

# LONG NIGHT AGAINST PROCRASTINATION VOLUNTEER HANDBOOK

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## ORIENTATION

### SECTION 1.1: INTRODUCTION

You are reading this document because you have signed up to become a part of the most exciting event on campus this year that deals with academics. As a volunteer for Long Night Against Procrastination, you will play an integral role in the success of the event as well as representing the professionalism of a support centre such as the Centre for Writers. Volunteer training will be held on October

#### **Take Home Points:**

- Be professional and work hard
- Have fun and spread the cheer
- Communicate and ask for help

## SECTION 1.2: TIMELINE OF EVENTS

<u>Date:</u>	<u>Time:</u>	<u>Event:</u>
October 23	5:00 p.m. to 7:00 p.m.	Volunteer training
Oct 26-Nov 19		Signage distribution
November 19	5:30 p.m. to 6:00 p.m.	Meeting of starting shift
	6:00 p.m. to 8:00 p.m.	Set-up for the event
	6:00 p.m. to 8:00 p.m.	Crowd management
	8:00 p.m. to 7:00 a.m.	Workshops every hour
	7:00 p.m. to 2:00 a.m.	Animal support
	12:00 a.m. to 1:00 a.m.	International dinner
	7:00 a.m. to 8:00 a.m.	Survivor's breakfast
	6:00 a.m. to 9:00 a.m.	Cleaning and packing
November 20, 2015		Signage collection

## SECTION 1.3: ORGANIZERS AND EMERGENCY CONTACTS

Although this is a relatively safe event, it is an all-night event which can take its toll on participants. In cases of incidents, these are some of your go-to contacts:

*For non-emergencies:*

**Event Organizers:**

Lucie Moussu 780-885-7313  
Stephen Kuntz 587-336 -9131

**Volunteer Coordinator:**

Anson Dong 780-802-0198

**Tutor Coordinator:**

Silvia Sgaramella 780-994-2787

*For emergencies:*

There will be first aid

First-line: Campus Protective Services Officers (Stationed at both locations)  
780-492-2943

Second-line: **9-11** (Use judgement; sometimes call non-emergency numbers first)

## SECTION 1.4: TEAM LEADERS

The team leader will be responsible for coordinating and communicating with their assigned team. The individual will need to be experienced and possess leadership skills as well as interpersonal competence. Team leaders will have to be at the event for at least half of the night and require a few minutes of additional training on October 23<sup>rd</sup> after the rest of the volunteers have been trained. On the night of the event, they will be required to arrive half an hour early to help set up their stations as well as prepare their plans for the night. They will be in charge of communicating with their teams and building a good team atmosphere. Team leaders will be counted on to communicate with the event organizers as well as the

