

## **VOLUNTEER GUIDE**

### **Introduction**

The Society for Friendship with China, Inc. is a nonprofit citizen diplomacy network that creates and strengthens partnerships between U.S. and Chinese communities. We strive to build global cooperation at the municipal level, promote cultural understanding and stimulate economic development. The Society was formed in 2004 as 501C(3) organization for the purpose of officially conducting friendship activities, trade, tourism and educational exchanges, and for promoting better understanding between the people of China and the Kansas City Metropolitan area. Our most immediate goal is to provide a better understanding of Chinese culture in Kansas City by holding the Annual Kansas City International Dragon Boat Festival and by providing a Chinese New Year or Spring Festival Banquet each Lunar New Year. Our long term goal is to develop Chinese Institute in Kansas City.

### **Qualifications:**

Volunteers must...

Have a friendly and courteous manner

Always be respectful to event attendees and presenters, other volunteers, and event staff.

Be prepared for unexpected situations like negative criticism or other irritants.

Be aware and sensitive to cultural differences.

Stay flexible, if life hands you lemons, make lemon bars.

Read through the remainder of this guide to become generally familiar with Society, and KC.

### **Dress Code**

A proper dress code:

If the event occurs in an open space, such as dragon boat festival, wear a comfortable one, short and T-shirt works;

If the event occurs inside a building, such as Chinese New Year festival, we kindly ask that volunteers wear:

Business formal or business casual

Keep a professional appearance

Comfortable and appropriate shoes - please do NOT wear sandals or open toed shoes

### **Beverages, Cell Phones**

Volunteers are busy people who do a lot of talking, so feel free to keep something to drink out of sight in your work area, because visitors may hesitate to interrupt someone enjoying a "meal". Please refrain from smoking or chewing gum and limit cell phone use to break times.

### **Location of Event**

Please refer to upcoming event link either under about us page or program and equipment page: <http://www.chinagardensociety-kc.com/aboutUs.htm>

### **Check In & Volunteer Lounge**

All volunteers should check in with the volunteer coordinator in the volunteer center/information center.

Volunteers are expected to sign in at least 20 minutes prior to the start of their assigned shifts in order to be briefed on their assignments, change into their dress,

and ensure a smooth transition between shifts. Due to the fast paced nature of the event, it is imperative that you do this and we thank you in advance for your cooperation.

Please check with volunteer coordinator for the volunteer lounge if there is one. Please keep in mind that neither Society nor the volunteer coordinator will be responsible for lost or stolen items.

### **Security and Medical Emergencies**

Anytime you feel you are in danger, please call or go to the volunteer center/information center, or contact a society staff member.

In the event of a serious medical emergency, please check with a society staff member or dial 911 from your phone.

## **Other information Volunteers might want to know**

### **The Volunteer Coordinator:**

The volunteer coordinator will act as a liaison between volunteers and the Society. If any problems or complications arise, please first speak with the volunteer coordinator, and they will contact the appropriate Society Staff member.

### **Language Barrier**

If you need help with someone who speaks a different language, please direct them to the volunteer coordinator, or to a Society Staff person.

### **Sensitivity to Disabilities**

Ten Commandments for Communication with People with Disabilities:

1. Speak to the person directly rather than through a companion or sign language interpreter who may be present.
2. Offer to shake hands when introduced. People with limited hand use or an artificial limb can usually shake hands and offering the left hand is an acceptable greeting.
3. Always identify yourself and others who may be with you when meeting someone with a visual impairment. When conversing in a group, remember to identify the person to whom you are speaking.
4. If you offer assistance, wait until the offer is accepted. Then listen or ask for instructions.
5. Treat adults as adults. Address people who have disabilities by their first names only when extending that same familiarity to all others. Never patronize people in wheel chairs by patting them on the head or shoulder.
6. Do not lean against or hang on someone's wheelchair. Bear in mind that disabled people consider their chairs as extensions of their bodies.
7. Listen attentively when talking with people who have difficulty speaking and wait for them to finish. If necessary, ask short questions that require short answers, a nod or shake of the head.
8. Never pretend to understand if you are having difficulty doing so. Instead repeat what you have understood and allow the person to respond.
9. Place yourself at eye level when speaking with someone in a wheelchair or on crutches.
10. Tap a hearing-impaired person on the shoulder to get his or her attention. Look directly at the person and speak clearly, slowly and expressively to establish if the person can read your lips. If so, try to face the light source and keep hands away from your mouth when speaking.

Thank you very much for signing as a volunteer for the society event!!