

Convoy of Hope[®]

Volunteer General Information

Child Volunteers

Children 12 and under must remain in the company of a parent or guardian all day. Volunteers 13 and older may work in any area of service they choose. (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.

Communication

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 Convoy Coordinator or Convoy of Hope.

Dress

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. Convoy of Hope T-shirts and hats will be available for purchase at the Volunteer Commissioning Rally.

Duration of the Outreach

For most volunteers, the day of the outreach will begin with the **Volunteer Orientation Meeting**. The outreach will continue until all the guests or groceries are gone; this typically occurs by early to midafternoon. Volunteers are requested to stay for an additional one to two hours following the **Praise Wrap-up Meeting** to help clean the site.

First Aid

First Aid is provided by Health Services. All first aid needs for volunteers and guests should be directed to this area. Medical professionals and paramedics are typically available in the event of a medical emergency.

Guest of Honor Principle

At Convoy of Hope our goal is that every guest be valued, respected, and treated as a **Guest of Honor**. The love and compassion of Jesus Christ should be clearly expressed through our countenance, attitude, and actions. 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.

Lost Children

Lost children or parents looking for lost children should be escorted to the Kids Zone Recovery Area.

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.

Nametags

Volunteers will receive nametags that are color-coded and area-identified. Administrative nametags will be provided to Assistant Convoy Coordinators, Team Leaders, and Assistant Team Leaders.

Parking

Volunteers are encouraged to car pool to the outreach. 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.

Praise Wrap-up Meeting

Shortly after the site officially closes, all volunteers will be asked to gather in the Site Entertainment area for a brief wrap-up meeting. During this time, brief testimonies and outreach results will be shared.

Rain

Many outreach 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 of service and continue serving in the rain.

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.

Site Cleanup

All volunteers are asked to remain on site for an additional one to two hours following the **Praise Wrapup Meeting** to help with site cleanup.