



What to do if???

This section is devoted to educating volunteers on necessary steps following a variety of situations/occurrences. Please read this section thoroughly and reach out to a Federation staff member if you have any questions or concerns.

- **What if an event participant falls down/injures themselves at a Federation event that I'm volunteering for?**
 1. TALK to the participant- DO NOT PHYSICALLY ASSIST! This is to protect you and the participant from any liability or further injury.
 2. If the participant is unresponsive, CALL 911.
 3. Locate a Federation staff member and inform them of the situation.
 4. Participate with emergency crew upon arrival if applicable/needed.
 5. Keep the situation confidential between yourself and the Federation staff.
- **What if I overhear a participant speaking negatively about our organization to another participant at an event I'm volunteering for? Or, if they are speaking this way to me, how can I respond?**

Our growing community is as diverse in opinion as it is in culture. It is our duty to encourage positive relationships with all involved in our organization. If this situation occurs, please respond with something like this:

"I hear that you are frustrated with how things are going in our organization. I would love to connect you with a Federation staff member to discuss these issues with them as it is our goal to ensure that our entire community feels welcome and supported."
- **What if I have a negative experience with an event participant or Federation staff member? Who can I talk to about this?**

Since we all come from a variety of backgrounds, conflict may occur in some situations. Our goal here at Federation is to ensure your volunteer experience is a fulfilling one and that you continue to feel safe and welcome in this community and our programming. If you have a challenging or difficult situation occur at one of our events, whether you are volunteering at that time or not, please contact either the Volunteer Engagement Manager or Mindy Lawton, Senior Director of Engagement.
- **What if the event was cancelled or postponed due to weather or otherwise?**

Volunteers will be contacted by their staff representative regarding any cancellations or postponement. It is wise to use your best judgement around weather and other potentially catastrophic events that can cause delays or cancellations. Communication is key in these situations.
- **What if I'm not feeling well?**

If you do not feel well, DO NOT VOLUNTEER! Your health and safety are more important! Please reference your designated impact area within the volunteer guide or contact your Federation staff representative for more information.