

NUSA Volunteer Handbook

Conference Overview

On May 22, 2013, citizens from across the country will gather in Minneapolis for a 4-day annual conference to discuss how we can enhance the quality of life in our neighborhoods at the 38th annual Neighborhoods, USA (NUSA) conference. It is an opportunity for Minneapolis neighborhoods to share their successes within strategic collaborations among community partners including neighborhoods and cultural organizations, and give the estimated 800–1,000 conference attendees tours of Minneapolis neighborhoods as well as showcase their own achievements in their cities and neighborhoods. NUSA 2013 provides an occasion for neighborhood leaders to celebrate success and accomplishments.

This year the conference will showcase more than 50 workshops, 12 neighborhood pride tours, keynote addresses from national recognized speakers as well as food and entertainment, as well as recognition of communities, neighborhood-based organizations, collaborations and individuals from across the county will be recognized for their work in enhancing the quality of life in their communities through awards for Neighborhood of the Year, Best Neighborhood Program and Who's Who in America's Neighborhoods.

Our Partners

Neighborhoods, USA (NUSA) www.nusa.org

NUSA is a national non-profit organization committed to building and strengthening neighborhood organizations. Created in 1975 to share information and experiences toward building stronger communities, NUSA continues to encourage networking and information sharing to facilitate the development of partnerships between neighborhood organizations, government and the private sector.

City of Minneapolis, Neighborhood and Community Relations

The Neighborhood and Community Relations (NCR) Department is to strengthen our city's quality of life through vigorous community participation, resident involvement in neighborhood and community organizations, and supporting clearly defined links between the City, City services, neighborhood and community organizations.

Nexus Community Partners

Nexus Community Partners is a non-profit community building intermediary working in the Twin Cities metropolitan area. We reach deep into communities, primarily communities of color within a local geographic area, to connect people to opportunities and ensure their participation in and benefit from decisions that affect them.

Minneapolis Park and Recreation Board

The Minneapolis Park and Recreation Board (MPRB), has one of the premier park systems in the United States, and is charged with maintaining and promoting its picturesque lakes, neighborhood parks, recreation centers as well as offering diversified programming for residents and visitors alike.

Volunteer Opportunities

All volunteers for the NUSA 2012 conference must be at least 18 years old. Shifts may be assigned by the Volunteer Committee as appropriate.

Shift Lead - The shift leader will be filled by members of the NUSA Volunteer Committee, NUSA Steering Committee and INRC staff. The role will include the following:

- Have available phone numbers for security at all locations (hotels, event locations, etc.) where volunteers will be and other NUSA/INRC contacts for the event.
- Supervisor needs to fill in if there is volunteer no shows and floating volunteers are not available.
- Have available procedures for the events in detail and relevant information for all volunteer responsibilities.
- Address issues volunteers cannot address on their own
- With NCR staff find replacements if volunteer does not show up or needs to leave early for some reason.

REGISTRATION GREETERS - Greet participants attending the conference, register the attendees, and give out conference packets. Be courteous and welcoming.

WORKSHOP MONITOR - Monitor the attendees at the workshops, hand out and collect evaluations at the end of the workshop and introduce, assist and keep time for the presenters. Be courteous and welcoming.

INFORMATION STATION & GREETERS - Info volunteers need to be familiar with the schedule and layout of the property, and must be welcoming and courteous at all times. Provide answers to attendee questions concerning events at the conference and general information about the local downtown area. Be courteous and welcoming. Will be standing for majority of shift.

WEDNESDAY EVENING RECEPTION - Greets attendees at the door for the reception and monitor the guests as well as answer questions. Be courteous and welcoming. Will be standing for majority of shift.

WHEREVER I AM NEEDED - May be assigned to any position based on additional needs that develop throughout the conference. May have several different assignments within the course of a day, always be courteous and welcoming. Must be flexible and willing to work where needed. Also must have a general knowledge of the conference activities and the downtown area. Be courteous and welcoming.

CONVENTION SUPPORT - Support all areas of the conference wherever needed. Also must have knowledge of downtown area and conference. Be courteous and welcoming. Will be standing for majority of shift.

Volunteer Logistics

We are looking for volunteers to be available in four (4) hour shifts each day between Wednesday May 22nd and Saturday May 25th and have outlined the times requested in the volunteer registration form.

Volunteer Training Sessions

Volunteer training will be provided prior to the event and will be required for participation. Times for training are listed on the volunteer registration form and will take place at the conference site in the hotel. Additional details to follow.

Parking Options

Parking will be made available at no cost to volunteers; details will be given at the training sessions.

Volunteer Check-IN

All volunteers upon arrival should check-in at the Registration Desk at the Minneapolis Hyatt Regency before connecting with the volunteer coordinator for additional information. T-shirts will be handed out at the beginning of your first shift and must be worn at each shift of volunteering. A name tag (NUSA Volunteer and first name) can also be picked up. Things to remember are the following:

- Dress code
- Pick up t-shirt at the training sessions and wear each shift of volunteering
- Name tag
- Parking options, arrival time (15-30 minutes before shift at check in desk).
- Snacks and water available before or after shift if needed
- First aid station and lost and found at registration/volunteer check in at the Hyatt – for attendees and volunteers – but call 911 if emergency
- Identify bathroom locations for your location once onsite
- Keep program and cheat sheet with you on your shift
- Inform the volunteer supervisor of any problems or concerns in regards to your volunteer position.

