

Volunteer Information Pack



COMMUNITY CONNECT DAY: Saturday, November 17th, 2018

Open to the public: 10am - 3pm

Central School Gym

(Entrance to Gym off of Ward Street at Mill Street)

SET UP ON FRIDAY, NOVEMBER 16TH

FLOOR SET-UP: 12:00 noon to 2:00 pm

SERVICE PROVIDERS SET UP: 2:00 PM onward

SIGN UP AS A VOLUNTEER at: <https://www.surveymonkey.com/r/7BJY6BD>

*If you have any questions after reading through this information pack,
please do not hesitate to ask!*

STILL QUESTIONS? COME TO A VOLUNTEER ORIENTATION

SATURDAY, NOVEMBER 10

11:00 AM TO 12:00 NOON **or** 1:00 to 2:00 PM

TUESDAY, NOVEMBER 13

12:00 NOON to 1:00 PM **or** 5:00 TO 6:00 PM **or** 7:00 to 8:00 PM

at Nelson CARES Board Room, 521 Vernon Street

NOTE: Arrangements may change from what is listed in this package.

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Contact Information

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Office: 521 Vernon Street (Nelson CARES) V1L 4E9.

**Please call or email Ann Harvey if you would like to volunteer
or if you have any questions after reading this.**

Thank you for donating your time and supporting this fun and valuable community event!

General Overview – NOTE: General shift times will change from those below.

What is Community Connect Day?

Connect Day is a marketplace of free resources and activities, for all those struggling to make ends meet in our community - A day that recognizes we can take a community approach to help take care of one another in Nelson. [Last year's CCD](#) helped make a real difference in small and big ways for over 330 people – individuals and families. We were amazed by [the generosity](#) of businesses, professionals, service providers and volunteers in Nelson. The amount of local support and engagement is incredible and it is absolutely what makes this great event possible!

Volunteer Support Structure

We want to support you in making this the best volunteer experience possible. As needs come up during the day, we have levels of support available to provide the assistance.

In the event of...	Contact...
Booth Needs/Shortages (If you need a break, run out of supplies, or have a question.)	Ann or a Floater or General Site Support Volunteer who will be wearing high visibility vests
First Aid Incidents	1-2 First Aid Volunteers will be onsite wearing orange high visibility vests <u>with a red cross</u> on them*
An agitated visitor or other disturbance (This is an unlikely event, but we are prepared and want you to feel supported)	1-2 Skilled Intervention Volunteers will be onsite wearing <u>yellow</u> high visibility vests*

*If you're unable to reach someone and cannot leave your booth, there will be Floater Volunteers and General Site Support who can go and find help for you.

Photo Release Form

Photographs help us capture and share this amazing day with the rest of the community. Photos help us with promotion and with fundraising for the day, and to share mementos of it with volunteers and service providers. Please consider signing the accompanying **Photo Release Form** to help us do this!

Volunteer Roles at a Glance

PRE-EVENT VOLUNTEERS help with **postering and leafleting, picking up items and delivering them to storage** until the afternoon before or morning of the event and **moving them again** to the event site those days. They may also assist with **sign-making and packaging** of items and **badge and form making**. Help is also need to **sort and size coats and winter boots**. If you have a truck, it could be especially helpful! Volunteers may also **follow up on requests for donated items**.

SET UP VOLUNTEERS help convert the school's gymnasium into an appropriate venue for Community Connect Day by following the provided layout plan. Some heavy lifting and moving may be required as floor covering, tables, chairs, and privacy screens will be put into place to create privacy for the different services being offered. School equipment will have to be moved on the stage and in the equipment room. Placement of free-standing lights, extension cords, mirrors, lots of signs and other equipment as well. Many hands make light work! On Saturday morning tents, chairs and tables need to be set up outside too. (Maybe heaters too.)

GREETERS provide a friendly welcome. Some greet early guests and take them warm coffee outside. All direct volunteers, service providers to registration at reception (for name tags & info.) Greeters give out door prize tickets to guests, stamp their hand and direct them to appointment tables or to booth locations or key personnel, as well as services, café, and raffle prize table, and help answer questions or direct them to someone who can help them. This is a good job for people who are welcoming and comfortable speaking with and warm towards others, and can stand for a period of time, off and on and have time to be oriented with the information. (Chairs will be available.) Best to dress warmly as the outside door is open quite often.

