FAMILY RV ASSOCIATION

# VOLUNTEER

# AND

# MEMBER STAFF DESCRIPTIONS

**Updated August 26, 2026**

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**General Information for Captains:**

Using the information provided by FRVA, you are responsible for scheduling and communicating with your volunteers. Some larger volunteer groups will use a sign-up system for scheduling. This information will be given to you closer to the event.

**FRVA Contact:**

Allison Wood is your FRVA contact for your volunteers. Use 800-543-3622 X 247 or AWood@FRVA.com

**Volunteer position staffing can be handled in two ways:**

1. Volunteer as a chapter. If you can do this, the FRVA home office will close the volunteer opportunity to general registration. Your chapter members will register, and then you will submit an alpha list with F numbers (member numbers) to the FRVA Events Department at AWood@FRVA.com for volunteer coding. Update your list as needed. You will work with Allison on changes; as the event gets closer, she will send your list each Friday. The captain will communicate information and plans with the chapter members. Please provide all information before the email process begins:

The system does not allow additional positions once it reaches capacity. If anyone on your list is not part of your chapter, please notify FRVA, and they will be contacted and reassigned accordingly.

2. Volunteer, no chapter. Volunteer selection is available through the general registration. The volunteers' names are collected, and a report is sent from AWood@FRVA.com to the captains each Friday as the event approaches. The captain will then communicate information and plans with your volunteers. When the positions reach capacity, the system will not allow any more.

**Lists:**

Your volunteer lists will include the contact information from the person's membership, as provided to FRVA. Please email them to get the missing contact information. Ask them to update their membership information by calling FRVA. Phone numbers in the business phone section don't seem to pull like home phone and mobile numbers.

**Where to look:**

Volunteer information from the home office will be available on FRVA.com. Go to FRVA.com and then select EVENTS. Then, under EVENTS, select "Hollywood On Wheels"; go to INFORMATION CENTRAL/Learn More/ Volunteer Icon.

**Meeting on-site:**

A meeting script will be sent to you before the convention to assist with your on-site volunteer meeting.

## COFFEE HOUR VOLUNTEERS – Arrive Monday, March 15
## Meeting Tuesday at 10:00 a.m.

**OVERVIEW:**

Coffee Hour volunteers serve coffee, hot chocolate, and doughnuts to families each morning during the convention. Coffee Hour Volunteers are not expected to make the coffee, tea, or hot chocolate.

**Number of Volunteers Needed:** **16 to 20 volunteers** (8-10 rigs)

The preference is for a Chapter to handle this task.

**CAPTAIN RESPONSIBILITIES:**

**Pre-Convention:**

- Begin recruiting Coffee Hour Volunteers. FRVA will also recruit.
- Provide updates to the volunteer list as needed.
- Inform Coffee Hour volunteers that they must register for the convention.
- Assign duties to the volunteers. Typical responsibilities for Coffee Hour include a setup crew, runners, and a cleanup crew. Assign a few volunteers to help with the disabled station.
- Coffee Hour volunteer captains decide how to assign volunteers to shifts and/or duties. Coffee Hour officially begins at 8:00 a.m. and ends at 9:00 a.m., or when coffee and doughnuts are depleted, whichever comes first.
- Inform Coffee Hour volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.

**On-Site Before Convention Begins:**

- Attend the coffee hour volunteer meeting.
- Welcome volunteers.
- Adjust assignments if needed.
- Meet with the FRVA Staff Coffee Hour Representative and review the location of the tent, supplies, and the setup.

**Equipment Provided:**

- One radio is provided for the Coffee Hour Area. An FRVA staff person will have the radio.

**Coffee Hour Volunteers Supervision:**

- Assure that the volunteers have arrived for their duties.
- Meet with the FRVA staff person to review changes in product quantities.

**VOLUNTEER RESPONSIBILITIES:**

*On the first official day of the convention, please report to the Coffee Hour location at 6:45 a.m. (or a time the captain chooses) to prepare for serving coffee and doughnuts.*

Set-Up Volunteers organize tables to serve coffee, hot chocolate, and doughnuts. A separate station should be established away from the serving areas for creamer, sugar, and stirrers.

Set-up volunteers should also establish a station with coffee and doughnuts that is accessible to disabled members.

