

# **Seniors, Veterans, & Special Needs Citizens Day**

## **Volunteer Guidelines**

**Ensuring the Safety and Enjoyment of all Guests is your mission.**

**Visitor Hours: 10 am–12 pm and 1 pm–3 pm**

**Volunteer Lunch: 12-1 in Break Room. All welcome!**

1. Registering as a CSBL volunteer on a computer or smart phone is required before participating. See <https://christmasstorybookland.org/volunteer-login/> to register and schedule for Senior Day. Those 18 or older may complete a written Volunteer Policy, Safety & injury Release form on site in lieu of online registration.
2. At least 15 minutes before 10 a.m., enter West side door of the Cascade Pavilion marked CSBL Volunteers ONLY. (If not registered, allow extra time to complete a written Policy/Safety/Injury Release form or register online.)
3. Check out a CSBL lanyard and flashlight and report to the bus parking building.
4. When assigned to a facility bus by the head greeter:
  - a. Bring a wheelchair if requested.
  - b. Identify the facility leader and the facility name on the bus.
  - c. Help unload visitors under direction of facility leader.
  - d. Be sure visitor has warm clothing—gloves and lap blankets are available.
  - e. Try to stay close to the facility group as you go through the building.
  - f. If visitor needs assistance or a bathroom visit, take visitor to the facility leader.
  - g. Stay in Santa area until facility leader says to leave the building.
  - h. Be sure each person meets Santa and receives a gift.
  - i. After tour, collect gloves and lap blankets.
  - j. Return visitor to bus and assist with boarding as directed by facility leader.
  - k. Return wheelchair and notify head greeter you are available for next visitor.
  - l. Report ANY incident or concern to Head Greeter.
5. Check in with Head Greeter and return lanyard and flashlight before leaving.

**REPORT ANY CONCERN OR INCIDENT TO THE HEAD GREETER**

# **THANK YOU FOR VOLUNTEERING!**