COUNTER CLICKERS will count the people coming in with a clicker in hand. They can assist with directions for people too, but their primary job is counting. It is best if these volunteers can stay the whole or most of the day, so people are not double-counted. Stamped hands help indicate someone already counted, but you may have to ask to distinguish between volunteers, service providers and guests. Some volunteers ARE guests and it is their way to give back with their contribution of time.

INFORMATION & RECEPTION VOLUNTEERS will register and give out name tags to volunteers and service providers, help direct them to their booths or key personnel or their area's floater volunteer, have information for people about the event, copies of "Nelson on a Shoestring" for guests, answer general questions, and keep an appointment sheet for a private counselling room if needed. Direct guests to booths and appointment tables.

COFFEE AND CAFÉ VOLUNTEERS will mostly be from Nelson Daybreak Rotary, but may need help. Coffee needs to be put on early at ODB for delivery soon after 8am at the gym with muffins. Coffee and food needs to be picked up from Our Daily Bread (at 520 Falls Street) throughout the day, and delivered to the Gym. Watch has to be kept for when supplies or food are getting low so they can be replenished. Some other food will need to be picked up during the day and delivered from restaurants/bakeries. Serving tables have to be kept clean and re-stocked, and eating tables have to be cleared and kept clean as people come and go. Watch has to be kept that people aren't camping out so everyone has a chance to sit down and eat during the day. And soup and perhaps other food has to be served in portions so everyone gets a chance. ALSO, café volunteers will work with General Support Volunteers to ensure Service Providers and day-long volunteers get some food and drink if they need it.

APPOINTMENT MAKERS will help people make appointments with the Service Providers (e.g. hairdressers, medical and other professionals, for body work, and maybe *portrait photos*).

COAT & BOOT AREA LINE VOLUNTEERS will make sure only 10 guests get in to the roped off area at a time to choose a coat or boots. Numbered tickets will be given out & called in that order & written on a white board. (Like a bakery). One volunteer will also help Valhalla Pure owner Sam Biao size and find the right coat for people. Shoe Bank Canada finds their own volunteers to help with the boot area.

NEW: PHOTO STUDIO VOLUNTEERS: TBD

NEW: NELSON HYDRO & FORTIS VOLUNTEERS: These volunteers will assist Fortis staff to hand out Energy Savings Kits and help guests apply for energy savings programs, or get info on their property managers and landlords, for Fortis to follow-up with them. (It helps guests save energy costs.)

FLOATERS will be assigned to an area of service providers to give assistance as needed. (Floaters may assist one or up to 3 or 4 service providers, depending.) Floaters help run errands, help keep a place clean/sweep up, put displays/clothes etc. back in order, and get service providers and area volunteers food and help when needed. You really help to keep the day flowing!

MONITORS will ensure that guests have an **ACCOMPANIST** to and from their appointments in the main part of the school (not the gym). Because there are other offices there, it is important the Accompanist both deliver the person to the Service Provider and be there to pick-up the person at the end of their appointment and accompany them back to the gym. This helps keep things moving with the Service Provider, so the next person can have their turn too. Another volunteer may take a shift as a hall monitor. If busy, MONITORS may have to accompany people out of the main school area.

OUTSIDE MONITORS Keep a check outside to make sure people are not smoking on school grounds and garbage is picked up. Positive friendly communication helps keep both guests and the school happy. Notify General Site Support, Ann or Intervention Team of any problems.

GENERAL SITE SUPPORT VOLUNTEERS will step in where needed or asked - to offer breaks to the other volunteers throughout the event and get them food and snacks if they can't get away. There will be free coffee, juices, hot chocolate, water and tea as well as soup and pizza and other food available at different times throughout the event served by the Rotary Club and Our Daily Bread at our **Free Café**. Please make sure you ask a General Site Support Volunteer to give you a break to eat. That said, **it is highly recommended you bring a snack, and water bottle, as it can be very busy during the day.** Food is in great demand.

FREE RAFFLE DRAW VOLUNTEERS will circulate, directing people to the table where they can enter for door prizes that will be drawn every hour. Volunteers will help the individual by filling out the door prize entry, which asks a couple of questions about the day **AFTER** they have made the rounds to at least a few booths so they can give more informed feedback.

There will also likely be a **KID'S ACTIVITY CORNER** with Kootenay Kids and other children's programs, handing out info & goods. Guests can also have some child minding for up to 30 minutes, while they go to their appointments. They could use a **screened volunteer to help play with the kids** and maybe help find the parents. **FACEPAINTERS** are needed too!