Before serving coffee and doughnuts each morning, the setup volunteers should ensure that the serving tables are clean. Disinfectant wipes and paper towels are available for cleaning tables. Additional crew members should patrol the coffee hour area, straighten the chairs, and pick up cups, napkins, and other debris.

Runners will be responsible for transporting the doughnuts from the truck or storage area to the serving tables.

Clean-up volunteers should patrol the area and dispose of cups, napkins, newspapers, and empty doughnut boxes. Trash can liners are available in the storage area for use during coffee hour. The facility is responsible for disposing of trash around the coffee hour area; however, volunteers are needed to keep the area tidy and replace trash can liners during the coffee hour (8:00 a.m. to 9:00 a.m.).

**Special Note:** Because the coffee service has been moved inside, if an event follows coffee and doughnuts. Your crew is asked to remain after and assist that group with reclothing or setting the tables for that function. Example Ladies' Luncheon.

**FRVA STORE VOLUNTEERS – Arrive Monday, March 15**

**Tuesday, March 16**

**at the FRVA store in the Exhibit Hall**

## Exhibit hours are changing for Perry 2027.

## Thursday, 1:00 p.m.-6:00 p.m.

## Friday, 9:00 a.m.-5:00 p.m.

## Saturday, 9:00 a.m.-3:00 p.m.

**OVERVIEW:**

The duties of the FRVA Store Volunteers are to assist customers in finding specific FRVA logo items for sale at the convention. Volunteers are not expected to handle cash or credit card transactions.

**Volunteers Needed:** **15-18, working two time slots.**

The captain adjusts the schedule as needed to cover the store's hours of operation.

4 volunteers per shift on the 1st & 2nd day of the exhibit hall. Thursday, 1:00 p.m. to 6:00 p.m.; Friday, 9:00 a.m. to 5:00 p.m.; and Saturday. 9:00 a.m. to 5:00 p.m.

Two volunteers per shift on the last day of the Exhibit Hall, 9:00 a.m.-3:00 p.m.

**CAPTAIN RESPONSIBILITIES:**

**Pre-Convention:**

- Begin recruiting FRVA Store Volunteers. FRVA will also recruit.
- Provide updates to the volunteer list if needed.
- Inform FRVA Store volunteers that they must register for the convention.
- Schedule volunteers for shifts when the store is open during convention days. Store Hours. FRVA Store volunteer captains decide how to assign volunteers to shifts.
- Inform the store volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.

**On-Site Before Convention Begins:**

- Attend the FRVA Store volunteer meeting.

- Welcome volunteers.
- Adjust assignments if needed.

**FRVA Store Volunteer Supervision:**

- Assure that the volunteers have arrived for their shifts.

**VOLUNTEER RESPONSIBILITIES:**

Work your shift(s) assigned by the FRVA Store Volunteer Captain; don't be a no-show!

Report to your shift 15 minutes before its start time. Initial the schedule sheet upon arrival.

Become familiar with the available items at the on-site FRVA Store.

Assist customers in finding merchandise sizes to sell.

Answer questions about item costs, item locations, etc.

Refer customers to the online store if the merchandise is not available on-site.

Attend the orientation meeting at the FRVA Store booth.

Always wear your special color Store Volunteer badge when reporting to and working at the FRVA Store.

**Since the indoor exhibit area is closed to the public on your training day, volunteers attending the orientation meeting must wear the specially colored store volunteer credentials found in your arrival packet. Indoor exhibit security personnel will have a list of volunteers permitted to enter this restricted area.**

***Please note: Volunteers will <u>not</u> be responsible for handling cash or credit card transactions.***

## INFORMATION VOLUNTEER DUTIES – Arrive Monday, March 15
## Meeting at 9:00 a.m. on Tuesday

## This is a free T-Shirt Convention

**OVERVIEW:**

The duties of the Information Volunteers include distributing pre-orders of Show T-shirts, Beverage Vessels, and Magic Mile swag bags (lists provided). Other responsibilities include sorting, contacting, and distributing members' mail, staffing the information desk, and selling craft tickets after the morning sign-up has ended. They also provide information about the convention and the local area, assist with the App, and participate in the Silent Auction needs. The local Chamber of Commerce will help with local attractions, restaurants, shopping, and tourism opportunities.

