



# Walk MS: Volunteer Roles

ROLE "ONE PAGERS" AND ROLE INSTRUCTIONS/DESCRIPTIONS

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## The Center

Thank you for volunteering with us—we cannot do this without you!

Formerly known as “Living With MS,” The Center is an area where Walk MS participants can find information about how the MS Society can support them. Volunteers help set up and break down the area, help manage supplies during the event, and speak to participants who come to the Center.

### Duties & Responsibilities:

- Organize materials and information in an easily accessible fashion
- Familiarize yourself with all materials so that you can direct people appropriately
- Answer questions about the National MS Society (if you don't know, that's okay! Direct them to a Staff Member)
- **If you do not know the answer to a participant's question:**
  - Please write the question down & refer them to a staff member
  - Refer them to the Society's Information Resource Center at:  
1-800-344-4867
- Distribute “Living with MS” bandanas to any participant who approaches the tent & says they are living with MS
  - Always allow someone to disclose their diagnosis to you; not everyone is open to sharing. Remember that a person's diagnosis status is confidential
- At the end of your shift, take inventory of the remaining bandanas and diagnosis date stickers on the forms provided in your supply bin. Return the completed forms to the supply bin.

For questions, please find the nearest staff member who will be happy to help.



## Circles of Support- Roamers

Thank you for volunteering– we couldn't do this without you!

Prepare to have an active morning! Your goal is to “wander” through the crowd with baskets of circle fans, passing them out to participants, volunteers, sponsors, and staff.

### Duties & Responsibilities:

- Understand what each circle fan represents so you can explain them to participants
  - Orange: I live with MS
  - Green: I love someone with MS
  - Yellow: I support the mission to end MS
- Roam the event site between site open time and the start of the ceremony, passing out circle fans as needed Provide excellent customer service throughout the day
- Remain in the crowd during the program to make sure everyone had a circle fan so they can participate in the program
- Assist with packing up materials and doing an inventory of remaining materials once the walk begins

For questions, please find the nearest staff member who will be happy to help.



## Circles of Support- Tent

Thank you for volunteering– we couldn't do this without you!

Welcome to the Circles of Support Tent! Your role involves setting up, taking down, and managing the Circles of Support tent. Please help participants understand what the circles represent and how to use them during the Program.

### Duties & Responsibilities:

- Understand what each circle fan represents so you can explain them to participants
  - Orange: I live with MS
  - Green: I love someone with MS
  - Yellow: I support the mission to end MS
- Set up materials associated with the Circles of Support interactive
- Manage the circle fans display and offer instruction to participants on what each type of circle represents
- Help participants understand how to use the circles during the program
- Provide excellent customer service throughout the event
- Take an inventory of remaining circle stickers on form provided in supply bin at the end of your shift. Place the completed form back into your bin.
- Pack up materials at the end of the event

For questions, please find the nearest staff member who will be happy to help.



## Communications Team/HAM Radio Operators

Thank you for volunteering– we couldn't do this without you!

HAM Radio Team members – you are a key component to ensuring safety at Walk MS events! Your primary role is to keep open lines of communication between Society staff members, volunteers, and participants.

### Duties & Responsibilities:

- Set up HAM radio stations as needed
- Periodically check in with staff lead for any communication needs
- Take down HAM radio stations at the end of the event

For questions, please find the nearest staff member who will be happy to help.



## **Dog Zone**

Thank you for volunteering– we couldn't do this without you!

This one is for dog lovers! Your role is to manage this area to keep it safe, welcoming, and fun for both dogs and their owners. Keep water bowls filled, make sure signage is visible and visitors are following all rules (dogs on leash, etc.).

### Duties & Responsibilities:

- Set up Dog Zone with water bowls, treats, toys, etc.
- Ensure signage is visible by all who approach the area
- Welcome visitors and encourage them to utilize the services available

For questions, please find the nearest staff member who will be happy to help.



## First Aid/Medical

Thank you for volunteering– we couldn't do this without you!

You are a First Aid & CPR certified volunteer whose responsibility is to use your training in the event of minor medical incidents. If there is a medical emergency, please dial 911.

