



# VOLUNTEER-LED ACTIVITIES & EVENTS GUIDELINES

Los Angeles Ronald McDonald House (LARMH) staff and community volunteers work together to provide impactful programming for families staying at the House, including volunteer-led and sponsored activities and events.

For the purposes of this document, the terms "events" refer to special events and larger-scale parties, and common volunteer activities (movie night, etc.) are referred to as "activities."

## Proposal and Approval

### Volunteer Lead Requirements

At least one member of the volunteer group should be designated "Lead" facilitator for any event or activity. The Volunteer Lead will propose and coordinate the activity with the Volunteer Manager directly throughout the planning process, and will be the continued Point of Contact for communications to and from LARMH to the volunteer group. The Lead should be prepared to provide the below information in the early stages of planning:

1. General theme and scope of activities/event
2. Potential dates, time frame, and event/activity location, with the understanding that all activities and events are scheduled according to existing House programming
3. Expectations for staff responsibilities, volunteer responsibilities
4. Supplies needed, supplies to be provided by volunteer group, supplies to be provided by LARMH, such as:
  - Equipment
  - Furniture or comfort items
  - Activity supplies
  - Food (if the activity or event taking place is more than two hours or is not especially interactive, a meal or food component should be provided by the Volunteer Group)
5. Interest in adding on a Meal of Love or Baking with Love activity
6. Certificate(s) of Insurance (as needed, if bringing in third-party vendor)

### Staff Lead Requirements

The Volunteer Manager will act as the initial staff lead to accept proposals and vet activities with other team members. The Volunteer Manager will coordinate an activity or event with the Volunteer Lead, considering the House's existing programming schedule, guest participation levels and schedules, location, and other factors. Once a general plan is approved within the staff team, the Volunteer Manager will relay:

- Suggested date, time, location to be confirmed with Volunteer Lead
- Suggested run-of-show and scope of activity/event
- Expectations for staff responsibilities, volunteer responsibilities
- Any additional needs (insurance, etc.)
- Registration instructions
- Confirmation on responsibility for supplies needed
- Next steps

### Volunteer Group Requirements

- 15 years or older, with one adult volunteer for every 3 minor volunteers
- Maximum of 10 volunteers unless essential to activity
- Adhere to boundaries set forth by LARMH when interacting with families (see *Boundaries* document)

### Activity Requirements

- Activities should be interactive and impactful for families
- Activities that are two hours or more, or that are not especially interactive should always include a meal or food component provided by the Volunteer Group (e.g. movie night, entertainment nights)

- Events and parties should always include a meal component (e.g. date night, Superbowl party, holiday party)
- Activities should have all supplies and resources needed for the activity supplied by volunteer group (not including furniture)
- Activity scheduling is somewhat flexible, provided it does not overlap with an existing activity or meal; weekends are the most well-attended times for activities

### **Themes/Ideas/Suggestions**

- Holiday or seasonal parties (RMHC is nondenominational and open to/encourages celebrations from all cultures and beliefs)
- Specialty parties (sports, pop culture-related, historical)
- Specialty entertainment (music, magic, comedy, performance, etc.)
- Beauty, self-care, wellness activities (salon and grooming activities, mild exercise activities, etc.)
- Movie night
- Date night
- Game night (please avoid defaulting to tabletop games and opt for interactive games accessible to everyone, with an incentive component like prizes)
  - Trivia
  - Scavenger hunts
  - Bingo
- Specialty activity (karaoke, silent disco, etc.)
- Teach a class/activity/DIY projects (with some kind of end-product for families to take back with them)
  - Art - Knitting/crochet, pottery, tie dye, etc.
  - Kitchen - Cooking, baking, nutrition
  - Activity/Specialty - Writing, music
  - Physical - Workout class, special sports, wellness
- Teen and adult-focused activities (with separate option for kids)
- Animal visits and activities