**Number of Volunteers Needed:** **20 – Volunteers** - Varies
Skills needed for the craft sale on Wednesday morning.
2 volunteers to handle money
2 for POS
2 for tickets
2 for crowd control

**CAPTAIN RESPONSIBILITIES: Shirley Johnson**

**Pre-Convention:**

- Begin recruiting Information Volunteers. FRVA will also recruit.
- Provide updates to the volunteer list as needed.
- Inform Information Volunteers that they must register for the convention to receive volunteer status.
- Information volunteers should be willing to work at least three three-hour shifts during the week. These shifts may be completed in one day or worked on separate days.
- Inform volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation sent from the national office will reinforce this information, which you will pass on to your volunteers.

**On-Site Before Convention:**

- Meet with FRVA volunteer coordinator regarding schedule updates.
- Attend Information Volunteer Meeting.
- Welcome volunteers.
- Adjust assignments if needed.

**Equipment Needed:**

- A smart cell phone.

**Information Volunteer Supervision:**

- Assure that the volunteers have arrived for their shifts.
- Inform the Volunteer Coordinator from the national office, the Events Director, or the Convention Committee chair of any problems being experienced at the Information Center.

**VOLUNTEER RESPONSIBILITIES:**

Assist with distributing attendees' mail, pre-ordered T-shirts, Show T-Shirts, and Welcome bags to those who missed receiving one.

Answer questions. Volunteers should be familiar with the convention program, the convention venue, and the Convention App.

Sell craft tickets.

**DATES AND TIMES NEEDED:**

- Tuesday, 1 Day before the Convention, 11:00 a.m.-5:00 p.m. or earlier if available.
- Wednesday, 1st Day of Convention 8:00 a.m.-4:00 p.m.
- Thursday, 2nd Day of Convention 8:00 a.m.-4:00 p.m.
- Friday, 3rd Day of Convention 8:00 a.m.-4:00 p.m. (Silent Auction 3:00 p.m.)
- Saturday, 4th Day of Convention 8:00 a.m.-3:00 p.m.

## Mentor Volunteer Information – Arrival Monday, March 15
## Meeting at 8:00 a.m. on Tuesday

**Lead:**

**OVERVIEW:**

Calling all Volunteer Mentors: we are seeking your help welcoming our 1st Timers and helping them feel more at ease and less overwhelmed at their first FRVA International Convention. You remember how busy the grounds seemed and what it took to make it an effective experience when you attended your first one. Please help us get these first-time attendees off to a good start. About a month prior, you will receive the 1st Timers Guide and a note from the lead mentor. Shortly after that, you will receive a list of 8-15 names and phone numbers to contact and ensure they have received their information. Email them and answer any questions they have. Once at the rally, we ask that you meet with your 1st Timers and provide them with an orientation (Developed by the Lead Mentor) of the grounds, concluding this orientation at the 1st Timer's meeting.

General information:
The following information is for use by mentors at an FRVA event.
1. The purpose of this volunteer program is to help 1st Timers adapt and be prepared for an FRVA event.

2. The Mentor position is a volunteer position. Thank you for helping. Please ensure you wear your FRVA Mentor badge (available at the Mentor Meeting) so that first-time attendees can recognize your status and be more likely to ask you for help.

3. The Lead mentor will contact you before the event and provide some basic information, including when and where the mentor's meeting is. This meeting typically concludes with a walkabout, or orientation of the premises, which mentors will later provide to 1st Timers.

4. The Lead mentor will provide you with names, emails, and/or phone numbers for a list of 1st Timers, and an approximate starting date to begin making contact.

## Equipment Needed: A Smartphone and a Mentor button

## PUBLIC GATE VOLUNTEER DUTIES – Arrive Monday
## Meeting time and location to be determined
## Public Gate supervised by Danielle Powell

OVERVIEW:
Public Gate Volunteers welcome members of the public, sell Public Gate day passes and Daily Passports, collect admission fees, issue the appropriate tickets and badges, and answer questions about exhibit hours and admission options.

Public Gate tickets may be purchased at the North Gate Ticket Booth and the Information Center. Volunteers should be familiar with Public Gate admission fees, Daily Passport benefits, complimentary admission policies, exhibit hours, and procedures for assisting FRVA Family and Lifetime Members.

Number of Volunteers Needed: 10-12

Skills Needed:
• Customer service skills.
• Ability to handle money and make change accurately.
• Ability to explain admission options and exhibit hours.
• Ability to remain calm and courteous when assisting dissatisfied guests.
• Attention to ticket dates, badge types, and admission categories.

