



VolunteerVEGAS Volunteer Terms & Conditions/FAQ's

The Volunteer Center of Southern Nevada (VCSN) and Springs Preserve, are excited to provide the opportunity for volunteers and families to work together to support organizations in our community.

How does the VolunteerVEGAS program work?

VolunteerVEGAS is brought to you through a partnership between the United Way of Southern Nevada's Volunteer Center and the [Springs Preserve](#). Families with children ages 5 and up and volunteers will be able to sign up for a qualified volunteer opportunity with one of our participating partners. Once volunteers have completed their volunteer opportunity and their contribution has been verified by the participating partner, they will qualify for a voucher for a FREE day at the Springs Preserve on Saturday, September 11th for the **VolunteerVEGAS Appreciation Day** celebration.

Who can participate in the program?

Children must be at least 5 years of age to participate in the program and receive a voucher. Children ages 5-17 must be accompanied by a parent or guardian while volunteering. Volunteers must be registered on the VCSN website in order to participate.

When does the VolunteerVEGAS program start/end?

The program begins on Mother's Day, Sunday, May 9, 2010 and concludes on Sunday, August 1, 2010.

What opportunities qualify for me to get a VolunteerVEGAS voucher?

Volunteer opportunities are only available through the VCSN website. You must be a registered volunteer and sign up for a qualified volunteer opportunity in order to participate. All qualified volunteer opportunities will be titled "**VolunteerVEGAS – name of opportunity**". Any opportunity without "**VolunteerVEGAS**" in the title would NOT qualify for the voucher.

How long do I have to volunteer to get a voucher?

Qualified volunteer opportunities will be 2 hours or more.

Can I get more than one voucher if I volunteer multiple times?

Though we would love for every volunteer to participate in more than one project, volunteers will only receive one voucher per person regardless of how many opportunities participated in.

When will I receive my voucher?

The vouchers will be sent directly from the Springs Preserve to the email address used to register on the VCSN website, the week of August 29th. No vouchers will be available at the VCSN office or at participating partner organizations.

What if I need to update my contact information?

Use the email address and password you created when you first registered at www.VolunteerCenterSN.org. Once you are logged in you can click on the Personal Information tab and update your profile information. Please be sure your email address is correct and your name matches what is on your ID.

When can I redeem my voucher?

The FREE voucher to the Springs Preserve is valid for the **VolunteerVEGAS Appreciation Day** celebration on Saturday, September 11th only. The voucher covers free admission to all Springs Preserve exhibits and Appreciation Day celebration activities. *Springs Café, Gift Shop and other Springs Preserve programs/attractions/events do not apply.*

Can I give my voucher to someone else if I cannot attend?

Sorry, the VolunteerVEGAS Appreciation Day celebration is only for volunteers who participated in the program. Vouchers are non-transferable and volunteers must show valid ID at the ticket booth in order to redeem the voucher.

If you are not able to attend the **VolunteerVEGAS Appreciation Day** you can donate your voucher back to the Springs Preserve who will donate the extra vouchers to a local non-profit organization. Email Kristen your voucher with the subject "Donate **VolunteerVEGAS** Voucher" to Kristen.Howey@snwa.com or mail your printed voucher to SNWA, Attn: Kristen Howey, 1001 So. Valley View Blvd., Las Vegas, NV 89153.

VolunteerVEGAS Tips and Hints

To get the most out of your volunteer time, here are our top 10 suggestions for a positive and enjoyable experience. These 10 tips can help you truly BE the change...

1. **Be prepared!** When you sign up for a project make sure you've read through the whole project description. Does it say to wear jeans and closed toed shoes or is it business casual? Do you have to complete a background check prior to the project or can you just show up the day of? If you're not sure contact your Project Leader so you have all the facts.
2. **Be informed!** Have the address of the project written down and mapped before you leave. It's also helpful to check traffic/construction updates as well as bring the name and phone number of the Project Leader in case you are running late. (*Your Project Leader's name and contact information will be listed in the confirmation email you receive after you sign up for a project.*)
3. **Be on time!** Showing up 5-10 minutes early is ok but being too early or late can be distracting for volunteers/clients/staff. Plan to be working for the entire time specified in the opportunity description. When you leave early you leave extra work behind or clients without a volunteer. So if you have to be somewhere right as the project is ending you may want to consider a different opportunity.
4. **Be sure to sign in/out!** The only way you'll receive your **VolunteerVEGAS Appreciation Day** voucher is if the organization is able to verify you were at the project. Make sure you sign in/out with the name you used to register with on the VCSN website. Don't sign in with a nickname or shortened name (*William may also be Bill but your Project Leader can't assume there isn't a William Jones and a Bill Jones at the same project*). Print clearly and make sure you sign in exactly where you're supposed to. If you're not sure where to check in, ask!
5. **Be aware!** Listen to what your Project Leader has to share about the organization and the project. You will need to make sure you are able to follow directions especially if you are volunteering as a family. Also you never know when you might hear an interesting fact about the organization that you never knew.
6. **Be involved!** Don't be afraid to ask questions if you're not sure what to do. If you've never worked one-on-one with a client or you're unfamiliar with what's going on don't hesitate to ask for additional instructions or support. The organization wants you to enjoy your experience so hopefully you'll come back or share with your friends about the good time you had volunteering.
7. **Be sure to give us your feedback!** We can't improve your volunteer experience if we don't know what went right/wrong. After your volunteer project you'll receive an email giving you the opportunity to provide feedback. Let us know how it went! Things like the project was too short or too long, the Project Leader was/wasn't helpful, the clients were wonderful/hard to work with and I had an amazing/not so amazing time all help us to provide meaningful service opportunities for volunteers.
8. **Be positive!** Maybe you woke up late, hit traffic or the kids were screaming on the way there. Do your best to put your best foot forward and be open to having an enjoyable experience. The organization and the clients they serve are very appreciative that you took the time to come out and help their cause so take a deep breath, smile and have a good time.
9. **Be a leader!** Looking for ways you can continue to give back? Become a Project Leader and help other volunteers participate in fun and engaging opportunities throughout southern Nevada. You'll receive training from VCSN staff and learn how your experience can help others volunteer.
10. **Be an advocate!** Loved your volunteer experience or couldn't find the opportunity that was right for you? Tell your friends and family about how easy it is to volunteer through the VCSN website. If the organization you volunteer for isn't participating encourage them to become a partner organization and opt in for the **VolunteerVEGAS** program.