### Duties & Responsibilities:

- Familiarize yourself with the location and contents of First Aid kit(s)
- Most injuries will be minor including cramping, dehydration, bruises, or minor cuts. Use your medical judgment if a participant may need hospital treatment.
  - If a participant or volunteer ends up going to the hospital contact a staff member to complete an Incident Report Form
- **Incident Report Form:** a form must be completed for any First Aid you provide – even if you just apply a band-aid to a small cut. Should someone refuse treatment of any kind, they should complete this form
- **Consumption of Medical Product Disclaimer:** The National Multiple Sclerosis Society is not responsible for the consumption of any possible side effects derived from the use of Advil, Tylenol or any other medical product used for pain. Please read the label carefully and act accordingly. The medical volunteers will only provide a limited number of medical products.
- Once the event is over, pack up all supplies, tidy the area and turn in any forms to a Society staff member. If there is not a staff member available, place forms in the supplied bin/box.

For questions, please find the nearest staff member who will be happy to help.



## Food and Beverage Team

Thank you for volunteering– we couldn't do this without you!

Who doesn't love snacks? Keep everyone at the event energized by getting the food and beverage station set up and keeping it stocked throughout the day. Cleanliness is imperative here, so please pay attention to the tidiness of the layout and help pick up trash as needed.

### Duties & Responsibilities:

- Set up food and beverage area in the morning
- Keep food and drinks stocked throughout the event
- Keep area clean and tidy, picking up trash as needed
- Provide excellent customer service to all
- Clean up and take down food and beverage area when the event ends

### Helpful Tips:

- Only open/replenish food and drink supplies as needed
- Carry cases of water from bottom so they don't stretch or rip
- Keep food boxes to pack leftover food into
- Note that fruit snacks are gluten free
- Empty all liquid containers before placing them in the trash

**Reminder: IF YOU ARE ALLERGIC TO ANY TYPE OF FOOD** let the volunteer lead or staff member know immediately about being assigned to another area.

For questions, please find the nearest staff member who will be happy to help.



## Green Team

Thank you for volunteering– we couldn't do this without you!

You are the unsung heroes of the event. Help us Leave No Trace by keeping the site free of litter and changing trash and recycle bins so they do not overflow. Our goal is to leave the site cleaner than when we arrived!

### Duties & Responsibilities:

- Keep site clean and litter free by picking up trash from the ground
- Empty trash and recycling bins and replace bin liners as needed
- Check Top Fundraiser Area for cleanliness as needed (there might be volunteers here keeping things clean, too)
- Restock various supplies (i.e. ice, water, etc.) in areas as needed

For questions, please find the nearest staff member who will be happy to help.



## Event Greeter

Thank you for volunteering– we couldn't do this without you!

You are the first line of customer service at Walk MS! Welcome participants as they arrive on site, answer their questions (or direct them to someone who can), and help them find their way around.

### Duties & Responsibilities:

- Greet participants with a friendly welcome as they arrive
- Prior to starting your shift, ask staff where the restrooms are located, timing of program and start of Walk, and any other pertinent information you might need
- Help participants find the registration area and other locations as needed
- Ensure registration lines remain neat and move efficiently
- Understand how the QR code registration process works and support participants through it as needed (Instruction Sheet can be found at Registration Tent)
- Make sure participants have all necessary materials completed before they get to the front of the registration line

For questions, please find the nearest staff member who will be happy to help.



## Hydration Station

Thank you for volunteering– we couldn't do this without you!

Keeping participants hydrated is important! Set up and take down the hydration area, welcome and encourage participants as they pass, and serve water as needed. Keep the area clean and supplies stocked.

### Duties & Responsibilities:

- Set up supplies for easy accessibility
- Keep area clean and stocked throughout event
- **REMINDER:** only open new cases of water as needed. This makes picking up at the end of the day easier
- Hand out water and encourage/cheer on participants as they pass

### Once final walker has passed (you will be informed by staff or a lead volunteer):

- Clean up the area, throw away all trash and pack up unused supplies
- Dump out coolers and containers of ice and wipe them out with a paper towel to dry
- Arrange supplies neatly for pickup

For questions, please find the nearest staff member who will be happy to help.