CAPTAIN RESPONSIBILITIES: TBD

Pre-Convention:
• Begin recruiting Public Gate Volunteers. FRVA may also assist with recruitment.
• Provide updates to the volunteer list as needed.
• Inform volunteers of their expected arrival time, meeting time and location, and assigned shifts.
• Make sure volunteers understand the Public Gate fees, complimentary admission policies, Daily Passport options, and exhibit hours.
• Coordinate with Ken Lewis regarding starting cash, tickets, and badge holders.

On-Site Before Convention:
• Oversee setup of the Public Gate Ticket Booth on Tuesday afternoon.
• Meet with the FRVA Volunteer Coordinator regarding schedule or procedure updates.
• Welcome volunteers and review their responsibilities.
• Explain the ticket types, badge colors, admission fees, cash-handling procedures, and exhibit schedule.
• Adjust volunteer assignments as needed.
• Confirm that adequate tickets, badge holders, and starting cash are available.

Equipment and Supplies Needed:
• Starting cash for each day.
• Public Gate tickets.
• Daily Passport credentials.
• Public Gate badges and badge holders.
• Cash box or other money-handling supplies.
• Convention program and exhibit schedule.
• A smart cell phone.

Danielle Powell will provide the starting cash each day, supply badge holders, and restock tickets as necessary. She may be contacted by cell phone at XXX-XXX-XXXX.

Public Gate Volunteer Supervision:
• Assure that volunteers have arrived for their assigned shifts.
• Make sure volunteers are following the proper ticket-sale and cash-handling procedures.
• Check with Barb Feiler before closing ticket sales for the day.
• Contact Ken Lewis when additional tickets, badge holders, or other supplies are needed.
• Inform Barb Feiler or the FRVA Volunteer Coordinator of any problems occurring at the Public Gate.

VOLUNTEER RESPONSIBILITIES:
• Welcome guests and provide friendly, professional customer service.
• Sell Public Gate Day passes and Daily Passports.
• Collect admission payments and make change accurately.
• Issue the appropriate numbered ticket and Public Gate badge.
• Exchange complimentary day passes for one Public Gate badge.
• Explain exhibit hours, admission options, and access restrictions.
• Direct guests to the Information Center when necessary.
• Keep the Ticket Booth clean and organized.
• Notify Danielle Powell or Ken Lewis when additional tickets, badge holders, or supplies are needed.
• Refer unusual situations or dissatisfied guests to Barb Feiler.

PUBLIC GATE FEES AND ADMISSION:
• A single-day Public Gate pass is $10 per person.
• A family pass for three or more people is $25.
• Children under 12 years of age are admitted free when accompanied by an adult.
• Individuals presenting active military identification are admitted free.
• Complimentary passes distributed to exhibitors or through marketing promotions should be exchanged for one Public Gate badge.
• Saturday is “We Love Perry Day,” and all guests may receive free day-pass admission to the exhibits.

DAILY PASSPORTS:
• Daily Passports cost $50 per person, per day.
• A Daily Passport permits the guest to attend all convention activities offered that day, including exhibits, seminars, and evening entertainment.
• Daily Passport credentials use the same daily colors as Public Gate passes but are larger.
• Daily Passports are available at the North Gate Ticket Booth and the Information Center in the McGill Marketplace Building.

FRVA FAMILY AND LIFETIME MEMBERS:
• FRVA Family Members with an F-number who are not registered for the convention must pay the regular Public Gate admission fee.
• These members are entitled to visit the exhibits only.
• FRVA Lifetime Members with an L-number may attend the convention at no charge.
• Direct Lifetime Members to the Information Center in the McGill Marketplace Building to register for a Daily Passport.

NEXT-DAY TICKET SALES:
• After 2:00 p.m. on Thursday and Friday, tickets may be sold for admission to the exhibits on the following day.
• Volunteers must clearly explain the valid admission date when selling a next-day ticket.

DATES AND TIMES NEEDED:
• Tuesday, before the Convention Public Gate setup during the afternoon.
• Wednesday, 1st Day of Convention 8:00 a.m.-4:00 p.m.
• Thursday, 2nd Day of Convention 8:00 a.m.-4:00 p.m.
• Friday, 3rd Day of Convention 8:00 a.m.-4:00 p.m.
• Saturday, 4th Day of Convention 8:00 a.m.-2:00 p.m.

