



## **2018 VOLUNTEER NEWSLETTER OVERVIEW**

We are excited to have you join us! Thank you for registering as a volunteer for the 2018 Mission of Mercy Pittsburgh Dental Clinic being held at PPG Paints Arena, located at [1001 5th Ave, Pittsburgh, PA 15219](#). Volunteers will enter at the **Verizon Gate** (on Centre Avenue, up toward Cambria Suites). Below, please find all the details that you should need:

### **SHIFTS**

Setup – Thursday, June 28<sup>th</sup> (9:00 AM – 1:00 PM, 12:00 – 5:00 PM)

Day 1 – Morning shift – Friday, June 29<sup>th</sup> (5:30 – 11:30 AM)

Day 1 – Afternoon shift – Friday, June 29<sup>th</sup> (11:00 AM – 5:00 PM)

Day 2 – Morning shift – Saturday, June 30<sup>th</sup> (5:30 – 11:30 AM)

Day 2 – Afternoon shift – Saturday, June 30<sup>th</sup> (11:00 AM – 5:00 PM)

Tear down – Saturday, June 30<sup>th</sup> (3:00 – 7:00 PM)

### **PARKING**

There is free parking for all volunteers located at the [Logan Lot](#) across from PPG Paints Arena on the far side of the open parking lots (see attached map) with the overflow into the Melody Lot. Volunteers are required to **present the attached parking voucher to the attendant upon entry**; you will also be asked to sign in with the attendant. Please note that space is limited, so the parking voucher is non-transferrable and strictly for **volunteers only**. **IF YOU ARE VOLUNTEERING FOR MORE THAN ONE DAY, YOU MUST PRESENT A PARKING VOUCHER EACH DAY AS THE ATTENDANT WILL TAKE THE VOUCHER FROM YOU UPON ENTRY TO THE PARKING LOT.**

### **HOTEL**

There is a discounted group rate of \$109 at the Westin Convention Center. There is a link on the website under volunteer registration-lodging.

### **WHAT TO WEAR – GENERAL/NON-CLINICAL VOLUNTEERS**

**SHOES:** Closed-toed shoes are a must for **ALL** volunteers, both clinical and general (non-clinical). No sandals, flip flops or open-toed shoes are permitted for safety reasons. Tennis shoes are highly recommended.



**TSHIRT:** **ALL** volunteers will be provided an official Mission of Mercy Pittsburgh short-sleeved tshirt to wear over your clothing. Feel free to wear a long-sleeved shirt underneath.

Lead volunteers will be given **BLACK** tshirts; all other general volunteers will be given **GOLD** tshirts.

**PANTS:** Scrubs (clinical volunteers), jeans or other long/full-length pants (general volunteers) are required. **NO SHORTS ALLOWED FOR INFECTION CONTROL AND SAFETY REASONS!** We want you to be comfortable yet professional.

Please note that a strict infection control protocols and best practices must be used at all times. A universal precautions policy will be enforced at all times.

### **WHAT TO WEAR – CLINICAL VOLUNTEERS**

All clinical volunteers providing patient care are required to wear a gown, personal protection equipment including gloves and glasses during patient treatment. Clinic gowns should not be worn off the clinic floor, so please ensure you remove your gown before going to the restroom or taking a break. Please bring your own protective eye wear AND HEADLIGHTS. Disposable gowns will be on-hand if you don't have your own clinic gown.

### **EQUIPMENT AND SUPPLIES – CLINICAL VOLUNTEERS**

America's Dentists Care Foundation (ADCF) will be bringing the dental equipment, instruments and sterilizers. The ADCF staff will lead us through set-up and tear-down and will be on-site to help with any equipment problems our technicians are unable to handle. All clinical volunteers must listen to ADCF staff for their expertise.

Most of the dental supplies have been generously donated by various suppliers in the area. Because they are being donated, we may not have everyone's first choice in type of materials. Therefore, you are free to bring your own supplies and/or instruments. Sterilization is set-up to keep the personal instruments separate from the ADCF instruments so no need to worry about yours getting misplaced.

### **REGISTRATION**

Please pick-up your name badge, t-shirt and wristband at Volunteer Registration. You must wear all three at all times during your shift. If you are working more than one shift, please ensure you have your name badge for the second shift. Very few extras will be available should you lose/misplace your name badge. This is to ensure you can easily be identified during the clinic hours when patients are in the



building being treated. Please find **Rebecca** or **Virginia** (Volunteer Registration Lead/Co-Lead) for any additional questions you may have once you arrive.

At the conclusion of your shift, stop by volunteer registration to obtain, if necessary, a certificate of volunteer participation. Please note that these will only be distributed at the conclusion of each shift.

### **ORIENTATION**

Please arrive at the time indicated on your registration form to allow for orientation. We want all volunteers to feel prepared prior to your shift. You will receive a brief orientation from lead volunteers responsible for your assigned area prior to entering the treatment floor.

### **BREAK AREA**

A volunteer hospitality area will be designated for all volunteers. Lunch will be provided Thursday, Friday and Saturday for all volunteers.