## Volunteer Journalist

Thank you for volunteering– we couldn't do this without you!

Gathering testimonials during the event is important for marketing purposes, and you can help us out by talking to volunteers about their experiences. The flyer below may be used as a guide. In addition to in-person interviews, and if extra copies are available, the Volunteer Interview flyer may also be given out to volunteers during the event. Alternatively, volunteers may choose to take a picture of the flyer to reference later.

### Duties & Responsibilities:

- Interview volunteers about their Walk MS experience
- Record answers using personal device(s) or supplies
- With permission, take photos and/or videos to capture testimonials
- Some questions to get you started:
  - What's your favorite part of volunteering for the Society?
  - Share a favorite experience or memory that occurred while you were volunteering:
  - What drives your involvement and keeps you motivated?
  - How has volunteering changed or enriched your engagement with the MS Society?
  - When we find a cure for MS, who is the first person you're going to tell?
- Share your findings with the Volunteer Engagement Staff member

For questions, please find the nearest staff member who will be happy to help.

# Volunteer

## INTERVIEWS

1

### TAKE A PICTURE OF YOURSELF

Take a picture of yourself during the event. This can be a selfie or a picture someone else took for you. Or hello, camera timer!

2

### ANSWER A QUESTION OR MORE

Why do you volunteer for the National MS Society? What is your favorite part of volunteering?  
Why is working toward a cure for MS important to you?

3

### TEXT OR EMAIL

Text or email 1-4 sentences with your picture to

**STAFF NAME at (phone number) - or to EMAIL ADDRESS**

We want to hear about your volunteer experience!

Interviews may be featured on social media, in emails, etc.

Thank You!



## **Jump Team**

Thank you for volunteering– we couldn't do this without you!

You are the “jacks-of-all-trades” of Walk MS! Jump Team volunteers are available throughout the event to “jump in” and help wherever extra hands are needed.

### Duties & Responsibilities:

- Communicate with Volunteer Engagement Staff member(s) to see where help is needed most
- Check in with other volunteers to see if they need extra support or breaks
- Help with set up and tear down.
- Join the Spirit Team if you have down time!

For questions, please find the nearest staff member who will be happy to help.



## Kids Zone

Thank you for volunteering– we couldn't do this without you!

Your role is to set up the Kids' Zone activities, keep supplies stocked, and run the activities during the event. Clean up the Kids' Zone at the end of the day.

### Duties & Responsibilities:

- Set up the provided activities and familiarize yourself with any necessary instructions you'll be providing
- Keep supplies stocked and area clean as needed
- Greet kids/families and provide any necessary instructions for activities
- Ensure safety of participants in the area
- Clean up area at the end of the event

For questions, please find the nearest staff member who will be happy to help.



## Route Marshals

Thank you for volunteering with us—we cannot do this without you!

Staying on the route can be tricky in some places. Your role is to direct participants at key locations to ensure the route is followed correctly and safely.

REMEMBER: you are not allowed to direct traffic or stop traffic

### Duties & Responsibilities:

- Use appropriate safety gear where provided – this could be an orange/yellow vest for visibility, flags, etc.
- Set yourself up on the route where needed (staff will direct you)
- Point walkers in the right direction at tricky locations
- Cheer participants on as they pass
- Do not leave your post until the last Walker has past your area and you are dismissed by a Society staff member or a lead volunteer
- If instructed to do so, please remove route marking signage in your area and return to the Volunteer Check-In Area

For questions, please find the nearest staff member who will be happy to help.



## Site Set-Up Team

Thank you for volunteering with us—we cannot do this without you!  
You are the early risers, the heavy lifting crew that helps us set up an amazing event site!

### Duties & Responsibilities:

- Unload trucks and bring boxes/containers to appropriate areas according to site plan (the Site Lead will have this)
- Set up tents, tables, chairs, banners, start/finish line, and more!
- Depending on your availability, you may be asked to support other volunteer roles after set-up is complete

For questions, please find the nearest staff member who will be happy to help.



