



Arkansas Mission of Mercy

INSTRUCTIONS FOR ALL VOLUNTEERS

- ❖ **Note to Dental Personnel:** Links to additional instructions & an ArMOM dental supply list will be emailed to you separately. Continuing Education details will be included in these separate instructions; bottom line is that you keep up with your hours while we confirm that you attended.

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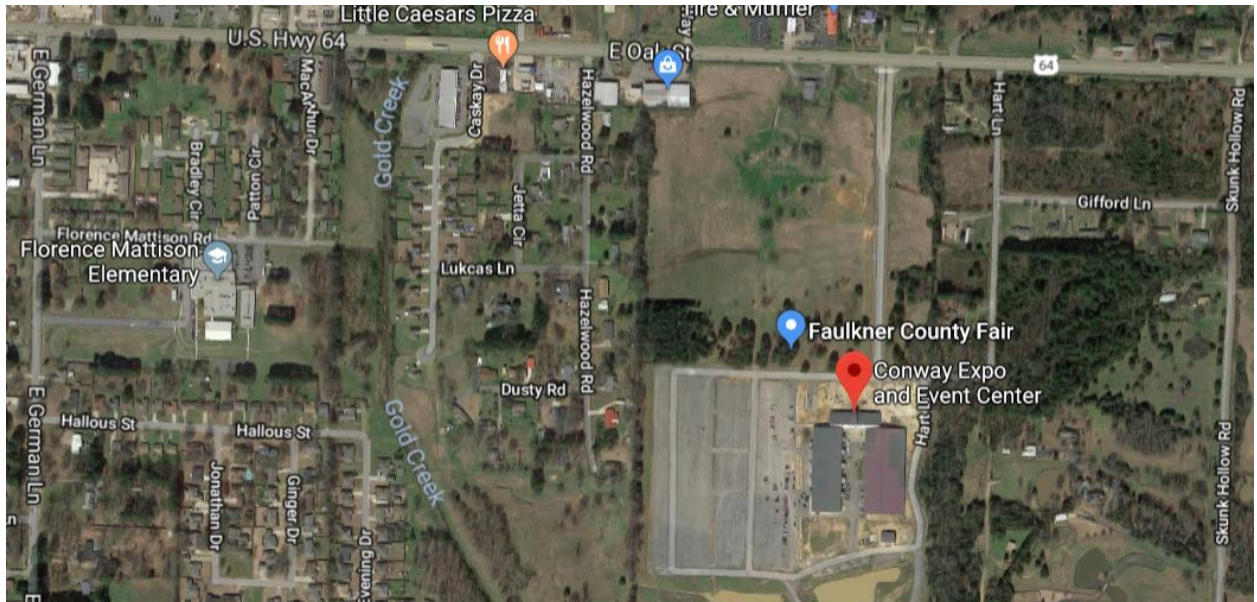
Location: Conway Expo & Event Center

2505 E Oak St, Conway, AR 72032 * [Directions](#)

Map View



Satellite View



Dates

Thursday, April 23 Set-up & Walk-Thru

- **Equipment & Supply Set-Up** begins approx. 8 a.m. Thursday unless asked to arrive earlier.
- **Volunteer Check-In will not be fully set up until mid-morning Thursday.** All volunteers who work Thursday should stop by at some point that day to check in.
- **Volunteer Walk-Thru:** Around 4:30 p.m. there will be a brief, optional (but recommended) walk-through of the clinic area. Any volunteer who has checked in may attend the clinic walk-through, but we **HIGHLY** recommend that any Captains who are on site attend.

Friday & Saturday, April 24-25 Clinic Days

Friday & Saturday are Clinic days. Patient treatment will begin no later than 6 a.m., and clinics will conclude approx. 4:30 p.m.

Saturday PM Break Down

Equipment tear down/pack-up begins Saturday afternoon at approximately **3:00 p.m.**; we plan to finish Saturday evening.

Volunteer Parking

Bring Your Parking Pass!

PRINT your *2020 Volunteer Parking Pass, preferably in color. It's on the last page of this document.* On the days you work the event, *display the pass on your dashboard.*

ArMOM Volunteers should park on the west side of the building and walk around to the **MAIN ENTRANCE** on the north end, where Volunteer Check-In will be held.



Volunteer Assignments – Check your email!