### **PERSONAL ITEMS**

There is NO place to lock up personal belongings. Please ensure they are left in your car, hotel room or kept on your person.

### **PROHIBITED!**

Please note that neither weapons nor smoking is allowed in PPG Paints Arena.

### **VOLUNTEER RECEPTION**

**Where:** The Westin Convention Center Hotel - 2<sup>nd</sup> Floor Penn City Grille

**When:** Friday June 29, 2018 6:00pm - 8:00pm

Appetizers/soft drinks provided. Cash Bar.

If you have any other questions or any issues that arise while you are volunteering throughout the day, please find/contact either **Keith Young (412-551-0791)** or **Sandy Boody (412-576-7402)**.

**We are so grateful you are volunteering your time for this greatly needed dental clinic that will serve so many. We look forward to seeing you!**



### **HOW DOES MISSION OF MERCY PITTSBURGH (MOMPGH) WORK?**

If you have never been to a large-scale Mission of Mercy type of mission, the idea of seeing 1,000 patients in 2 days seems very overwhelming. Our 2<sup>nd</sup> MOMPGH mission is on June 29 and June 30, 2018 (setup on June 28). There is nothing like it in the city. Two days of absolutely free dental care to all who come leaves most volunteers and patients with a changed perspective on the goodness of mankind.

Coordinating a mission project, in which we will see 1,000 patients in 2 days, is a huge undertaking. There are thousands of details and tasks that must be accomplished in order for our event to be successful.

The theory that has worked in over 100 other MOM projects like ours, is to develop a pyramid of volunteers where everyone has a few specific tasks and no one becomes overloaded. The idea is to delegate, delegate, and delegate.

Imagine our MOMPGH event as a machine with many different systems. Each system has a different function but each is essential to making our machine work effectively. If you are a part of one of these systems, we have a lead for each of our departments who will guide and assist you.

- 1.) Patients will start lining up outside PPG Paints Arena early in the morning. We see patients on a first come, first served basis. The first step for every patient is registration. Our Patient Registration department will assist and review each patient's registration form. No other volunteer will need to worry about registering any patient.
- 2.) Following registration each patient will go in order to medical triage, then to dental triage where the top 3-4 needs will be assessed, and then to a department we call Routing. In Routing, a patient and a dentist will discuss their needs and together they will prioritize which clinical department the patient will go to next.
- 3.) After necessary radiographs, each patient will be escorted by a patient ambassador to the clinical department to which they have been assigned. We have 6 clinic departments- hygiene (dental cleanings), restorative (fillings) surgery (extractions), pediatrics (kids), prosthodontics (dentures) and endodontics (root canals).
- 4.) Following their clinical procedure, patients are escorted to the pharmacy and then to the patient exit department, where they answer some survey questions and request follow-up information. Before departing the center, patients are invited to stop at our dental education and other informational tables.



There are hundreds of other jobs that support the patients and the volunteers. We have greeters and plenty of security people who assist the patients waiting outside and inside. For the providers, we have several departments that make this machine work by doing jobs such as setting up the chairs and the units the day before the mission, feeding the volunteers, supplying and distributing supplies, sterilizing all the instruments, translating, fabricating partial dentures, assisting in pharmacy (**we do not dispense any narcotics/opioids**), escorting VIPs, overseeing parking and security, recording all data, and making sure everyone is safe and happy.

Some important reminders:

- 1) Please address all patients by their first name when addressing them.
- 2) No Patient walks alone, even to the restroom, they are accompanied by an ambassador.
- 3) If you see a child without a parent/guardian, take them to a Lead
- 4) Children (under 18 years of age) are not separated from their parent/guardian.
- 5) If children are receiving treatment, the parent/guardian must be present.
- 6) No running on clinic floor
- 7) The safety of our patients and volunteers is very important.

You are an important part of this mission and on behalf of the entire MOMPUGH planning committee, thank you for sharing your time, talents, and treasures with the people of Pittsburgh and the surrounding area.

Please feel free to contact [info@mompugh.org](mailto:info@mompugh.org) with any questions or concerns. Our goal is to make this mission an experience of a lifetime for our patients and for you.



