

Volunteer Information Pack



COMMUNITY CONNECT DAY: Saturday, November 23rd, 2019

Open to the public: 10am - 3pm

Central School Gym

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

MAIN SET-UP: Friday, November 22nd, 2019

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/XDSK96B>

*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 16

11:00 am TO 12:00 noon **or** 1:00 to 2:00 pm

Tuesday, November 19

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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**Please call or email Rebecca Martin 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

What is Community Connect Day?

Community Connect Day (CCD) 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 350 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!

Key Terms

- **Service Providers:** The people who offer their professional services (such as hairdressers, body workers, dental and vision workers, etc.), goods (such as food/drinks, coats, shoes, socks, etc.), and/or information and resources (such as information/resources about various programs and services in Nelson, etc.) all free of charge at Community Connect Day.
- **Booth/Table:** A Community Connect Day booth/table is a work area where a service provider offers their services, goods, or resources/information. Some booths require appointments, particularly those of the professional service providers. There are different volunteer roles that help coordinate these appointments (Appointment Makers, Accompanists, and Hall Monitors, which are described later in this document).
- **Rotary & ODB Volunteers:** Volunteers from Nelson Daybreak Rotary & Our Daily Bread (ODB) who help run and supply the 'Free Food Café' at Community Connect Day.
- **Guests:** The people who visit Community Connect Day.
- **Volunteers:** YOU...hopefully! We ask that all volunteers be able to commit a minimum of 2 hours, but more time is even better. There are several volunteer positions, each described in the next section. For a quick overview of the different positions, look at the Table of Contents above.

Position Descriptions & Duties

NOTE: General shift times may change from those below.

PRE-EVENT VOLUNTEERS

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

Planning / Coordinating: 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!

Posting 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!

Office work: Making signs, packaging items, and/or inventory: We have to make dozens of table and wall signs, badges, forms and slips. Involves cutting, folding, aligning, staple-gunning, taping, numbering tickets, etc. This usually happens a week or two before Connect Day. We also need to take stock of supplies left from last year (cups, bowls, napkins & plates, appointment forms, lamps, mirrors, etc.). We may need help grouping and packaging donated items, too.

Arranging item pick-ups and returns: There are several items that we borrow from various community partners for Community Connect Day. We need some help arranging pick-up and return times of these items.

Picking up items in a truck: This will be **most important on Friday, November 22nd** 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. Some items are small, some are large; we will need a truck for larger items.

Securing donations (food, door prizes, etc.): We may need help securing donations for raffle/door prizes from local businesses, as well as food at a discounted rate (such as pizzas from local pizza places). This involves approaching and/or following up with business owners/workers.

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. This involves emailing and/or phoning volunteers and service providers whose information/forms are incomplete.

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 beforehand.

Main Set-up (Friday, Nov 22):

FRIDAY: 12:00 PM to 2:00 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 (unless arrangements have been made with Rebecca to set-up 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 & ODB VOLUNTEERS

- Pick up items for free café to store at ODB in cooler after 2:00 pm. Items 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);
 - sandwich buns from Safeway
 - soup buns from Real Canadian Superstore
 - other items
- Ensure supplies are under café tables for next day: plates, cups, glasses, bowls, spoons, soup spoons, serving trays, serving utensils, napkins, containers for take away, wrap

Final Indoor & Outdoor Set-up (Saturday, Nov 23):

SATURDAY: 8:00 AM – 10:00 AM

- Set up outside tent(s) and chairs, table, benches, outside garbage 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

(Help Greeters, Reception Table Volunteers, and Set-up Volunteer 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 Our Daily Bread/Rotary with CAFÉ set up or errands

SATURDAY: ROTARY/OUR DAILY BREAD

- 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

TAKE DOWN VOLUNTEERS & DELIVERY RETURNS

Take-Down – Saturday, Nov. 23 from 3pm – 5pm: 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!

Delivery Returns – Saturday, Nov. 23 after 3pm: There may be a need to help with a vehicle in returning things to source, or to store until can be delivered on Monday when businesses open.

The **Take Down Volunteer 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.

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

EVENT DAY VOLUNTEERS

Last year had over 350 visitors, over 70 people offering services at tables, booths and in offices, and over 70 other volunteers!

All Event Day Volunteer positions take place at Central School, unless otherwise indicated.

FOOD & DRINK PREPARATION

At least 2 hours between 7:30am – 2:30pm at Our Daily Bread.

- 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 may 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.
- 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.
- Food & Drink Preparation volunteers will work alongside Rotary and Our Daily Bread volunteers.

PICK-UPS & DELIVERIES OF FOOD/DRINKS

At least 2 hours between 8am – 3pm, going between Our Daily Bread and Central School.

- We need help transporting food and drinks from Our Daily Bread to Central School.
- Having a vehicle is an asset.
- Will require some heavy lifting of insulated containers full of soup, hot water and coffee.
- We will need someone who can work safely around hot liquids.

FREE CAFÉ

At least 2 hours between 8:30am – 3:30pm.

- Provide free food and drinks to guests, volunteers, and service providers. Food has to be served in portions so everyone has a chance to eat.
- Supplies will be under tables (from Friday set-up): serving plates, spoons, bowls, napkins. Our goal is 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.
- 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.
- At the end of the day (after 3pm), help will be needed returning the food containers, putting food in containers and giving it away, & cleaning up.
- Café volunteers will work alongside Rotary/ODB volunteers, and with General Support Volunteers and Floaters to ensure Service Providers get some food and drink if they need it.

