



Volunteer

Magical Forest

AT OPPORTUNITY VILLAGE

HANDBOOK



OPPORTUNITY VILLAGE IS A NOT-FOR-PROFIT ORGANIZATION SERVING ADULTS IN THE SOUTHERN NEVADA COMMUNITY WITH INTELLECTUAL AND RELATED DISABILITIES, TO ENHANCE THEIR LIVES AND THE LIVES OF THE FAMILIES WHO LOVE THEM



Volunteer

AT OPPORTUNITY VILLAGE, WE RELY HEAVILY ON THE GENEROSITY OF OUR SOUTHERN NEVADA COMMUNITY. ONE WAY OUR COMMUNITY GIVES BACK IS BY PARTICIPATING IN OUR MOST SPECTACULAR FUNDRAISING SEASON OF THE YEAR - AT THE MAGICAL FOREST!



EVERY YEAR, LOCAL RESIDENTS VISIT THE MAGICAL FOREST TO SUPPORT THE OPPORTUNITY VILLAGE MISSION AND BRING HOLIDAY CHEER INTO OUR COMMUNITY. THE SERVICE OF OVER 100 VOLUNTEERS EVERY NIGHT MAKES THIS EVENT A SUCCESS. YOUR TIME AND POSITIVE ENERGY GO A LONG WAY IN BRIGHTENING THE ATMOSPHERE. THIS EVENT RAISES MUCH-NEEDED FUNDING TO SUPPORT A VARIETY OF DIFFERENT PROGRAMS, PROVIDING PEOPLE WITH ALL LEVELS OF DISABILITIES THE CHANCE TO LEAD A LIFE THAT HAD PREVIOUSLY BEEN UNATTAINABLE.

PLEASE REVIEW THE FOLLOWING INFORMATION TO PREPARE FOR YOUR VOLUNTEER PARTICIPATION. WE LOOK FORWARD TO SEEING YOU SOON!



PREPARING FOR YOUR SHIFT

DRESS FOR THE WEATHER!

REQUIRED ATTIRE: PANTS KNEE LENGTH OR LONGER, SHIRTS WITH LONG OR SHORT SLEEVES, CLOSED-TOE COMFORTABLE SHOES AS MANY ROLES INVOLVE STANDING AND/OR WALKING.

WE RECOMMEND YOU BRING WARM LAYERS – IT GETS COLD AND MOST OF OUR VOLUNTEER POSITIONS ARE OUTDOORS FOR THE ENTIRE EVENING.

ALSO RECOMMENDED: GLOVES AND BEANIES/HEADBANDS FOR WARMTH.

PLEASE NO BALL CAPS, OFFENSIVE GRAPHICS OR LEGGINGS WORN AS PANTS.

YOU WILL BE PROVIDED A FESTIVE VOLUNTEER VEST TO WEAR OVER YOUR CLOTHING.

NO MASKS OR SCARY COSTUMES, PLEASE. WE WELCOME FAMILY-FRIENDLY, FESTIVE ATTIRE AS LONG AS IT MEETS THE DRESS CODE GUIDELINES!

LEAVE VALUABLES BEHIND!

WE WILL NOT BE ABLE TO STORE YOUR BELONGINGS. PLEASE LEAVE VALUABLES AT HOME AND BRING ONLY WHAT YOU WISH TO CARRY IN YOUR POCKETS.

FUEL YOUR BODY!

WE MAKE EVERY EFFORT TO PROVIDE SHORT BREAKS FOR OUR VOLUNTEERS, THOUGH THERE MAY NOT BE TIME TO PURCHASE AND CONSUME A MEAL. PLEASE PLAN TO EAT PRIOR TO YOUR SHIFT AND/OR BRING A SMALL SNACK WITH YOU. COMPLIMENTARY BEVERAGES WILL BE PROVIDED.

**PLEASE PLAN TO STAY UNTIL THE END OF YOUR SHIFT.
VOLUNTEER ROLES ARE ESSENTIAL TO THE OPERATION OF
THE FOREST.**





PARKING & ARRIVAL

PLEASE ARRIVE PROMPTLY FOR YOUR SHIFT. IT IS VERY IMPORTANT THAT YOU ARRIVE ON TIME TO PROPERLY SIGN-IN, RECEIVE ORIENTATION AND YOUR ASSIGNMENT AND TRAINING.

PARKING IS LOCATED IN THE BACK SIDE OF OUR SITE IN THE CSN PARKING LOT. ONCE PARKED, PLEASE ENTER THROUGH THE MAGICAL FOREST GATES AND FOLLOW THE SIGNS TO VOLUNTEER HEADQUARTERS.

YOUR ASSIGNMENT

VOLUNTEER ROLES INCLUDE ASSISTING GUESTS WITH ATTRACTIONS, DINING LOCATIONS, RETAIL STATIONS, FRONT ENTRY AND GUEST EXPERIENCE.

WE WILL BE ASSIGNING YOU TO YOUR ROLE FOR THE NIGHT UPON YOUR ARRIVAL.

WE FILL SHIFTS ON AN AS-NEEDED BASIS AND APPRECIATE YOUR FLEXIBILITY AS WE ENSURE PROPER FOREST OPERATIONS. THIS IS AN INCREDIBLE EVENING OF FAMILY FUN AND WE COULDN'T DO IT WITHOUT YOU!

