



Volunteer Information Packet

Volunteer Rally

Each volunteer should attend the volunteer rally. This key event will provide volunteers with important event information and with a T-shirt. Check your event's personal website page for rally updates.

Guest of Honor Principle

At Convoy of Hope, our goal is to treat the Guests of Honor who attend a Community Event with value and respect. We must unconditionally love, accept, and serve each guest, regardless of their age, race, physical appearance, or spiritual condition. By being kind, compassionate, and merciful to one another, we can effectively display and model the love of Christ to our guests — increasing their openness to the Gospel.

Child Volunteers

Children who are 9 years old or younger aren't permitted to volunteer at Community Events. Children who are 10 to 12 may serve, but they must remain in the company of a parent or guardian all day. Volunteers who are 13 to 17 may work in any area of service they choose.

Every minor who serves must have a waiver signed by a parent or legal guardian. Without this valid signature, a minor will not be permitted to serve.

Safety volunteers must be 18 years of age or older. The Kids' Zone is for guest use only. Volunteers should not leave their children in this area.

Dress Code

Volunteers will receive a T-shirt at the volunteer rally. They should also dress appropriately for the weather. We recommend dressing in layers during the spring, fall, and winter, as temperatures may be cooler in the morning and late afternoon. In warm weather, volunteers need to wear nonrestrictive clothing that allows them to move around and is long enough to protect their skin from the sun. Volunteers should wear comfortable shoes and clothes they are okay with getting dirty.

Parking

We encourage volunteers to carpool to their Community Event. When satellite parking lots and shuttles are being used, drivers should drop their passengers off at the site before parking. Guest parking areas are reserved for guests only. Parking attendants will direct volunteers to their designated parking section.

Duration of the Event

Volunteers should arrive to the site at 7 a.m. on the day of the event. The event will continue until all the guests or groceries are gone. This typically occurs by early to mid-afternoon. **We ask that volunteers stay for an additional 1 to 2 hours following the event to help clean the site.**

Areas of Service

To ensure that we serve our guests effectively, volunteers should stay in their area of service and continue in the same task all day.

Lunch

Every effort will be made to provide lunch to volunteers. We recommend volunteers bring snacks and bottled water. Bagged lunches are certainly permitted. In hot weather, avoid snacks and beverages with caffeine. Beverages and lunch will be served in each area of service. Volunteers should never be instructed to go to Food Services. In the event of a larger-than-anticipated crowd, the priority for Food Services will be to serve guests.

Communication

On the day of the event, volunteers should direct all questions to their Assistant Team Leader or Team Leader. They will then direct any question they cannot answer to the Coordinator or the Convoy of Hope team.

First Aid

First aid is provided by Health Services. All first-aid needs for volunteers and guests should be directed to this area. In some cases, it will be outside the Health Services area. Medical professionals and paramedics are typically available in the event of an emergency.

Lost Children

Lost children, in addition to parents looking for lost children, should be escorted to the Kids' Zone Recovery Area.

Rain

Past experience has shown that guests will stand in the rain for hours to receive groceries. If the weather forecast shows rain the day of an event, volunteers should be prepared to get wet and bring rain jackets and umbrellas. It's crucial that all volunteers remain at their assigned area and continue serving in the rain.