



# Volunteer Information Packet

## *Volunteer Rally*

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

## *Guest of Honor Principle*

At Convoy of Hope, our goal is to value, respect, and treat everyone who attends a Community Event as a Guest of Honor. 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 younger than 9 years old aren't permitted to volunteer at Community Events. Children ages 10 to 12 may serve, but they must remain in the company of a parent or guardian all day. Volunteers ages 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*

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, modest shorts are appropriate. Volunteers should dress modestly, wearing clothing that can get dirty and comfortable shoes.

## *Parking*

We encourage volunteers to car pool 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 help direct volunteers to their designated parking section.



# Volunteer Information Packet

## *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 one to two hours following the event to help clean the site.

## *Same Task All Day*

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. Team Leaders will direct any question they cannot answer to the Coordinator or the National 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, First Aid will be outside the Health Services area. Medical professionals and paramedics are typically available in the event of an emergency.

## *Lost Children*

Lost children or parents looking for lost children should be escorted to the Kids Zone Recovery Area.

## *Rain*

Many event experiences have 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.