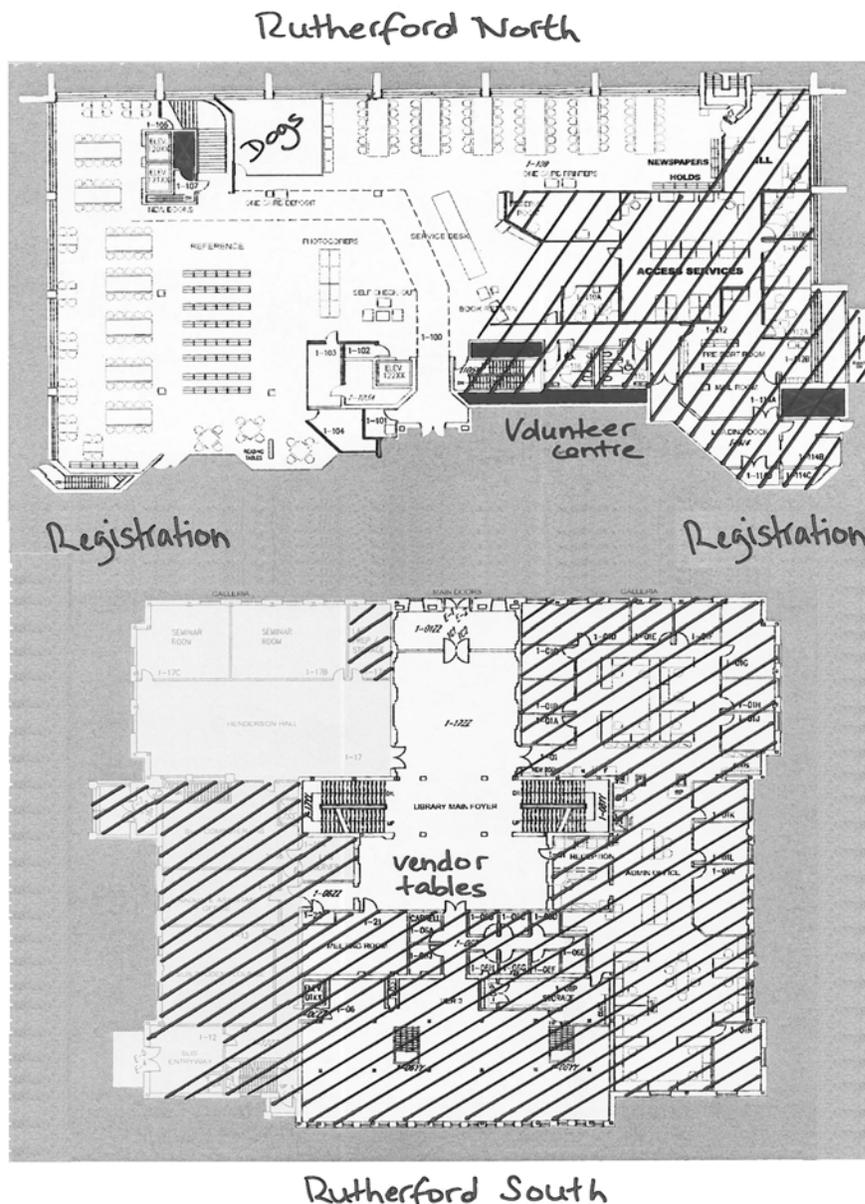
Volunteer Coordinator on a regular basis in order to maintain order throughout the long night. Be in touch through communication devices.

**Take Home Points:**

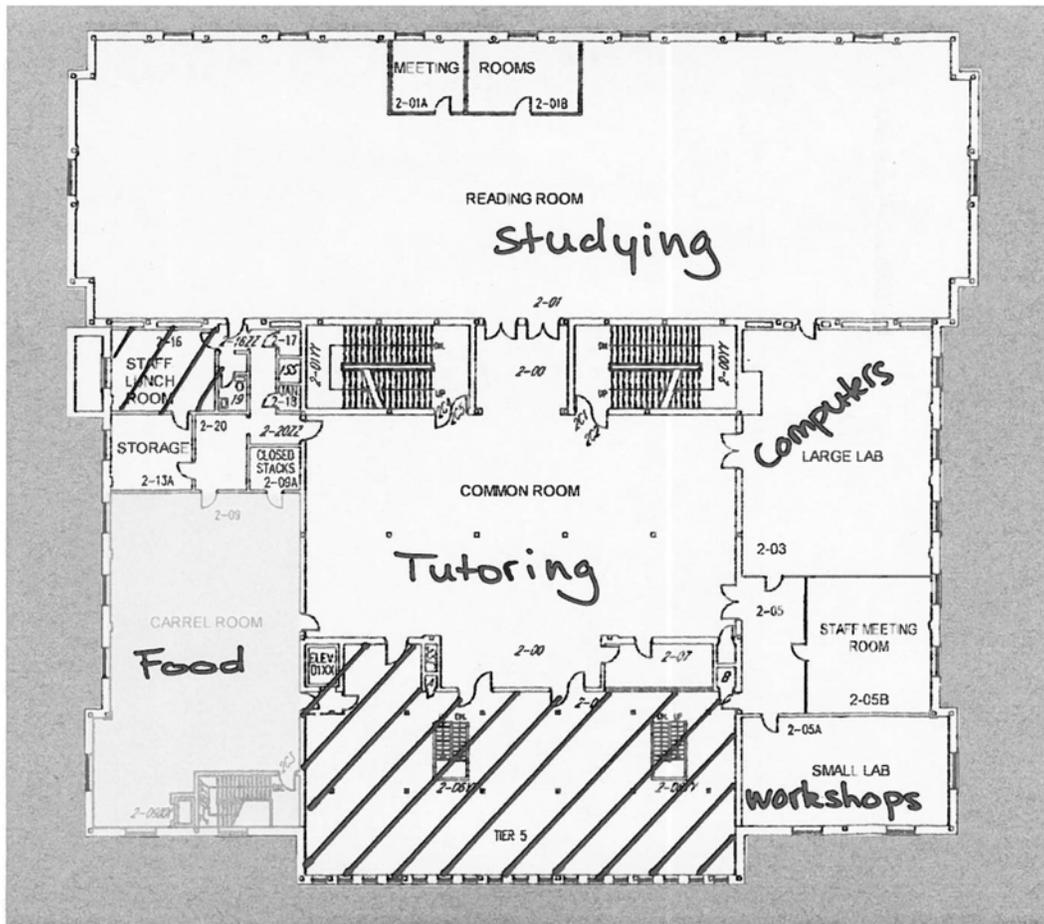
- Be a leader, have experience, and demonstrate responsibility
- Be committed and motivated to learn and prepare more
- Consistent communication all night