FIRST AID & SKILLED INTERVENTION VOLUNTEERS will be on hand should some accident occur or if someone has a bad day (**Must have current first aid certification and Crisis Intervention training**).

TAKE DOWN VOLUNTEERS are needed to help clean up the Gym (stacking & hauling tables, chairs, pop up tents, signs, equipment... loading vehicles & trucks, sweeping up and putting everything away, carrying stuff to trucks and cars and putting the school back the way we found it!)

Position Descriptions & Duties

PRE-EVENT VOLUNTEERS

Your role is important to organize and put things into place to help make this event happen successfully!

- **Planning:** If you want to help problem solve, be a pinch-hitter for tasks needing doing, like contacting people to ask for things, or have event planning experience this is for you!
- **Postering and leafletting:** This probably has to be twice in the four weeks leading up to CCD, as posters tend to get covered/taken down and handbills disappear; new locations are thought of too!
- **Picking up items in a truck:** This will be **most important on Friday, November 16th** but we may need it a few times before then too. We will need to get room dividers, rope stands, tents and maybe other equipment (possibly a heater). Other errands may be needed too.
- **Inventory:** We need to take stock of supplies left from last year.... cups, bowls, napkins & plates, appointment forms, equipment (lamps, mirrors etc) and more.
- **Sign-making/ name tags /office work:** We have to make dozens of table and wall signs. Involves cutting, folding, aligning, staple-gunning and taping. This usually happens in the week before Connect Day. number tickets, cutting draw slips.
- **Packaging Items:** We may need help grouping and packaging donated items.
- **Office Work:** We need help making badges, forms and slips. Involves cutting etc.
- **Post-Event:** Help deliver smiles and thank-yous (letters or ?) to donors.
- **Contacting registered volunteers and service providers:** We need to ensure we have all contact info and set up requirements and that waiver and photo release forms are signed.

SET-UP VOLUNTEERS

Set-up volunteers help by converting Central School's gymnasium into an appropriate venue for Community Connect Day by following the provided layout plan. Some heavy lifting and moving may be required as tables, chairs, privacy screens and pop up tents will be wiped & put into place to create privacy for the different services being offered. School equipment will have to be moved from the stage and equipment room to the bathrooms. Place free-standing lights, extension cords, mirrors, lots of signs & equipment according to floorplan. Many hands make light work! The **Set Up Volunteer Assistant** will help staff oversee this and will need a BRIEFING before hand.

FRIDAY:

FRIDAY: 12:00 PM to 7:00 pm **Floor Set Up** According to a floor plan to be provided:

- The Central School Gym needs to have its plastic floor covering laid out first. **(12 noon)**
- School District tables, chairs and benches need to be set up; this may include areas in the main floor school halls or rooms
- The stage & equipment room must be cleared or re-arranged according to a floor plan. Rooms in the school may need to have furniture moved slightly too.
- Deliveries must be unloaded as they arrive and placements made of extra tables, chairs, privacy screens, coat racks, pop-up tents etc. according to the floor plan
- Some volunteers needed to sort, size and place coats and winter boots

FRIDAY: 2:00 PM to 5 PM, 7 PM if needed. (TBD) – Service Providers will set up their tables / booths/tents (Shoe Bank Canada may start earlier.)

- Continue setting up tables / chairs etc. as per floor plans
- Assist service providers as requested. Extra help may be needed with coats and boots.
- Assist with distribution of lamps, mirrors, extension cords etc.
- Place Connect Day table cloths, signs on tables or walls
- Place signs as needed on walls, doors, exits etc., including in the school areas
- Set up PA system; test / sound check. Ensure speakers are off the ground/not blasting a table

FRIDAY: ROTARY

- Pick up of items for the café to store at ODB in cooler & not before 2:00 pm closing. May include:
 - ground coffee from Oso Negro warehouse
 - miscellaneous groceries pre-paid for early morning/set up use (juices, cream, milk, muffins, mayo, mustard, butter, lettuce, tomatoes, dill pickles);
 - 20 dozen sandwich buns from Safeway
 - 15 dozen soup buns from Real Canadian Superstore
- Ensure supplies under café tables for next day: plates, cups, glasses, bowls, spoons, soup spoons, serving trays, serving utensils, napkins, containers for take away, wrap

SATURDAY:

