

FMCA

Your RVing Family

**REDMOND VOLUNTEER
DESCRIPTIONS**

Updated April 18, 2024

TABLE OF CONTENTS
VOLUNTEER DESCRIPTIONS

General Information.....3
Coffee Hour Volunteers.....4
FMCA Store Volunteers.....6
Disabled & Activity Golf Cart Volunteers.....8
Information Volunteers.....12
Security Volunteers.....14
Seminar Volunteers.....18
Tram Volunteers.....17
Welcome Volunteers.....19

SPECIAL EVENTS JOB DESCRIPTIONS

Fun & Games Leader20
Ice Cream.....21
Silent Auction.....21

General Information for Captains:

Using the information provided by FMCA, you are responsible for scheduling and communicating with your volunteers. Some larger volunteer groups will use a sign-up system for scheduling. This information will be given to you closer to the event.

FMCA Contact:

Allison Perry is your FMCA contact for your volunteers. Use 800-543-3622 X 247 or Aperry@fmca.com

Volunteer position staffing can be handled in two ways:

1. Volunteer as a chapter. If you can do this, the FMCA home office will shut down the volunteer opportunity for general registration. Your chapter members will register, and then you will submit an alpha list with F numbers (member numbers) to the FMCA Events Department, Aperry@fmca.com, for volunteer coding. Update your list as needed. You will work with Allison on changes; as the event gets closer, you will receive a list each Friday from cwhaynes2@msn.com. The captain will communicate information and plans with the chapter members. Please provide all information before mailing begins: June 17, 2024.

The system will not allow more positions when they have reached capacity. If there are people on your list who are not in your chapter, tell FMCA, and they will be contacted and reassigned.

2. Volunteer, no chapter. The volunteer selection is made available to the general registration. The names of the volunteers are collected, and a report is sent from cwhaynes2@msn.com to the captains each Friday as the event draws near. The captain will then communicate information and plans with your volunteers. When the positions have reached capacity, the system will not allow more.

Lists:

Your volunteer lists will have the contact information from the person's membership provided to FMCA. Email them to get the missing contact information. Ask them to update their membership information by calling FMCA.

Where to look:

The volunteer information coming from the home office will be available on FMCA.com. Go to FMCA.com and then select EVENTS. Then, under EVENTS, select ADVENTURE PEAKS. Under ADVENTURE PEAKS, go to INFORMATION CENTRAL/Learn More/Volunteer Icon.

Meeting on-site:

A meeting script will be sent to you before the convention to assist with your on-site volunteer meeting.

Closed COFFEE HOUR VOLUNTEERS– Arrive Monday, August 12 Meeting Tuesday at 9:00 a.m.

OVERVIEW:

The duties of the Coffee Hour volunteers are to serve coffee, hot chocolate, and doughnuts to families each morning during the convention. Coffee Hour Volunteers are not expected to make the coffee, tea, and hot chocolate.

Number of Volunteers Needed: **16 to 20 volunteers (8-10 rigs)**

Preference is for a Chapter to handle this task. Coffee Volunteers are together in a location walkable to the Social Area. It is important that everyone has the same electric. 30-, 50-AMP. A placard with a Coffee Cup is issued to Coffee Hour Volunteers.

CAPTAIN RESPONSIBILITIES:

Pre-Convention:

- ◆ Begin recruiting Coffee Hour Volunteers. FMCA will also recruit.
- ◆ Provide updates to the volunteer list as needed.
- ◆ Inform Coffee Hour volunteers that they must register for the convention with the same parking. 30-, 50-AMP, etc.
- ◆ Assign duties to the volunteers. Typical duties for Coffee Hour include set-up crew, runners, and clean-up crew. A few volunteers should be assigned to help with the disabled station.
- ◆ Coffee Hour volunteer captains decide how to assign volunteers to shifts and/or duties. Coffee Hour officially begins at 8:00 a.m. and ends at 9:00 a.m., or when quantities of coffee and doughnuts have been depleted, whichever comes first.
- ◆ Inform Coffee Hour volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.