**SECTION 1.5: MAP OF THE EVENT**

We will be located on the first floor of Rutherford North as well as the first and second floors of Rutherford South. A rough schematic of the areas is drawn out below. You will be responsible for knowing where your stations will be as well as the Volunteer Centre.



# Rutherford South - 2nd floor



## SECTION 1.6: SIGNING IN/OUT

First thing that every volunteer will do will be to report to our volunteer centre at Rutherford South ground floor lobby to sign in and pick up their name tags and t-shirts. From there you will report to your respective teams for a brief debrief. Enjoy the night! (It's important that you keep your name tag on at all times so that participants know you are there to help and that you're...AWESOME).

It is important that you sign in and out of your shifts so that we can help you track your volunteer hours in case you would like to use this experiences for future job opportunities. Constant communication also allows us to function better as a team so that we can cover for each other as needed and be as efficient as possible.

### **Take Home Points:**

- Signing in/out helps us count your hours
- Keep up communication (especially when going on breaks)
- Represent! Have fun!

## SECTION 1.7: COMMUNICATIONS PLAN

Upon arriving at the Volunteer Center and signing in, proceed to find your reporting location and respective team leader. If there are any concerns, contact Anson if it is in regards to volunteering. If it is an issue of event organization or tutors, contact Lucie and Stephen, and Silvia, respectively. For emergencies, try your best to contact us first unless it is urgent. We will have Campus Protective Services there the entire night as well as first aid help. As a last resort, you may choose to contact 9-11.

### **Take Home Points:**

Keep in contact with Team Leaders and each other  
Respond to emergencies by communicating  
Try to reserve urgent calls for the most urgent situations

## SECTION 1.8: DANGEROUS INCIDENTS: WHAT TO DO?

Although this is a relatively safe event, we have to be prepared for the worst due to LNAP being an all-night event. Not everyone is expected to have first aid training or risk management experience, but hopefully this section will give you the tools to recognize some basic red flags in order to prevent incidents.

1. Exhaustion
  - a. Signs: Low energy, dizzy, blurred vision, potentially seizures, collapse
  - b. Risk: Moderate
  - c. What to do: Find space, lie down, water, food, rest
2. Self-harm
  - a. Signs: Verbal, behaviour, depression, loss of interest, rage, irritability, humiliation, anxiety
  - b. Risk: Low
  - c. What to do: Show care, be yourself, listen, non-judgemental, sympathetic, reassure, ask and show concern
  - d. DO NOT: Argue, shock/lecture, keep silent, blame yourself
3. Fire/Fire hazards
  - a. Signs: Fire, smoke, smells, people running away
  - b. Risk: Low
  - c. What to do: Try to keep calm and evacuate yourself and others if there is an issue. Be on the lookout for fire extinguishers and be mindful of the exits in the library.

## SECTION 2: VOLUNTEER CENTRE

Reporting location: Rutherford Atrium  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**Volunteer centre:** You are responsible for welcoming incoming volunteers and helping them sign in, get t-shirts and name tags, sign out, and will get their thank-

you gifts. The volunteer centre will also function as our Lost & Found station, so you will control the item pick-up and drop-off as well.

