



9th Annual Stand Down Provider Meeting
March 14, 2012

- I. Overview of site use/site map
 - Parking plan – carpool, parking shuttles; parking attendants will be on hand
 - No parking in other designated areas (as indicated by signs)
 - No alcoholic beverages, drugs, weapons, etc.
- II. Provider Set-Up – Tuesday, March 20, 3 pm – 5 pm
 - Look for your agency table upon arriving (agency names will be placed on tables)
 - Use signage displaying what you have to offer at your booth
 - Label your items
 - The event site will be secured each evening, but you are still advised not to bring valuables
 - No tape on walls or floors
 - No dragging of items on ballroom floor
- III. Schedule of events
 - See attached; Verbal “walk through” of event flow by Shalimar
- IV. Friday, March 23, 2012 – 11:30 am – 1:00 pm: Closing ceremony/lunch
 - For all providers (maximum of 2 representatives, unless otherwise noted), planning committee, and sponsors. See Mallory for any questions.
- V. Booth Providers
 - Stand Down Provider Resource Guide 2012
 - Check in as a *provider*, not as a volunteer. Check in by Agency name first, then your name
 - Booth providers should check in and obtain a “provider packet” which will include your recognition certificate, provider evaluation form, tracking sheet, meal tickets and other items
 - All providers must attend pre-event rally and briefing at 8:15 am each day
 - Providers should check veterans for badges when they visit your booth. Please direct any veterans without a badge to the intake area - you or a volunteer should take the veteran there
 - Providers can ensure that vets are only getting 1 item from your booth by checking off their badge number on the “tracking sheet” you will be given in your packet
 - Please track guests coming to your booth on the same “tracking sheet” using the Guest column
 - All providers must track how many veterans are being served through your booth and what outcomes are being reached; submit tracking sheet to Concierge at the end of Day 2
 - T-shirts will be provided to registered booth providers (1 per person)
 - Same provider wristband should be worn on day 2
- VI. Housing Providers
 - Please ensure that you are tracking the number of veterans who are placed into housing through your agency – Deon will be getting those numbers from you throughout the event

- VII. Volunteers
 - Check-in at volunteer table for assignment
 - Volunteers will receive a lunch ticket upon checking in
 - All morning volunteers must attend pre-event rally and briefing at 8:15 am each day
 - Check-out and sign-out upon leaving - pick up recognition certificate at that time
 - Volunteers are asked to participate in a satisfaction survey
 - Stand Down t-shirts will be provided to registered volunteers (only 1 per person)
 - Same volunteer wristband should be worn on day 2

- VIII. Lunch
 - Providers will receive a lunch ticket upon checking in
 - Veteran lunch 11 am – 1 pm (by team color) - see team lunch times on attached program
 - Volunteers/Provider lunch from 11 am – 1 pm in the Volunteer/Provider Break Area

- IX. Media
 - Be prepared to talk to media! Share your stories and successes of Stand Down

- X. Friendly reminders
 - We are catering to the veteran during the entire event – please assist in providing the safest, most welcoming environment to all veterans at the Stand Down
 - If any problems arise, please assist in containing the problem and find a staff member or courtesy patrol volunteer to assist if necessary (staff will be in different color shirts)
 - The event takes place both indoors and outdoors. Please dress appropriately (including sun block) and stay hydrated

- XI. Other
 - Special Requests from registration forms have been granted unless otherwise noted
 - Intake worker training – Tuesday, 3/20 at 4 pm at event site
 - Finance Update
 - Question & Answer
 - Tour of event site

THANK YOU ALL VERY MUCH FOR YOUR PARTICIPATION IN THIS EVENT!!