



THE WALL THAT HEALS

Zoom Info Session

Volunteers



AGENDA

Introduction

Roles for Volunteers

How many volunteers?

Set-Up & Take Down

Display Volunteers

Recruiting and Care

Questions

VOLUNTEERS – THE FOUNDATION OF THE WALL THAT HEALS

“The day The Wall That Heals arrived, it was pouring down rain but every volunteer including members from three fire departments still came on to begin the labor of love to erect The Wall. Each piece was carried with gloved hands and precise steps. It was such an inspiring day. Then as the night began to fall and the lights framed The Wall That Heals - we all had another breathtaking moment.”

Kathy Ballou 2021 Host



ROLES FOR VOLUNTEERS

1

COMMITTEE MEMBERS

Five or more for months leading up to event – most importantly Volunteer Chair

2

ESCORT SUPPORT

Ride captain, riders and others to support escort

3

SET-UP VOLUNTEERS

30 – 35 able bodied men & women to set-up on Wednesday

4

DISPLAY VOLUNTEERS

Ambassadors with visitors to enhance experience

5

SPECIAL NEEDS

Ceremonies, parking, bugler, flag presentations, food, school guide, apex set-up

6

TAKE-DOWN

30 – 35 able bodied men & women to tear-down on Sunday



HOW MANY VOLUNTEERS?

At a minimum there are 188
volunteer slots

DAILY USE OF VOLUNTEERS

	WED	THU	FRI	SAT	SUN
SET-UP	30-35				
DISPLAY	12	32	32	32	20
OTHER					
TAKEDOWN					30-35



SET-UP & BREAKDOWN VOLUNTEERS

We endeavor to replicate the perfection and artistic nature of The Wall in your community. These 30-35 volunteers implement that vision.



SET-UP VOLUNTEERS

1

UNLOAD TRAILER

Unload the display, by hand, from trailer

2

ERECT THE FRAME

Assemble, align, and erect the base framework for The Wall

3

PLACE EACH PANEL

Carry by hand, each of the 146 panels. 2-3 people carrying each panel.

4

INSTALL LIGHTS

Place lighting, benches and other aspect of The Wall

5

ENHANCEMENTS

Set up mobile education center and additional aspects of display

SET-UP

- Every item and portion of the display is removed by hand from the trailer and installed with care



SET-UP

- Every item and portion of the display is removed by hand from the trailer and installed with care
- Must be able to work outside in any condition for 6-8 hours
- Rain or shine, the exhibit must be set up.



SET-UP

- Every item and portion of the display is removed by hand from the trailer and installed with care
- Must be able to work outside in any condition for 6-8 hours. Rain or shine.
- No experience, expertise or equipment required, VVMF supplies all the tools, gloves & guidance



NO COUNTRY FOR OLD MEN

Some volunteers will need to climb, use a sledgehammer, or carry heavy panels. When coupled with duration (6-8 hours) and weather, many well-intentioned volunteers are excluded.

You must have 30-35 able-bodied men and women to set-up and take down The Wall That Heals.



TAKE DOWN VOLUNTEERS

1

REMOVE LIGHTS

Gather and stow all exhibit lighting

2

DISMANTLE EXHIBITS

Stow mobile education center and additional aspects of display

3

REMOVE EACH PANEL

Carry by hand, each of the 146 panels. 2-3 people carrying each panel.

4

DISASSEMBLE FRAME

Dismantle frames and haul materials and fixtures to trailer

5

LOAD TRAILER

Carefully pack and stow all materials into trailer

DISPLAY VOLUNTEERS

These volunteers are your community's connection between the exhibit and your visitors. They bring to life the emotion, the legacy and the healing of The Wall to every visitor.



DISPLAY VOLUNTEERS

1

WALL VOLUNTEERS

Four to six to help engage at The Wall

2

VISITOR TENT

One or two to greet and answer questions

3

MOBILE ED CENTER

One or two to greet and answer questions

4

OTHER VOLUNTEERS

Shift lead, host/hostess, parking, etc.



WALL VOLUNTEERS

- Act as ambassadors for your community to ensure each visitor feels welcome
- Greet visitors and assist them with finding names, viewing photos and doing name rubbings
- Serve as experts answering questions including layout, facts, and stories
- Provide for the enjoyment and safety of the visitors and community

A minimum of FOUR per shift. Shifts usually run 4 hours long from 2 PM on Wednesday until 3 PM on Sunday.



