

# Volunteer Point Standard Operating Procedures

## Prior to War:

- Volunteer Point usually gets a 20 X 30 tent, 9 tables and as many chairs as you feel is needed.
- Update the Facebook page ( Gulf Wars Volunteer Point) to whatever year it is in the page name
- Make sure that all 4 major kingdoms have a kingdom liaison and they are privy to their responsibilities and are on the Facebook page for easy sharing of information
- Budgets are normally due for all departments a few months after war ends, take a count of 10 hour, 20 hour tokens to see how many will be needed if any along with any paper or printing and submit the budget. Be sure to include the 50 hour prizes, normally around 15 and 5 of the 100 hour prizes.
- **October - January:**
- Around October create a link through google drive for volunteer information submission, this link will be posted to the VP Facebook page for the liaisons to use, as well as posted on all SCA sites for people to fill out. Publicize Volunteer Information sheet via FB/ mailing lists/announcements at events. Remind folks that if they do not fill it out ahead of time, they'll be doing it onsite, so getting ahead helps them and Volunteer Point. Have a schedule for a VP presence at Troll Saturday, Sunday and possibly Monday to recruit volunteers and fill out volunteer information sheet.
  
- **February:**
- Contact the scheduler to make sure Saturday's drawing is on the main schedule.
- Print 250 blank rosters to put in folders, ideally use a colored paper so it's easily recognized. ( Rosters Template can be found in the Volunteer Gmail account. Username and Password will be passed from department head to department head each year and password should be changed with each incoming department head.
- A black binder with the folder check out signature pages should be put together, the template is also in the google drive. If a department goes away, or if one is implemented then the roster would need to be changed. As of 2019 all departments are accurate and the template is correct.
- Labels for the department folders should be printed and attached to the folders once the webpage is updated with who is running what departments so that the folders and labels have the correct information.
  - The Folders will contain the label with the department heads name, and what department they are in charge of. The department is in bold at the top, then the name under that. The labels change year to year.
  - The Folder will also contain 7-20 volunteer sign in and out sheets, the number varies from department to department based on how many they use.
  - The folder will also contain an instruction sheet on how to fill the sheets out and when and where to turn them in.

- Ensure that all prizes and tokens are ready to go before war
- Make sure that someone is lined up to run the raffle and gather the prizes from the merchants for the volunteer raffle at the end of war.
- Make sure that the Kingdom Liaisons are aware of their responsibility of gathering items for the above and beyond table ( table where volunteers can pick a prize for every 15 hours worked )
- Order or purchase any supplies that are needed, check inventory to see how much of what is still left from last year.
  - Folders ( Plastic so they last year to year
  - Pens
  - Staples and Staplers
  - Tickets for the Raffle ( use colors other than blue and red to not conflict with Larry's meal plan )
  - Paper for printing both white and colored
  - Labels
  - Ink for Printer

### **Before opening/on day:**

- Place box outside of VP for rosters to be turned in, also have a clipboard with sign up sheets next to it for people to use through war. Keep the clipboard full
- Set up the inside of the tent as desired, setting up all four PCs as well as the above and beyond area. Also, set up table for recruiting with the following: map, signage, set up marker board and chalkboard, set out pens and binders
- Make sure all sign up sheets are current
- At the meeting before war, make an announcement about folders and sign out folders after or during the meeting to department heads.
- Make sure the two kingdom boxes are up on a table to drop tickets into, attach the appropriate magnets as to which kingdoms are fighting with whom that year. ( can be collected from watch or marshal )
- Make sure to have a ledger of how many hours get what as well as military time on the tables near all the computers.

## **During War**

### **Hours: 9 AM til 6 PM (open to public at noon)**

- Each day you will start with checking the box for any sheets turned in the night before.
- Turn on each computer and printer
- The sheets that have not been input into the system should be inputted, including the registration for volunteering sheets as well as the rosters
- As the rosters are input each line should be highlighted. If there is an error, such as no time stamp or you cannot read the name then that section will be circled in red.
- Once the rosters are completely input then you will place them in alphabetical order in the red binder, there are tabs to assist. If there is an issue on a roster, a red mark then it will go into the issue folder within the red binder until the issue is corrected.

- As you are inputting the data from the rosters if a name is not coming up, this means that they have not filled out a sign up sheet, you will make a record for them in the system to the best of your ability using the information that you do have and making a note to gather any of the information that is still needed for other people to see when they come to check their hours or cash out their hours.
- As the hours are being logged, make sure to log the double hours for certain departments on certain days as well as shifts that start after midnight and go until 6 am.
- Make sure to do a back up each day of the system so the information will not be lost.
- When volunteers come in to check their hours make sure you mark in the system anything they take that day at that time as well as make sure you have all the information, their SCA name, Mundane name, Kingdom of residence as well as where they want their money to go.
  - Every two hours gets 1 ticket
  - Every 10 hours gets 1 feather
  - The first 20 hours gets 1 special feather
  - Every 15 hours gets 1 pull from the above and beyond table
  - Every actual 50 hours is the 50 hour prize
  - Every 100 actual hours is 1 of the 100 hour prize
- The above and beyond table should be organized and new stuff put out if there is any left in the boxes added.
- The computers should be shut down daily and the bag taken with you so they are not left there in the tent overnight or left at watch for safe keeping.
- During the week the raffle liaison will gather items from vendors and give them a sign thanking them for their support and the items will be stored in tubbies under the war boxes.
- Raffle is on Saturday at 2 PM. Tickets from the war count boxes will be counted before the raffle and reported to watch for which side got the most volunteer hours.
- The raffle will be at Bead Hall and the department head and raffle liaison will run the raffle.
- Each item will be placed on a table and as people walk in, they will write their name and badge number on the ticket and drop them in the orange treasure chest to be shaken and numbers pulled from.
- After the raffle it's an easy day of people turning in folders and checking their hours and closing them out.
- Collect the red folders as people are dropping off last rosters from department heads and folders can also be collected at the end of war meeting as well.

## **End of War**

- Make sure all rosters are input into the system and gather the red binder to take home in case you have an issue with a number you can locate it and double check.
- Take count of supplies that will be needed for the next year .
- The box outside is left until you are leaving site, usually Sunday afternoon and then the paper inside is taken home and logged before running end of war reports
- Make sure all items from VP are either in inventory or go home with the head
- The computers go home with the head every year and are not left on site

- Place all chairs and tables outside neatly for pick up

## **After War**

- Once all hours are logged, then its report time
- Run reports that usually include
  - Hours by Kingdom, to be broken down into Kingdom groups as well before submitting to the SCA Exchequer
  - Hours by Department, just for your records
  - Hours by Groups
- Make sure to keep all rosters for 6 months after war so that you have a record to fall back on in case of any issues.
- Clear out the Folders and tear off the labels.
- Send reports