

# Arkansas Mission of Mercy 2020

## VOLUNTEER FAQs

**Q: What are the location and exact dates?**

**A:** Conway Expo Center, 2505 E Oak St

- SETUP and WALKTHROUGH will be Thu, April 23.
  - Setup shifts are 7-11:30 and 11:30-4.
  - Walkthrough will be around 4 pm but time could change.
- DENTAL CLINIC DAYS are Fri & Sat, April 24–25.
  - AM shifts both days begin at 5:45-6 and run to 12
  - PM shifts both days begin at 11:30 and run to 4:45
- BREAK DOWN shift will be Sat, April 25, 3-8 PM.

**Q: How do I register to volunteer?**

**A:** Online only, and it's easy! Go to: <http://www.rsvpbook.com/ArMOM2020Conway>

**Q: How do I know which volunteer position to request?**

**A:** All positions are listed within Online Volunteer Registration – for dental, medical, and lay volunteers. Each position name is also a link to a brief description of the job.

**Q: Will I be assigned to the job that I requested when I registered?**

**A:** Every effort will be made to place volunteers in the position requested. However, this may not always be possible, as needs change. Please be flexible!

**Q: What is the minimum age to volunteer?**

**A:** Age 14, IF a parent or guardian is also a volunteer on site. Please refer to the online Volunteer Registration site for specific instructions regarding volunteers age 14-17.

**Q: What if I need to change my volunteer schedule, contact information, or other volunteer information after I've submitted my online registration form?**

**A:** It's simple: Just use the link in your **Registration Confirmation email** to log back in and make your changes. Then click the link at the bottom that saves your registration with changes.

**Q: Are meals provided for volunteers?**

**A:** Yes. Breakfast, lunch, snacks, soft drinks, and water will be provided for volunteers. Be sure to indicate within your online registration which meals you plan on.

**Q: Will there be a training session for volunteers prior to ArMOM?**

**A:** There will not be a formal training session prior to the event. But there will be a walk-through on Thursday afternoon, April 23 (time TBA) at the Expo Center that volunteers are encouraged to attend. There will also be a briefing or "huddle" on April 24 and 25 shortly before each morning shift begins, where volunteers will be given instructions by the Captain and/or Director of each area. Volunteers working afternoon shifts only will also be briefed by their area Captain and/or Director shortly before their shift begins.

**Q: Is lodging available?**

**A:** Hotel information will be listed on the [ArMOM web page](#) under Volunteer Information and on your volunteer registration confirmation page.

**Q: Where do I park at the event and where do I check in?**

**A:** By mid-April, all volunteers will be emailed a confirmation packet that will include their assignment, when/where to check in, and a Parking Pass that can be downloaded and printed. By displaying the parking pass on your dashboard, you can park for free in one of the lots listed in the Volunteer Instructions.

**Q: When do I report to my Volunteer shift?**

**A:** Check-in time depends on your shift and your assigned task. You will be emailed more information on check-in procedures and times early April. In general, morning volunteers check in before 6 a.m., and afternoon-only Volunteers check in by 11:30 a.m. Some volunteers will be needed earlier, some a bit later, so read your instructions closely. Morning shifts will end around noon. Afternoon shifts end around 4:30-5 p.m.

**Q: Will there be a place to store my purse or other valuables?**

**A:** We cannot be responsible for personal items. Please plan on bringing only what you can wear or keep with you. Also do not leave important personal items in your car where they can be seen through car windows.

**Q: What do I wear at ArMOM?**

**A:** Comfortable clothes and shoes! Blue jeans or scrubs and sneakers are okay, but shoes must be closed-toed for your safety! At check-in, an ArMOM t-shirt will be issued to each volunteer unless you brought yours from one of the 2016 - 2019 events. Each person will be given the size they chose on their online Volunteer Registration form. Volunteers are strongly encouraged to wear their ArMOM t-shirt while working at the event. T-shirts are color-coded by assignment, and therefore contribute greatly to helping the clinic flow more smoothly.

**Q: Will there be a smart phone app for accessing my schedule and that has a barcode for checking in at the event?**

**A:** Yes! This year we will email a link to this new app to all registered volunteers, within 2 weeks of the event.

**Q: Are ArMOM Dentists and Hygienists required to have an active Arkansas license?**

**A:** Yes. U.S. Military and Federal-licensed dentists and hygienists are also eligible.

**Q: Do dental personnel need to bring any special equipment?**

**A:** Dental personnel need to bring safety glasses and any loupes/magnifiers that you normally use. Chair-side electrical outlets will be available if needed. Each dental unit will have a portable Aseptico dental light, but headlamps are helpful. Handpieces, surgical instruments, filling instruments, hygiene instruments, Cavitrons, curing lights, amalgam and composite filling material, exam gloves, gauze/cotton rolls, local anesthetics, etc. will all be provided. (A more specific list of restorative supplies will be sent to dental personnel in April.) You may also bring your own non-fiber optic hand pieces (ArMOM tubing is non-fiber optic) and forceps, and our sterilization team will sterilize them for you. **LABEL YOUR PERSONAL ITEMS.**

**Q: What if the type of instruments and/or filling materials that I prefer is not on the list of provided supplies in the dental volunteer packet?**

**A:** Again, you are welcome to bring any personal supplies (labeled if going to sterilization) that you wish. Please **keep in mind that this is a mission project** and we are somewhat limited in the variety of supplies that we can provide.

**Additional Volunteer questions can be directed to:**

- Dr. Mark Murphy, ArMOM Volunteer Director, [drmmurphydds@sbcglobal.net](mailto:drmmurphydds@sbcglobal.net), 501-954-9900
- Dr. Terry Fiddler, ArMOM Executive Director, 501-269-7778
- Candice Murphy, ArMOM Volunteer Registration & Communications Captain, [armomvolunteers@comcast.net](mailto:armomvolunteers@comcast.net)