VOLUNTEER PROTOCOL

What All Volunteers Need To Know

These patients are our guests; treat them politely and with interest. They will all have a name tag so address them by their name. Engage them in conversation — ask them anything, how long they waited, their travel time, where they live, anything. Getting the patients talking helps remove some anxieties. It also helps you determine if the patient will need a translator.

Be patient with them; remember they have probably been in pain for a long time to be so desperate to stand outside all night long for treatment. They may have a fear of dentistry so keep it light and keep it fun.

Patients are not allowed to walk unattended on the clinic floor. A Patient Ambassador will escort patients between the departments and the restroom.

No volunteers under the age of 18 are to volunteer on the clinic floor.

NO FOOD OR BEVERAGE (EXCEPT bottled WATER) ON THE CLINIC FLOOR

Do not go on break without informing your Lead.

Be sure you know the meaning of the color-coded cards:

- **Green** – bring me a patient
- **Red** – take the patient to Exit Interview
- **Yellow** – need translator
- **Orange** – need dental technician
- **Purple** – requesting a Nomad X-ray
- **White w/ red cross** – EMT needed

Please be aware of the changing needs of the Clinic — your FLEXIBILITY is critical to our success.