunteer Information** form on page 2 as soon as possible. If you are with a group you do not need to fill out the form for each person. Just provide a contact name and a list of volunteer names, times available, etc.

**We also need donations** of hygiene items, clean socks and t-shirts, bottled water, cookies, granola bars, breakfast foods, sunscreen, sunglasses, hats etc. And financial donations to help off-set the costs associated with this event.

If you have questions or need more information, please do not hesitate to contact me at [lori.block@ichtucson.org](mailto:lori.block@ichtucson.org) or 745-9443.

Thanks so much for your interest in “connecting.” Hope to see you on July 17<sup>th</sup>.



Lori Block, Volunteer Coordinator



**VOLUNTEER INFORMATION**

Please provide the following information about yourself and availability to Lori Block by email (lori.block@ichtucson.org), telephone/fax (520) 745-9443 as soon as possible.

Name:

Contact email and telephone number:

Agency or congregation affiliation:

Hours available to assist with event:

I would like to help with:

Greeting guests (All day, beginning at 8:30 AM)

Evaluation team (Most of the day, beginning after 9 AM)

Guest guide – accompanying guests to the services (All day, beginning at 8:30 AM)

Member of the Hospitality team (serving lunch, re-stocking drinks/snacks during the day)

Area monitors and general “wherever needed” helpers (All day, beginning at 8 AM)

Set-up (beginning at 7 AM)

Clean-up (beginning at 1:30 PM)

Other \_\_\_\_\_



## **VOLUNTEER INFORMATION FOR EVENT DAY**

**PLEASE REPORT to the Volunteer Sign-in / Information area just inside the Fellowship Hall upon arrival to sign-in, receive your assignment and name tag.**

Wear comfortable clothing and shoes. PACK LIGHT. A “fanny pack” instead of a purse may be a good idea as we are unable to accommodate storage of your belongings. Lunch will be available for guests and volunteers beginning at approximately 11:30 AM and continuing until about 1:00 PM. Water will be available throughout the day.

Various tasks need to be performed throughout the day and will be assigned depending on need and availability. The Planning Committee intends to keep volunteers in their original assignment, however, needs may change and require reassignment. Everyone attending the Event is trying to help as many people as possible. Everyone shares the challenge of trying to get services to the individuals that need them. Some guests will not get the service or outcome that is expected.

**We will have a team leader for each group of volunteers (Greeters, Guides, Hospitality, etc.) that you can go to with any questions about how to handle various situations.** One of them will decide on the best action and we ask you to be flexible and respectful of what will be best for your guest. Guest Guides will be directed appropriately.

Media or local dignitaries may be present. Please direct them to Volunteer Sign-in / Information area just inside the Fellowship Hall. Don't hesitate to ask them to give you and your immediate guest some privacy if either you or the guest feels uncomfortable.

Please inform your Volunteer Coordinator if you need to leave. At the conclusion of your shift please let the Volunteer Coordinator know you are finished. Comments encouraged!

***The Planning Committee for this project sincerely thank you for being part of this event!***

***Our Guests will benefit from your help in ways you probably will not see or hear about but the efforts you make will be remembered.***



## **VOLUNTEER INSTRUCTIONS AND GUEST FLOW**

The **Guest Flow** for our event has three parts: **Greeters/Registration, Guest Guides and Service Providers**. Each area will have a team leader to assist the volunteers working in that area.

**Guests** arrive in the patio, are greeted and given water and snacks as requested. They are then ushered into the registration area just outside of the Fellowship Hall.

**Greeters/Registration** are volunteers who welcome the guest and/or:

- . fill out a "Connect Form" (registration form – see attachment 1 at the end of this document) for the guest by filling in the name,
- . connect the next available **Guest Guide** to the guest (in the order of arrival).

**Guest Guides** are volunteers who assist the guest with locating the providers and services that they need. There will also be "triage" experts located at the entry of Trinity Hall that will help access the needs of a client if needed.

**Service Providers** (a wide range of organizations that provide services to Guests) the guest would like to see.

Guest Guides should let the guest know that if they wish, a guide will be accompanying them to "connect" with the Service Providers indicated on the form and will stay with them throughout their Connect experience. The Guest Guide should use common sense to determine the sequence in which Service Providers will be seen and which would be most appropriate based on need and availability at the moment.

GUEST GUIDES will work with one guest at a time. While a guest is visiting a Service Provider the Guest Guide should either stay at the station (but back away for privacy) or go to the waiting area if it seems like it will be a long visit. Watch for them to be ready for the next Service Provider. In all cases, please wait outside the door for all medical/private related services.