TENTATIVE CAFÉ SCHEDULE:

- 8:30 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
- 12:30 PM – Have first round of pizza available (16) & one veggie tray
- 1:00 PM – Have second round of pizza (16). Maybe smokies/hot dogs?
- 2:00 PM – Wrapped sandwich buns (meat & cheese) and cookies. Maybe smokies/hot dogs?

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.

GREETERS

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.

Pre-event Greeters: 8am – 10am

- 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 Table 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.)

Greeters: At least 2 hours between 9:30am – 3pm

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' hands
- let people know:
 - there is a free café, lots of services, information tables & free items
 - some services will require appointments (you will be provided with a list of these services), and that appointments book up quickly so it's a good idea to book them asap at appointment tables
- direct people to:
 - appointment tables
 - 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

At least 2 hours between 9:30am – 3pm, but best if you can stay the whole time.

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! (Checking for a stamp or name tag is helpful in knowing if a guest or volunteer/service provider has already been counted). Counter Clickers 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!

RECEPTION / INFO TABLE VOLUNTEERS

At least 2 hours between 8am – 3pm

This is another great role for outgoing and organized people who are 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, run errands, get food, and/or help them in other ways 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 as the Reception Table volunteer 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, what is offered, and 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 seek assistance from a General Support Volunteer or someone in a day-glo vest.

APPOINTMENT MAKERS

At least 2 hours between 9:30am – 3pm

Appointment Makers have a table for booking appointment times for service providers who require appointments. When a guest 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**, with the session length for that service (e.g. 15 min., 30 min).

Write down the guest's name on the service provider's appointment list at the correct time. Then write the following 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, 20 minute, etc. appointments.

Ask the person to **come back** to the Appointment Table **five minutes before** the appointed time and check in. (If people can get in early, then more people can be served). Let guests know their appointment will be given away if they don't show (use some time discretion). **Please bring a watch or timepiece of some kind.**

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

APPOINTMENT ACCOMPANISTS / HALL MONITORS

At least 2 hours between 9:30am – 3pm

Guests with appointments in the main part of the school **MUST BE ACCOMPANIED TO THE SERVICE PROVIDER AND PICKED UP FROM THE APPOINTMENT BY THE ACCOMPANIST or the MONITOR.**

- Accompanists pick up the Guest 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 Provider's door. If no Hall Monitor, wait with the Guest for either the Hall Monitor or Service Provider.
- Accompanists – make sure you RETURN to pick up the Guest at the end of the appointment (usually 15 to 20 minutes) to accompany them back to the gym. Pick up your next Guest and take them to Service Provider, and continue as above.
- If you see a Guest return to the gym unaccompanied, remind the Service Provider that they should alert the Hall Monitor or personally accompany the Guest back to the gym if finished early.
- 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 around other parts of the school.

COAT AND BOOT AREA VOLUNTEERS

At least 2 hours between 9am – 3pm

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. **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.

We advise you to come early (around 9am) to familiarize yourself with the stock and placement of sizes, to better assist people during the day.

COAT AND BOOT AREA LINE MANAGEMENT VOLUNTEERS

At least 2 hours between 9:30am – 3pm

Coat & Boot Area LINE MANAGEMENT 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 “start” end of line will hand out numbered tickets and explain to watch for their number.
- Volunteer at “gate” end of line will keep numbers posted on the white board as to the next group of 10 that can wait in line AND will 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.
- **Requires an extra briefing.**

FREE RAFFLE DRAWS / DOOR PRIZE VOLUNTEERS

At least 2 hours between 9:30am – 3pm

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 door prize items on the table, over the day, from which people can choose.
- 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 VOLUNTEERS

At least 2 hours between 9:30am – 3pm

Floater volunteers will be assigned to an area of service provider 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, 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.

KIDS' ACTIVITY CORNER / FACE PAINTING

At least 2 hours between 9:30am – 3pm

Kootenay Kids may be able to once again offer families that are participating in Community Connect Day the option of a Kids' Activity Corner, where they can leave their kids for 30 minutes while they make and attend an appointment for themselves. The area will also likely be offering giveaways to parents. The Kids' Corner will offer mats to play on and games, books, toys, crafts, colouring, etc. and will require **screened volunteers** that are comfortable supervising children and vetted by Kootenay Kids. If a screened volunteer feels comfortable doing face painting, that would be great! Supplies are provided.

SKILLED INTERVENTION / FIRST AID VOLUNTEERS

At least 2 hours between 8:30am – 4pm

The role of these volunteers is to offer their assistance when needed. These volunteers need appropriate training (i.e. **Non-violent Crisis Intervention** Training for Skilled Intervention Volunteers; **current First Aid** for First Aid Volunteers) 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

At least 2 hours between 9am – 3pm

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 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, and people's roles so they can best be of service. They will wear a Day-Glo ORANGE Vest.

POST-EVENT VOLUNTEERS: THANK YOU CARD WORK & DELIVERY

Following November 23. Exact date(s) TBD.

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).

Volunteer Support Structure

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

| In the event of... | Contact... |
|--|---|
| Needs/Shortages (If you need a break, run out of supplies, or have a question) | Rebecca, a Floater, or a 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 a First Aid or Skilled Intervention volunteer, and you cannot leave your volunteer area, there will be Floaters and General Site Support Volunteers 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 **Photo Release Form** (once you have it) to help us do this!

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 16 or Tuesday, November 19)
- Contact: Rebecca Martin at ncoh@nelsoncares.ca or 250-352-6011 x5.

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