VISITOR TENT

- “Master of First Impression” or your receptionist
- Answer questions about The Wall, look up names, hand out brochures
- A perfect station for those unable to stand long periods

A minimum of ONE per shift. Shifts usually run 4 hours long from 2 PM on Wednesday until 3 PM on Sunday.



MOBILE EDUCATION CENTER VOLUNTEERS

- Share information about the Hometown Heroes, In Memory Honor Roll and mobile education center
- Draw attention to various exhibits to engage the visitors
- A perfect station for those wanting to avoid sunlight

A minimum of ONE per shift. Shifts usually run 4 hours long from 2 PM on Wednesday until 3 PM on Sunday.





ADDITIONAL VOLUNTEERS

You might need:

- More volunteers if you shorten shifts (from 4 hours)
- Parking volunteers
- Event/ceremony volunteers
- Shift lead volunteers
- Host/Hostesses for volunteer tent
- Photographer, chaplain, color guard, bugler, etc.



WHO CAN VOLUNTEER

From students to veterans, involve your entire community in supporting your visit of The Wall That Heals

- Under 18 with parent/guardian
- No requirement for veterans but veteran empathy important
- Positions involve standing and moving around (only one seated position).
- Volunteers need to come no matter the weather conditions.



WHO IS THE BEST VOLUNTEER

- Volunteers are not security, guards or muscle
- Not there to tell their story, earn votes or get community service hours
- Not there to discuss any other program or organization
- Should be willing to engage with every visitor

Volunteers are there to serve the memory of those on The Wall and those in your community. They are patient and ready to listen to the story, quick to assist, and even faster to provide a tissue.

WHERE DO I FIND VOLUNTEERS

1

MARKETING TWTH

As you seek donors and tell about the event, seek volunteers

2

ORGANIZATIONS

What organizations cherish civic involvement, patriotism and volunteering?

3

COMPANIES

What companies, unions and agencies support veterans and the military?

4

SPORTS TEAMS

Especially for set-up & take-down, they can be invaluable

5

MILITARY, POLICE, FIRE

Volunteering or even some units will support while on duty,

MANAGING THE MADNESS

Successful hosts have used free sites to schedule, track and communicate with their volunteers. SignUp.com and SignUpGenius are the most used.

We can provide you with templates for shifts or even Excel tables



VOLUNTEER ASSIGNMENTS

- Volunteer coverage starts at The Wall on Wednesday at 2 PM and ends one hour after take-down (usually 3 PM) on Sunday
- When possible, allow volunteers to rotate through stations for different perspectives and experiences
- Don't rely on one organization or group for an entire assignment/shift
- When possible, include veterans in all shifts, but especially at night to engage the visitors
- Allow volunteers who have been trained to come back again to supplement the schedule

