



2019 VOLUNTEER NEWSLETTER OVERVIEW

We are excited to have you join us! Thank you for registering as a volunteer for the 2019 Mission of Mercy Pittsburgh (MOMPGH) Dental Clinic being held on Friday, July 26 and Saturday, July 27 (setup on Thursday, July 25) at PPG Paints Arena, located at [1001 5th Ave, Pittsburgh, PA 15219](https://www.google.com/maps/place/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 will need:

SHIFTS

Please note the timing of the shifts below. It is slightly different than last year.

ALL VOLUNTEER TYPES

- Setup – one shift **ONLY** – 9:00 AM to 2:00 PM

ALL VOLUNTEER TYPES (with the exception of Patient Registration/Volunteer Registration/Patient Exit Interview/Pharmacist/Pharmacy Assistant-Student/Technician-Pharmacy)

- Day 1 and Day 2 – Morning shift – 5:30 to 11:30 AM
- Day 1 and Day 2 – Afternoon shift – 11:00 AM to 5:00 PM

PATIENT REGISTRATION ONLY

- Day 1 – Morning shift **ONLY** – 5:30 to 11:00 AM
- Day 2 – Morning shift **ONLY** – 5:30 to 11:00 AM

VOLUNTEER REGISTRATION ONLY

- Day 1 and Day 2 – Morning shift – 5:00 AM to 1:00 PM
- Day 1 and Day 2 – Afternoon shift – 12:00 to 5:00 PM

PATIENT EXIT INTERVIEW/PHARMACIST/PHARMACY ASSISTANT-STUDENT/TECHNICIAN-PHARMACY ONLY

- Day 1 and Day 2 – Morning shift – 7:00 AM to 12:00 PM
- Day 1 and Day 2 – Afternoon shift – 11:30 AM to 5:00 PM

ALL VOLUNTEER TYPES

- Tear down – one shift **ONLY** – 3:00 to 8:00 PM



PARKING

THURSDAY AND FRIDAY

- 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**.

SATURDAY

- All parking lots across from PPG Paints Arena are open, so volunteers can park anywhere without needing to present a parking pass.

HOTEL

There is a discounted group rate of \$109 at Cambria Suites, located next door to PPG Paints Arena. 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.

T-SHIRT: **ALL** volunteers will be provided an official MOMPUGH short-sleeved t-shirt to wear over your clothing. Feel free to wear a long-sleeved shirt underneath.

Lead volunteers will be given **BLACK** t-shirts; all other general volunteers will be given **GOLD** t-shirts.

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 strict infection control protocols and best practices must be followed 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.

For insurance and liability purposes, you must be 16 years or older as of July 24, 2019 to volunteer. High school volunteers are required to show proof of age.

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.

This year, we are going to recycle name badges, so please return your name badge to Volunteer Registration upon departure after **your final volunteer shift of the 2-day clinic.**



ORIENTATION

Please arrive at the time indicated on your registration form to allow for orientation. We want all volunteers to feel prepared prior to their shift. You will receive a brief orientation from lead volunteers responsible for your assigned area prior to entering the treatment floor. A protocol for each area of the clinic will be provided and should be reviewed prior to the start of the shift to ensure all volunteers are prepared.

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.

If you have any other questions or any issues that arise while you are volunteering throughout the day, please find/contact either **Keith Young, Administrative Director (412-551-0791)** or **Sandy Boody, Clinical Director (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 two days seems very overwhelming. Our third MOMPGH mission is on July 26 and July 27, 2019 (setup on July 25). There is nothing like it in the city. Providing two days of absolutely free dental care to some of the most vulnerable among us leaves most volunteers and patients with a changed perspective on the goodness of mankind.

Coordinating a mission project, where we will see 1,000 patients in two 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 six 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 ambassadors 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) Many patients feel very vulnerable. Please remember to always be warm, friendly and inviting. They should always feel welcome, that their needs are a priority and they are important and valued.
- 2) Please address all patients by their first name when speaking with them.
- 3) No patient walks alone, even to the restroom, they are accompanied by an ambassador.
- 4) If you see a child without a parent/guardian, take them to a Lead.
- 5) Children (under 18 years of age) cannot be separated from their parent/guardian.
- 6) If children are receiving treatment, the parent/guardian must be present.
- 7) No running on the clinic floor.
- 8) The safety of our patients and volunteers is very important.
- 9) All volunteers must sign our code of conduct.

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 with any questions or concerns. Our goal is to make this mission an experience of a lifetime for our patients and for you.