EXHIBIT HOURS:
• Wednesday, 1st Day of Convention 1:00 p.m.-5:00 p.m.
• Thursday, 2nd Day of Convention 9:00 a.m.-5:00 p.m.
• Friday, 3rd Day of Convention 9:00 a.m.-5:00 p.m.
• Saturday, 4th Day of Convention 9:00 a.m.-3:00 p.m.

Equipment Needed:

- Pop-up Tent or Ticket Booth (preferred) per location
- POS and cash drawer per location
- Radio per location
- FRVA Day Passes / Daily Passports, badge holders (respective to various sizes)
- If the location is working under a pop-up tent, then table and chairs.

## SECURITY VOLUNTEER DUTIES – Arrival Monday, March 15
## Meeting at 9:00 a.m. on Tuesday

**OVERVIEW:**

The primary duties of the Security Volunteers are to restrict entry to designated areas and redirect people to appropriate locations during setup dates and throughout the convention days. Security Volunteers should be assertive but pleasant to convention attendees and the public. Security Volunteers must be familiar with the convention grounds and the various security stations. You are not a police officer. Do not engage in confrontations; instead, gather any necessary information and contact security personnel to handle the situation.

**Number of Volunteers Needed:** **40 Volunteers**

**CAPTAIN RESPONSIBILITIES:**

- Begin recruiting Security Volunteers from the chapters. If two or more chapters provide Security Volunteers, coordinate with the representatives from the other chapters.
- Provide updates to the volunteer list as needed.
- Inform Security Volunteers that they must register for the convention to receive volunteer status.
- Receive the Security Volunteer assignment schedule via an email attachment.
- Security Volunteers are expected to work twelve hours over the show dates. Depending on the assignment, these shifts may be based on four-hour increments.
- Inform Security Volunteers that some security stations may be exposed to weather conditions (rain, heat, sun, wind, etc.).
- Inform Security Volunteers that some security stations may need to be staffed as early as 7:45 a.m. and as late as 10:00 p.m.
- Security Volunteer Captains decide how to assign volunteers to shifts.
- Inform Security Volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.
- Email your volunteers. Contact FRVA if you need their contact information.

**On-Site Before Convention Begins:**

- Attend FRVA Security Member Staff/ Security Volunteer Captain meeting.
- Attend the Security Volunteer meeting.
- Welcome volunteers.
- Adjust assignments if needed.

**Equipment Provided:**

- A radio will be provided to the Volunteer Security Captain.
- A four-passenger golf cart will also be provided to assist the volunteers in arriving at their security stations on time.
- Blue security vests and hats.

**Security Volunteer Supervision:**

- Assure that the volunteers have arrived for their shifts.
- Inform the volunteer coordinator from the national office, the Events Director, the Chief of Security, or the Convention Committee chairman of any problems experienced at the various security stations.
- Before the start of each shift, the Security Volunteer Captain should give specific instructions to the Security Volunteers regarding changes to security stations and appropriate credentials required for entry to restricted areas.

**VOLUNTEER RESPONSIBILITIES:**

Use the sign-up portal or other methods to sign up for at least 3 shifts for the convention.

Verify the credentials of vehicles parked in restricted areas. Check unidentified vehicles in the campground areas.

Verify badges of family members and guests who wish to enter restricted areas.

Direct families and guests to the appropriate offices (FRVA Office, Information Center, or Exhibitor Registration Office) if name badges are missing.

Assist members and the public in locating exhibits and activity centers.

***Please note: Security Volunteers will <u>not</u> be assigned to locations where traffic control is required.***

## SEMINAR VOLUNTEER DUTIES – Arrive Monday, March 15
## Meeting Tuesday at 11:00 a.m.

**OVERVIEW:**

The duties of the Seminar Volunteers will be to act as monitors and reporters for the seminars. The monitor ensures the stage is set up properly and the microphones are working. The monitor also distributes handouts from the seminar presenter, randomly distributes evaluation forms, and introduces the presenter and other announcements. The reporter sits in the audience and completes a seminar report regarding the seminar's content, the estimated number of attendees, and the audience's reaction to the presentation.

