

NIGHT *to* Shine

SPONSORED BY THE **TIM TEBOW**  
FOUNDATION™

Friday, February 10, 2017



## Volunteer Arrival & Check-in

- ✧ Arrive by 5:00 pm, Friday, February 10.
- ✧ Go directly to the registration tables to check-in and confirm your volunteer role and meet-up with your team leader.
- ✧ Your Team Leader will give you your specific instructions for the evening.
- ✧ Volunteer parking.
- ✧ Volunteer attire.



## **Volunteer Arrival & Check- in, continued...**

- ✧ Access to the event. This event is limited to registered guests and volunteers only.
- ✧ All volunteers will be credentialed.
- ✧ Departure expectations. Please do not leave until you have been dismissed by your team leader.
- ✧ Emergency and exit plan.

### **Before you arrive...**

- ✧ Please eat dinner before you come.
- ✧ PRAY for this special night!

## Volunteer Teams

- ✧ Volunteer Check-in
- ✧ Set-Up
- ✧ Buddy Check-in
- ✧ Transportation
- ✧ Parking
- ✧ Food Prep
- ✧ Red Carpet
- ✧ Social Media Photographer
- ✧ Paparazzi
- ✧ Welcome/Greeters
- ✧ Guest Registration
- ✧ Buddy
- ✧ Respite Room
- ✧ Floater
- ✧ Coat Check
- ✧ Hair, Make-Up & Shoe Shine
- ✧ Flowers
- ✧ Food Service
- ✧ Activities
- ✧ Dance Floor
- ✧ Sensory Room
- ✧ Bathroom Attendant
- ✧ Safety
- ✧ Local Security
- ✧ Medical
- ✧ Gift Takeaway
- ✧ Tear Down



## **Volunteer Roles**

### **Volunteer Check-In Team**

Greet volunteers, give them their name badges and direct them to their team leader.

### **Set-Up Team**

Arrive at the designated time and execute event set-up, connect with DJ, audio/visual, activity and parking teams to ensure the best possible layout.

### **Buddy Check-In Team**

Greet buddies, give them their name badges and direct them to their team leader for a pre-event meeting on helping give their assigned guest the best experience possible.



## **Transportation Team**

Assist guests as they exit vehicles, and help them find the registration area. Be available as guests return to their vehicles following the event.

## **Parking Team**

Maintain a parking pattern and direct traffic for easy vehicle entry and exit. Maintain open fire and emergency lanes.

## **Food Prep Team**

Assist caterer with unloading food, additional food preparation and set-up food and beverages in the main event space and in the chaperone space.

## **Red Carpet Team**

Assist guests as they make their way down the red carpet, manage flow of traffic and cheer them on to make them feel welcomed.



## **Social Media Photographer**

Take photographs with smart phones and text high quality photos and short videos to the Tim Tebow Foundation's marketing team during the event. This volunteer will follow the same content guidelines as the professional photography team. For best quality, please shoot video horizontally.

## **Paparazzi Team**

Take photographs and treat participants like honored guests and celebrities.

## **Welcome Team**

Welcome guests as they arrive, and help them find their way to the main event space, activities and restrooms.



## **Guest Registration Team**

Warmly greet guests and sign them in. Ensure guests have completed a photo and liability release.

## **Buddy Team**

Accompany and assist assigned guest throughout the evening, providing companionship and any assistance they may need during the event. Sit with guest at dinner and engage them in conversation.

## **Respite Room Team**

Love on the parents/caretakers by serving food, spending time getting to know them and being available to pray with them.



## **Floater Team**

Constantly “float” around the main event space, kitchen, restrooms and outdoors to assist anywhere an extra hand is needed.

## **Coat Check Team**

Greet guests, take their coats, label them and hang them. As guests leave, ask for their names and retrieve their coats.

## **Hair, Make-Up & Shoe Shine Team**

Arrive at the designated time and assist set-up team with the salon area. Welcome each guest to a salon station for hair and makeup or to a seat for a shoe shine. Chat with them while you pamper them and make them feel important.



## **Flower Team**

Assist florist with unloading and properly laying out corsages and boutonnieres. Help guests select and pin on their flowers.

## **Food Service Team**

Serve food to guests in main event space and chaperone area (parents, caretakers or family members) space. Be knowledgeable about the items and assist guests in finding what they would like (especially if they have dietary restriction or allergies) and refill food warmers, drinks and snacks.

## **Activities Team**

Set-up and participate in any additional activities, including karaoke, with the guests. Encourage them and maintain a fun atmosphere.



### **Dance Floor Team**

Monitor the dance floor and the perimeter to make sure there are no “wallflowers.” Invite them to dance and engage with them.

### **Sensory Room Team**

Spend time with guests who may have become over stimulated on the dance floor or in other areas of the prom. Interact with them by singing, participating in sensory activities or simply providing them with some quiet time.

### **Bathroom Attendant Team**

Help guests find the restroom, and offer assistance in the restroom if needed.

### **Safety Team**

Walk around and monitor the main event space and outdoor areas, making sure exits are not blocked and all areas remain wheelchair accessible.



## **Security Team**

Support on-site Law Enforcement personnel by ensuring a safe and secure environment for guests and volunteers. Coordinate with local police, fire and rescue as needed.

