



# Volunteer Information Packet

## Volunteer Rally

Each volunteer should attend the Volunteer Rally. This will be a key event to provide important event information and provide volunteers with their t-shirts. We also encourage each volunteer to watch the Volunteer Video Announcements and read the 14 day YouVersion devotional on the website.

## Guest of Honor Principle

At Convoy of Hope our goal is that every guest be valued, respected, and treated as a Guest of Honor. We must unconditionally love, accept, and serve each guest without regard for age, race, physical appearance or spiritual condition. By simply being kind, compassionate and merciful to one another, we can effectively display and model the love of Christ to guests—increasing their openness to the Gospel.

## Child Volunteers

Children ages 9 and under are not permitted to volunteer at the event. Those that are ages 10-12 may serve, however they must remain in the company of a parent or guardian all day. Volunteers 13-17 years old may work in any area of service they choose. Every minor serving MUST have their waiver signed by a parent or legal guardian. Without this valid signature, a minor will not be permitted to serve.

Safety volunteers must be eighteen years of age or older. The Kids Zone is for guest use only. Volunteers are requested not to leave their children in this area.

If you are a pastor bringing a group of minors, please contact the National Office of Convoy of Hope at 417-851-4411 for a waiver you can have your youth's guardians sign and bring to the event.

## Dress

You will receive a t-shirt at the Volunteer Rally. Volunteers should dress appropriately for the weather. In spring, fall and winter, it is recommended to dress in layers, as temperatures may be cooler in the morning and late afternoon. Volunteers should dress modestly and wear clothing that can get dirty. In warm weather, modest shorts are appropriate. Comfortable shoes are recommended.

## Parking

Volunteers are encouraged to car pool to the event. When satellite parking lots and shuttles are used, drivers should drop their passengers off at the site before parking. Guest parking areas are reserved for guests only. When you arrive on Saturday morning, there will be parking attendants available to direct you to your designated section.



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## Duration of the Event

For most volunteers, the day of the event will begin with the Volunteer Orientation Meeting at 7:30am. The event will continue until all the guests or groceries are gone; this typically occurs by early to mid-afternoon. Volunteers are requested to stay for an additional one to two hours following the Volunteer Wrap-up Meeting to help clean the site.

## Same Task All Day

To ensure that we serve our guests effectively, volunteers are asked to 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 serving guests.

## Communication

On the day of the event, volunteers should direct all questions to their Assistant Team Leader (ATL) or Team Leader (TL). 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, however can be found nearby. 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. In the event of rain, volunteers should be prepared to get wet and may wish to bring rain jackets and umbrellas. It is crucial that all volunteers remain at their assigned area and continue serving in the rain.