**Number of Volunteers Needed:** **80 volunteers**, depending on the number of Seminars and seminar rooms.

**CAPTAIN RESPONSIBILITIES:**
**Pre-Convention:**

- Begin recruiting seminar volunteers. FRVA will also recruit.
- Prepare an alphabetical list of volunteers with their F (member) numbers.
- Submit an alphabetical list to the volunteer coordinator at the national office.
- Provide updates to the volunteer list as needed.
- Inform seminar volunteers to register for the convention to receive volunteer status.
- When the show's digital program is released, you will receive the seminar assignment schedule via an email attachment from the FRVA Events manager, Barbara Feiler.
- Seminar Volunteers are scheduled through the volunteer scheduling portal. They are instructed to select three shifts during the four days. Two or three different seminars are scheduled during each shift. Volunteers are assigned to seminar events and not to meeting events.
- Inform Seminar Volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you shall pass on to your volunteers.

**On-Site Before Seminars Begin:**

- Meet with FRVA seminar coordinator regarding schedule updates.
- Attend the seminar volunteer meeting.
- Welcome volunteers.
- Adjust assignments if needed.
- Attend the volunteer appreciation ceremony.

**Equipment Provided:**

- Two radios will be provided for use by the seminar captain.
- One golf cart is provided for the seminar captain and co-captain.
- Each seminar room will have a basket containing an envelope for each seminar with evaluation sheets, pencils, radio, a program, a map of the grounds, and other items. The

Captain and Co-Captain deliver the baskets each morning before the beginning of the seminars and pick up the baskets after the last seminar of the day.

**Seminar Volunteers Supervision:**

- Assure that the volunteers have arrived for their shifts.
- Perform radio checks with volunteers. This is very important, so volunteers know how to use the radio in a medical emergency.
- FRVA seminar coordinators and sound/audio-visual technicians monitor the seminar radio channel. Remind volunteers to call on the radio for assistance with equipment or janitorial problems.
- Meet with the FRVA seminar coordinator each afternoon regarding any schedule changes.

VOLUNTEER RESPONSIBILITIES:

Please arrive at least 15 minutes before the seminar's start time. Stay until the seminar presenter(s) leave. FRVA provides at least 30 minutes between seminars for set-up.

Please sign up for at least 3 seminars at the convention. Depending on the number of volunteers and seminars in the program, more or fewer sign-ups may be required.

Check the seminar room. Notify the staff via radio if janitorial services are needed. Know where restrooms and emergency exits are located.

Check that the seminar title is posted correctly

Assist the seminar presenter(s). Help pass out handouts.

Announce the seminar's title, presenter's name, and credentials at the beginning of the seminar. Turn off cell phones. Check with the presenter. Some prefer to do this themselves.

Distribute about 50 seminar evaluation forms found in the seminar envelope. Randomly place evaluations and pencils on chairs. Collect evaluations. Extra evaluation forms are available in the basket for anyone who requests one.

Please fill out the Reporter's Form on the envelope. The information will help us plan seminars for future conventions. Please include the presenter's business card, handouts, and printed name(s).

Only registered convention attendees (blue, yellow, or green badges) are eligible to attend seminars, including those who purchase daily passports. *The daily passport badge is the same color as the public gate badge, but it is the same size as the registered convention attendee badge. Be flexible if the room is not full or for a Product-Specific seminar.*

If any problems occur, please communicate them via radio. Seminar staff, seminar captains, and sound/AV technicians are on Channel 5. Say, "Radio check from Seminar (#)," and await a response. Repeat if not acknowledged. Notify the FRVA office on Channel 2 if you don't get a response on Channel 5. Someone dials 911, Safety–Medical Channel 4. Say, "Code Red." Wait for a response. State your location and the issue.

## SIGNS/GROUNDS VOLUNTEERS – Arrival Friday, March 12
## Meeting on Friday at 8:00 a.m.

**Captain: Allen Evans**

**OVERVIEW:**

Signs/Grounds Volunteers will assist with placing signage around the grounds, setting up barricades where necessary, and setting up tables, chairs, and other equipment in seminar rooms and other designated spaces. They will also be needed to help collect signage, remove barricades, and take down tables, chairs, and other equipment on the Sunday following the event.