VOLUNTEERS WITHIN THE SAME ZONES OF THE PARK MAY ROTATE BREAKS TO ALLOW FOR RESTROOM USE AND REFRESHMENT. WE ASK THAT YOU RETURN TO YOUR POST AS QUICKLY AS POSSIBLE

ARRIVE EAGER AND WILLING TO TAKE ON THE ROLE YOU ARE ASSIGNED. BRING ENTHUSIASM AND ASK QUESTIONS! YOU ARE AN IMPORTANT PART OF THIS AMAZING GUEST EXPERIENCE.

SAFETY FIRST! BE SURE TO FOLLOW ALL INSTRUCTIONS GIVEN DURING YOUR TRAINING.





SAFETY

OPPORTUNITY VILLAGE HANDLES THE SAFETY OF OUR GUESTS AND VOLUNTEERS WITH UTMOST CARE. PLEASE JOIN US IN CREATING A SAFE ENVIRONMENT FOR ALL.

DURING YOUR SHIFT, YOU WILL BE PROVIDED A RADIO WHICH YOU MAY USE TO COMMUNICATE NEEDS TO THE MANAGER ON DUTY. PLEASE REMAIN CALM WHILE YOU COMMUNICATE YOUR ISSUE AND ALWAYS STATE YOUR LOCATION.

HELPFUL RADIO CODES TO KEEP IN MIND:

CODE L - LOST CHILD OR PARENT

STATE YOUR LOCATION AND LISTEN FOR INSTRUCTIONS FROM MANAGEMENT

CODE S - SECURITY

STATE YOUR LOCATION AND AWAIT INSTRUCTIONS FROM MANAGEMENT.

CODE M - MEDICAL ATTENTION NEEDED

STATE YOUR LOCATION AND CALMLY DESCRIBE THE NEED. WAIT FOR INSTRUCTIONS FROM MANAGER ON DUTY AND KEEP AREA CLEAR OF GUEST CROWDING SO THE MEDICAL TEAM CAN ACCESS THE AREA IF NEEDED.

BANDAIDS/FIRST AID SUPPLIES CAN BE ACCESSED AT THE AMR VEHICLE ON SITE.

WRAPPING UP YOUR SHIFT

VOLUNTEERS WILL BE RELEASED UPON CLOSURE OF THE PARK AND COMPLETION OF DUTIES.

PLEASE RETURN YOUR VEST AND BUTTON TO VOLUNTEER HEADQUARTERS.

THE CONTRIBUTION YOU MAKE TO OUR MISSION IS VALUABLE BEYOND MEASURE. AS A TOKEN OF OUR APPRECIATION, VOLUNTEERS WHO COMPLETE A FULL SHIFT WILL RECEIVE TWO TICKETS TO THE FOREST.

SHOULD YOU NEED TO LEAVE EARLY, PLEASE REPORT TO VOLUNTEER HEADQUARTERS. WE ASK THAT VOLUNTEERS ONLY DEPART EARLY IN THE CASE OF EMERGENCY, AS WE ARE UNABLE TO PROVIDE ADDITIONAL COVERAGE FOR THESE ESSENTIAL ROLES.





VOLUNTEER CODE OF CONDUCT

ALL VOLUNTEERS SERVING WITH OPPORTUNITY VILLAGE MUST AGREE TO THE FOLLOWING AS A CONDITION OF THEIR PARTICIPATION

AS A VOLUNTEER I WILL:

- TREAT EVERYONE WITH RESPECT, PATIENCE, COURTESY, DIGNITY AND CONSIDERATION.
- USE POSITIVE REINFORCEMENT RATHER THAN CRITICISM.
- REPORT ALL SUSPECTED ABUSE TO A SUPERVISOR IMMEDIATELY.
- MAINTAIN CONFIDENTIALITY.
- REVIEW ALL MATERIALS GIVEN TO ME AT ORIENTATION AND TRAININGS.
- AGREE TO WORK MY ENTIRE SHIFT AS SCHEDULED AND TO CONDUCT MYSELF IN AN APPROPRIATE MANNER.
- NOTIFY MY DIRECT SUPERVISOR AND VOLUNTEER COORDINATOR IF I CANNOT MAKE A VOLUNTEER SHIFT THAT I AM SCHEDULED FOR.
- COMMUNICATE ALL CONCERNS AND QUESTIONS TO MY DIRECT SUPERVISOR OR THE VOLUNTEER COORDINATOR.

AS A VOLUNTEER I WILL NOT:

- USE, POSSESS OR BE UNDER THE INFLUENCE OF ALCOHOL AT ANY TIME WHILE VOLUNTEERING.
- USE, POSSESS OR BE UNDER THE INFLUENCE OF DRUGS AT ANY TIME.
- USE PROFANITY.
- HUMILIATE, RIDICULE, THREATEN OR DEGRADE OTHERS.
- POSE ANY HEALTH RISK (I.E. NO FEVERS OR OTHER CONTAGIOUS SITUATIONS).





WITH GRATITUDE

WE AIM TO MAKE YOUR TIME AT THE MAGICAL FOREST A HEARTFELT EXPERIENCE FOR ALL, AS YOU ARE MAKING THE MAGIC OF OUR FOREST HAPPEN EVERY NIGHT! BECAUSE OF YOU, WE ARE ABLE TO SUPPORT THOUSANDS OF PEOPLE WITH DISABILITIES - EVERY DAY - WITH THE CARE NEEDS AND EMPLOYMENT OPPORTUNITIES THAT PROVIDE THE QUALITY OF LIFE THAT WE ALL DESERVE.

**SHOULD YOU HAVE ANY FURTHER QUESTIONS,
PLEASE CONTACT:**

**VOLUNTEERS@OPPORTUNITYVILLAGE.ORG OR
702-888-3377**

