



# Mission of Mercy

## NORTH DAKOTA

### 2021 NDMOM Daily Schedule

All volunteers must sign in at volunteer registration located just inside the East door of the Bismarck Event Center by the loading dock. Event Leads should park in Lot E using the provided parking pass. All other Volunteers should park in Lot D which is west of 5th St. and south of E Bowen Avenue. **Car-pooling or the short 5-minute walk from the hotel is highly encouraged!** Follow signs to Volunteer Registration/Check-in. There may be a line to register, especially Friday, so please consider this when referring to your start times. Please be on time and try to arrive at least 15 minutes before your shift.

**Volunteer registration will be open on Thursday, September 30th, from 1:30-4:30 pm and 4:30 am-3:30 pm on clinic days. THERE IS NO PLACE TO STORE PURSES OR VALUABLES**, so please make sure to only bring essential personal items that can be kept on you.

As required by OSHA/CDC protocols, volunteers will need to fill out a brief Covid-19 screening form when they check in at the Volunteer Registration table.

The CDC has determined that airborne pathogens pose a risk of contamination. Therefore, NO open beverage containers or food should be taken outside of the volunteer food area. Water bottles with caps are okay.

**Start Times** (This is just a general schedule. If you have been instructed to arrive at a time different than indicated below, disregard the schedule below and stick to the time you were told.)

**Patient Greeters and Registration personnel** will begin work each morning at 5 am so be on site no later than 4:45 am and report directly to the Patient Registration area in the Bismarck Event Center lobby near the SW entry to the building.

**Medical and Dental Triage personnel** will begin each morning at 5:10 am with a short meeting to go over triage protocols so please be on site no later than 5:00 am.

**Restorative, Hygiene, Oral Surgery, Endodontics, X-Ray, Sterilization, Prosthodontics/Lab, and Pediatric Dentistry** please arrive to assigned department 15 minutes prior to your start time to review protocols with the Department Lead.

**General volunteers** (or if you are not sure of your assignment) please arrive 30 minutes prior to your shift start time at the **“Volunteer Central”** check-in area. The **Volunteer Central** area will be located at a table with a sign in the center of the clinic arena. You will be directed to your assigned area.

Clinic will close at 5 p.m. on Friday and Saturday. There will be plenty of breaks offered so we can rotate you in and out of your area as needed.

#### **WHAT TO BRING:**

The same Occupational Safety and Health Administration and Centers for Disease Control guidelines that apply in the dental office also apply at MOM. We will provide masks and gloves for all volunteers needing them and disposable gowns. If you have favorites, bring a supply of them for your personal use. There are no guarantees we'll have a specific product, because we get supplies donated as much as possible. **Clinicians should bring protective eye wear.** Eye wear is only provided for those working in sterilization. **According to CDC guidelines and as recommended by the ND Dept of Health, all patients and volunteers are required to wear masks in the arena and adjoining rooms inside the building.**

We want your experience to be as enjoyable as possible and for some that means using a specific instrument or material when working. Therefore, we encourage you to bring your own. There is a process in place to help ensure you get your personal instruments back after they have been sterilized. Bringing your instruments in cassettes will help save time otherwise each instrument will be individually bagged. Specific clinical protocols for your area will be shared with you through email communication by your Clinical Lead a week or two before the event. If you have any questions, contact your Dept Lead or the MOM Chair.

Please consider bringing a stool or two from your office, especially if you have a comfortable one that you like to sit on. **Assistant stools are not provided.**

#### **WHAT TO WEAR:**

Dress comfortably. You will be doing a lot of walking or standing on a concrete floor, so **comfortable, closed-toe shoes are a must.**

Clinical volunteers will receive a scrub top, and non-clinical volunteers a T-shirt. Please wear the shirts provided so you can be easily identified as a volunteer. You can wear pants, jeans, shorts or skirts – whichever you prefer. Shorts and skirts should be of a length that is appropriate for a professional atmosphere, family setting and shows respect for patients.

Every effort is made to maintain a comfortable inside temperature, but it is next to impossible for it to be comfortable for everyone in such a large group. Therefore, you may choose to wear layers under the volunteer scrub top or t-shirt provided or a sweater or jacket that allows your volunteer shirt to show. Having the option to change into shorts and/or pants is also a good idea.

#### **Meals**

Breakfast: A light breakfast will be provided to volunteers in the volunteer break area each day. Lunch will be provided from 11am - 2pm in the volunteer break area each day. Snacks and refreshments will be available throughout the day.

#### **Why Are We Here?**

***The goal of Mission of Mercy is to provide as much care for as many patients as possible in the most high-quality, efficient, safe, and caring manner possible. The patient's most urgent dental need is prioritized so that more patients can be helped.***

Another critically important goal of the MOM is to celebrate volunteerism by having fun and developing friendships with your colleagues! Make it count!