## Site Tear Down Team

Thank you for volunteering with us—we cannot do this without you!

It's important to leave sites cleaner than we found them, and we're relying on you to help us out with that!

### Duties & Responsibilities:

- Take down signage, banners, and decorations
- Break down tents, tables, and chairs
- Load supplies into boxes to be loaded onto trucks/vans
- Before leaving, scan the site for any supplies or trash left behind
- Leave No Trace!

For questions, please find the nearest staff member who will be happy to help.



Thank you for volunteering with us—we cannot do this without you!

You are here to motivate, encourage, and congratulate participants for their achievements! Using provided supplies (or your own), cheer on participants at the start, finish, and along the route.

Duties & Responsibilities:

- Use signs, noisemakers, and other fun supplies to cheer on participants
- Remain excited throughout the event to motivate and encourage participants on the route
- If needed, support other volunteer needs such as event tear down

For questions, please find the nearest staff member who will be happy to help.



## **Top Fundraiser Area**

Thank you for volunteering with us—we cannot do this without you!

The Top Fundraiser Area (TFA) is an exciting new section of the Walk MS footprint in 2024! It's important that we provide an excellent experience here for our top fundraisers and their teams. Please see below to review the area you are covering.

### **Top Fundraiser Area Lead**

Duties & Responsibilities:

- Manage all areas of the TFA, making sure guests are enjoying themselves and volunteers know their roles and are providing great customer service

### **Top Fundraiser Area Check-In**

Duties & Responsibilities:

- Check participants into the TFA, looking up names (list provided) for eligibility to enter
- Answer guests' questions and provide excellent customer service!
- All donations must be turned in at the main Registration/Information Area—when possible, offer to escort them to the tent
- Assist with break down at the end of the day

### **Top Fundraiser Area Greeters**

Duties & Responsibilities:

- Welcome top fundraisers and their teams into the TFA
- Direct participants and answer their questions as needed

## Top Fundraiser Area Photo Area

### Duties & Responsibilities:

- Station near the step-and-repeat display to assist participants with group and individual photos
- Take photographs with personal equipment or cell phones
- Encourage guests to use the photo opportunity
- If more than one volunteer, take candid photos of the area

## Top Fundraiser Area Food and Beverage Team

### Duties & Responsibilities:

- Set up, manage, and break down food and beverage area
- Keep area clean and well-stocked throughout the event

## Top Fundraiser Area Green Team

### Duties & Responsibilities: \_

- Keep the TFA clean and free of litter from tables and the ground
- Empty trash and recycling bins as needed
- Assist with restocking food and beverage items and restrooms as needed

For questions, please find the nearest staff member who will be happy to help.

Please ensure volunteers in the New Experience areas are inventorying the items below post event.

# CIRCLES OF SUPPORT

## Circle Fans

	Post-Event Count
Orange	
Green	
Yellow	

Please ensure volunteers in the New Experience areas are inventorying the items post event.

# COMPLETE THE CIRCLE DISPLAY

## Circle of Support Stickers

\*FYI: There are 50 in each package; please do not open packages unless needed\*

	Post-Event Count
Orange	
Green	
Yellow	

Please ensure volunteers in the New Experience areas are inventorying the items post event.

# THE CENTER

\*Have volunteers count the **diagnosis date stickers.**

Pre-Event Count	Post-Event Count

\*Have volunteers count the **bandanas**

Pre-Event Count	Post-Event Count



## Why I Walk Area

Thank you for volunteering– we couldn't do this without you!

This area has bibs that participants can decorate and share their reasons for engaging.

### Duties & Responsibilities:

- Set up supplies in the area
- Manage supplies to keep them stocked during the event
- If there are writing utensils that no longer work, please toss them
- Interact with participants and provide instructions as needed
- Provide excellent customer service!
- **Once you have been cleared to pack up from a Society Staff member or Lead Volunteer, start to pack up and do inventory**
  - Take a count of any unused bibs on the inventory sheet provided in your supply bin. Return completed sheet to bin
  - Consolidate boxes if possible
  - Flatten all unused boxes for trash/recycling

For questions, please find the nearest staff member who will be happy to help.