The Wall That Heals | Pinetop-Lakeside | October 28 - 31 | www.PLTWTH.com

DATE	TIME	PL	SUPERVISOR	WALL ATTENDANT #1 VETERAN	WALL ATTENDANT #2 VETERAN	WALL ATTENDANT #3	WALL ATTENDANT #4	WALL ATTENDANT #5	WALL ATTENDANT #6	SCHOOL TOURS	SERVICE ATTENDANT #1	SERVICE ATTENDANT #2	GATE ATTENDANT #1 / Info Booth	GATE ATTENDANT #2 / Transportation	GATE ATTENDANT #3 / Transportation	Food
WEDNESDAY	2:00:00 PM	D	Dan								Jeanne Beggs 602.332.9849					Roberta
WEDNESDAY	3:00:00 PM															El Rancho
WEDNESDAY	4:00:00 PM															
WEDNESDAY	5:00:00 PM															
WEDNESDAY	6:00:00 PM										Bonnie Hernandez 480.540.3591		David Cioce 928.414.1511			
WEDNESDAY	7:00:00 PM															
WEDNESDAY	8:00:00 PM															
THURSDAY	11:00:00 AM	T	Tony	Hernando Campos	Junior Garrison						Rance Pullin 928.368.7862		Karna Karmali 602.326.6451	Marty Jarvey 928.368.8455		
THURSDAY	1:00:00 AM															
THURSDAY	2:00:00 AM															
THURSDAY	3:00:00 AM			Weinert Roberts 602.929.9849	Roland Picard 928.368.7440						Guy Zill 520.465.6103		Lynn Krigbaum 928.368.7352	Bruce Sitko 928.368.7352		
THURSDAY	4:00:00 AM															
THURSDAY	5:00:00 AM															
THURSDAY	6:00:00 AM															
THURSDAY	7:00:00 AM	A	Anne	Manuel Cruz 928.338.1561	Brenda Cruz 928.243.4386	Kathleen Chamberlain 928.368.2957					Christine Van Ryck 858.565.9242		Amber Blake 928.242.4375	Phil Johnson 480.510.5188	Robert Chamberlain 928.368.2957	Corie
THURSDAY	8:00:00 AM															
THURSDAY	9:00:00 AM															
THURSDAY	10:00:00 AM															
THURSDAY	11:00:00 AM															
THURSDAY	12:00:00 PM															
THURSDAY	1:00:00 PM															
THURSDAY	2:00:00 PM	D	Dan	George Baum 928.337.7670	John Beeler 928.368.6166	Suzanne Sitko 928.205.1189	Patty Dickens 928.242.0717	Amy Johnson 928.242.1339	Chip Couter 928.245.7732	Deb Edgley 928.368.7352	Vince Catollica 520.591.4576		Stephanie Irwin 928.205.4281	Jay Zucker 520.471.2080	Ray Berry 951.961.6160	Society
THURSDAY	3:00:00 PM															
THURSDAY	4:00:00 PM															
THURSDAY	5:00:00 PM															
THURSDAY	6:00:00 PM															
THURSDAY	7:00:00 PM															
THURSDAY	8:00:00 PM															
THURSDAY	9:00:00 PM	K	Keith	Jonny Valchac 928.368.9632	Leah Searcy 602.717.5175	Greg Gullett 928.242.0717	Marguerite Tan 217.898.0661									
THURSDAY	10:00:00 PM															
THURSDAY	11:00:00 PM															
FRIDAY	12:00:00 AM															
FRIDAY	1:00:00 AM															
FRIDAY	2:00:00 AM															
FRIDAY	3:00:00 AM															
FRIDAY	4:00:00 AM	A	Anne	Dennis Faden 360.522.7366	Michael Luckey 928.243.5722	Robert Bailey 928.368.8803	Vivian Bailey 928.706.4609									
FRIDAY	5:00:00 AM															
FRIDAY	6:00:00 AM															
FRIDAY	7:00:00 AM															
FRIDAY	8:00:00 AM															
FRIDAY	9:00:00 AM															
FRIDAY	10:00:00 AM															
FRIDAY	11:00:00 AM	D	Dan	John Beeler 928.368.6166	George Baum 928.337.7670	Susan Sitko 928.205.1189	Robert Bailey 928.368.8803	Chip Couter 928.245.7732	Charlotte Fortier (928) 242.1478							
FRIDAY	12:00:00 PM															
FRIDAY	1:00:00 PM															
FRIDAY	2:00:00 PM															
FRIDAY	3:00:00 PM															
FRIDAY	4:00:00 PM															
FRIDAY	5:00:00 PM															
FRIDAY	6:00:00 PM	D	Dan	Eddie Zazutla 928.965.1846	Jim Zawacki	Wenda Boucher 928.965.1803	Alicia Tobin 602.803.7945									
FRIDAY	7:00:00 PM															
FRIDAY	8:00:00 PM															
FRIDAY	9:00:00 PM															
FRIDAY	10:00:00 PM															
FRIDAY	11:00:00 PM															
FRIDAY	12:00:00 AM															
SATURDAY	2:00:00 AM	T	Tony	Fred Perry 28.242.7746	Jack Latham 28.205.1787											
SATURDAY	3:00:00 AM															
SATURDAY	4:00:00 AM															
SATURDAY	5:00:00 AM															
SATURDAY	6:00:00 AM															
SATURDAY	7:00:00 AM															
SATURDAY	8:00:00 AM															

TRAINING FOR VOLUNTEERS

Wednesday at 6 PM

- The VVMF Site Manager and team provide training at the mobile Education Center and The Wall preparing display volunteers for their shifts
- About an hour. All volunteers are strongly encouraged to attend
- Handouts are provided at the end of training and copies are given to your volunteer coordinator for those unable to attend



COMMUNICATE WITH YOUR VOLUNTEERS

Your volunteers are your greatest asset not just during their slot

- Email potential volunteers announcing the signup opening. Email updates to encourage more signups. Encourage them to forward the email.
- Communicate about media hits and special announcements (ceremonies, speakers, events)
- Confirm their spot repeatedly
- Remind them about volunteer training on Wednesday

They will become advocates and messengers to others spreading the news and excitement about the week of The Wall That Heals.