Absences and Lateness

Volunteers are critical to the NUSA Conference. Please be respectful and honor your volunteer commitments. If for any reason you cannot complete your position, cannot report to an assignment, or cannot arrive on time, please contact your volunteer supervisor as soon as possible. A list of volunteer supervisors and contact information will be handed out at volunteer orientation.

Recording Your Time

All volunteers are required to sign-in and out at the beginning and end of your shift at the Volunteer booth located in the Minneapolis Hyatt Regency or with the Airport Volunteer Supervisor. To keep an accurate record of our volunteer contribution and to gauge our success in the conference, these timesheets will be used to record and submit total volunteer hours at the end of the conference.

Volunteer Hospitality

There will be a volunteer room in the Minneapolis Hyatt Regency where there will be food and drinks for all volunteers. This will include bottle water, snacks and fruit. The booth will also be used as the volunteer sign-in and out and first-aid area. The room is located in the Minneapolis Hyatt Regency on the main floor for the NUSA conference. When taking a break or getting something to eat, please make sure that this is done before, after or between volunteer shifts. No food is to be taken outside the volunteer room.

Safety Guidelines & Use of Organization Property

Volunteers are to observe the following safety guidelines and use of organizational property to prevent accidents:

- Observe all hazard warnings and caution signs.
- Wear appropriate shoes for your assignment.
- Know the location of the volunteer room and who to contact in case of an emergency.
- Keep all aisles, walkways, working areas free of obstacles.
- Refrain from running, fighting, horseplay, or distracting others.
- Do not wear frayed, torn or loose clothing.
- Identify prior to work assignment where bathrooms, exits, building personnel (security, concierge, information are located).

When using property, volunteers are expected to exercise care and follow all operating instructions, safety standards and guidelines. Please notify your supervisor if any equipment, machines or tools appear to be damaged, defective or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees, volunteers or others.

First Aid

You must report any and all incidents to your volunteer supervisor as soon as possible after they occur. This policy is for everyone's benefit and enables your supervisor and hotel staff to correct unsafe conditions immediately. If your immediate volunteer supervisor is unavailable, please check the list of committee names and cell phone numbers handed out during your volunteer orientation session to report the incident. If an incident report is necessary, your volunteer supervisor and hotel staff will complete the report with your assistance. If it is a life threatening emergency please call 911.

Dress Code

As volunteers of Neighborhoods, USA (NUSA), everyone is responsible for presenting a good image to guests and to the community. Volunteers are to observe the following guidelines:

- Please wear the shirt that's provided for you in your packet during your shift(s).
- Men may wear black/khakis slacks.
- Ladies may wear black/khakis slacks/capris. Skirts are also acceptable as long as they are knee length or longer.
- Volunteers must wear footwear at all times, no flip flops will be permitted.
- All clothing and shoes must be neat, clean and appropriate.

Discrimination & Harassment Policy

NUSA is committed to providing an environment that is free from discrimination or harassment. Volunteers must not discriminate or harass anyone because of race, color, gender, national origin, religion, physical or mental disability, sexual orientation, or age. All volunteers, including but not limited to staff, committee members, and supervisors, must comply with this policy. All volunteers are also expected to take appropriate measures to prevent discrimination and harassment. A volunteer's violation of this policy may lead to termination of the volunteer relationship.

Concerns & Grievance

Neighborhoods, USA (NUSA) and the City of Minneapolis Neighborhood and Community Relations (NCR) Department encourages its volunteers to voice any concerns, suggestions, or grievances. If you have any concerns about any volunteering condition, policy, practice, or action by NUSA & NCR, you should meet with your volunteer shift supervisor to discuss the matter confidentially. If you are uncomfortable approaching your volunteer supervisor, if your volunteer supervisor fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, you may wish to address the issue with the Volunteer Committee Chair.

Volunteer Registration

Section I: Personal Information

First Name: _____ Last Name: _____

Organization: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Primary Phone: _____ E-mail: _____

Birth date: ___/___/___

You must be over 18 to volunteer for this event.

Emergency Contact: _____ Phone: _____

Section II: Availability

Please indicate which shifts you are available. If you are willing to work more than one shift or more than one day, please indicate that by marking each day and shift available. Shifts are assigned as they are received; the minimum shift is 4 hours per day. An email will be sent to you indicating the day(s), time(s) and area(s) you have been assigned.

Wednesday May 22, 2013

- 12:00p.m. – 4:00 p.m.
- 3:30 p.m. – 7:30 p.m.
- 4:00 p.m. – 9:00 p.m.

Thursday May 23, 2013

- 6:30 a.m. – 10:30 a.m.
- 10:00 a.m. – 2:00 p.m.

Friday May 24, 2013

- 7:00 a.m. – 11:00 a.m.
- 10:30 a.m. – 2:30 p.m.
- 2:00 p.m. – 6:00 p.m.