## **Medical Team**

Assist professional EMT personnel at the event by providing basic first aid and care for any medical needs or emergencies.

## **Gift Takeaway Team**

Manage gifts and help each guest select one to take home.

## **Tear Down Team**

Take down decorations, tables, chairs, etc. and clean up the event space.



## Information for Buddy Team

- ✧ **NEVER** leave your buddy during the evening.
- ✧ If you have any medical issues, no matter how minor, please notify an team leader nearby and they will seek a medical team member for you.
- ✧ As the event begins to wrap up (around 8:45), take your buddy to reconnect them with their parent/caretaker in the lobby and help them retrieve their prom favors and coat.
- ✧ For guests with severe impairments, know that their chaperone will stay with you to assist.



## Information for Buddy Team, continued...

- ✧ Ask several times throughout the evening if they need to use the restroom.
- ✧ For restroom breaks, know that it is NOT your responsibility to assist the guest in the bathroom. Volunteers have been specifically assigned as Restroom Attendants. Contact the parent/caretaker if additional assistance is needed.
- ✧ If you'd like to stay in touch with your guest after the event, we encourage that! Be sure to ask permission of their parent/caretaker before they leave.



## Food Tips

- ✧ Be VERY aware of special diets and food restrictions.
- ✧ Make sure to connect with parent/caretaker and/or reference guest's registration sheet to make sure their dietary needs are taken care of.
- ✧ Be aware of guests needing low-sugar or gluten free options, as well as any allergies.



## Wheelchair and Limited Mobility Tips

- ✧ For those independent in using their chairs, always ask if they want help; do not just start pushing their chair without notice.
- ✧ Be careful in crowded hallways - allow extra time to transition.
- ✧ Gently take hold of an arm during transition.
- ✧ If a conversation lasts more than a few minutes and it is possible to do so, sit down in order to share eye level. It is uncomfortable for a seated person to look straight up for a long time.



## **Guest Interaction Tips**

### **People First Language**

We want our guests to know they are the most valuable and important people in the room. People first language aims to avoid perceived and subconscious dehumanization when discussing people with disabilities. To prevent unintentionally offending someone, we have provided a list of terms to avoid...

## Offensive Terms

- Handicapped
- Retarded
- Crippled
- Deaf and Dumb
- Mentally Different
- Autistic
- Epileptic
- Diseased
- Wheelchair-bound
- Emotionally Disturbed
- A “Patient”
- A “Case” or “Client”
- Slow
- Infirm
- Unfortunate
- “Suffers from”
- “Victim of”

## Offensive Phrases

Also, here are a few ways you can respectfully reword phrases:

- ✧ Instead of “a disabled person,” say “a person with disabilities”
- ✧ Instead of “a special needs person,” say “a person with special needs”
- ✧ Instead of “wheelchair-bound person,” say “a person in a wheelchair”
- ✧ Instead of “autistic person,” say “a person with autism”

The key thing to remember is to put the person first. They are not their disability; they are first and foremost a child of God and a person with feelings and emotions just like you.

## General Tips for Communicating

- ✧ When offering assistance to a person with a disability, wait until your help is accepted and then ask how you can best assist them.
- ✧ Address them just as you would any other person.
- ✧ It is acceptable to offer a handshake during introductions even if the other person has limited mobility in their hand or an artificial limb.
- ✧ Do not alter your voice or speak in a simplified, childish manner.
- ✧ If an interpreter is present, speak directly to the person and not their interpreter.



## General Tips for Communicating, continued...

- ✧ Do not lean on anyone's wheelchair.
- ✧ Do not interact with service animals without asking first.
- ✧ If the person with whom you are speaking has a visual disability, make sure you identify yourself and any people who may be accompanying you.
- ✧ Be patient if the person with whom you are speaking has trouble understanding you. Do not get frustrated or raise your voice in an unpleasant way.



## Preventing & Handling Uncomfortable Situations

- ✧ If you find yourself in an uncomfortable situation, do not be afraid to ask for help.
- ✧ Some signs of overstimulation include: yelling, screaming, crying, extreme fidgeting, fearful looks and/or aggressive behavior. If this happens, redirect them to a quieter location and if needed, find your guest's chaperone/guardian.
- ✧ Maintain your composure and speak kindly at all times.
- ✧ Never go off alone with one of the guests. Make sure you maintain physical boundaries and don't in any way encourage a guest to view you as their boyfriend/girlfriend.

*Used with permission from the North Dakota Center for Persons with Disabilities, a university affiliated program at Minot State University, Minot, North Dakota, USA*



## Reminders

- ✧ Wear comfortable shoes.
- ✧ Be aware that our guests may see you as their boyfriend or girlfriend. Be careful how you dress. Give very clear cues that you are just friends.
- ✧ Please stay in designated areas, no roaming.
- ✧ Do NOT be afraid to ask for help if you are in an uncomfortable situation. Regardless of your volunteer position, please feel free to step in and help if a situation or issue arises. We are all on the same team!



## Reminders, continued...

- ✧ All volunteers should walk-thru the event space, if possible, and familiarize themselves with where restrooms, food, the medical team and other important areas/teams will be located.
- ✧ All volunteers should be familiar with the emergency exits and emergency evacuation plan.



Please remember to have fun and do not hesitate to ask questions!

**THANK YOU!**