SATURDAY: 8:30 AM – FINAL SET UPS

- Set up outside tent(s) and chairs, table, benches, outside garbage (~~& cigarette bin~~) and Greeting and NO SMOKING signs, and any last-minute work not completed Friday
- Set up areas to be used inside the school but not in the gym – moving items around as necessary and setting up chairs, signs, tables, according to floor plan
- Get reception paperwork ready for volunteers: pens, name tags, info handouts, appointment logs and slips and tickets

SATURDAY: 9:00 AM SERVICE PROVIDERS & OTHER VOLUNTEERS ARRIVE

(SEE Greeters & Reception Volunteers, and Volunteer Assistant & Set Up Assistant)

- Greet service providers; hand out name tags/appointment paperwork; direct to booth area if didn't set up on Friday; let them know their appt. makers and Floater volunteer for their area
- Assist their final table / booth set-up requirements and make sure they are complete
- Greet volunteers; review volunteer assignments; hand out name tags & appointment paperwork
- Assist ODB/Rotary with CAFÉ set up or errands

SATURDAY: ROTARY

- Get to ODB early to make first coffee and hot water cambros. **Transfer to gym by 8:30 am** with a few muffins and cooler full of cream, milk, some juices.
- About 9:15 Pick up items pre-paid at Save On for café and take to Our Daily Bread including: meat & cheese slices for sandwiches from Save-On (**to ODB by 10 am**); 2 trays of veggies from Save-On Foods; other items from Save On pre-paid for pick-up
 - Throughout day pick up other items from source for delivery to gym: desserts from Kootenay Bakery; Pizzas from participating businesses; From ODB: soups, buns, veggie trays etc & sandwiches made there

SATURDAY 10AM - 3PM: EVENT IS OPEN to the Public!

Last year had over 330 visitors, over 70 people offering services at tables, booths and in offices, and over 50 other volunteers!

GREETERS 8:45 AM to 12:00 Noon (3) 12 Noon to 3:00 pm (2)

This is a great role for someone who is welcoming, comfortable speaking with and warm towards others, and can stand for a period of time, off and on. (Chairs will be available.) Dress warmly as the door is often open.

BEFORE 10 AM:

- give a friendly welcome to Community Connect Day
- ask/determine if people are service providers, volunteers or the public and ask public to wait outside until doors open; there will be tables and chairs. Take coffee to them if available.
- Greet service providers and volunteers and direct them to Reception for registration, name tags, waivers, appointment paperwork, and floor plan location, if needed.

(Note: Volunteers assisting with coat & boots may go outside before 10:00 am to hand out appointment tickets on first come-first served basis to those in line who are interested.)

AFTER 10 AM:

as people arrive, they will be met by our **Greeters** at the door. The **Greeters** will:

- give a friendly welcome to Community Connect Day
- stamp guests hand
- let people know
 - there is a free café, lots of services, information tables & free items
 - some services will require appointments (*provide a list?*) to book them asap at appointment tables, and direct to appointment tables
- direct people to:
 - the list of services sign or maps on tables (or hand out?): TBD
 - enter the free prize raffle entry table: called every hour, but must visit booths first to enter

COUNTER CLICKERS

2 9:30 AM to 12:00PM 1 All day is BEST, to be able to recognize people
2 12:00 PM to 3:00 PM 1 All day is BEST

Counter Clickers will count the people coming in with a clicker in hand. They can assist with directions for people too, but their primary job is counting, and recognizing /differentiating when people come in a second time – not to count them twice! They can stand or sit by the door. It takes some concentration to not get too distracted and lose count! If you can do it for the whole day, even better! (One help will be stamping guests as they come in, and name tags on volunteers and service providers).

RECEPTION / INFO TABLE VOLUNTEERS

- 3 8:30AM to 10 AM
- 3 10 AM to 12:00 PM (1 may leave at 11 am)
- 1-2 12:00 PM to 2:45 PM

This is another great role for outgoing people, organized people comfortable with paperwork, sharing information, assessing situations and with initiative to find or help get answers if needed.

For SERVICE PROVIDERS & VOLUNTEERS: The role of the Reception Table volunteer is to:

- welcome and register service providers and volunteers (before 10 AM mostly, & as volunteer shifts start) by checking their name off a list
- give volunteers and service providers their name tag and tell them where coats go, where the washrooms are and where their table/booth area is, if they don't know
- make sure key personnel have day glo vests: first aid and crisis intervention get yellow; general site support and staff get orange
- introduce them to or tell them who their Floater Volunteer is who will assist them, to run errands and get food or help for them during their shift
- tell them to ask for people in the bright day-glo vests if they are having any problems.