Saturday May 25, 2013

- 7:00 a.m. – 11:00 a.m.
- 10:30 a.m. – 2:30 p.m.

Thank you!

Our sincere thanks for volunteering at the Neighborhoods, USA conference in Minneapolis, MN May 22-25, 2013. Water and light snacks will be provided to you before or after your volunteer shift.

- 1:30 p.m. – 5:30 p.m.

Section III: Physical Requirements

There is plenty of work to be done and we need people who can perform a variety of tasks. In order to help us make the assignment that matches our needs with your abilities best, please check the box associated with the physical activities you are able to perform:

- Shift lead
- Registration greeter
- Workshop Monitor
- Information Station and greeters
- Wednesday evening reception
- Wherever I'm needed
- Convention Support

Section IV: Training and Parking

Volunteer training will be provided prior to the event and **will be required for participation**. Please indicate which training session you will attend.

- Monday May 20, 10:00 a.m.
- Monday May 20, 6:30p.m.
- Tuesday May 21, 12:00 p.m.

Parking will be made available at no cost to volunteers; details will be given at the training sessions.

Section V: Waiver

Participant would like to volunteer his/her services for the 2013 Neighborhoods, USA Conference in Minneapolis, MN and agrees to the following terms and conditions:

1. I will fulfill all confirmed shifts and arrive on time for each shift.
2. I will wear the official volunteer t-shirt during my shift(s).
3. I will be an ambassador of good will.
4. I will attempt to assist the conference patrons to the best of my abilities.
5. All shifts are filled on a first come, first serve basis. I understand that I may be asked to assist in an area other than my preferred selections.
6. I will not be under the influence of alcohol or drugs during my scheduled shift.
7. I am mentally competent and physically able to fulfill the requirements necessary for my scheduled shift.

If there is any claim by anyone based on any injury, loss, or damage described herein, which involves the Participant, the Participant agrees to (a) defend the Organizers against such claims and pay the Organizers for all expenses relating to the claim including, but not limited to, any and all attorney's fees, and (b) indemnify the Organizers for all obligations resulting from such claims.

WAIVER OF LIABILITY

The Participant agrees to release from all liability, discharge and promises not to take legal action against the City of Minneapolis, The Minneapolis Park and Recreation Board (MPRB), Nexus, and Neighborhoods, USA (NUSA) (collectively the "Organizers") for any and all harm or damage to the Participant in connection with Participant's volunteer activities or in connection with any activities associated with the 2013 Neighborhoods, USA Conference. This Agreement releases the Organizers from any liability to Participant, his or her heirs, next of kin, assigns or personal representatives for any losses or damages or claims or demand arising out of Participant's personal injuries, damage to property or Participant's death, even if the Organizers' individual or collective negligence contributes to such personal injury, damage or death. The undersigned hereby waives any and all claims or actions that may arise against the Organizers as a result of any such injury to Participant or others, damage to property or Participant's or other's death. Such risks include, but are not limited to:

1. Injuries resulting from the negligence of the elected officials, directors, officers, agents, members, servants, employees, or volunteers of the Organizers, or the negligence of Participant, visitors or persons who may be present at the 2013 Neighborhoods, USA Conference.
2. Injuries or death resulting from the failure or negligent misuse, by Participant or by others, of the facilities or equipment used for the 2013 Neighborhoods, USA Conference;
3. Injuries resulting from slips, trips, falls or other such accidents that occur while using the facilities or equipment of the 2013 Neighborhoods, USA Conference, or which may be caused by other persons' use of the facilities or equipment of the 2013 Neighborhoods, USA Conference;
4. Injuries that occur from the negligence or lack of adequate training of those elected officials, directors, officers, agents, members, employees, or volunteers of the Organizers who seek to assist with medical or other help

either before or after injuries have occurred; and

The Participant freely and voluntarily assumes complete personal responsibility for these risks and for the injuries that may occur to as a result of these risks, even if such injuries occur in a manner that is not foreseeable at the time this Agreement is signed.

BY SIGNING BELOW, I ACKNOWLEDGE I HAVE READ THIS AGREEMENT THOROUGHLY AND UNDERSTAND AND ACCEPT THE TERMS CONTAINED HEREIN AND THAT NO ORAL REPRESENTATIONS OR STATEMENTS OR INDUCEMENTS HAVE BEEN MADE TO ME THAT CHANGE, ALTER OR MODIFY ANYTHING WITHIN THE WRITTEN AGREEMENT. IN THE EVENT ANY PORTION HEREOF IS HELD INVALID, IT IS AGREED THAT THE BALANCE SHALL, NOTWITHSTANDING, CONTINUE IN FULL LEGAL FORCE AND EFFECT.

Participant Name (printed): _____

Signature: _____ Date: _____

We appreciate your time and commitment!

Please send completed form to:

MinneapolisNUSA2013@gmail.com or by mail to:

NUSA Volunteer Coordinator

Neighborhood and Community Relations Department, City of Minneapolis

Public Service Center, Room 110

250 South 4th Street

Minneapolis, MN 55401