

VOLUNTEER WITH US!



Phoenix World Burn Congress is the world's largest gathering of burn survivors, their families, and medical and fire service professionals. It is a life-changing event that connects attendees with support resources, educational programming, and most importantly, each other. It is through these shared experiences that healing begins.

Why volunteer?

This life-changing experience will fill you with inspiration as you serve the burn community. Volunteers are vital to the success of the Congress. Without you, we could not provide the supportive community and tools that burn survivors need to thrive.

"As a first time volunteer, I am overwhelmed with emotion! Burn survivors and their families are so brave and gracious in spite all they've experienced. It has been an honor to join you and to support the Phoenix Society and its members!"

— Joanne Wahl, Phoenix WBC 2016

Event Details

September 12-15, 2018
Grand Rapids, Michigan

Conference Hotel

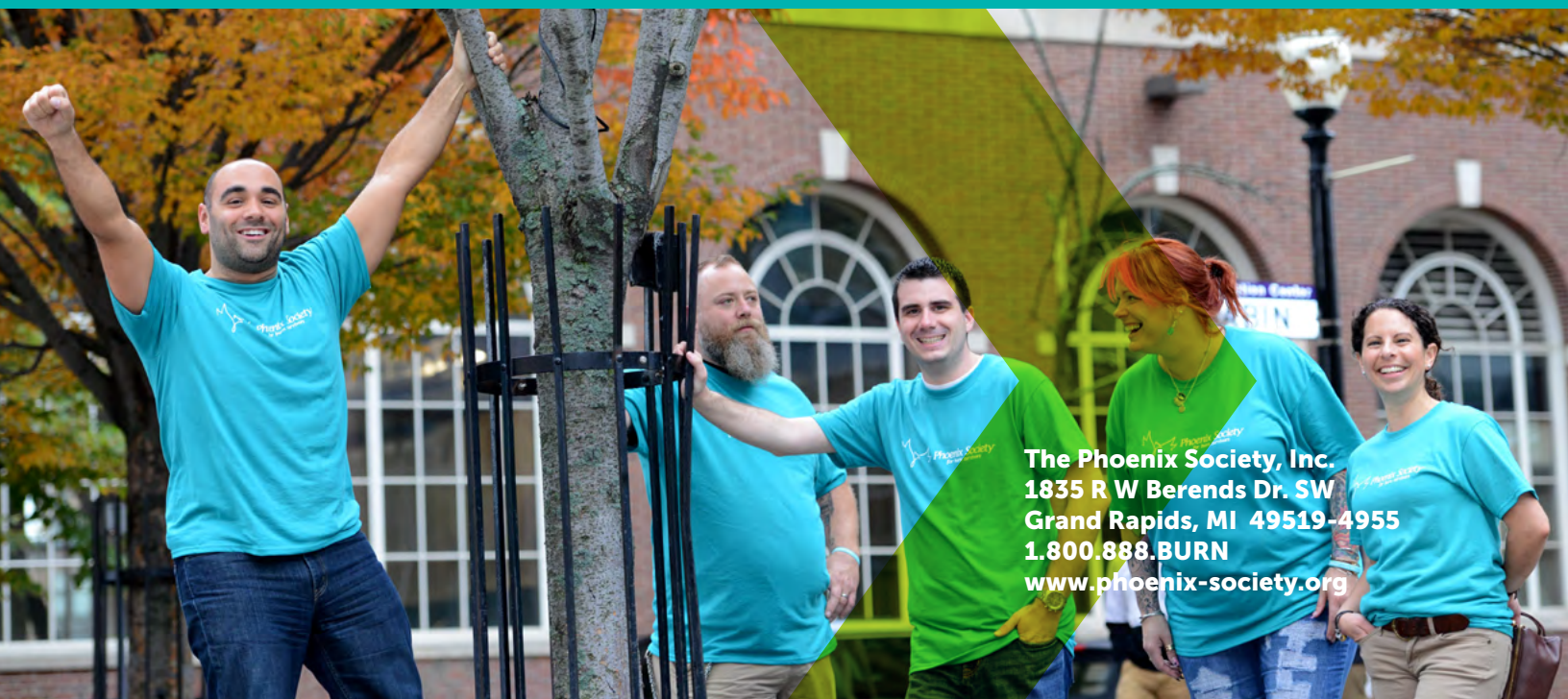
Amway Grand
187 Monroe NW
Grand Rapids, MI 49503

Meeting Space

DeVos Place
303 Monroe Ave NW
Grand Rapids, MI 49503

Sign Up Today!

www.phoenix-society.org/volunteer



The Phoenix Society, Inc.
1835 R W Berends Dr. SW
Grand Rapids, MI 49519-4955
1.800.888.BURN
www.phoenix-society.org



Phoenix Society
for burn survivors

Phoenix World Burn Congress

VOLUNTEER INFORMATION 2018

Volunteers of all abilities are welcome. We have a variety of tasks to accommodate skill sets and abilities. The only requirement we have of a volunteer is that he or she must be 18 years old.