FOR GUESTS: When the doors open at 10 AM, your role is to:

- make them feel welcomed
- explain to the guests what services and activities are available by showing them a floor plan/list, especially where to book appointments
- answer any questions about the services people are looking for and what is offered, where they are, as best you can. Copies of "Nelson on a Shoestring" – a booklet of services in Nelson, may be available to hand out.
- If the guest needs assistance (water, to take a seat, in distress etc.) help them arrange this or assistance with a General Support Volunteer or someone in a day-glo vest

COFFEE AND CAFÉ VOLUNTEERS (Apart from Rotary and ODB volunteers; Car/van an asset)

- 1-2 8:30 AM to 12:00 NOON
- 1-2 12:00 NOON to 3:30 PM

- Help may be needed carrying heavy liquid containers: We have to brew the coffee and heat the food up off-site at Our Daily Bread (520 Falls St.) as the electrical load at the school can't take it. This will require some heavy lifting of insulated containers full of soup, hot water and coffee, and we will need someone who can work safely around hot liquids.
- We also need other food moved from ODB to the school: cream & milk, muffins; juices, veggie trays, cookies, etc. on hand throughout the day. Supplies will be under tables from Friday: serving plates, spoons, bowls, napkins. Our goal would be to have the first coffee and juice ready for early volunteers and Guests waiting outside and volunteers inside by 8:30 a.m., and then throughout the day. Maybe muffins too, by 9:00 am.
- Help will be needed at Our Daily Bread to make sandwiches ready for 1:30 pm serving. Production will start after 10:00 am TBD. Sandwiches will be stored in coolers for transport.
- ~~Nelson Food Cupboard will be putting out fruit in bowls on the café tables at 9:30 and later in the morning. TBD.~~

TENTATIVE CAFÉ SCHEDULE:

- 8:15 AM – Coffee, juices and water & some muffins for guests outside, volunteers and service providers
- 10:00 AM - Coffee, juices, water, hot chocolate, some fruit & muffins on site as doors open;
- 10:30 am – soup and buns from ODB (maybe cheese) & one veggie tray
- 11:30 am - soup from Legion?
- 12:30 PM have first round of pizza available (16) & one veggie tray
- 1:00 PM second round of pizza (16)
- 2:00 PM wrapped sandwich buns (meat & cheese) and cookies

ROTARY VOLUNTEERS will be serving the food & helping with the transport of it, and helping to keep the café supplied and clean. One or two CCD volunteers will help. 2+ will also help make sandwiches.

Runners will be going through until about 2:00 PM with the main meals, but we need to continue the coffee, hot chocolate, juice and some snacks until 2:45 pm. We will try to space the snacks out over the day.

Soup and perhaps other food has to be served in portions so everyone gets a chance. Watch has to be kept for when supplies or food are getting low so they can be replenished. Serving tables have to be kept clean and re-stocked, and eating tables have to be cleared and kept clean as people come and go. Recycling bins and garbage bins will need to be emptied and new bags put in.

Guests should be encouraged to leave the café area when they have finished a meal, so everyone has a chance to sit down and eat during the day. ALSO, **café volunteers will work with General Support Volunteers and Floaters** to ensure Service Providers get some food and drink if they need it.

At the end of the day, help will then be needed returning the food containers, putting food in containers and giving it away & cleaning up.

APPOINTMENT MAKERS

9:30 AM to 12:00 PM 2 for each grouping

12:00 PM to 3:00 PM 1-2 for each grouping

- For Hairdressers (4)
- For Body workers (6-7)
- Dentist (TEETH Clinic may do this)
- Other professionals: Vision testing
- Tentative: Photo studio
- Tentative: other medical practitioners (may have their own accompanists to appts.)
- For Coat/Boot area: Instead of appointment slips, numbers will be given out for entry into this area, with 10 people allowed in at any one time. The next number will be allowed in as people leave. If people show up late, they will be allowed in as vacancy occurs.

Tell people to show up 5 minutes before their appointment, or their spot will be given away. (Use some discretion.) **Please bring a watch or timepiece of some kind.**

The second shift may be quite light as appointments tend to get booked in the a.m. for the full day, but attendees must still be shown to the service provider, and no shows can be filled.