On-Site Before Convention Begins:

- ◆ Attend the coffee hour volunteer meeting.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.
- ◆ Meet with the FMCA Staff Coffee Hour Representative and review the location of the tent, supplies, and the setup.

Equipment Provided:

- ◆ One radio is provided for the Coffee Hour Area. An FMCA staff person will have the radio.

Coffee Hour Volunteers Supervision:

- ◆ Assure that the volunteers have arrived for their duties.
- ◆ Meet with the FMCA staff person to review changes in product quantities.

VOLUNTEER RESPONSIBILITIES:

On the first official day of the convention, report to the Coffee Hour location at 6:45 a.m. to prepare for the serving of coffee and doughnuts.

Set-Up Volunteers organize tables to serve coffee, hot chocolate, and doughnuts. A separate station should be established away from the serving areas for creamer, sugar, and stirs.

Set-up volunteers should also establish a station accessible with coffee and doughnuts for disabled members.

Before serving coffee and doughnuts each morning, the set-up volunteers should ensure clean serving tables. Disinfectant wipes and paper towels are available for cleaning tables. Additional set-up crew members should patrol the coffee hour area and straighten the chairs and pick up cups, napkins, and other debris.

Runners will be responsible for transporting the doughnuts from the truck or storage area to the serving tables.

Clean-Up Volunteers should police the area and dispose of cups, napkins, newspapers, or empty doughnut boxes. Trashcan liners are available in the storage area to dispose of trash during coffee hour. The facility is responsible for disposing of trash around the coffee hour area; however, volunteers are needed to keep the area tidy and replace trashcan liners during the coffee hour (8:00 a.m. to 9:00 a.m.).

Particular attention to the coffee hour may need to be paid the morning after the ice cream social. Tables will normally need to be reset after this event.

**Closed FMCA STORE VOLUNTEERS Arrive Monday, August 12
Meeting Tuesday at 11:00 a.m.
at the store in the Exhibit Hall**

OVERVIEW:

The duties of the FMCA Store Volunteers are to assist customers in searching for specific FMCA logo items available for sale at the convention. Volunteers are not expected to handle cash or credit card transactions.

Volunteers Needed:

15-18, working two time slots.

The captain adjusts the scheduling as needed to cover the store's hours of operation.

4 volunteers per shift on the 1st & 2nd days of the convention. Wed., 1:00 p.m. to 5:00 p.m. and Thursday. 8:45 a.m. to 5:00 p.m.

Two volunteers per shift on the 3rd and 4th convention day. Fri. 8:45 a.m. to 5:00 p.m. and Sat. 9:00 a.m. to 3:00 p.m.

One option: Three shifts daily—8:45 a.m. to 11:30 a.m., 11:30 a.m. to 2:00 p.m., and 2:00 p.m. to 5:00 p.m.

CAPTAIN RESPONSIBILITIES:

Pre-Convention:

- ◆ Begin recruiting FMCA Store Volunteers. FMCA will also recruit.
- ◆ Provide updates to the volunteer list if needed.
- ◆ Inform FMCA Store volunteers that they must register for the convention.
- ◆ Schedule volunteers for shifts when the store is open during convention days. Store Hours are Wed. from 1:00 p.m. to 5:00 p.m., Thurs. and Fri. from 8:45 a.m. to 5:00 p.m., and Sat. from 9:00 a.m. to 3:00 p.m.
- ◆ FMCA Store volunteer captains decide how to assign volunteers to shifts.
- ◆ Inform the store volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.

On-Site Before Convention Begins:

- ◆ Attend the FMCA Store volunteer meeting.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.

FMCA Store Volunteers Supervision:

- ◆ Assure that the volunteers have arrived for their shifts.

VOLUNTEER RESPONSIBILITIES:

Work your shift(s) assigned by the FMCA Store Volunteer Captain; don't be a no-show!

Report to your shift 15 minutes prior to its start time. Initial the schedule sheet upon arrival.

Become familiar with available items at the on-site FMCA Store.

Assist customers with finding sizes of merchandise to sell.

Answer questions about the cost of items, locating items, etc.

Refer customers to the online store if merchandise is not available on-site.

Attend the orientation meeting on Tuesday at 1:00 a.m. at the FMCA Store booth.

Always wear your special color Store Volunteer badge when reporting to and working at the FMCA Store.

Since the indoor exhibit area is closed to the public on your training day, the volunteers attending the orientation meeting must wear the special color store volunteer credentials. Indoor exhibit security personnel will have a list of volunteers permitted to enter this restricted area.

Please note: Volunteers will not be responsible for handling cash or credit card transactions.

**Closed ACTIVITY CART VOLUNTEER DUTIES– Arrive Sunday, August 11
Meeting on Monday at 11:00
with training after.**

OVERVIEW:

The duties of the Disabled & Activity Golf Cart volunteers are to provide transportation assistance to convention attendees and the public in and around the convention's activity areas, particularly those with Disabled credentials or mobility issues. No person requesting assistance should be denied service. Members residing in the Disabled parking area may be transported to and from their RVs. Other members may be transported within the activity areas and to a drop zone in the family parking areas.

Number of Volunteers Needed: 60 volunteers

CAPTAIN RESPONSIBILITIES:

Pre-Convention:

- ◆ Begin recruiting Activity Cart volunteers. FMCA will also recruit.
- ◆ Provide updates to the volunteer list as needed.
- ◆ Inform Disabled & Activity Golf Cart volunteers to register for the convention to receive volunteer status.
- ◆ Disabled & Activity Golf Cart Volunteers should be willing to work three three-hour shifts or more during the week.
- ◆ Inform Disabled & Activity Cart volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.

On-Site Before Convention Begins:

- ◆ Meet with the Convention Director, Convention Committee chairman, and/or executive board Disabled liaison regarding schedule updates.
- ◆ Attend the Activity Golf Cart volunteer meeting and assist the Activity Golf Cart Coordinator with the volunteer schedule.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.
- ◆ Assist with the training of new drivers.

Equipment Provided:

- ◆ Radios are provided for each Activity Golf Cart and the activity cart coordinator.
- ◆ Six-passenger golf carts are provided to transport members and guests around the convention site's activity centers and display areas.

Activity Cart Volunteers Supervision:

- ◆ Check that the volunteers have arrived for their shifts.
- ◆ Perform radio checks with volunteers. This is very important, so volunteers know how to use the radio in a medical emergency.
- ◆ Inform the Events Director, Convention Committee chairman, and/or Convention Committee liaison of any problems being experienced with the Disabled & Activity Golf Cart and offer suggestions on improving this service.

VOLUNTEER RESPONSIBILITIES:

- ◆ Drive convention attendees around the activity areas of the grounds in six-passenger golf carts. Do not turn down any attendees in need but give preference to attendees with a Disabled badge or sticker.
- ◆ If the attendee is parked in the Disabled parking area, take them to and form their RV. All other attendees asking for transportation may be taken to a drop-off area. Activity areas include indoor and outdoor exhibits, seminar rooms, the entertainment stage, and the Information Center.
- ◆ Have the convention program and Convention App available so information may be provided to the attendees. Try to be well-versed in giving directions.
- ◆ People who do not have a badge are to be directed to the FMCA Information Center. Daily gate passes may also be purchased in the Information Center during exhibit hours.
- ◆ Make sure all passengers are seated and remain seated until the golf cart comes to a complete stop.
- ◆ Inform the Activity Golf Cart Captain if a replacement has not arrived to replace the current volunteer driver.
- ◆ Each Disabled & Activity Gold Cart will have a radio for the driver to contact the FMCA Office in an emergency.
- ◆ People working the last shift of the day are responsible for retuning the golf cart and the key to the coach of the Disabled & Activity Cart Coordinator parked in the Disabled Area.
- ◆ If the Disabled & Activity Cart volunteer is unable to work all or a portion of their shift assigned, the Disabled & Activity Cart Captain should be informed in advance of the shift to secure a replacement for the duration of the assigned shift.

DAYS AND TIME NEEDED:

The schedule will be available via a sign-up portal.

INFORMATION VOLUNTEER DUTIES-

**Arrive Monday, August 12
Meeting at 10:00 a.m. on
Tuesday**

OVERVIEW:

The duties of the Information Volunteers include distributing pre-orders Show T-shirts, Beverage Vessels, and Magic Mile swag bags (lists provided). Other duties include sorting, contacting, and distributing members' mail, staffing the information desk, and selling craft tickets after the morning sign-up has ended. They also provide information about the convention and the local area, assist with the App, and participate in the Silent Auction needs. The local Chamber of Commerce will help regarding local attractions, restaurants, shopping, and tourism opportunities.

Number of Volunteers Needed: **20 Volunteers-** 2 volunteers to handle money, 2 for calculators, 2 for tickets, and 2 for crowd control for the craft sale on Wednesday morning.

CAPTAIN RESPONSIBILITIES:

Pre-Convention:

- ◆ Begin recruiting Information Volunteers. FMCA will also recruit.
- ◆ Provide updates to the volunteer list as needed.
- ◆ Inform Information Volunteers that they must register for the convention to receive volunteer status.
- ◆ Information volunteers should be willing to work at least three three-hour shifts during the week. These shifts may be completed in one day or worked on separate days.
- ◆ Inform Information volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation sent from the national office will reinforce this information, which you will pass on to your volunteers.

On-Site Before Convention:

- ◆ Meet with FMCA volunteer coordinator regarding schedule updates.
- ◆ Attend Information Volunteer Meeting.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.

Equipment Needed:

- ◆ A smart cell phone.

Information Volunteer Supervision:

- ◆ Assure that the volunteers have arrived for their shifts.

Inform the volunteer Coordinator from the national office, Events Director, or Convention Committee chair of any problems being experienced at the Information Center.

VOLUNTEER RESPONSIBILITIES:

Assist with distributing attendees’ mail, pre-ordered t-shirts, beverage vessels, and Magic Mile swag bags, Welcome bags, Mail and packages.

Answer questions. Volunteers should be familiar with the convention program and the area where the convention is being held, the app, and the locator link.

Sell craft tickets.

DATES AND TIMES NEEDED:

- ◆ Tuesday, 1 Day before the Convention 2:00 p.m.- 5:00 p.m.
- ◆ Wednesday, 1st Day of Convention 7:00 a.m.- 5:00 p.m.
- ◆ Thursday, 2nd Day of Convention 8:00 a.m.- 5:00 p.m.
- ◆ Friday, 3rd Day of Convention 8:00 a.m.- 5:00 p.m.
- ◆ Saturday, 4th Day of Convention 8:00 a.m.- 3:00 p.m.

SECURITY VOLUNTEER DUTIES:

**Arrival Sunday, August 11
Meeting at 9:00 a.m. on Monday**

OVERVIEW:

The primary duties of the Security Volunteers are to restrict entry to designated areas or redirect people to appropriate locations during set-up dates and throughout the days of the convention. Security Volunteers should be assertive but pleasant to convention attendees and the public. Security Volunteers must be familiar with convention grounds and particularly various security stations. You are not a police officer. Do not get into confrontations; simply get any information and contact security chiefs to handle the situation.

Number of Volunteers Needed:

40 Volunteers

CAPTAIN RESPONSIBILITIES:

- ◆ Begin recruiting Security Volunteers from the chapters. If two or more chapters provide Security Volunteers, coordinate with the representative from the other chapters.
- ◆ Provide updates to the volunteer list as needed.
- ◆ Inform Security Volunteers that they must register for the convention to receive volunteer status.
- ◆ Receive the Security Volunteer assignment schedule via an email attachment.
- ◆ Security Volunteers are expected to work twelve hours over the show dates. Depending on the assignment, these shifts may be based on four-hour increments.
- ◆ Inform Security Volunteers that some security stations may be exposed to weather conditions (rain, heat, sun, wind, etc.).
- ◆ Inform Security Volunteers that some security stations may need to be staffed as early as 7:45 a.m. and as late as 10:00 p.m.
- ◆ Security Volunteer Captains decide how to assign volunteers to shifts.
- ◆ Inform Security Volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.
- ◆ Email your volunteers. Connect with FMCA if you need contact information.

On-Site Before Convention Begins:

- ◆ Attend FMCA Security Member Staff/ Security Volunteer Captain meeting.
- ◆ Attend the Security Volunteer meeting.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.

Equipment Provided:

- ◆ A radio will be provided to the Volunteer Security Captain.
- ◆ A four-passenger golf cart will also be provided to assist the volunteers in arriving at their security stations on time.
- ◆ Blue security vests and hats.

Security Volunteer Supervision:

- ◆ Assure that the volunteers have arrived for their shifts.
- ◆ Inform the volunteer coordinator from the national office, Events Director, Chief of Security, or Convention Committee chairman of any problems experienced at the various security stations.
- ◆ Before the start of each shift, the Security Volunteer Captain should give specific instructions to the Security Volunteers regarding changes to security stations and appropriate credentials required for entry to restricted areas.

VOLUNTEER RESPONSIBILITIES:

Using the signup portal or other methods, signup for at least 3 shifts for the convention.

Verify vehicle credentials that are parked in restricted areas.

Verify badges of family members and guests who wish to enter restricted areas.

Direct families and guests to appropriate offices (FMCA Office, Information Center, or Exhibitor Registration Office) if name badges are missing.

Assist members and the public in locating various exhibit locations and activity centers.

Please note: Security Volunteers will not be assigned locations where traffic control will be required.

**SEMINAR VOLUNTEER DUTIES: Arrive Monday, August 12
Meeting Tuesday at 11:00 a.m.**

OVERVIEW:

The duties of the Seminar Volunteers will be to act as monitors and reporters for the seminars. The monitor makes sure the stage is set up properly and that the microphones are in working order. The monitor also distributes hand-outs by the seminar presenter, distributes evaluation forms randomly, and introduces the seminar presenter. The reporter sits in the audience and completes a seminar report regarding the seminar's content, the estimated number of attendees, and the audience's reaction to the presentation.

Number of Volunteers Needed: **60-80 volunteers**, depending upon the number of seminars and seminar rooms.

CAPTAIN RESPONSIBILITIES:

Pre-Convention:

- ◆ Begin recruiting seminar volunteers. FMCA will also recruit.
- ◆ Prepare an alphabetical list of volunteers with their F (member) numbers.
- ◆ Submit an alphabetical list to the volunteer coordinator at the national office.
- ◆ Provide updates to the volunteer list as needed.
- ◆ Inform seminar volunteers to register for the convention to receive volunteer status.
- ◆ When the show's digital program is released, you will receive the seminar assignment schedule via an email attachment from the FMCA Events manager, Barbara Feiler.
- ◆ Seminar Volunteers are scheduled through the volunteer scheduling portal. They are instructed to select three shifts during the four days. Two or three different seminars are scheduled during each shift. Volunteers are assigned to seminar events and not to meeting events.
- ◆ Inform Seminar Volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you shall pass on to your volunteers.

On-Site Before Seminars Begin:

- ◆ Meet with FMCA seminar coordinator regarding schedule updates.
- ◆ Attend the seminar volunteer meeting.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.
- ◆ Attend the volunteer appreciation ceremony.

Equipment Provided:

- ◆ Two radios will be provided for use by the seminar captain.
- ◆ One golf cart is provided for the seminar captain and co-captain. Each seminar room will have a basket containing an envelope for each seminar with evaluation sheets, pencils,

radio, a program, a map of the grounds, and other items. The Captain and Co-Captain deliver the baskets each morning before the beginning of the seminars and pick up the baskets after the last seminar of the day.

Seminar Volunteers Supervision:

- ◆ Assure that the volunteers have arrived for their shifts.
- ◆ Perform radio checks with volunteers. This is very important, so volunteers know how to use the radio in a medical emergency.
- ◆ FMCA seminar coordinators and sound/audio-visual technicians monitor the seminar radio channel. Remind volunteers to call on the radio for assistance with equipment or janitorial problems.
- ◆ Meet with the FMCA seminar coordinator each afternoon regarding any schedule changes.

VOLUNTEER RESPONSIBILITIES:

Arrive at least 15 minutes before the seminar is due to start. Stay until the seminar presenter(s) leave. FMCA provides at least 30 minutes between seminars for set-up.

Sign up for a minimum of 3 seminars for the convention. More or less sign-ups may be required depending on the number of volunteers and the number of seminars in the program.

Check the seminar room. Notify the staff via radio if a janitorial is needed. Know where restrooms and emergency exits are located.

Assist the seminar presenter(s). Help pass out handouts.

Announce the seminar's title, presenter's name, and credentials at the beginning of the seminar. Turn off cell phones. Check with eh presenter. Some prefer to do this themselves.

Distribute about 50 seminar evaluation forms found in the seminar envelope. Randomly place evaluations and pencils on chairs. Collect evaluations. Extra evaluations are in the basket for anyone requesting one.

Fill out the Reporter's Form on the envelope. The information assists us when planning seminars for future conventions. Please include the presenter(s) business card, handouts, and printed name(s).

Only registered convention attendees (blue, yellow, or green badges) can attend seminars, including individuals purchasing daily passports. *The daily passport badge is the same color as the public gate badge but is the same size as the registered convention attendee badge. Be flexible if the room is not full or a Product-Specific seminar.*

If any problems occur, please communicate them via radio. Seminar staff, seminar captains, and sound/AV technicians are on Channel 5. Say, "Radio check from Seminar (#)," and wait for a response. Repeat if not acknowledged. Notify the FMCA office on Channel 2 if you don't get a response on Channel 5. Someone dials 911 Safety–Medical Channel 4. Say, "Code Red." Wait for a response. State your location and the issue.

Closed TRAM VOLUNTEER DUTIES Arrival Sunday, August 11
Meeting on Monday at 10:00 a.m.
No Tram Service as of 4/18/2024

OVERVIEW:

The duties of the Tram Volunteers are to ensure the safety of families and guests riding trams and to act as hosts and guides at tram stops.

Number of Volunteers Needed: **18 volunteers.**

CAPTAIN RESPONSIBILITIES:

Pre-Convention:

- ◆ Begin recruiting Tram volunteers. FMCA will also recruit.
- ◆ Submit an alphabetical list to the volunteer coordinator at the national office.
- ◆ Provide updates to the volunteer list as needed.
- ◆ Inform Tram Volunteers that they must register for the convention to receive volunteer status.
- ◆ Tram volunteers should be willing to work at least two four-hour shifts during the week. Tram captains will be responsible for assigning shifts.
- ◆ Return assignment schedule to FMCA for printing and distributing to volunteers with volunteer packets.
- ◆ Inform Tram volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter sent from the national office will reinforce this information, which you will pass on to your volunteers.

On-Site Before Convention Begins:

- ◆ Work with the Chief of Trams to assign volunteers to various tram routes and shifts.
- ◆ Meet with the Events Director, Convention Committee Chairman, Chief of Trams, and/or the Convention Committee designee regarding schedule updates.
- ◆ Attend the Tram volunteer meeting.
- ◆ Welcome volunteers.
- ◆ Adjust assignments if needed.

Equipment Provided:

- ◆ A radio is provided for the Tram volunteer captain to communicate with the Tram Crew leaders.

Tram Volunteers Supervision:

- ◆ Assure that the volunteers have arrived for their shifts.
- ◆ Inform the Events Director, Convention Committee Chairman, Convention Committee designee, or Chief of Trams of any problems experience with the tram service and offer suggestions on improving this service.

VOLUNTEER RESPONSIBILITIES:

- ◆ Assist passengers in boarding or leaving the tram.
- ◆ Answer questions regarding various activity centers around the convention site.
- ◆ Assist families in finding the correct tram following evening entertainment.
- ◆ Carry a convention program and use the App for references.

Please note: Tram volunteers should become familiar with the layout of the convention grounds and be aware of the trams that travel to various areas around the grounds.

DATES & TIMES NEEDED:

Sunday + Monday	8:00 a.m. – 5:00 p.m.
Tuesday	8:00 a.m. – 9:00 p.m.
Wednesday	7:00 a.m. – 9:30 p.m.
Thursday	7:00 a.m. – 9:30 p.m.
Friday	7:00 a.m. – 9:30 p.m.

Closed WELCOME VOLUNTEERS

Arrive Friday, August 9

Assembly and distribution to storage for the parking crew access.

CAPTAIN RESPONSIBILITIES:

OVERVIEW:

The duties of the Welcome Crew are to assemble and store welcome bags for the parking crew to distribute.

A chapter is preferred for this task. They must agree to arrive on Friday. On Saturday at 9:00 a.m., welcome bags will be assembled and placed in boxes ready for distribution.

A Welcome Captain is appointed to recruit individuals to help assemble and prepare the bags for distribution. The spouses of the Advance Crew members are asked to assist with this project.

The Welcome Captain and crew construct the welcome bag stuffing linens (two double-sided) on Friday before the bags are stuffed. They double-check the items to be included in the welcome bags against an inventory sheet. They count out the bags and the pins to know when all the required bags have been made.

Coordinating with FMCA Staff, a list of all items is provided ahead of time. Items for the welcome bag include, but are not limited to, the following: one convention program, two event maps, a convention and rally card, a "Today" newsletter, a Change/Additions sheet, communications information, charity information, and a participation award entry form (summer only), and pins.

The coordinator will have a sign-up sheet before and during the packing process for people to sign up to assemble and assist in preparing for the distribution of the bags. FMCA will also recruit volunteers. A schedule outline will be provided.

The stuffing area needs to be cleaned. Trash removal is arranged, and all extra bags/items are put on a pallet and taken to the back of the information area.

Bags are to be delivered to various locations: the Commercial Office, the FMCA Office, and the Information Center. They are then delivered to the Advance Crew and other early arrivals. The bags are held in a storage area and/or container for the Welcome Area. RV arrivals are on Sunday, Monday, Tuesday, and Wednesday.

FUN & GAMES LEADER

Reports to: Director of Events

Supervises: Fun & Games volunteers- **Single International Chapter** unless told otherwise.

The Special Events Leader is responsible for creating a sense of fun and community to members and guests attending the international convention.

Responsibilities include:

- ◆ Create a proposal and tentative schedule of events for games prior to each convention.
- ◆ Provide a brief description of each activity, any special instructions or abilities needed to participate in the activity, minimum and maximum number of participants, and any special location or time needed for the activity.
- ◆ Submit a list of desired supplies and prizes to the Events Director to be considered.
- ◆ Upon arrival on the convention grounds, obtain Ropak with game supplies.
- ◆ Post signs in approved locations around the convention grounds advertising the activities.
- ◆ Following the convention, provide a report of each activity, number of participants involved, any issues related to conducting the specific activity, and suggestions for improving the activity for future conventions.

Closed ICE CREAM SOCIAL- not hand dipped- Individual Ice Cream Treats

Reports to: Director of Events or Events Manager

Supervises: Full-Timers Chapter Volunteers who typically handle the Ice Cream Social and other volunteers that want to assist.

Responsibilities:

- ◆ Find the Ice Cream Social Ropak of supplies near the ice cream social location.
- ◆ Have the volunteers arrive 1 hour before the social's start time.
- ◆ When the Ice Cream Treats are delivered, help bring them to the tent if needed.
- ◆ Set up four to six distribution points, one should be designated for disabled participants.
- ◆ Have a back-crew that keeps the ice cream supplied to the distribution points clear empty boxes, etc.
- ◆ Have two to three people take ice cream treats to the Exhibit Hall for the exhibitors and to the Information Center for the volunteers and the staff. A golf cart will be needed.
- ◆ Upon conclusion, have everyone clean up and reset the tables if needed.

Closed SILENT AUCTION:

Currently the silent auction is being handled by Information Volunteers and FMCA Event Staff.