**PAINTS  
ARENA**

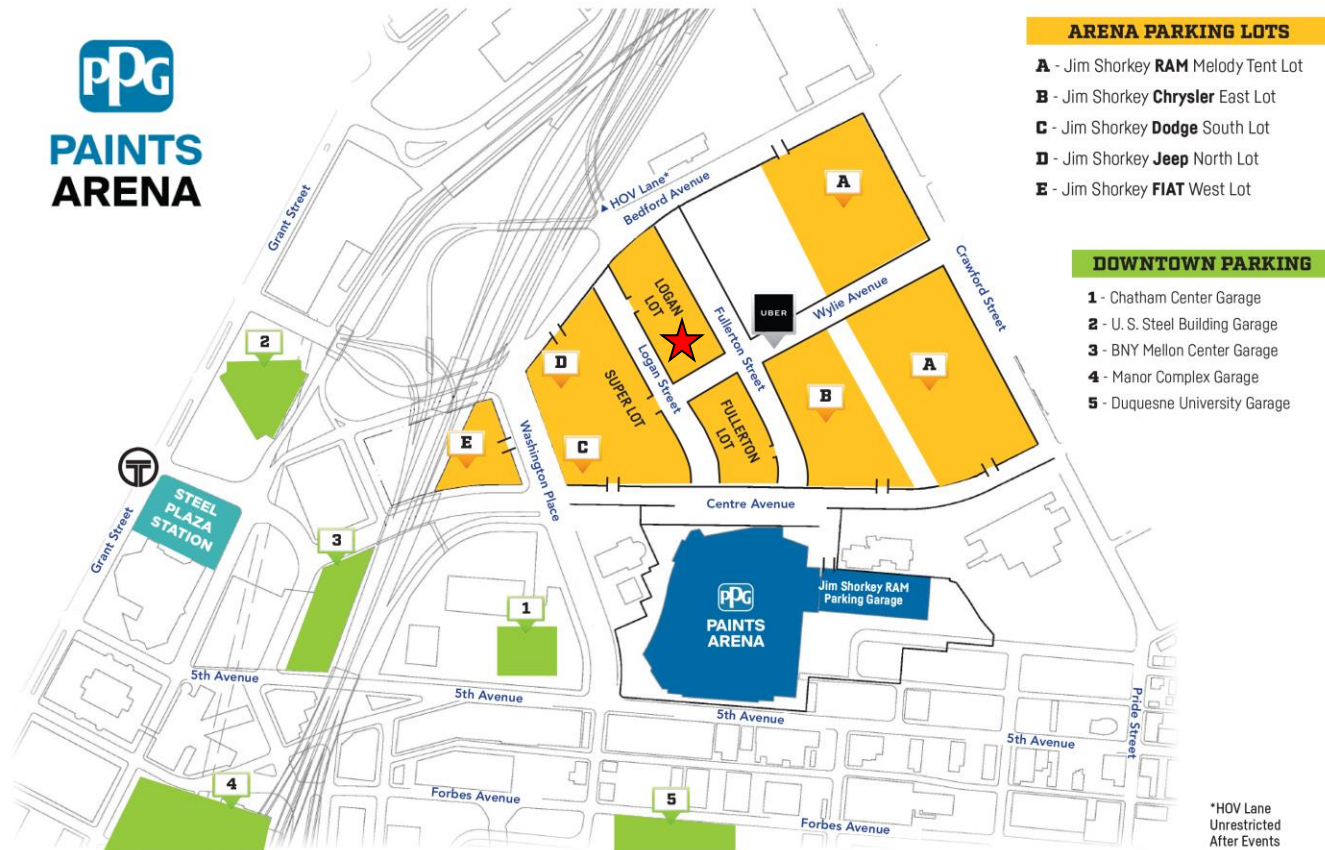
**VOLUNTEER PARKING  
PASS  
JUNE 29-30, 2018**

**PPG PAINTS ARENA  
LOGAN LOT**

PASS # \_\_\_\_\_

# PARKING INSTRUCTIONS

- PRINT THIS PLACARD AND GIVE TO PARKING ATTENDANT/ GUARD UPON ENTERING THE LOGAN LOT.
- YOU MUST ALSO SIGN IN WITH LOT PARKING ATTENDANT UPON ENTERING THE LOT



### ARENA PARKING LOTS

- A** - Jim Shorkey **RAM** Melody Tent Lot
- B** - Jim Shorkey **Chrysler** East Lot
- C** - Jim Shorkey **Dodge** South Lot
- D** - Jim Shorkey **Jeep** North Lot
- E** - Jim Shorkey **FIAT** West Lot

### DOWNTOWN PARKING

- 1** - Chatham Center Garage
- 2** - U. S. Steel Building Garage
- 3** - BNY Mellon Center Garage
- 4** - Manor Complex Garage
- 5** - Duquesne University Garage

### DRIVING DIRECTIONS

**From the NORTH**  
Via 79S or 28S: Take 279S to 579S, follow signs to PPG Arena (Veterans/Liberty Bridge), take PPG Arena/6th Avenue exit, turn left at light to PPG Paints Arena.

**From the SOUTH**  
Via 51N or 19N: Take West Liberty Ave through Liberty Tunnel to Liberty Bridge to Centre Ave. Take the Centre Ave on right exit from 579N. Merge onto Centre Ave to PPG Paints Arena.

**From the EAST**  
Take 22W to 376W (Monroeville), through Squirrel Hill Tunnel, take Grant Street exit to 7th Avenue, turn right to PPG Paints Arena.

**From the WEST**  
Take Route 22E to 376 Business, through Ft. Pitt Tunnel, bear right (towards Monroeville) and take first exit on left (Grant Street] to 7th Avenue, turn right to PPG Paints Arena.

\*HOV Lane Unrestricted After Events