### **Activities to Avoid**

While we welcome support and enthusiasm for setting up activities with families, we also strive to provide highly interactive, engaging programming that does not overlap with that of our in-House Family Support Services team. As such, we recommend avoiding the below activities:

- Paint night/basic arts and crafts (not seasonal, not teaching new mediums, etc.)
- Story time
- Crafts involving slime, modeling materials (like Play-Doh), sticky substances, or stickers
- Anything overtly related to psychosocial or emotional therapy activities (not including animal therapy)

### **Liability**

If your event will feature special equipment, vehicles, or animals, please inform the Volunteer Manager. These require insurance/liability forms to be submitted to the LARMH staff team prior to the event. Animals are allowed in designated areas and must be cleaned up after.

### **Day Of Procedures**

#### **Vendors and Volunteers**

- Volunteers - Report to the front desk of the building they have been assigned to, and sign in as directed. This includes signing in on the Volunteer Tablet and doing a wellness check.
- Vendors - Report to the front desk of the building they have been assigned to, and sign in as directed. This includes signing in on the Visitor Log and doing a wellness check. Certificates of Insurance should have been provided to relevant staff before the event.

### **Set Up**

The Volunteer Lead is responsible for leading or designating members of their group to set up all furniture, décor, supplies and refreshments. Staff will show volunteer group to supply areas.

- Tables and chairs from either of the dining rooms are able to be freely moved as needed
- Tables and chairs from the House events shed are available for use with advance notice
- Sitting cushions and playmats are available for use
- Access to TVs and the following streaming services - Netflix, Amazon Prime Video, YouTube, Hulu, HBO Max, Disney+
  - Ability to hook up laptops to HDMI are available
  - Ability to play DVDs
  - Independent screens and projectors are allowed
- Tablecloths are available for use with advanced notice
- For assistance with tech equipment, please provide advance notice
- For assistance with power supply, please provide advance notice
- All other items should be provided and set up by volunteer group

### Parking

Parking is limited, and any volunteers or vendors coming to the event should be encouraged to carpool, use public transportation or rideshare.

- Visitors and volunteers can park in our street-level visitor lots outside of 1250 Lyman Place and 4560 Fountain Avenue
- Underground parking is reserved for guests and staff only
- To reserve any or all spaces in the Visitor Lots for vendors, please provide advance notice

### Supervision

All volunteer events are generally supervised by the onsite Guest Services Associate, with assistance from our in-house Family Support Services Team as available. Both teams are there to ensure that boundaries are maintained, activities run smoothly, and that families are engaged.

### Boundaries

Please refer to the *Boundaries* document sent to you and shared with registered volunteers to review appropriate interactions with families, but in general:

- You are welcome to say hello and be friendly to families
- Do not solicit or exchange personal information with families
- Do not ask about medical conditions, or offer medical or personal advice
- Please use trauma-informed language, and refrain from saying things like "It will get better", or "God has a plan"
- Please exclude any personal religious or political influences while on-site to ensure a welcoming space for all
- Please do not take photos of or with families or include them in any social media posts. You are welcome to photograph your group, and our staff team will document your activity and our families enjoying your hard work and share pictures with you/on social media.
  - LARMH is on Facebook, Instagram and Twitter – please tag us using @losangelesrmh

### Clean Up

Clean up should begin immediately to allow for regular use of event space and prevent food spoilage

- Cleaning supplies are available at the front desk
- Set equipment/appliances/tables and chairs used back to their original settings and/or packaging and put away in original location
- Clear off and wipe down counters, tables and chairs
- Clear out leftover food and beverages
  - Leftover food and drinks may be shared with guests by being placed in the Help Yourself refrigerator or pantries – the front desk or Guest Services Manager can provide guidance on how to package up supplies and where to put them
  - Front desk and Housekeeping staff are not responsible for putting away food or cleaning up after the activity/event
  - Remove decorations or accessories
  - Empty trash and recycling into the dumpster