PROPER CARE AND FEEDING OF VOLUNTEERS

How can you make their experience as positive as possible?

- Communicate early and often, not just about volunteering
- Lunch for set-up crew
- Snacks & water for volunteers
- Serviced portable toilets, heat as necessary
- Volunteer Tent for check-in, breaks, and to escape heat/cold
- Shirts or volunteer vests
- NEVER turn down a good volunteer who wants to return for another shift



CONCLUDING THE VOLUNTEER EXPERIENCE

When its all said and done and the dust is settling, thank your volunteers

- Recognize them at the "closing ceremony"
- Place an add in the media thanking them along with your sponsors
- Plan a recap event two weeks after The Wall leaves to share photos, stories and thank them

They may be ready to volunteer for your next project.
They may be inspired to help veterans.

Who knows, if you bring The Wall That Heals back, they may replace you on the committee!



VOLUNTEER - AN EXPERIENCE UNLIKE ANY OTHER

"I have spent thousands of hours volunteering at the VA and other places here in the area. Nothing prepared me for this incredible experience.

I have met people and heard stories beyond my imagination. I have learned more about our veterans, the Vietnam War and those who served than possible.

I came back for more shifts because it was just so moving. Thank you for the opportunity."



QUESTIONS



2023 TWTH TOUR SHIRTS

As promised, The Wall That Heals Tour shirt will go on sale Jan 18-Feb 15. Order period will close to enable delivery before first sites.

Throughout the year, the shirt will again be offered and delivered. We appreciate your help in selling these to help offset our costs.



* COLORS & STYLES MAY DIFFER

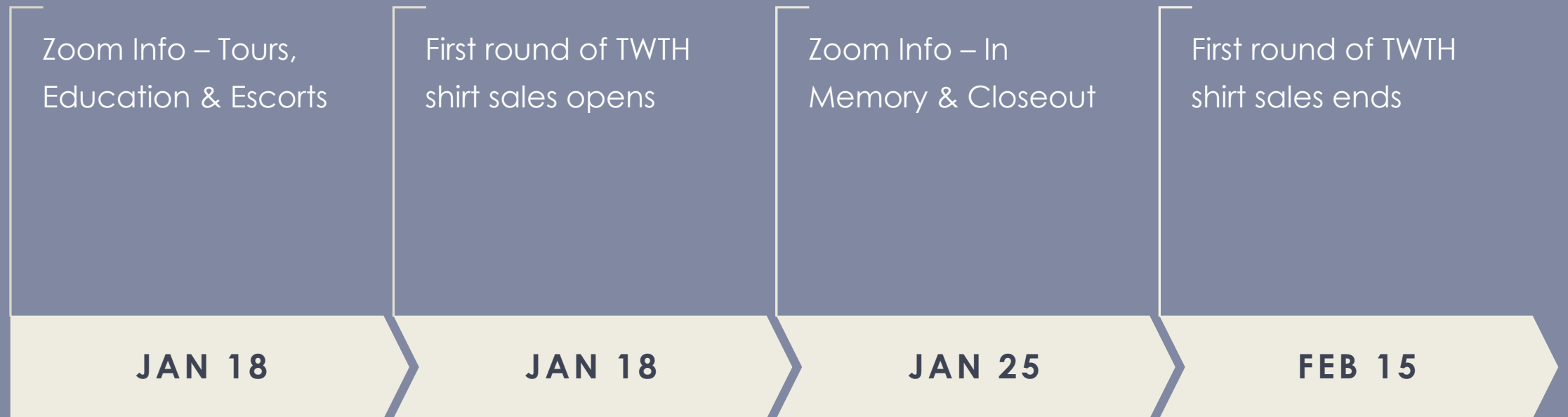


San Luis Obispo, CA
Hawaiian Gardens, CA
Citrus Heights, CA
Menifee, CA
Edinburg, TX
College Station, TX
Kyle, TX
Great Bend, KS
Rhineland, WI
Mendota Heights, MN
Crivitz, WI
Springfield, MO
Kalispell, MT
Meridian, ID
Eureka, IL
Monticello, MN

Centerville, OH
Chillicothe, MO
Brownstown, IN
Middletown, IN
Gibsonburg, OH
Sanford, ME
Auburn, NY
Kutztown, PA
New York City, NY
Lindenhurst, NY
Lemont Furnace, PA
Caldwell, OH
Upper Providence Twp, PA
Havelock, NC
Spartanburg, SC
Nags Head, NC



UPCOMING TIMELINE





THANK YOU

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