



Wednesday, April 11, 2018
Cambridge Recreation Center
3930 Cambridge Street
Las Vegas, NV

Volunteer Frequently Asked Questions

Q: What days/times are volunteers needed?

- A:** Wednesday, April 11, 2018
- Shift 1: 10:30 am – 1:30 pm (set-up)
 - Shift 2: 1:30 pm – 4:30 pm (event)
 - Shift 3: 4:00 pm – 8:00 pm (event and clean-up)
 - Shift 4: 10:00 am – 8:00 pm (all-day)

Q: Where should volunteers park/check-in?

- A:** Parking will be available in the front parking lot of Cambridge Recreational Center. Signs will direct volunteers to the volunteer check-in area. Once inside, volunteers will check-in, be given a wristband and volunteer t-shirt, and assigned a volunteer position.

Q: What time is the volunteer rally?

- A:** The volunteer rally will be on event day, Wednesday, April 11, 2018 at Cambridge Recreation Center at 1:30 pm. Event staff will direct volunteers to the rally after checking-in.

Q: What do volunteers wear?

- A:** Please dress casual and comfortable. Upon arrival, volunteers will be provided a volunteer t-shirt that we ask to be worn. If volunteering as part of an organization or corporate group service project, volunteers may wear gear provided by their team. Some volunteers may be assigned outdoor roles where sunscreen, hats, or jackets may be appropriate.

Q: What should volunteers bring?

- A:** Volunteers do not need to bring anything. PLEASE NOTE: Do not bring valuables or leave them in vehicles. This includes purses, wallets, cell phones, computers, etc. There will not be a place to stow personal belongings and the Nevada Homeless Alliance is not responsible for lost or stolen items.



Q: What will volunteer duties be?

A: All volunteers are assigned a role at check-in. Please see the following role descriptions:

Navigation

Navigators will serve as guides in assisting participants with locating service sections throughout the event. This provides volunteers with the opportunity to directly serve individuals and families. **This position requires advance training on Saturday, April 7, 2018 at Cambridge Recreation Center from 1:00 pm to 3:00 pm.**

Participant Check-In

Check-in volunteers will serve as the first point of contact for participants entering the event. These volunteers will greet and introduce participants to the services available. Participants will then be interviewed using a brief intake form with a needs assessment and complete a release of information. **This position requires advance training on Saturday, April 7, 2018 at Cambridge Recreation Center from 1:00 pm to 3:00 pm.**

Participant Booth Check-Out

Check-out volunteers will serve as the final point of contact for participants exiting certain booths. These volunteers will receive participant paperwork and conduct a brief survey, gathering information necessary for participant healthcare follow-up. **This position requires specialized healthcare knowledge/skills and advance training. For more information, contact Laura Culley at laura.culley@unlv.edu.**

Participant Exit Survey

Exit survey volunteers will serve as the final point of contact for participants exiting the event. These volunteers will receive participant paperwork and conduct a brief survey, measuring participant satisfaction with the event and services received.

Food Service

Food service volunteers will help serve food and refreshments to participants, volunteers, and service providers. These volunteers will also assist with the clean-up of the dining area.

Connect Store

Connect Store volunteers will help organize clothing and other donations, act as personal shoppers, and/or assist with checking participants out (tracking outgoing donations). While all items are free of charge, the Store provides a dignified shopping experience for people receiving donated items.

General Event

General event volunteers will be assigned to assist in various service areas throughout the event where needed. Possible tasks include navigation assistance to participants, courtesy patrol, helping with pets, trash and recycle patrol, traffic and parking assistance, restroom patrol, and providing relief to other volunteers.



Q: May volunteers choose their roles?

A: Volunteers may request a preferred role at check-in. PLEASE NOTE: A particular role cannot be guaranteed, as there are limited needs for certain roles. If a volunteer has concerns with an assigned role, please inform an event staff member immediately. This includes, but is not limited to, issues concerning level of comfort, language, or disability.

Q: Is advance training available?

A: Advance training is available and highly encouraged. Volunteer training will be on Saturday, April 7, 2018 at Cambridge Recreation Center from 1:00 pm to 3:00 pm. If you are unable to attend advance training, you will be assigned a role at check-in for your shift(s) at the event.

Q: May volunteers bring children to the event?

A: Due to liability, we ask that all volunteers be 16 years of age or older. Some schools may participate with advance authorization and planning through the Nevada Homeless Alliance. Children 10 and older may volunteer in the Connect Store with a parent at their side. Parents/legal guardians must sign a waiver of liability at check-in for their children.

Q: Will lunch be served?

A: Lunch will be provided to volunteers who register for the all-day shift. There will also be a volunteer break area where snacks and water will be provided. Due to limited resources, if you did not register for the all-day shift, please make independent arrangements to eat prior to or following your shift.

Q: May volunteers access event services?

A: As a volunteer, you may not access any services. This includes, but is not limited to, childcare, pet services, medical/dental/vision care, haircuts, and the Store. If a volunteer is found to be accessing services at the event, he/she will be asked to leave immediately.