

Homeless Resource Day

Saturday, October 3, 2009
Prince George's Community College
9:00 a.m.—4:00 p.m.

Volunteer Form

PLEASE PRINT CLEARLY

Name _____ E-mail Address _____

Address _____

City _____ State _____ Zip _____

Telephone _____ (Home) _____ (Work) _____ (Other) _____

EMERGENCY CONTACT INFORMATION

Name _____ Relationship _____

Address _____

City _____ State _____ Zip _____

Telephone _____ (Home) _____ (Work) _____ (Other) _____

INSTRUCTIONS: Below is a list of service areas for which volunteers are needed. Please indicate your 1st, 2nd, and 3rd preference in the area in which you wish to serve. A description of the services to be performed appears on the back. Please return your completed Volunteer Form and "signed" Form of Consent and Release of Liability Waiver to Ms. Carliece Lee via facsimile (301-909-6331) or e-mail (CLLee@thr.state.md.us). Remember to select your preferred training date/time from the Scheduled Training Sessions that appear below. For additional information, please call Ms. Carliece Lee at 301-909-6319.

- | | | | |
|--------------------------|-----------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | Bi-lingual Assistant | <input type="checkbox"/> | Registration |
| <input type="checkbox"/> | Food Services | <input type="checkbox"/> | Sign Language Assistant |
| <input type="checkbox"/> | Greeter/Exit Surveyor | <input type="checkbox"/> | Student Docent Volunteer |
| <input type="checkbox"/> | Guide | <input type="checkbox"/> | Transportation Aide |
| <input type="checkbox"/> | Maintenance Support | | |

PREFERRED SHIFT:

AM Shift (7:00 a.m. —12:00 noon) PM Shift (12:00 noon —5:00 p.m.)



HOMELESS RESOURCE DAY TRAINING SCHEDULE

ALL VOLUNTEERS MUST ATTEND AT LEAST ONE TRAINING SESSION

Date	Time	Training Location
<input type="checkbox"/> Monday, September 21, 2009	7:00 p.m. —8:30 p.m.	New Carrollton Branch Library 7414 Riverdale Road New Carrollton, Maryland 20784
<input type="checkbox"/> Tuesday, September 22, 2009	10:00 a.m. —12:00 noon	Laurel Branch Library 507 7th Street Laurel, MD 20707
<input type="checkbox"/> Tuesday, September 22, 2009	7:00 p.m. —8:30 p.m.	Oxon Hill Branch Library 6200 Oxon Hill Road Oxon Hill, MD 20747
<input type="checkbox"/> Saturday, September 26, 2009	10:00 a.m. —12:00 noon	The Sanctuary at Kingdom Square 9033 Central Avenue Capitol Heights, Maryland 20744

Descriptions of Volunteer Service Opportunities

► **Bi-lingual Assistant.** Volunteers must be fluent in Spanish. Bi-lingual assistants will provide assistance as needed in each of the volunteer service areas identified. **Volunteers Needed: 10-12 for AM Shift; 10-12 for PM Shift.**

► **Food Services.** Volunteers for this position will assist with the serving of lunch prepared for guests and volunteers. Additional responsibilities include distribution of other food service items to be provided to guests, along with ensuring that areas designated for food consumption and/or distribution are returned to their original condition. **Volunteers Needed: 15-20 for AM Shift; 15-20 for PM Shift.** From this pool of volunteers 2-3 volunteers will be responsible for ensuring that entertainers get to designated stage area and provide personal assistance as needed. This includes providing beverages and may include handling of personal items. Entertainment will be provided during lunch ONLY. Time: 11:30 a.m.—1:30 p.m.

► **Greeter/Exit Surveyor.** Volunteers for this position are responsible for creating an inviting and hospitable environment for guests upon their arrival and departure. *Greeters* are expected to greet clients as they get off the bus and/or exit their cars in the designated drop-off/pick-up and/or parking areas). *Greeters* will also be responsible for ensuring that each client is introduced to his/her personal *Guide*, who will in turn see that the guest gets to the Registration area. *Exit Surveyors* are responsible for gathering surveys provided by guest requesting follow-up care and/or services. These volunteers will provide guests with a direct link, specifically a name and number of a person to contact at the Department of Social Services. **Volunteers Needed: 20—30 for AM Shift; 20—30 for PM Shift.**

► **Guide.** Volunteers for this position are responsible for escorting guests to the registration table and to render assistance (as needed) with completion of registration form and other correspondence absent that confidential in nature. After the registration process is complete, the guide is responsible for helping the guest navigate through the wide array of services available throughout the day — this includes lunch. *Example: If a guest/client desires to visit the Department of Motor Vehicles to get an identification card, the Guide would escort them to the transportation site. The Guide is expected to remain with the guest until each service requested has been provided.* Afterwards, the guide will escort the guest to a Transportation Volunteer who will ensure that the guest gets on the bus designated for his/her return to their location of residency. *Guides must be at least 21 years of age.* **Volunteers Needed: 300 (1 to 3 ratio).**