Duties for the night:

1. Manage volunteer centre operations
2. Help volunteers sign in/out, pick up goods, and find their reporting team
3. Give thank-you gifts to volunteers at the end of their shifts
4. Run the Lost and Found for lost items

What to know:

1. Keep track of names of all the volunteers and of all shifts (must sign in/out on shift change/breaks)
2. Know the reporting locations of each volunteer position
3. Keep track of Lost and Found items.

What is happening around you:

1. Because you will be arriving once the pre-event crew has finished setting up, you will take over the sign in/out for the pre-event volunteers.
2. At the start of the event, try to be as efficient as possible so that arriving volunteers can quickly assume their posts.
3. Try to be as organized as possible since volunteers will be changing shifts quite often.

## SECTION 3: PRE-EVENT ROOM SETUP

Reporting location: Rutherford atrium  
Times to be filled: 6:00 p.m. to 9:00 p.m.

**Pre-event room setup:** A lot of preparation goes into this event. The day of the event, you will help install chairs and tables, distribute note pads and sign holders on tables, decorate the event space, and post important information and directions where necessary. You will assist us to make sure that everything is in place and ready to go by 8pm.

Duties for the night:

1. Arrive early to help set up
2. Coordinate to help carry items such as chairs and supplies
3. Set up needed arrangements for the event

What to know:

1. Event details

What is happening around you:

1. In the main lobby area, registration will happen, so it will become quite hectic.
2. Students may start filing in

## SECTION 4: SIGNAGE DISTRIBUTION AND COLLECTION

Times to be filled: Week prior to event

**Signage distribution and collection:** Thanks to you, people will know where to go. A few days before and on the day of the event, you'll distribute and post posters throughout campus, and post directions throughout the campus and Rutherford Library; after the event, you'll remove all this signage.

Duties for the night:

1. Help put up signs during pre-event setup
2. Help collect signs after the event

What to know:

1. Certain buildings have individual posting rules: CAB, SUB, CCIS, ECHA, etc.
2. Certain buildings take down posters every week

## SECTION 5: CHECK-IN/OUT

Reporting location: Rutherford Atrium  
Times to be filled: 7:30 p.m. to 8:00 a.m.

**Check-in/out:** As part of the welcoming committee for all our participants, you'll check participants in and out, answer questions and give directions, distribute and collect check-in forms when participants arrive, and distribute and collect feedback forms before they leave.

Duties for the night:

1. Help participants check in/out of the event
2. Perform registration for unregistered participants
3. Know some basic information about services offered

What to know:

1. Participants will either sign up at the event or pre-register (you will have a list)
2. Which professors will be giving extra credit for participants (you will have a list)
3. Upcoming workshops for the next hour (you will have a list as well)

## SECTION 6: TRAFFIC FLOW/INFORMATION

Reporting location: Rutherford Atrium  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**Traffic flow/information:** In this position, you will answer questions about just about everything, distribute maps, post workshops and activities signage on classroom doors, guide and coordinate waiting lines, help maintain the cleanliness of the venue, and verify that participants have a sticker/stamp before they get food. You require good people skills and must feel comfortable with large crowds.

Duties for the night:

1. Stay in the general check in/out vicinity to help direct lost participants
2. Be available to give general information and help control traffic flow

What to Know:

1. List of festivities happening throughout the night

2. Room numbers and times of workshops throughout the night
3. General layout of the event venue

## SECTION 7: WELCOMING TEAM

Reporting location: Rutherford Atrium  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**Welcoming team:** You will assist our workshop presenters so that everyone knows where to go and what to do. First, you will familiarize yourself with the presenters and their presentations/workshops, as well as with the Rutherford Library rooms, and our program of activities. Then, you will welcome the presenters and take them to their classrooms, make sure the correct info about the workshops/presentations is posted on classroom doors, and count the number of participants in these presentations/workshops. Finally, you will give proof of attendance to participants in these workshops/presentations and give their thank-you gifts to the presenters. You are a people person with a welcoming smile

Duties for the night:

1. Welcome presenters and lead them to the appropriate workshop areas
2. Help presenters sign in/out and thank them

What to know:

1. Have a good idea of the list of presenters and times
2. Know where each presenter is supposed to go

## SECTION 8: IT

Reporting location: Rutherford South Computer Room/Rutherford North  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**IT:** How would our participants write anything without their computers? You will supervise the computer rooms and the writing rooms and help students/staff with basic computer questions and issues. Basic knowledge of Macs and PCs is required.

