

## **VOLUNTEER INSTRUCTIONS: Help Tent (2)**

- Arrival: 60 Minutes before Mass time
  - Report to Help Tent for check-in (near school playground)
- Attire: weather and Mass appropriate (if attending Mass)
- Stay until 15 minutes after Mass begins to deal with latecomers.
- Location: at the “carpool rock” near OLMC School playground
- Cars will only come to Help Tent if they have no ticket or a problem with ticket
- If no ticket:
  - If the current Mass has available tickets:
    - Sign them up via Eventbrite
    - give the carload the tickets they need
    - direct them to north parking lot or the “exit lot” near rectory (NOT Matthew 25 lot)
  - Be clear about whether their ticketed Mass is in the Church or the Parish Hall
  - If the current Mass has **NO** tickets, give them sheet outlining how to reserve tickets for another Mass.

### **General guidelines for ALL volunteers:**

- 1. THANK YOU!!**
- 2. Our #1 job is to **receive each person as if receiving Christ Himself!****
  - a. *Radiate God’s love* to everyone
  - b. Radiate “Grateful, no matter what!”
  - c. Be assertive and firm when necessary, but *always charitable* (e.g. NOT “No ticket, no entry,” BUT “Here’s how we can help you get to Mass.”)
- 3. You still need to register for a “ticket” for the Mass you wish to attend, but we’ll make sure you have a seat.** For outdoor volunteers: ideally, plan to attend the Mass BEFORE your volunteer slot, since your volunteer slot will make you late for the Mass following.
- 4. Masks** required at all times (exception: Lectors when reading)
- 5. Maintain proper 6-foot social distancing.**
- 6. Thoroughly wash hands** before, during, and after ministry
- 7. Disinfect** hands as needed
- 8. At the end of your shift, disinfect all surfaces** you have touched
- 9. THANK YOU!**