

## VOLUNTEER FREQUENTLY ASKED QUESTIONS

**NATIONAL DOWN SYNDROME CONGRESS**  
**46<sup>th</sup> ANNUAL CONVENTION**  
**JULY 12 – 15, 2018**  
**SHERATON DALLAS HOTEL & CONVENTION CENTER**



Thank you for expressing an interest in volunteering for the National Down Syndrome Congress Convention. Volunteer support is vital to making this a memorable event for our attendees. Below is a list of FAQ'S regarding convention volunteering. If you have additional questions after reviewing this information, please contact Janice Troy at [janice@ndscenter.org](mailto:janice@ndscenter.org).

### What are the dates I can volunteer for the convention?

The NDSC Convention will convene in Dallas from Thursday, July 12 through Sunday, July 15, 2018 at the Sheraton Dallas Hotel & Convention Center, 400 Olive St., Dallas, TX 75201.

### Do I have to be onsite the entire weekend in order to volunteer?

While we are eagerly seeking volunteers willing to spend the entire weekend with us especially in the Youth & Adults Conference and Kids' Camp, we do offer multiple volunteer positions and shifts on each day.

### Do I have to know anything about Down syndrome to volunteer?

Experience working with individuals with Down syndrome is helpful, but not required. Brief orientation sessions for all our volunteers will be provided prior to your assignment and is factored into your arrival time. Our website provides useful [training resources](#), as well.

### What will I be doing if I volunteer for the convention?

Volunteers are needed in the following areas: Youth & Adults Conference, Kids' Camp, Brothers & Sisters Conference, Educator Conference, registration, session hosts, floaters, and support for our Spanish speaking attendees. Descriptions of these volunteer opportunities can be found on our website at <http://www.ndscenter.org/the-convention/>. Select "Get Involved/Volunteer".

### How do I register to volunteer?

Online volunteer registration is available at [http://ndsc.ivolunteer.com/dallas\\_2018](http://ndsc.ivolunteer.com/dallas_2018). During the registration process, you select the area(s) and time(s) that best suit you. Volunteers will receive an email confirmation immediately after submitting the online registration form. The email confirmation provides a link that allows volunteers to re-check their assignment, add additional assignments, and cancel their commitment. Registered volunteers will also receive a reminder email as the event approaches.

### Are there any age requirements for convention volunteers?

The convention is a complex and exciting volunteer event. For this reason, we ask that volunteers are age 18 years or older (16 years old for Kids' Camp). Volunteers must be comfortable leading individuals with Down syndrome in activities.

### Can I volunteer with my family, friends, or an organized group?

The more the merrier! Groups of volunteers are welcome and should register online for the same assignments. Unfortunately, we are unable to support the children of volunteers, and they should not accompany volunteers while on duty.

### Can I earn service hours for school if I volunteer for the convention?

Yes! Bring any documentation you need signed to the volunteer check-in desk at the end of your volunteer shift, and an NDSC representative will gladly sign off on your hours served. We will also have volunteer hours forms available at the volunteer check-in desk.

### How do I get to the Sheraton Dallas Hotel & Convention Center and where do I park?

Directions and parking information can be found at <http://www.sheratondallashotel.com/dallas-transportation>. The parking rate at the Sheraton garage for NDSC volunteers is \$12/day. In addition, the [Parkmobile app](#) is helpful in finding parking lots near the Sheraton. Download the app on your phone, then pay and extend your parking time conveniently through the app. The cost is approximately \$8 for 12 hours. Due to the large number of volunteers, parking fee reimbursement or ticket validation is not provided.

### When should I arrive and where do I report for my volunteer shift?

Your shift includes time for training and getting to your assigned area. Please allow additional time to park and locate volunteer check-in which is on the second floor near the hotel end of the skywalk that connects the hotel and the Convention Center. At volunteer check-in, you will receive your volunteer t-shirt, nametag and directions to your volunteer area.

### What should I wear to volunteer?

It's important for convention attendees to be able to recognize volunteers easily, so the NDSC will provide each volunteer with a t-shirt. Please wear modest comfortable pants or shorts and comfortable shoes.

### Where do I put my personal belongings while I am volunteering?

We encourage you to keep all personal belongings such as purses and cell phones with you. We do not have space to store any items and cannot guarantee their safety, so please plan accordingly.

### Are meals or snacks provided if I am volunteering all day?

Unfortunately, due to the great number of volunteers, we are unable to provide snacks or meals. We recommend you bring a snack, meal, or money to purchase a meal at one of the three onsite dining options (The Kitchen Table, Peet's Coffee & Tea, and Draft Media Sports Lounge) or nearby restaurants. Refrigeration is not available. Note: Those volunteering for the Youth & Adults Conference will receive lunch on Saturday and a snack on Sunday.

### What if I have signed up to volunteer and must cancel?

We understand that things may come up that could prevent you from fulfilling your volunteer duties. If possible, we ask that you cancel as soon as possible so your slot may be filled, as volunteers are an integral part of making our convention a success. You may cancel online using the link provided in your confirmation email or contact Janice Troy at [janice@ndscenter.org](mailto:janice@ndscenter.org).

### I have read these FAQs but still have questions. Who can I contact?

Please feel free to contact Janice Troy, the NDSC Volunteer Coordinator, at [janice@ndscenter.org](mailto:janice@ndscenter.org).