Duties for the night:

1. Make sure outlets are functional for all participants with laptops
2. Help presenters set up computer media as well as setting up computer lab computers
3. Help the social media team with tweets in the food room

## SECTION 9: SOCIAL MEDIA

Reporting Location: Rutherford South  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**Social media:** You will manage our event's live feeds (Twitter, Facebook, Instagram), and post news, pictures, and updates on social media sites regularly. Good knowledge of social media platforms is needed for this position.

Duties for the night:

1. Be social and report on the exciting moments
2. Take lots of pictures and keep the spirit happy
3. Post photos on Facebook and start Twitter conversations
4. Send your pictures to the organizers after the event (for the event report)

## SECTION 10: ANIMAL SUPPORT

Reporting location: Rutherford North Quiet Room

Times to be filled: TBA.

**Animal support:** Writing can be stressful and playing with a pet can help students relax and enjoy the event. You will welcome the Animal Assisted Therapy volunteers and their pets and help them get settled in their spaces, provide water to the animals when necessary, help clean the spaces when necessary, manage the number of "visitors" who can visit with pets, give directions to the pet volunteers when they need to go outside, and provide wipes and lint removers to participants after they have been with the pets. You love pets and are not allergic to them (dogs, rabbits, cats).

Duties for the night:

1. Take care of the animals during the night
2. Practice good crowd control to avoid overwhelming animals
3. Count visitors with clickers
4. Provide lint rollers to visitors
5. Be friendly and enthusiastic

What to know:

1. There will be different dogs with different volunteers coming at different times
2. Be mindful of potential allergies in participants (hives, rashes, swelling, difficulty breathing, etc.)

What's happening around you:

1. You will be surrounded by quiet study space; although there might be some sound shielding, try to keep noise down to a minimum

## SECTION 11: FOOD AND DRINK

Reporting location: Rutherford South Carrel Room

Times to be filled: 8:00 p.m. to 8:00 a.m.

**Food and drink:** Food is a big part of this event and we will enjoy some yummy treats! You will help set up the food tables before the event, make sure that snacks and beverages are available throughout the night, distribute snacks, help set up dinner and breakfast, help manage the lines, give directions to and help student

groups and caterers who prepare/bring food for dinner and breakfast, and record the number of people who attend dinner and breakfast.

Duties for the night:

1. Organize and distribute healthy snacks throughout the night
2. Help set up the food area before the International Dinner and Survivors' Breakfast
3. Maintain good traffic flow
4. Clean up after big rushes for food and in all spaces in general

What to know:

1. What kind of food we have (you will get a list and menus)
2. The room is very small, so try to maintain good traffic flow
3. Be mindful of participants who have severe allergies. We will try our best to include signs

What's going on around you:

1. There will be students being tutored in the halls outside, so keep noise to a minimum

## SECTION 12: FLOATERS

Reporting location: Rutherford Atrium  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**Floaters:** You will be the all-round star for the whole event. As a floater, you will be trained and familiarized with all of the positions since it will be you who gives your co-volunteers a break or fills in if someone fails to come to the shift. Or you will assist staff running errands (such as making photocopies and getting more snacks). You will be flexible to sudden changes, have excellent people and communication skills, and enjoy having different experiences.

Duties for the night:

1. Be available during the night or fill in for fellow volunteers if necessary
2. Always be in touch with the volunteer coordinator to see where help is needed

## SECTION 13: POST EVENT TAKE-DOWN

Reporting location: Rutherford South Computer Room  
Times to be filled: 8:00 p.m. to 8:00 a.m.

**Post event take-down:** The event is over and now we need to take it all apart very quickly so that the Library can resume its regular operations at 8am. For this, we need every hand, yours – actually.

Duties for the night:

1. Start to take down (signs, etc.) at quiet points towards the end of the event
2. Take down objects as we lose the need for them throughout the event