

SUMMIT OF HOPE VOLUNTEER INSTRUCTIONS

Thank you for participating in the Summit of Hope. Please read the following information. We hope this will answer some of your questions about the event.

- **Plan to arrive at the summit location around 8 a.m.**
This will allow you time for training on your assignment, or for those who have attended before, be refreshed on any new changes in the event.
- **Check-in at the registration table where you will receive a red Summit of Hope shirt; if you already have one please wear it that day.**
- **Proceed to the volunteer area after you have your shirt on.**
We will have people to guide you to the area where the training will take place and you will meet the coordinator who will be assigning people for you to guide through the maze of vendors. You can then pick up a cup of coffee or water and make sure that you understand the event layout including the locations of the restrooms and food areas.
- **Once you have been assigned a person, you introduce yourself and complete the two page questionnaire.**
Both you and the event participants will be wearing a name tag with your first names on it. Each question on the questionnaire requires you to circle the answer or enter a number (i.e. how many people live at your residence). This questionnaire needs to be completed by you; please do not hand it to the participant and ask them to complete it. The purpose of this is for you to learn a little about this person and what he/she needs to help them get their life back on track, and serves as a way to break the ice to get the person talking and comfortable.
- **The next form to be completed is the waiver form.**
This form gives permission to use their photo or image if the news media is present or someone takes their picture. Please have them to sign the form and check box I grant permission or I do not grant permission. If they check "**I Do Not Grant Permission**" it is now **your** responsibility to make sure that their picture is not taken. If the press should arrive or someone is taking pictures please take them to another area so their photo is not taken and return when they are gone. We place that duty on you and ask that you will respect their wishes.
- **You are now ready to guide the participant through the maze of service providers at the Summit of Hope.**
Volunteers should encourage them to stop at every table. They need to understand that if they do not think they need a particular service or information, someone in their family may, so it is beneficial to gather and share the information.
- **We ask that you don't skip any tables.**
If there are any freebies (pens, key chains, etc.) please encourage them to take one, these are always a hit.
- **You will be surprised how much they appreciate your contact with them.**
They want help, but do not know how to go about getting it. You make it all possible; the Summit of Hope just brings everyone together.
- **Plan for a busy, yet rewarding day filled with friendly faces, smiles and the personal reward that you have touched so many people, giving them an opportunity to change their lives.**

Just a few quotes from the evaluations they fill out at the end of the day:

"Please continue to give hope to those of us who have lost our hope"

"Thank you for saving my life today"

"I really think after seeing everyone here today I am not by myself, there is help for me"

"Just knowing there are so many people that want to help makes me feel it is possible"

THANK YOU FOR HELPING WITH THIS EVENT!

VOLUNTEER JOB DUTIES/RESPONSIBILITIES

Every volunteer job is very important and we need many people to fill all the volunteer roles. You can indicate on your volunteer registration form if there is a job you really want; otherwise we will assign you the morning of the Summit. The following is a list of the volunteer duties that we need filled to make the event a success:

- **Guide Offenders through the Summit**
Most of the volunteers will be needed to walk the participants through the Summit to break the ice with vendors and providers; helping them open the doors to success. The average person can only walk about 3 or 4 people through per day. You are the key to the success of the Summit of Hope.
- **Work the Registration table**
Assist with registering everyone as they arrive and answering questions. Making sure the vendors and providers get the information they need and everyone gets a Summit of Hope shirt.
- **Work the Exit table**
Make sure that every one of the participants turns in their paperwork and thanking them for attending.
- **Assist with the breakfast and lunch food**
Maintain the food area, keeping it stocked and appealing to everyone.
- **Assist as Door Greeters for vendors and participants**
Welcome and direct everyone to where they need to go. You need to be a friendly and happy person who can answer questions and help set the mood for everyone's day.
- **Guide and assist Vendors**
Guide vendors to their tables and make sure they know where everything is and answer their questions or find out the answers for them.
- **Special Visitor Assistance**
As the press, officials and other dignitaries arrive the front registration table needs someone to locate the Summit Representatives who will provide a tour of the event and answer their questions.
- **Help to relieve other Volunteers**
This person fills in for the guides and all the different stations when they need a restroom break or they need to grab something to eat or drink.
- **Event Assistance/FAQ**
These are people who can answer questions and are familiar with the whole event, so they direct others.
- **Event Traffic Control**
Direct people to an area or specific direction within the venue. Used in hallways and doorways to direct both vendors and participants in a particular direction.

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