

# Mission of Mercy Volunteer Fact Sheet

Thank you for your interest in the Roanoke Valley Mission of Mercy project to be held on Friday, May 4 and Saturday, May 5 at the Roanoke Civic Center. The dental and medical professionals will provide valuable services to individuals who are unable to afford them.

Community volunteers will play an integral role in making this weekend a huge success for those receiving care and treatment. Below is listed a brief description of the volunteer opportunities that are needed for this weekend:

- **Parking Lot Attendants:** Volunteers will be responsible for directing patients and volunteers to appropriate parking area, assists with giving patients directions regarding entering the building and assists with ensuring volunteers are directed to their designated check-in area.  
**Morning shift will begin at 4:30 a.m.**
- **Greeters/Crowd Control:** Volunteers will welcome the clients and volunteers and provide directions to both regarding correct entrance into the building, provide one-on-one assistance to special needs clients until they arrive at Patient Registration, monitor lines outside the Civic Center to ensure smooth flow of patients into the building, maintains constant communication with the Parking Lot Attendants, Registration and Incident Command as needed to ensure correct information is being disseminated to the patients.  
**Morning shift will begin at 4:30 a.m.**
- **Patient Registration:** Volunteers will provide registration for incoming clients. Data entry skills will be needed for this assignment. Other opportunities will include talking with the patients to ensure all information is correct and completed accurately and assisting with patient flow.  
**Morning shift will begin at 5:00 a.m.**
- **Volunteer Registration:** Volunteers will provide registration for all volunteers to include issuance of Volunteer ID Badge, scanning badges, providing directions to guest volunteers and providing a pleasant atmosphere in the designated volunteer area. Volunteers will also assist with on-sight training for those individuals who are not able to attend the orientation.  
**Morning shift will begin at 4:00 a.m.**
- **Triage:** This station will utilize volunteers who will escort patients from one station to the next station. Special needs patients will have an escort at all times. Escorts will be used throughout this event. Also, volunteers will be needed to serve as floaters and runners. If you are interested in serving as an escort, floater or runner indicate your preference beside Triage under the Other Volunteers area.  
**Morning shift will begin at 5:30 a.m.**
- **Interpreters:** A wide range of volunteer interpreters will be needed for this event. As the Roanoke Valley is the host of many nationalities, bi-lingual individuals will be needed to assist with interpreting. American Sign Language interpreters are also needed.  
**Morning shift will begin at 5:30 a.m.**
- **Food Services:** Assist with food preparation, distribution of food, clean-up and advance preparation for the event.  
**Morning shift will begin at 4:00 a.m.**

## Mark your Calendar:

- There will be a Volunteer Orientation dinner on **Thursday, May 3** at the Roanoke Civic Center Exhibition Hall. Training and detailed information will be distributed at this time.

To register to be involved in this project, please complete and return the enclosed application **no later than Wednesday, April 25**, indicating your preference of volunteer placement and return to Betty W. Whittaker, Roanoke City Health Department, 515 8<sup>th</sup> Street SW, Roanoke, Virginia 24016. If you have questions or concerns, please contact me at 985-3546.

**FOR MEDICAL PERSONNEL:** Please register on [www.vadental.org](http://www.vadental.org) so that your professional liability insurance for the event will be covered by Virginia Risk Management Office.