**Number of Volunteers Needed:** **TBD number of volunteers.**

## TRANSPORTATION VOLUNTEER DUTIES – Arrive Sunday, March 14

**Meet on Monday at 10:00 a.m., and the training follows the meeting**

**OVERVIEW:**

Includes Activity carts and Shuttles. The duties of the Transportation volunteers are to provide transportation assistance to convention attendees and the public within and around the convention's activity areas, particularly to those wearing blue badges, meaning they have disabilities or mobility issues. No person requesting assistance should be denied service. Members residing in the Disabled parking area may be transported to and from their RVs. Other members may be transported within the activity areas and to a designated drop-off zone in the family parking area. They are also responsible for scheduling shifts at the Shuttle Bus Transfer station, if they are being used.

**Number of Volunteers Needed:** **80 volunteers, depending upon registration**

**CAPTAIN RESPONSIBILITIES:**

**Pre-Convention:**

- Begin recruiting Transportation volunteers. FRVA will also recruit.
- Provide updates to the volunteer list as needed.
- Inform Activity Golf Cart volunteers to register for the convention to receive volunteer status.
- Transportation Volunteers should be willing to work three three-hour shifts or more during the week.
- Inform Transportation volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter from the national office will reinforce this information, which you will pass on to your volunteers.

On-Site Before Convention Begins:

- Meet with the Convention Director, Convention Committee chairman, and/or executive board regarding schedule updates.
- Attend the Activity Golf Cart volunteer meeting and assist the Activity Golf Cart Coordinator with the volunteer schedule.
- Welcome volunteers.
- Adjust assignments if needed.
- Assist with the training of new drivers.

Equipment Provided:

- Radios are provided for each Activity Golf Cart, Transfer Station, and the Transportation Coordinator.
- Six-passenger golf carts are provided to transport members and guests around the convention site's activity centers and display areas.

Transportation Volunteers Supervision:

- Check that the volunteers have arrived for their shifts.
- Perform radio checks with volunteers. This is very important, so volunteers know how to use the radio in a medical emergency.
- Inform the Events Director, Convention Committee chairman, and/or Convention Committee liaison of any problems being experienced with the Activity Golf Cart and offer suggestions on improving this service.

**VOLUNTEER RESPONSIBILITIES:**

- Drive convention attendees around the activity areas of the grounds in six-passenger golf carts. Do not turn down any attendees in need but give preference to attendees with a Disabled badge or sticker.
- If the attendee is parked in the Disabled parking area, take them to their RV. All other attendees requesting transportation may be taken to a designated drop-off area. Activity areas include indoor and outdoor exhibits, seminar rooms, the entertainment stage, and the Information Center.
- Make the convention program and FRVA convention App available so that attendees can obtain information. Try to be well-versed in giving directions.
- Visitors without badges should go to the Public Gate to obtain a badge. Daily gate passes may also be purchased during exhibit hours at the Information Center.
- Make sure all passengers are seated and remain seated until the golf cart comes to a complete stop.
- Inform the Transportation Captain if a replacement has not arrived to replace the current volunteer driver.
- Each Activity Golf Cart will have a radio for the driver to use in an emergency to contact Safety, Channel 4.
- People working the last shift of the day are responsible for returning the golf cart and the key to the RV of the Transportation Coordinator.
- If the volunteer cannot work all or a portion of their assigned shift, the Transportation Captain should be informed in advance of the change to secure a replacement for the duration of the assigned shift.

**DAYS AND TIME NEEDED:**

The schedule will be available via a sign-up portal.

## If there are shuttle buses added to assist with transportation

## Bus Transportation Duties

**OVERVIEW:**
The duties of the Volunteers are to ensure the safety of families and guests riding buses and to act as hosts and guides at bus stops.

**Number of Volunteers Needed:** **20 volunteers to cover shifts**

**TRANSPORTATION CAPTAIN RESPONSIBILITIES:**

**Pre-Convention:**

- Transportation volunteers should be willing to work at least two four-hour shifts during the week. Transportation captains will be responsible for assigning shifts.
- Return the assignment schedule to FRVA for printing and distributing to volunteers with volunteer packets.
- Inform the volunteers of their expected arrival time, volunteer meeting time and location, and volunteer recognition during the convention. A confirmation letter sent from the national office will reinforce this information, which you will pass on to your volunteers.

**On-Site Before Convention Begins:**

- Work with the Chief of Transportation to assign volunteers to various routes and shifts.
- Meet with the Events Director, Convention Committee Chairman, Chief of Transportation, and/or the Convention Committee designee regarding schedule updates.
- Attend the Transportation volunteer meeting.
- Welcome volunteers.
- Adjust assignments if needed.

