

## TeamSmile Operations Manual

### Volunteer Registration Procedures Prior to the Program

Volunteers will arrive in two shifts - dental volunteers will arrive first, then general volunteers

#### Check-In

1. Have volunteer find their name on this list and sign by their name
2. Have volunteer write their name badge:
  - a. Gold: General Volunteer;
  - b. Red: Students
  - c. Blue: Dental / Medical
3. Have volunteer sign the Release Form.
4. TeamSmile Staff will assign volunteer to their position.

#### Apparel

##### Volunteers

1. Hand the volunteer a T-shirt
2. Instruct volunteers to appropriate area depending on their volunteer position

##### Dentists

1. Hand the dentists their scrubs
2. Instruct dentist to appropriate area for check in

#### Areas:

##### 1. Program Director

- Dentists
- Dental Students
- Dental Assistants
- Dental Assistant Sterilization
- Dental Assistant X-Ray
- Dental Assistant Central Distribution
- Dental Assistants Students
- Lead Area

##### 2. Clinic Director

- Hygienists
- Hygiene Students
- Medical Volunteer
- Check In Desk
- Check Out Desk
- IT volunteer
- Acteon

##### 3. Program Manager

- General Volunteers (All Categories)
- Vendors

## TeamSmile Operations Manual

### Registration Desk

First Aid Kit needs to be placed on top of table once registration check in is complete.

Registration Desk converts to water station / snack station once registration check in is complete.

### Procedures during the Program

#### Goal of this desk is to:

- Answer questions
- Maintain the water and snack station
- Walk around and pass out water to dental volunteers
- Handle lunch set up for volunteers
  - Check on catering to make sure food has arrived and is set up by 11:15am. First break generally happens at 11:30.
- Handle lunch breaks for volunteers
  - After the last patient's group of the morning goes through the Check-in area, you can dismiss the Check-in volunteers for lunch.
  - As they go through Patient Examination (Station #1), they can be dismissed for lunch.
  - As they go through X-Ray (Station#2) , Restorative Care (Station#3) and Preventative Care (Station#4 & #5)– half of the volunteers can be dismissed. The other group will be dismissed after the first group comes back.
  - Inform them that their break will be for 20 minutes
- Check trash at each station every few hours.

### Hospitality Desk Procedures at the end of the Program

- Fill out volunteer certificates or CE credits
- Hand out volunteer “thank you” gift – bumper sticker or item

### **Registration Desk Tear-Down**

Return Hospitality Area inventory items back to Bin 4, designated crates and areas of storage per the inventory checklist.