



*Family Motor Coach Association, Inc.*

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December 15, 2018

Dear Perry Security Volunteers:

Thank you for assisting your association at FMCA's 99th International Convention. Enclosed is your volunteer identification card. Please display on the inside of your motorhome windshield on the driver side, without obstructing the driver's view. **Display the identification card along with the date of entry credential that you received in your confirmation packet.**

Security volunteers should enter the grounds between 8:00 a.m. and 4:00 p.m. on Sunday, March 10. Please follow the directions that were included in your confirmation packet. If you wish to park next to your friends who are also volunteering, it is best to arrive together.

**You will be receiving an advance email from your Captain on February 15<sup>th</sup> (approximately) with information that will help you pre-select your assignment and prepare you for your volunteer experience.**

There will be a meeting of all Security volunteers on Monday, March 11, at 11:00 a.m. in McGill Marketplace. At the meeting, you will receive your volunteer pin, hat, and ribbon. A volunteer work schedule showing the dates of your security assignments and the hours of your shifts will be distributed at your meeting and guidelines to assist you in performing your duties are on the other side of this letter.

During the Perry event, security volunteers will assist FMCA's chief of security and security crew members by staffing stations throughout the grounds. If you have difficulty standing for long periods, please communicate your needs to your volunteer captain who will endeavor to place you in an appropriate area. For your own comfort, we recommend you bring a personal chair. If assigned outdoors, bring any protection from the elements you prefer to your station.

There will be a volunteer appreciation at evening entertainment on Friday, March 15, 2019. Please wear your hat or visor to evening entertainment.

Thank you for your participation. We are looking forward to working with you in Perry.

Sincerely,

Barbara Feiler  
Events Manager

Enc: Guidelines, Volunteer Credential

cc: Convention File; Doug Uhlenbrock, Director of Events; Elaine Mills, Volunteer Coordinator

# **GUIDELINES FOR SECURITY VOLUNTEERS**

## **FMCA'S 99th International Convention Perry, Georgia**

Thank you very much for donating your time and energy to assist with Security at the Perry event.

The primary duties of the security volunteers are to restrict entry to designated areas or redirect people to appropriate locations during set-up days and throughout the days of the convention. Security volunteers should be assertive, but pleasant to convention attendees and to the public. Security volunteers must be informative by being familiar with convention grounds, activities and particularly various security stations.

### **VOLUNTEER RESPONSIBILITIES:**

- ❖ Verify credentials in vehicles that are requesting to park in restricted areas.
- ❖ Verify badges of family members and guests who wish to enter restricted areas.
- ❖ Direct families and guests to appropriate offices (FMCA Office or Information Center) if name badges are missing.
- ❖ Assist families and the public in locating Will Call, ticket purchasing booth, various exhibit locations and seminar rooms, activity centers. While on duty, have a grounds map, program and or the FMCA app with you at all times.
- ❖ All volunteers are asked to help provide a safe environment for convention attendees by immediately reporting any suspicious or unsafe conditions to the FMCA Safety Team, FMCA Security, Executive Board members, or national office staff.

**Security Captain: Linda Kolfrat**  
**Lmuller43@aol.com**  
**Cell: 914-456-5043**

**Co Captain: Ken Carpenter**  
**kenidacarpenter@gmail.com**  
**Cell: 214-364-2090**

**THANKS . . . AND HAVE FUN!**