



2022 VOLUNTEER NEWSLETTER OVERVIEW

Thank you for registering as a volunteer for the 2022 Mission of Mercy Pittsburgh (MOMPGH) Dental Clinic being held at the David L. Lawrence Convention Center, located at 1000 Fort Duquesne Blvd, Pittsburgh, PA 15222. We are excited that we have expanded our services. This year's clinic includes eye exams and eyeglass fittings, including free eyeglasses – and hearing care, including fittings for free hearing aids.

Upon arrival, you will go through the security check and enter through the West Entrance to Halls D and E on the ground floor, and head to volunteer registration. You will use the QR code you received in your volunteer registration confirmation or check in via your name and receive your t-shirt and name tag.

Volunteers like you are what makes it possible for us to deliver this essential dental care to the community. We also understand that schedules and circumstances can change. If you can no longer volunteer, please send an email to info@mompgh.org so that we may reallocate your shift.

SHIFTS

Please check your shift times once again on your registration confirmation beforehand. It is slightly different than last year.

Patient Registration/Volunteer Registration:

Morning shift – 5:00 to 11:30 AM / Afternoon Shift – 11:00 AM to 5:00 PM

Nurses/Nurse Practitioners/Central Supply/Patient Ambassadors/Volunteer Hospitality/Tech

Support/Community Tables/Department Leads (except Registration):

Morning shift – 5:30 to 11:30 AM / Afternoon Shift – 11:00 AM to 5:00 PM

Pharmacy/Dentists/Dental Assistants/Hygienists/Radiology/Sterilization/Needle Stick Counselor/Lab

Techs/Imaging Technicians/Opticians/Refractionists/Patient Service Reps

(Eye)/Audiologists/Otologists/Medical Students

Morning shift – 6:30 to 12 PM / Afternoon Shift – 11:30 AM to 5:00 PM



Dental Students: Morning shift – 7AM to 12:30 PM / Afternoon Shift – 12PM to 5:00 PM

Patient Exit Interviews: Morning shift – 7:30AM to 12:30 PM / Afternoon Shift – 12PM to 5:00 PM

Dental Verifiers: Morning shift – 8AM to 12:30 PM / Afternoon Shift – 12PM to 5:00 PM

PARKING

- Free parking is available for all volunteers in the David L. Lawrence Convention Center garage. If the garage is full, overflow parking is available at the Heinz History Center lot (\$5 parking, we will reimburse you). Please bring your ticket with you. When you exit, please ask at the Volunteer Check-In for a validated ticket to replace your parking ticket, which will enable you to exit the garage.

HOTEL

There is a discounted group rate of \$149.00 at the Courtyard Pittsburgh Downtown, located at 945 Penn Avenue, 15222. (phone (412) 992 5110)

SAFETY PROTOCOLS

We are so pleased to be providing the Pittsburgh community with access to quality dental care—FREE OF CHARGE—alleviating their pain, enhancing their confidence, improving their health, and giving them their smile back. We are also pleased to be providing a positive, encouraging experience to our patients and volunteers—including the highest level of safety precautions based on national, state, and local public health guidance.

Masking

All clinical volunteers will be provided with N-95/KN-95 masks. Surgical masks will be provided for all other volunteers and patients.

Additional Protective Measures

Ventilation

The David L. Lawrence Convention Center design, with its sloping roofs, provides a natural air ventilation system, that pulls cool air from the outside without using any mechanical equipment – just dampers and thermostats. This allows natural outside air to be circulated throughout the large event halls.



Cleaning processes

The approved ADA & CDC infection control and sterilization processes are followed throughout the clinic.

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 as you will be on your feet most of the day.

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

Lead volunteers will be given **BLACK** t-shirts; dentists will be given **DARK BLUE** t-shirts, Eye & Hearing Care clinical volunteers will be given **GREY** t-shirts and all other general volunteers will be given **TEAL** t-shirts. Our three main Event Coordinators will be wearing **YELLOW** 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!**

WHAT TO WEAR – CLINICAL VOLUNTEERS

All clinical volunteers providing patient care are required to wear a gown, and 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. N-95 masks will be provided and must be worn at all times.

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 and t-shirt at Volunteer Registration. **You must wear both at all times during your shift.**

PATIENT AMBASSADORS will receive MOM lanyards with their name badge for easy identification.

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 RETURN YOUR NAME TAG AND LANYARD AT VOLUNTEER CHECK-IN WHEN YOU ARE DONE WITH YOUR SHIFT. WE APPRECIATE IT AND ARE ABLE TO USE THEM NEXT YEAR AGAIN.

You must be 16 years or older to volunteer. For insurance and liability purposes, 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.