► **Maintenance Support.** Volunteers for this position will be instructed as to his/her specific assignment. Responsibilities include set-up and breakdown of service areas, along with general maintenance of the areas designated for the Department of Social Services use for this event. Maintenance Support volunteers must be at least 15 years of age. Community Service hours will be provided. **Volunteers Needed: 10-15 AM Shift; 10-15 PM Shift.**

► **Registration.** The Registration Desk will serve as the “official” welcoming station for all guests and volunteers. Volunteers for this position must possess excellent organizational and communication skills. Computer skills is a PLUS! Recordation of vital information, issuance of identification bands, and dissemination of information regarding available services will be the primary duties. Information received is confidential in nature and must be treated as such. Additional responsibilities include check-in/check-out of volunteers. Registration Desk Volunteers play a key role in ensuring the success of the day’s event. **Volunteers Needed: 10-12 for AM Shift; 10-12 for PM Shift.**

► **Sign Language Assistant.** Volunteers must possess exceptional interpretation and sign language skills. Sign Language Assistants will provide assistance as needed in each of the volunteer service areas identified. **Volunteers Needed: 10-12 for AM Shift; 10-12 for PM Shift.**

► **Student Docent Volunteer.** Volunteers must be at least 15 years of age. These persons will be assigned to different service areas and provide assistance as needed. Community service hours will be provided for all student volunteers. **Volunteers Needed 15-20 for AM Shift; 15-20 for PM Shift.**

► **Transportation Aide.** Volunteers for this position should be “people friendly” and possess excellent communication skills, along with a general sense of direction. Transportation Aides responsibilities include: riding bus to/from pick-up and/or drop-off locations; dissemination and verbal delivery of information regarding the day’s activities. It is important that these volunteers acquaint themselves with the information available about service locations and services provided throughout the day. **Volunteers Needed: 15-20 for AM Shift; 15-20 for PM Shift.**

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Form of Consent and Release of Liability Waiver

Liability Statement

I, _____, understand that I am participating in activities related to the Prince George's County Homeless Resource Day by my own choice.

THEREFORE, I AGREE TO:

- release the State of Maryland, and Prince George's County from any liability for any injury or illness sustained during my participation. I assume full responsibility for risk of bodily injury or property damage incurred by myself arising either directly or indirectly from participation in the Prince George's County Homeless Resource Day, from any cause whatsoever.
- indemnify, defend and hold harmless the State of Maryland, and Prince George's County for any liability that may arise as a result of my negligent, intentional, criminal, willful or fraudulent acts or omissions that occur during my participation in the Prince George's County Homeless Resource Day.
- return all forms and data sheets to the person designated to receive such information, upon completion of my participation in the Prince George's County Homeless Resource Day.

Dated this _____ day of _____, 2009.

Signed:

Name (please print)

Signature

Guardian Signature (if under 18 years of age)

Returned signed form to Ms. Carliece Lee via facsimile (301- 909-6331) OR e-mail (CLLee@dhr.state.md.us)

Dear 2009 Homeless Resource Day Volunteer:

Thank you for volunteering to serve. In an effort to better serve our clients, and ensure a seamless transition as clients navigate throughout the various service points, the following requirements and/or procedures have been established:

1. ALL volunteers **must be** at least 15 years of age.
2. ALL volunteers serving as “Guides/Exit Surveyors” **must be** at least 21 years of age.
3. ALL volunteers **must** attend at least one (1) scheduled training session.
4. ALL volunteers will be scheduled to work 5 hour shifts — AM Shift (7:00 a.m.—12:00 noon; PM Shift (12:00 noon—5:00 p.m.).
5. A mini-training refresher will be held at the start of each shift — **7:00 a.m.** for AM volunteers and **12:00 noon** for PM volunteers.
6. Each volunteer service area has been assigned a Coordinator and Assistant. These persons should be consulted on matters regarding that area.
7. A t-shirt will be provided the day of the event to each volunteer.
8. ALL volunteers are asked to wear comfortable, yet appropriate, clothing and shoes. Some areas require extended periods of standing and/or walking. **PLEASE DO NOT BRING PERSONAL ITEMS OF VALUE.** Leave outer coats/jackets in the trunk of your car.
9. Volunteers are asked not to bring siblings and/or children to the campus the day of the event.

For additional information, please contact Ms. Carliece Lee via telephone (301-909-6319) or e-mail (CLLee@dhr.state.md.us).

Sincerely,

Tonga R. Peterson

Tonga Peterson, Volunteer Coordinator