Appointment Makers have a table assigned to a group of service provider's booths that require appointments. When a person stops by the Appointment Table for those services (haircuts, body work, vision, dentist) you will have:

- **an appointment sheet for each Service Provider** divided into set appointment times, and
- **appointment cards** for guests, for the time length of that Service Providers sessions (e.g. 15 min., 30 min)

Write down the person's name on the service provider's appointment list at the correct time. Then write down on an appointment card for the guest: Service provider name (if not there), Guest name, appointment time. Give to guest to carry with them. Make sure you pick up the correct appointment card for the service provider. Some have 10 minute, 15 minute or 20 minute appointments.

Ask the person to **show up** back at the Appointment Table **five minutes before** the appointed time and check in. It could be people could get in early, and more people could be served. Let them know their appointment will be given away if they don't show. (Use some time discretion.)

For those appointments in the main part of the school, THEY MUST BE ACCOMPANIED TO THE APPOINTMENT AND PICKED UP FROM THE APPOINTMENT BY THE MONITOR.

PHOTO STUDIO VOLUNTEERS:

NEW: TBD.

APPOINTMENT ACCOMPANISTS / HALL MONITORS

3-4 9:30 AM to 12:00 PM

3-4 12:00 PM to 3:00 PM

- **Appointments in the main part of the school, MUST BE ACCOMPANIED TO THE SERVICE PROVIDER AND PICKED UP FROM THE APPOINTMENT BY THEM or the MONITORS.**
- Pick up the person with the appointment at the Appointment Table and accompany them to the Service Provider, making sure they connect with the Service Provider OR a Hall monitor continues to see them seated outside the Service providers door. If no Hall monitor, wait with the appointment for either the Hall monitor or Service Provider.
- Make sure you RETURN to pick up the appointment at the end of the appointment (usually 15 to 20 minutes) to accompany back to the gym. Pick up your next appointment and take back to Service Provider, and continue as above.
- If you see an appointment return to the gym unaccompanied, remind the service provider they should alert the hall monitor or personally accompany the person back to the gym if finished early, or you are otherwise engaged with another appointment.
- Hall Monitors will be stationed inside the school to make sure guests who have been seated waiting for Vision or Body work etc. do not go wandering to other parts of the school.

COAT AND BOOT AREA VOLUNTEERS

3

9:00 AM to 12:00 PM

Coat & Boot LINE volunteers will help keep an orderly flow of people into and out of the area by checking that they have the next 10 or so numbers in line waiting and noting the next group of numbers on the white board at the head of the line. (Soon serving #s:.....)

- Volunteer at line start end will hand out numbered tickets and explain to watch for their number.
- Volunteer at “gate” end will keep numbers posted on the white board as to next group of 10 that can wait in line AND Take ticket upon entry to coat /boot area.
- BOTH line volunteers will check there are no line jumpers AND that late comers (numbers who have past) are allowed in line.

Coat & Boot Volunteers within the “Market” Area assist people to find and try on boots and coats, and keep the area tidy, replacing boots and coats on the proper racks by size that are not chosen. **NOTE: ShoeBank Canada has lined up their own volunteers for the boot area.** The Coat area requires only one to two volunteers apart from Valhalla Pure’s owner. **One coat and pair of boots per person only.** Please bring a watch. People will be allowed 10 minutes to choose a coat and /or boots. People with numbered tickets called will be let in as people leave, so no more than 10 people at a time are in the roped off area. Please ensure no old shoes and coats are left on the shelves/racks as people get the new ones. (Discard area?)

We advise you to come early to familiarize yourself with the stock and placement of sizes, to better assist people during the day.

FREE RAFFLE DRAWS / DOOR PRIZE VOLUNTEERS

2 to 3 9:30 AM to 12:00 PM

2 12:00 PM to 3:00 PM

Free Raffle and Door Prize Volunteers will:

- sit at raffle table and oversee/guard prizes
- 1 will circulate with raffle prize entry forms, to help people fill out & get feedback
- help people fill out entry questions (name, phone, 2 questions); (Store previous hour’s entries for feedback to questions).
- Facilitate entry draws and help MC make the announcements of the entry winner through the day.
- Lay out and replenish items on the table, over the day, from which people can choose from for door prize, as they’re drawn during the day.
- Protect the raffle and door prize items behind the table.
- when not busy, circulate, directing people to the table where they can enter for a door prize that will be drawn every hour; or help people fill out raffle entry.
- DRAW for 3 Raffle prizes at 2:45 pm.

