



Volunteer Guidelines and Responsibilities

Volunteers provide a warm welcome, answer veterans' and guests' questions, provide directions to the different areas of the event, keep drinks and snacks stocked, provide service for the main dinner, coordinate entertainment, as well as bus tables and trash.

The level of care and commitment we give is the result of a unified effort by all volunteers to be humble, helpful, invisible custodians of the veteran guests and their families. Please remember this context as a helpful reminder that as you are of service, the service you provide is about whom you are serving and not about you personally.

Event Guidelines

- Pre-register to assure your preferred area of service.
- Be polite and helpful at all times. You are representing the VHC and many guests are counting on you for assistance.
- You may be standing for long periods of time, please wear comfortable shoes.
- Please check-in and out with your team leader before and after completion of a task.
- Please follow any posted guidelines.
- Any injuries must be reported to event management immediately.
- Smoking is only allowed in designated areas.
- Lost and found is located in the welcome tent.

Responsibilities

- Register with Volunteer Coordination when you arrive on site.
- If you bring children 12-16 years of age, ensure they have read and understand these Guidelines and Responsibilities.
- If you are working with 12-16 year olds, never engage with them if you feel there is a problem. Locate their parent or direct them to a team leader.
- Never give out inaccurate information: If you are unsure of an answer, please direct the guest to a team leader wearing a name badge.
- Volunteers working with Entertainment are not to solicit autographs, ask for photos or offer information about personal endeavors.
- Please take your breaks and eat meals in the Volunteer Support area.
- Do not get meals from the main service line. You are encouraged to mingle with our vets, but please do not eat with them.
- Report back to Volunteer Coordination when you have completed your assignment.

I have read and understand these Guidelines and Responsibilities _____

VOLUNTEER SIGNATURE

PLEASE CLEARLY PRINT YOUR NAME _____ DATE: _____