ORIENTATION & MEETING POINTS

Please arrive at the time indicated on your registration form to allow for orientation. **ALL VOLUNTEERS** will meet upon arrival at a designated meeting point within the Volunteer Hospitality area (which is located at the right back end on the Clinic Floor).

The **INFORMATION DESK** is located in the center of the Clinic Floor. If you have a question or do not know where to go, please ask the volunteer at the desk, they will be happy to assist.

SPONSORS & MEDIA will have a meeting point located right next to the Information Desk, in the center of the Clinic Floor.

DENTAL STUDENTS please meet right behind the Information Desk. You will be assigned to your area by our clinical leads.

PATIENT AMBASSADORS will meet in the main patient waiting area, right after entering the Clinic Floor.

HEARING CARE volunteers, please follow the signs to the third floor after check-in. Hearing Exams will be conducted on the 3rd floor of the Convention Center.



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 Volunteer Orientation PPT will be shown on the TV throughout the day with a summary of our core values, safety protocol and basic information about MOM PGH.

BREAK AREA

The 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 are allowed in the David L. Lawrence Convention Center.

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)**, **Jil Wolfram-James, Event-Coordinator (412 719 3796)** – they will be wearing **YELLOW t-shirts.**

Thank you again for volunteering for Mission of Mercy Pittsburgh—your kindness and compassion are what makes it possible for us to deliver essential dental care to our fellow community members.



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 triaging and treating more than 1,300 patients in two days seems very overwhelming. Our fifth MOMPGH mission is on August 5th & 6th (setup on August 4th). There is nothing like it in the city. Providing two days of free dental, eye and hearing care to our fellow community members leaves most volunteers and patients impressed by the commitment to improving the overall health and welfare of our communities, and the kindness and compassion with which it is delivered.

Coordinating a mission project, where we will see 1,300 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 David L. Lawrence Convention Center 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.) The order of where the patient goes first depends on what services they would like to get done (dental, eye, hearing). Eye will always come first, dental will always come last, if there's more than one service needed. Please see the **PATIENT FLOW CHART** for all details. Eye & Hearing care do not require the patient to go through Medical Triage.
- 3.) Once in the main waiting area for dental, 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.



- 4.) 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).
- 5.) 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 Community Tables to schedule aftercare and receive valuable information about community resources.

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.

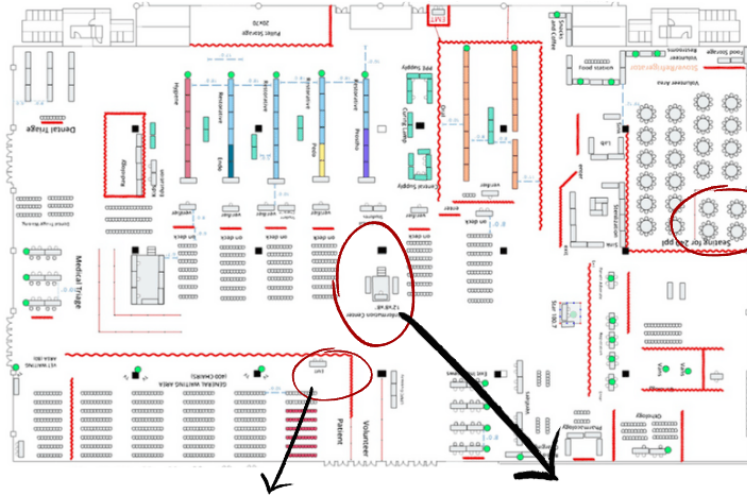
Please feel free to contact info@mompugh.org with any questions or concerns. Our goal is to make this mission an experience of a lifetime for our patients and for you.

Add Map of convention center. [the location]



Where Do I Need To Go?

 Hearing Care Volunteers:
Please meet on the
3rd floor after check-in



Hospitality:
all other volunteers

Main Waiting Area:
Patient Ambassadors

Information Desk:
Sponsors & Media
Dental Students

 MOMPGH.org

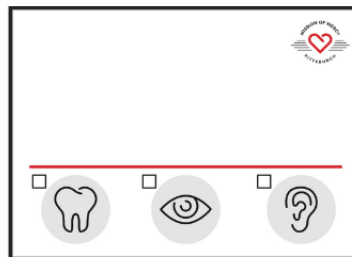
Good To Know...

The different color codes for dental departments:

-  Prosthodontics (Dentures)
-  Endodontics (Root Canals)
-  Restorative (Fillings)
-  Hygiene (Cleanings)
-  Oral Surgery (Extractions)
-  Pediatric (Children)

 **001**

Patient Wrist Band w. #
*(to keep track of the order they
come into a waiting area with or
without a different service
beforehand)*



Patient Name Tag
(incl. wanted
services)

 MOMPGH.org