FLOATER / HELPER VOLUNTEERS

5-6 9:00 AM to 12:00 PM
5-6 12:00 PM to 3:00 PM

The **Floater Helpers** will be assigned to an area of service provider's booths to help the service providers by giving them a hand when necessary. This could be helping them to finish setting up; running an errand; helping them get a question answered/problem solved; bringing them snacks, juice, coffee, water or minding the booth if they need to take a break. For haircutters it might mean helping them sweep up after appointments, spray hair, put on capes, etc. In a pinch, know who the GENERAL SITE SUPPORT VOLUNTEERS and people in DAY-GLO VESTS are if extra help is needed or a problem arises. (E.g. Emergency First Aid or Crisis Intervention person). You are the one to find the help for the service provider.

KID'S ACTIVITY CORNER

2 9:30 AM to 12:00 PM
2 12:00 PM to 3:00 PM

Kootenay Kids will be providing a child-minding volunteer for the Kid's Activity Corner this year, offering families that are participating in Community Connect Day the option of a Kid's Activity Corner, where they can leave their kids for 30 minutes while they make and attend an appointment for themselves. The area will also be offering giveaways to parents. The Kid's Corner will offer mats to play on and games, books, toys and face painting, crafts, colouring and will require screened volunteers that are comfortable supervising children playing and vetted by Kootenay Kids. There may also be an Art Table. TBD.

SKILLED INTERVENTION / FIRST AID VOLUNTEERS

1 8:30 AM to 12:00 PM First Aid Certified people with First Aid Kit
1 12:00PM to 4:00 PM
1 8:30 AM to 12:00PM Skilled Crisis Intervention Staff
1 12:00PM to 4:00 PM

The role of these volunteers would be to offer their assistance as and when needed. These volunteers would have appropriate training (i.e. non-violent crisis intervention, first aid) and may be helping in other roles on the day, but would put this role first when necessary. The First Aid Volunteer will be responsible for the First Aid Kit. Both will wear a Day-Glo YELLOW Vest. The First Aid volunteer will have a taped Red Cross on the vest.

GENERAL SITE SUPPORT VOLUNTEERS

1-2 9:00 AM to 12:00 PM
1-2 12:00 PM to 3:00 PM (longer if possible)

The General Site Support Volunteers will be floating around the event and

- providing information to people as needed, assisting where needed
- stepping into other volunteer roles as and when needed (e.g. lunch), offering breaks to some of the other volunteers or their assistance when appropriate.
- they will be BRIEFED BEFORE THE EVENT on the floor plans, rules, people's roles so they can best be of service. You will wear a Day-Glo ORANGE Vest.

TAKE DOWN / CLEAN UP VOLUNTEERS & ASSISTANT

8-10 people

3:00 pm TO 5:00 pm

The role of the clean-up volunteer is to help by converting the gym AND school areas back to the gym and schoolrooms and parking lot as they were. Some heavy lifting and moving may be required: Stacking & hauling tables, chairs, pop up tents, equipment; taking down signs; sweeping up and putting everything away; carrying stuff to trucks and cars and putting the school and equipment back the way we found it!

Volunteers who helped during the event and are able to stay on and help clean up are more than welcome, too! Again, many hands make light work!

There may be a need to help with a vehicle in returning things to source or to storage until businesses open on Monday.

The Take Down Assistant will familiarize themselves with what items get returned to whom and to where, and help supervise the stacking, loading and return of items in the gym and to original sources outside the gym, so all items are accounted for and other volunteers know where to load or place items.

POST-EVENT VOLUNTEERS: THANK YOU CARD WORK BEE & DELIVERY

8-10 people

One to two weeks after Community Connect Day

People gather in the board room of Nelson CARES (521 Vernon Street) to cut and fold cards, write short notes, put address labels on and stamp and seal envelopes and help deliver the cards to people's homes and businesses in Nelson in the following days. (Some are mailed.)

THANK YOU FOR CONSIDERING BEING A VOLUNTEER FOR COMMUNITY CONNECT DAY!

Please fill out a [registration form on-line](#), or one can be emailed to you.

IF YOU HAVE ANY QUESTIONS OR CONCERNS:

- Come to one of the **volunteer orientation sessions** noted on the front page (Saturday, November 10 or Tuesday, November 13)
- Contact: Ann Harvey at ncoh@nelsoncares.ca or 250-352-6011 x5266.

Thank you for donating your time and supporting this fun and valuable community event!