



**Your Little Pink  
Adventure  
Starts NOW**



### NOTES FOR DIRECTOR

- ☐ Feel free to do team building/ ice breaker games prior to starting the presentation. There is also space at Slide 4 to play games.
- ☐ Make sure to properly thank Volunstars for their service
- ☐ Make sure all volunstars have name tags on

### In Preparation:

- ☐ Think about the tone that you want to set with your volunstars coming out of the gate. Preparation is KEY! They will be able to tell if you have properly prepared.
- ☐ Make sure to have your meeting environment be one in which all individuals are comfortable and have a chance to speak up.
- ☐ What games/ ice breakers are you thinking about?

### MY IDEAS AND NOTES

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POWER OF MOMENTS

# The POWER OF MOMENTS

Let's create an EPIC week!

E

Elevation

P

Pride

I

Insight

C

Connection

01/22

## NOTES FOR DIRECTOR

- ❑ Use the training that we did in February to help bring this idea to life.
- ❑ Use this acronym to help volunteers better understand all other components of training.
- ❑ Invite volunteers to help explain how these 4 words have been experienced at previous retreats

## EPIC Examples to draw from:

- ❑ **Elevation-** Moments of elevation are experiences that rise above the routine. They make us feel engaged, joyful, surprised or empowered. Example: The surprise of not knowing where you are staying and then walking into the house the 1<sup>st</sup> time.
- ❑ **Pride-** A small investment garners a big reward. Feeling of accomplishment or reveling in a meaningful experience. Example: Trying a new experience like paddle boarding
- ❑ **Insight-** moments that deliver realizations or reveal transformation. Example: The realization that I can still live even though I might be dying, especially when I see others doing it
- ❑ **Connection-** moments of connection bond us together, especially when we are struggling together Example: Caretaker activity where they no longer feel alone and connect with another person

## MY IDEAS AND NOTES

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# Our story



## History

Founded by breast cancer survivor, Jeanine Patten-Coble in 2010  
Have served more than 650+ families to date  
Headquartered in Burlington, NC

## Our Mission

Put a huge loving embrace around families as they are going through the physically, socially, emotionally and financially draining cancer journey. Give each family a renewed sense of **HOPE!**

## Our reach

Alabama, Arizona, California, Florida, Georgia, Maryland, Michigan, North Carolina, South Carolina, US Virgin Islands and Costa Rica



## NOTES FOR DIRECTOR

- ☐ 20 retreats this year
- ☐ Each volunteer should be able to be confident when talking about the larger organization, not just their retreat.
- ☐ Typically over 2,000 applications per year
- ☐ Average age is 40 years old

## Preparation

- ☐ Ask Retreat Programs Director lots of questions
- ☐ Know how many years the retreat in your location has been happening
- ☐ Listen to Jeanine's story on the website

## MY IDEAS AND NOTES

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# We care about



What brought you to this place at this time?

What do you want this week to do for your soul?

Who is part of this amazing, loving, crazy team?

03 /

## NOTES FOR DIRECTOR

- ❑ Great opportunity for a “getting to know you” ice breaker or game where volunstars answer questions or see what they have in common with each other.
- ❑ Goal is to make sure they have a chance to share their story as to why they are volunteering.
- ❑ People like commonalities- ask them how they came to get involved with Little Pink- that creates commonality for many

## Preparation

- ❑ Prepare an icebreaker if necessary
- ❑ Make sure that all volunteers have a chance to talk by figuring out your style for calling on people.

## MY IDEAS AND NOTES

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## What is your t-shirt speech?

04 /

### MY IDEAS AND NOTES

#### NOTES FOR DIRECTOR

- ