



SUMMIT OF HOPE VOLUNTEER INSTRUCTIONS

Thank you for participating in the **Summit of Hope**. We hope this information will answer some of your questions about the event.

Plan to arrive at the location one hour early.

This will allow you time for training on your assignment, or for those who have attended before, be refreshed on any new changes in the event.

Upon arrival, check-in at the registration table where you will receive a red Summit of Hope shirt and a red wristband; if you already have a red Summit of Hope shirt, please wear it that day.

Proceed to the volunteer area after you have your shirt on. We will have people to guide you to the area where the training will take place and you will meet the coordinator who will be assigning people for you to guide through the maze of vendors. You can then pick up a cup of coffee or water and make sure that you understand the event layout including the locations of the restrooms and food areas.

A continental breakfast, lunch and drinks are provided at no cost to you. However, volunteers, vendors and the participants are required to sign a food log for breakfast and again for lunch to indicate you received food. This food log is required documentation.

Volunteers will function as tour guides for participants. Once you have been assigned a person, you should introduce yourself, and conduct a brief interview by completing a two-page questionnaire.

Both you and the event participants will be wearing a name tag with your first names on it. Each question on the questionnaire requires you to circle the answer or enter a number (i.e., how many people live at your residence).

This questionnaire needs to be completed by you; please do not hand it to the participant and ask them to complete it. The purpose of this is for you to learn a little about this person and what he/she needs to help them get their life back on track and serves as a way to break the ice to get the person talking and comfortable.

The next form to be completed is the waiver form.

This form gives permission to use their photo or image if the news media is present or someone takes their picture. Please have them to sign the form and check box I grant permission, or I do not grant permission.

You are now ready to guide the participant through the maze of service providers at the Summit of Hope.

Volunteers should encourage the participant to stop at every table. They need to understand that if they do not think they need a particular service or information, someone in their family may, so it is beneficial to gather and share the information.

We ask that you don't skip any tables.

If there are any freebies (pens, key chains, etc.) please encourage them to take one, these are always a hit.

Special services offered during the event include:

- Free State ID issued by the Secretary of State
- Free Food
- Free Healthcare may include Dental Screenings, Physicals, HIV and HEP C screenings
- Several Vendors with rap around services

The participant is REQUIRED to complete an evaluation and check out with their agent.

The evaluation form is included in their red SOH folder which they received when they checked in with the agent.

You will be surprised how much they appreciate your contact with them.

They want help, but do not know how to go about getting it. You make it all possible; the Summit of Hope just brings everyone together.

Plan for a busy, yet rewarding day filled with friendly faces, smiles and the personal reward that you have touched so many people, giving them an opportunity to change their lives.

Important Reminders:

1. **Return the completed interview questionnaire and waiver forms to the volunteer area.**
2. Do not share ANY personal information with the participants. Nothing more than your first name is required.
3. If you must leave your assigned work area, please let your coordinator know.
4. If you have any concerns about anything throughout the day, please see a one of the partner representatives, a coordinator or IDOC staff/parole person immediately.

Just a few quotes from evaluations completed at the end of the day by participants at past events.

“Please continue to give hope to those of us who have lost our hope”

“Thank you for saving my life today”

“I really think after seeing everyone here today I am not by myself, there is help for me”

“Just knowing there that are so many people that want to help makes me feel it is possible”

THANK YOU FOR YOUR SUPPORT WITH THIS EVENT!