

# Night to Shine 2019

## Volunteer Instructions

- **Clearances**- PLEASE, PLEASE, PLEASE complete! This is a requirement of Tim Tebow and our insurance company- we cannot let you participate without it! Any questions, contact Lori at [clearances@hope-cc.org](mailto:clearances@hope-cc.org)
- **Food**- All volunteers will be fed; Buddies will eat with their guests in the ballroom; All other volunteers will eat during their downtime; Volunteer food will be in a specially designated room in the children's wing;
- **Parking**- Please park in the upper campus parking lot at 740 N. Henderson Road (Student Building) and walk down to the main campus. Volunteers can also park in the outer perimeter spots of the main campus parking lot, leaving the spots closer to the building for our guests and their families. Also available is street parking on Beidler Road and BEHIND the retail center next to the church. Please carpool if you can!
- **Pre-Prom at Peace Lutheran Church ("PLC")**- Salon services and limo rides will be up the street at Peace Lutheran Church (200 E. Beidler - on the left); salon and limo volunteers should park at PLC behind the building
- **Parent's Lounge in Student Building (across the street)**- parent/caregiver's lounge will be across the street in the student building; we want the parents to park in Hope's main parking lot and we will shuttle them to and from the student building all night; parents may come back and forth to check on their guest as they please; NOTE: the student building is not handicap accessible- therefore a few parents will be enjoying their dinner in a classroom along the karaoke/red carpet hallway
- **Dress/Attire**
  - **Buddies & Special Needs Managers:** semi-formal; dressy but comfortable shoes
  - **Food Service:** white tops/black pants or skirts & comfortable shoes
  - **Parent's Lounge:** black tops/black pants or skirts & comfortable shoes
  - **Remaining Volunteers:** Business Casual or better (no jeans)
  - **Set Up /Clean Up:** dress comfortably

- **Report Times-** each location will have a volunteer check in table where you can obtain your name tag
  - **Salon team-** 3:45 at PLC for set up; guests start to arrive at 4:30
  - **Limo team-** by 4:00 at PLC; rides commence at 4:30
  - **Buddies-** 4:00-4:30 arrival (Kids @Hope entrance)
  - **Parent's Lounge-** 4:00 at Student Building
  - **Food Service & Dessert team-** 5:00 at Kids@Hope entrance
  - **General Volunteers-** 4:00 at Kids@Hope entrance
  - **Set Up-** 7pm Thursday or 12pm Friday (auditorium)
  - **Clean Up-** 8:30pm Friday
  
- **Ballroom Seating-** the event is oversold and if all guests show up, there will not be enough seats for every guest and buddy; if you are seated with your guest and you see that there are guests looking for a seat, please offer your seat; we will also have overflow dining tables in the lobby;
  
- **Allergies-** a handful of the guests have food allergies- please check your buddies nametag and make the hostess & food server aware of their allergy; you will need to be mindful when they are visiting the dessert station as well
  
- **Crowns/Tiaras-** these will be placed at each table for the guests to wear (due to limited quantity- these are only for the guests); please help the guests find the appropriate headpiece- you may have to look at different tables and switch a crown for a tiara or vice versa
  
- **Late Limo Rides-** salon services & limo rides will be at PLC from 4:30 to 6:00; the limos will then come down to Hope and be available for rides after dinner until 8:00 (they will be right outside the Hope's main lobby doors);
  
- **Framed Photos and Favor Bags-** framed red carpet photos will be available in the lobby next to the favor bags; Buddies, please help your guests find their photo before they leave
  
- **Quiet Room-** if a guest becomes over-stimulated, the quiet room is located down the hallway from the karaoke room
  
- **Assistance-** if buddies (or any volunteers) need assistance with any guests- please look for our Special Needs Managers- they will be wearing solid yellow/gold nametag lanyards and will be walking around the event looking for ways to assist; ALL GUEST NAMETAGS WILL HAVE THEIR EMERGENCY CONTACT INFO ON THE BACK in case you need to reach their parent or caregiver; for medical assistance, look for our medical professionals- they will be wearing red and white nametag lanyards; the First Aid station will be in the back hallway of the children's wing; there will be a full security team on the

premises wearing security vests as well as 3 or 4 Upper Merion police in uniform;

- **Flexible Volunteers-** Thank you for your willingness to serve where we need you! You will be contacted this week with more specific details on your role.

**Your team leader may be contacting you this week to go over any other details. Please reach out if you have any questions!**

**Thank you for serving with us!!**

# NIGHT TO SHINE 2019

## TIMELINE

**12PM-** Set Up Team & Core Team arrival

**2PM-** Vendor arrival for load and set up

**3:45PM-** Salon Volunteers report to PLC

**4PM-** Volunteer check in starts; Limo escorts to Peace Lutheran Church ("PLC"); buddies arrive 4-4:30;

**4:30PM-** Salon services & limo rides commence at PLC; Band scheduled sound check

**5PM-** Food Service Volunteers check in; Van shuttle commences from PLC to Hope for guests without cars

**5:10PM-** Limos begin dropping guests off at Hope instead of PLC

**5:15PM-** Hope doors open for guest registration, buddy matching, coat check, flowers, red carpet photos, karaoke & photo booth;

**5:30PM-** Balloon artist arrives- mingles with guests for 3 hours

**5:45PM- Ballroom Doors Open, Band is playing high energy**

**5:45PM-** Hot food arrives from CFA

**6:00PM -** Limo rides stop at PLC and limos come to Hope for shuttling parents to lounge and for after dinner limo rides; Van shuttle available for parents to & from lounge as well; parent lounge dinner begins

**6:15PM-** Pastor prayer; Food service starts; DJ plays dinner music

**6:45PM-** Set up Dessert Station & Coffee Bar

**7:00PM-** Band starts dance music

**7:30PM-** Pause dancing for Tebow video

**8:00PM-** Balloon drop; DJ plays dance music; Coat check & Parking attendants in place; Favor bags in place

**8:30PM-** Clean Up Team arrives (start at Parent's Lounge)

**9:00PM- Event Concludes**

# RESOURCES

## 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
- ❑ Disabled
- ❑ Retarded
- ❑ Crippled or Quadriplegic
- ❑ Deaf and Dumb
- ❑ Mentally Different
- ❑ Autistic
- ❑ Epileptic
- ❑ Diseased
- ❑ Wheelchair-bound
- ❑ Emotionally Disturbed
- ❑ Normal or Healthy Kids
- ❑ Dwarf or Midget
- ❑ 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"
- ❑ Instead of "dwarf or midget," say "a person of short stature"
- ❑ Instead of "normal or healthy kids," say "typical kids or kids without disabilities"

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.



# RESOURCES

## GUEST INTERACTION TIPS

### 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.
- ✔ 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.

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