- A **link** to your specific assignment/schedule will be **in our emails to you**. This year we also have a mobile app you can use from a smart phone. Look for an email about that soon. ***Be sure to note your assignment(s), dates, and SHIFT START time(s)!***

IMPORTANT: *The **SHIFT START** time is the **ACTUAL** time you are expected to be at your work area at the clinic -- **READY TO WORK**.*

*Allow **EXTRA** time before your shift start time (at least 30 minutes) for parking, checking in, changing into your t-shirt, and eating, if desired.*

- If you have *any last-minute volunteer schedule changes, **please make them yourself by logging back into your registration online -- As Soon As Possible – using the link emailed to you for viewing your schedule***. If you cannot log in for some reason, email ARMOMvolunteers@comcast.net to notify us of any last-minute schedule changes. But we cannot guarantee email responses after Wednesday morning, April 22nd.
- Every effort has been made to place volunteers in the positions requested. However, this was not always possible. We appreciate your flexibility as we do our best to meet patient needs!
- Volunteers whose schedules indicate “Where Needed” as the assignment will be given specific job assignments on site, once we know where any shortages occur due to cancellations, no-shows, etc.
- Volunteers scheduled for both AM & PM shifts will get lunch breaks. These volunteers should make arrangements with other volunteers and their area Captain to stagger breaks. This will allow us to keep patient service as consistent as possible.
- We are **NOT** able to render dental services to ArMOM Volunteers on the same day they volunteer. If you had hoped to receive dental care at ArMOM, please log in and cancel your volunteer status for the day you want service, **as soon as possible**. On the clinic day during which you hope to receive dental service, we cannot let you “cut in line.” Instead please plan to follow regular patient procedures. Be fair to other patients by standing in the patient line, then signing up/checking in as a patient, instead of as a volunteer, on that day.

Volunteer Check-In/Barcode Scanning

- **What to Bring:** You will be checked in by barcode scanner, which enables us to easily keep track of Volunteer hours. If possible, bring your confirmation email from us that includes the barcode, preferably printed. If you forget to bring your confirmation email, we have your name and barcode on an envelope at Volunteer Check-In, and we can scan that barcode. ***Your name tag will also have a barcode, so plan on having it scanned EACH DAY if you work multiple days. Make sure the person scanning your badge sees your name on the scanner screen before you go into the clinic.*** Barcodes on smart phones are acceptable; however, scanning those can be hit-and-miss depending on type of phone.
- **Where:** Volunteer Entrance is at the north entrance of the Conway Expo & Event Center.
- **When:** Arrive **30 minutes before your Shift Start time**. Refer to your schedule and allow extra time if you want to eat. Breakfast starts at 4:30 a.m.

- **Once you're checked in:** You will be directed to a volunteer Director or Captain, who will explain your assignment in a brief Huddle/orientation session, then send you to your work station.
- **Only** volunteers registered **online by noon April 1st** are guaranteed a t-shirt. Volunteer registration link: <http://www.rsvpbook.com/ArMOM2020Conway>
- **We do NOT plan to register new volunteers on site, except for dental personnel and interpreters (to fill shortages in those areas).**

Meals & Snacks

Breakfast, lunch, snacks, soft drinks, and water for volunteers will be provided in the Volunteer Break Room.

As mentioned above, if you wish to eat in the Volunteer Break Room **before** your shift starts, be sure to allow extra time.

VERY IMPORTANT: Be sure to **coordinate lunch and snack breaks** with your area captain so that patient treatment and flow are not negatively affected by too many volunteers taking breaks at the same time.

What You Should Wear

For your safety and comfort:

- **COMFORTABLE, CLOSED-TOE SHOES:** *Clinic days will be long (but rewarding)! Sneakers are fine. Closed-toe shoes are required! This is very important!*
- Blue jeans or scrub pants are best.
- Do **not** wear shorts nor open-toed shoes.
- At check-in for your first shift, an **ArMOM Name Tag** and an **ArMOM T-shirt** will be issued to all volunteers who registered **online by April 1st**. Volunteers who registered after April 1st will only receive an ArMOM T-shirt IF extras are available after check-in on Saturday.
- Plan to change into your ArMOM T-shirt after checking in. There are restrooms near Volunteer Check-in. You may want to wear a long-sleeve shirt under your ArMOM shirt; some clinic areas are colder.
- It is important that you wear your ArMOM name tag **at all times**. Those who work multiple days should **keep track of their name tag throughout their time at ArMOM**.
- **Plan on having your name tag scanned every day that you work.** Once you have your badge, scanning is quick.
- We will be collecting name tag **holders** at the end of the event to save costs for next year. Boxes to collect name tag holders will be in the Volunteer Check-In area.
- **We cannot be responsible for your personal items; no lockers are available.**
- Volunteer T-shirts are color-coded to aid efficiency and patient flow.

Contacts for Questions

- Dr. Mark Murphy, Volunteer Director, drmmurphydds@sbcglobal.net, 501-413-9035
- Candice Murphy, Volunteer Registration & Communications Captain, ARMOMvolunteers@comcast.net
- Dr. Clint Koen, ArMOM Pediatric Clinic Director, 501-730-0375
- Dr. Terry Fiddler, ArMOM Executive Director, fiddler@tcworks.net

Your Parking Pass is on the last page of this document.

ArMOM VOLUNTEER PARKING PASS

ArMOM 2020



April 24-25

Conway Expo & Event Center

Volunteer Parking Pass