

PROJECT CONNECT

March 28, 2015

Agency Role & Expectations

REMINDERS:

- Please note that all individuals at the booths and volunteering **MUST be over 18 years of age**
- Set up on Friday **starts at 3:30pm** till 6:00pm (unless otherwise informed)
- Please register the morning of the event in the Volunteer Lounge located through the glass doors.
- All agencies are required to be set up and manning their table **by 8:00am** Saturday
- Agencies will be allotted 30 minutes for networking from 8:00am-8:30am
- Shelter clients will begin arriving between 8:30am and 8:45am
- Salvation Army will have vouchers for clothing
- Let the Coordinator know of the type of give-aways you plan to bring
- Each agency will receive a different type of “give-away” to have at their table
- We will be providing the agency representatives with ID tags so that it is easy for volunteers to identify who is working at the tables. **If your agency is using clients to man their tables, please make sure it is clear that while they are wearing their “Agency” tag, they cannot participate in the event. If they want to participate, they will have to go through the registration process like all the other participants after they have finished their assigned time at the agency booth**

In an effort to continually improve our processes and keep Project Connect well coordinated and organized, we are responding to the feedback and evaluations that have been collated from previous events and are making some **CHANGES in times, flow, services, and the floor plan.**

HOURS – We have changed our approach to the hours of the event. We have advertised the event to the participants from 10am - 3:00pm. We would like agencies to be prepared to be at the event from **8-3:15pm**. We ask that agencies please **plan to stay until 3:15pm** in case of latecomers, as we would like for these individuals to have the same access to services as they would have throughout the day.

We also ask that you set up the evening prior UNLESS otherwise informed. The doors will be open at Fritz Sick around **3:30pm on Friday for setup**. We have found that there is considerable overcrowding and confusion for everyone when agencies are attempting to set up at the same time the participants begin arriving and lining up. The rationale behind this is to have all the tables ready to go by **8:00 am** so that registration can start at that time and we can hopefully avoid the long line ups we experienced at the PC in the past. We also advertised an earlier end time so that the agencies are still available when the latecomers wander through but agencies can all still get out at a decent time.

****In addition to the earlier start time than advertised, we will be arranging for the MUST van to pick people up from the shelter to ensure that we do have people coming through at a steady pace. This will add to the importance of having your table ready **by 8:00am**. Please ensure that your table to ready at that time, as mentioned previously, the Fritz Sick will be open on Friday. ****

*****FLOOR PLAN-** *The floor plan for PC has been adjusted this year. A new map will be available for you when you come on Friday/Saturday for the set up.*

DONATIONS – The purpose of the PC is to get people connected to the agencies and resources in the community. We are now going to use the donations as tools to engage the participants and encourage the connection. We will distribute the donations to all of the tables. We would still encourage you to bring your own give-aways as we only get so many donations. If your agency could let us know of the type of give-aways that will be brought that would assist us with ensuring we have a variety of items for the participants. We would also encourage you to choose staff for your tables that are likely to engage with the participants and be active in this process. Any donations left over will be carried over to the next event.

*****Each agency/table will receive a different type of donation/give-away to have at their table. Participants will be given a list of items of available and will be encouraged to go around to each agency to gather their items. There will be supplies available for you in the volunteer lounge. A Coordinator will be able to provide you with the item you have been designated to hand out. When a participant comes to your table you will cross off the item you have given them on their list. *******

CLOTHING – The donations of clothing will be donated to the Salvation Army instead of bringing them to the event. The Salvation Army will have a table during the event and they will be giving the participants a voucher that will not expire. Participants can take the voucher to the Salvation Army and get the clothing from there. We are hoping this will encourage participants to connect with the Salvation Army and get clothing that will fit them and they don't have to search amongst all the donations to find what they are looking for.

LUNCH – In the past PC events, we have given participants a ticket to get their lunch, but often these were lost or given away. To avoid this issue, we will be using wristbands instead.

IDENTIFICATION – We will be providing the agency representatives with ID tags so that it is easy for volunteers to identify who is working at the tables. **If your agency is using clients to man their tables, please make sure it is clear that while they are wearing their "Agency" tag, they cannot participate in the event. If they want to participate, they will have to go through the registration process like all the other participants after they have finished their assigned time at the agency booth.**

At the registration tables, Intake Workers will provide the participants with wristbands once they have finished with registration. Please look for these **wristbands as indicators of registration completion** and if the participants do not have a wristband please contact a volunteer or have a person from your booth accompany the participant to the registration table for an intake. We would like every participant to have gone through the registration and exit surveys, so that we may evaluate the needs and services that are required by the participants. We appreciate your cooperation.

***Please note that all individuals at the booths and volunteering must be over 18 years of age.**

VOLUNTEERS – All of the volunteers will be given t-shirts. Each color will represent a different role.

General Volunteers: **YELLOW**

PC Coordinators (go to people): **RED**

Guides: **BLUE***

*The Guides will have a specific role in assisting each participant to connect with various services and ensure they have gathered all of their donation items.

THANK YOU!

We would like to thank all of you for your contributions to Project Connect. We look forward to seeing you all on March 28th for another great day!!

If you have any comments, questions, or concerns, please feel free to contact Elley Chinook at (403) 320-3051 or by e-mail elley.chinook@lethbridge.ca or csd@lethbridge.ca.