

Vendor and Volunteer
Information and Training for
Norfolk
Project Homeless Connect 22



**NATIONAL
PROJECT
HOMELESS
CONNECT**



Project Homeless Connect 22

“ I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

--Maya Angelou

The Office to End Homelessness truly appreciates the hard work, time and dedication that each volunteer contributes to make Norfolk Project Homeless Connect events successful and meaningful to our community.

Project Homeless Connect 22

- The event will be held on Wednesday, January 25, 2017
- The event will take place at the Scope Exhibition Hall (lower level)
- Volunteers and vendors are asked to be at the Scope by 7am on the day of the event
- Van drivers, volunteer registration workers, outreach team and the line team are asked to be at the Scope by 6:00am so that vans can start runs by 6:30am
- Services will wrap up at 3pm and we will exit the Scope by 5pm

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- Parking will be available at the ***Brambleton Ave paved lot*** located across the street from the Scope parking garage entrance (beside Queen St. Baptist Church). Overflow parking at Macarthur Center North Garage

The Office to End Homelessness and the Scope are unable to validate parking!



Please secure all of your personal belongings

Project Homeless Connect 22

If you require special accommodations with parking, please contact the Office to End Homelessness prior to the event at (757) 664-4488.



Project Homeless Connect 22

- *Please wear comfortable clothes and shoes.*
- Your PHC t-shirt will be given to you in exchange for your signed *Confidentiality Form* on the day of the event.
- Forms and t-shirts will be available at the Volunteer Check-In station located in the far right corner of the entrance to the exhibition hall.

Project Homeless Connect 22

Lunch will be provided for volunteers



- Volunteer lunches will be served in shifts to assure there are no gaps in services.
- Volunteer beverages and lunches will be served in the volunteer reception area located adjacent to the medical/dental section.
- Please bring additional snacks and beverages to sustain you throughout the day or to address specific dietary needs.
- A pre-arranged vegetarian option is possible. Contact OTEH.

Project Homeless Connect 22

Personal belongings/overflow items can be stored in the volunteer reception area, however, the Office to End Homelessness, the Norfolk Scope and the City of Norfolk are not responsible for any lost or stolen items.



Project Homeless Connect 22

To respect the privacy of our guests, video and still photography is **prohibited**; this includes cell phone cameras.

Violators will be asked to delete images and leave the event.

The City of Norfolk will post photos online after the event. Images may also be emailed to organizations by request. Feel free to access or request these photos for your own use.



Project Homeless Connect 22

Medical procedures are private affairs and should be treated as such. Please do not invade the privacy of our guests; *stay clear of all medical procedures and draped areas.*



Project Homeless Connect 22

Please be mindful that we want all of our guests and volunteers to feel safe and respected.



If an issue arises, please contact your section leader or any of the PHC coordinators.

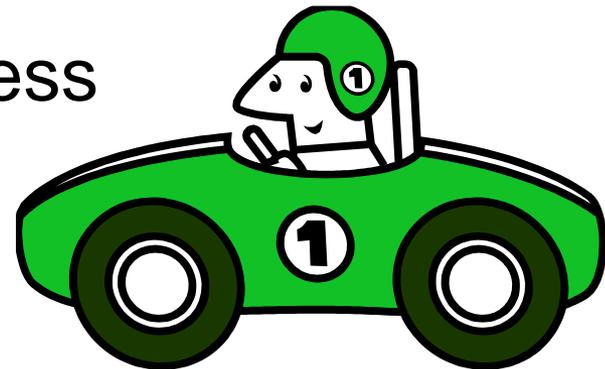
Project Homeless Connect 22

Directions - Scope

- Scope Exhibition Hall (Brambleton Ave. & St. Paul's Blvd):
 - From St. Paul's Ave & E. Bute St., walk down the ramp leading to the underground parking deck. Entrance to the Exhibition Hall is to your right.
 - From the top/plaza of the Scope, take the stairs on the south entrance down 1 flight, turn left to the Exhibition Hall.

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- **Parking – Primary Lot – Brambleton Lot**
 - St. Paul’s Blvd & E. Bute Street. Turn west off of St. Paul’s Blvd onto E. Bute and an immediate left into the paved parking lot.
 - Overflow Parking at Macarthur Center North Garage – 500 City Hall Ave.
(Write “Volunteer Homeless Event” on the back of your ticket).



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- If you want to set up or bring donations the day before, come to the Scope between 9am and 4pm on set-up day. The day before the event. *We are only accepting new items.*
- Paid parking will be provided in the Scope underground garage on set-up day **ONLY Tuesday January 24, 2017.**
- Large off loads should utilize the ramp entrance accessible from **Monticello Ave** to enter the exhibit hall.

Curbside parking/unloading is prohibited in the underground garage.

- **Do not** leave valuables overnight!
- Set-up must be completed by 7:30am on the day of the event so there is no noise during opening speeches.

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If there are questions or urgent issues during the day:

- John Boylan is in charge of all issues “on the floor” (that is, any area after intake) and vendor issues.
- Michael Wasserberg is in charge of issues related to press, city, state and federal officials, and all areas prior to the floor (intake, line, vans, referrals to other sites) and guest issues.
- John or Michael will be able to address all issues related to volunteers.
- Volunteers are not to do interviews with the press without consulting the Office to End Homelessness first.

PHC-22 coordinators will be wearing white event T-shirts.

Project Homeless Connect 22

If you have any questions, please contact
the Office to End Homelessness at
(757) 664-4488