To sign up to be a volunteer, there is a two-step process.

1. Fill out and submit the application which requests a volunteer's demographics, skill set(s), interests as well as includes the liability and photo waivers
2. Once application is submitted, a volunteer can sign up for a time slot. Time slots are scheduled into 4-hour blocks.
3. If a large group will be volunteering together or as a representative of an organization, each volunteer must fill out the application, but a point person can provide a list of names to us and we can sign up the volunteers for the block of time desired

**The sign-up link can be found under the Volunteer Section of the World Burn Congress tab of the Phoenix Society website. <https://www.phoenix-society.org/get-involved/volunteer/wbc-volunteer>*

Approximately 1-2 weeks before the conference, the volunteers will receive an email with orientation information. This information includes a handout with information on where to park, where to check-in, what to wear, important numbers, as well as introduction to the Phoenix Society and the programs we offer as well as volunteer guidelines. There will also be a video link for a general volunteer informational video as well as a link for our sensitivity training. Both of these videos are useful tools to encourage familiarity with the burn community prior to arriving on-site for volunteering.

For the day of volunteering, we have an on-site orientation coordinator that manages the check-in process with the volunteers and will provide an on-site orientation.

Phoenix UBelong (*Youth specific programming for ages 7-17*)

Volunteers that wish to support the UBelong program must submit a separate application/go through an interview process and if selected, complete pre-conference trainings and a background clearance.

The Phoenix World Burn Congress is an amazing healing space for survivors who are in the midst of recovering from a burn injury and their caregivers, both personal and professional, who support them on their journey. Such a healing space may trigger strong emotions that at times may feel overwhelming to survivors. There are many people who help to create and hold the space for the healing process during the Congress, including those who have chosen to volunteer at this event. We have a Mental Health Team on-site that is available 24 hours for both the attendees and the volunteers to help create and support a healing environment. We also have a volunteer suite that is available during volunteer hours for anyone that needs to take a break.

How to Contact Us:

The Phoenix Society for Burn Survivors, Inc.
525 Ottawa Ave NW. Grand Rapids, MI 49503
Toll Free: 1-800-888-2876. Local: (616) 458-2773
Fax: (616) 458-2831
Email: info@phoenix-society.org
Web: www.phoenix-society.org
Volunteer contact: Megan Tinney, mtinney@phoenix-society.org
Volunteer Coordinator: Jamie Heffernan, jmh9018@nyp.org



VOLUNTEER JOB DESCRIPTIONS 2018

Supply Relocation:

Assistance with relocating supplies during the conference. Requires the ability to lift and move boxes, awkward items, and running supplies to requesting area.

Registration:

Assist with on-site registration for attendees. Attendees check-in, receive their conference information, receive their t-shirt and late register here.

Transition Hosts

Responsible for assisting attendees in finding their way to sessions and meals.

Room Monitors

Assisting during large or small group gatherings. Make sure the room is set up as planned and assist the speaker and AV personnel with problem solving. Responsible for assisting attendees with physical needs to appropriate seating as well as monitoring the doors during general sessions to decrease disruptions of the group.

Meal & Coffee Assistance:

This position greets attendees at meal times, assists with traffic flow, and assists carrying plates and glasses to their table if needed.

Show Office and Volunteer Suite Support:

Assist Show Office with the running of the convention and support the Volunteer Suite, ensuring volunteer needs are met.

Special Events:

Assists with needs of special events. This may include assisting and directing attendees during designated events. May also include putting up signs, moving chairs, assisting with name tags and other last-minute requirements.

Hospitality, Transport & Attendee Mobility:

Responsible for meeting and greeting attendees at the hotel, answering questions and assisting with needs that arise. Responsibilities can include assisting attendees to and from the hotels and convention center. The volunteer may need to push wheelchairs, assist with carrying small items, and provide any other assistance that is identified.