When the Guest has completed the circuit of Service Providers

- . ask if THC can provide any more assistance today. Assess the answer and take the guest to any additional Service Provider.
- . then take the Guest to the resource table of other locations for distribution of the donated items and to pick up any clothing they may need.
- Lunch will be provided for all guests and volunteers from 11:30 am to 1:00 pm in the Fellowship Hall.
- Guests will be asked to complete the Guest Feedback Form before leaving for the day. This is part of the evaluation process and will be available just outside of the Fellowship Hall. Guests that complete the feedback form will receive a bus pass.



## **GUIDELINES FOR GUEST INTERACTION**

### **THC – HOW SUCCESS IS MEASURED**

**EACH PERSON** – Guest, volunteer and professional – is treated with respect, is listened to and is shown respect.

**EACH ASSIST** is a gift and a success, regardless of the outcome.

**EACH “NO”** or inability to provide a service, when done with honesty, explanation and alternative referral or option, is part of our best practice.

**EACH SERVICE & APPOINTMENT** – every meal, give-away, individual consultation, delivered service, follow-up appointment and referral help Guests gain access to the means to improve their situations and quality of life.

Speak directly to the Guest – Offer your first name. Ask if you can call them by their first name. Respect Guest privacy – When handling paperwork, do not review it unless necessary. Ask your team leader for help if you need it.

If a Guest asks for specific information or promise of service (“Will I get housing today?”), explain that those issues will be addressed when the Guest visits the Service Provider.

If you are a Guest Guide, gather information at any service area about if and how the Guest can be seen and share it with the Guest. Do not become an advocate for the Guest in the sense of arguing or challenging a Service Provider. The professional Service Providers have reasons for decisions that are made. If you run into barriers, have questions or concerns, check in with your “GO TO” people, or Volunteer Coordinator. Remember that many services may have limited availability. This is why we avoid promising the Guests anything ahead of their being screened or seen at a service area. If you are told a service is unavailable ask where and how the Guest can be referred to that service once away from the THC event.

PLEASE, do not promise a Guest any service. When you say “maybe”, Guests may hear “promise”. Avoid statements like, “Maybe you’ll get...” or “Some will get”. As an alternative, say: “In order to find out if you are eligible for a service, let me take you to that Service Provider.”

Listen to the Guest and share what you are comfortable sharing if asked questions. Keep the Guest focused on the efforts of the day and say “Thank you” to the Guest for sharing with you. *We respectfully request that you do not try to meet the needs of a guest on your own by offering personal help outside of the event, performing a service or offering material, money or anything of value. The heartfelt personal time you are spending with the client is already invaluable.*

## REGISTRATION FORM

Please help us connect you with services today by providing some brief personal information and identifying the areas you are interested in.

Name: \_\_\_\_\_  
Last Name First Name M.I.

Date of Birth: \_\_\_\_\_ Gender: \_\_\_\_\_

Race/Ethnicity:

- African American/Black       Latino/Hispanic  
 Asian       Native American  
 Caucasian/White       Other: \_\_\_\_\_

Are you:

- Single     Married/partnered

Do you have children that you take care of?

- Yes     No    If yes, # of children: \_\_\_\_\_

Are you a veteran?  Yes     No

If yes, are you registered with the VA for health care services?  Yes     No

Are you homeless?  Yes     No

If yes, how long have you been homeless? \_\_\_\_\_

Have you been homeless four or more times in the last 3 years?  Yes     No

Do you have a disabling condition, such as substance use, serious mental illness, chronic physical illness or disability?  Yes     No

Where are you currently residing? \_\_\_\_\_

What services would you like to get today?

- Help with getting ID  
 Health Screening and information  
 HIV Test  
 Eye screening; reading glasses

- Social Security Benefits Counseling
  - Veterans Benefits Counseling
  - DES Benefits counseling
    - Food Stamps
    - General Assistance
    - Cash assistance
  - Homeless court assistance
  - Assistance for homeless youth
  - Emergency shelter
  - Transitional housing
  - Mental Health Services
  - Substance Abuse Services
  - Acu-Detox treatment to help with addiction recovery
  - Employment and Job Training Assistance
  - Dental Care Kit – toothbrush & toothpaste
  - Personal Care Kits
  - Clothing
  - Haircut
  - Dog food
  - Bus pass
  - Food (lunch/snacks)
  - Other (please specify): \_\_\_\_\_
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