**Equipment Provided:**

- A radio is provided for the Transportation Volunteer Captain to communicate with the Crew leaders.

**Volunteers Supervision:**

- Assure that the volunteers have arrived for their shifts.
- Inform the Events Director, Convention Committee Chairman, Convention Committee designee, or Chief of Transportation of any problems experienced with the services and offer suggestions for improvement.

**VOLUNTEER RESPONSIBILITIES:**

- Assist passengers in boarding or leaving the bus.

- Answer questions regarding various activity centers around the convention site.
- Assist families in finding the correct bus following evening entertainment.
- Carry a convention program and use the App for references.

**Please note: Transportation volunteers should become familiar with the layout of the convention grounds and be aware of the buses serving various areas.**

**DATES & TIMES NEEDED: Will fluctuate with the bus schedule**

| | |
|---|---|
| Wednesday | 8:00 a.m. – 9:30 p.m. |
| Thursday | 8:00 a.m. – 9:30 p.m. |
| Friday | 7:00 a.m. – 9:30 p.m. |
| Saturday | 7:00 a.m. – 9:30 p.m. |

# This is not a volunteer option until further notice.

**WELCOME VOLUNTEERS AM Arrival**

**Assembly and distribution to attendees, offices, and storage areas for the parking crew's access.**

**Number of Volunteers Needed: 8-10 Volunteers**

**Involves lifting/movement.**

## CAPTAIN RESPONSIBILITIES:

## OVERVIEW:

The Welcome Crew's duties are to assemble and distribute welcome bags for the parking crew to distribute.

A chapter is preferred for this task. They must agree to arrive on Friday and set up the packing area. On Saturday at 9:00 a.m., the crew will assemble welcome bags and place them in boxes, ready for distribution.

A Welcome Captain is appointed to recruit individuals to help assemble and prepare the bags for distribution. The spouses of the Advance Crew members are asked to assist on packing day.

The Welcome Captain and crew construct the welcome bag stuffing lines (two double-sided) on Friday before the bags are stuffed. They double-check the items to be included in the welcome bags against an inventory sheet. They count out the bags and pins to confirm they've made all required bags.

A list of all items is provided in advance, coordinated with FRVA staff. Items for the welcome bag include, but are not limited to, one convention program, two event maps, a convention and rally card, a “Today” Newsletter, a Change/Additions sheet, and pins.

Clean the stuffing area. Trash removal is arranged, and all extra bags/items are put on a pallet and taken to the back of the information area.

Bags need to be delivered to various locations: the Commercial Office and the Information Center. They are then delivered to the Advance and Parking Crew, as well as other early arrivals. The bags are stored in a designated area and/or container for the Welcome Area, serving RV arrivals on Sundays, Mondays, Tuesdays, and Wednesdays.

## Special Event/ FUN & GAMES LEADER

**Reports to:** Director of Events

**Supervises:** Fun & Games Volunteers

The Special Events Leader is responsible for creating a sense of fun and community for members and guests attending the international convention.

**Responsibilities include:**

- Create a proposal and tentative schedule of events for games before each convention.
- Provide a brief description of each activity, any special instructions or abilities needed to participate, the minimum and maximum number of participants, and any special location or time required.
- Submit a list of desired supplies and prizes to the Events Director to be considered. Purchase and submit receipts.
- Upon arrival on the convention grounds, obtain Ropak with game supplies.
- Post signs in approved locations around the convention grounds advertising the activities.
- Following the convention, provide a report of each activity, the number of participants involved, any issues related to conducting the specific activity, and suggestions for improving the activity for future conventions.

## Ice Cream Social - not hand-dipped - Individual Ice Cream Treats

**Reports to:** Director of Events

**Supervises:** Full-time Chapter Volunteers handle the Ice Cream Social and other volunteers who want to assist.

**Responsibilities:**

- Find the Ice Cream Social Ropak of supplies near the ice cream social location.
- Have the volunteers arrive 1 hour before the social's start time.
- When the Ice Cream Treats are delivered, help bring them to the tent if needed.
- Set up four to six distribution points, one of which should be designated for disabled participants.
- Have a back crew that keeps the ice cream supplied to the distribution points, clears empty boxes, etc.
- Two to three people should take ice cream treats to the Exhibit Hall for the exhibitors and to the Information Center for the volunteers and the staff. A golf cart will be needed.
- At the end, have everyone clean up and reset the tables if needed.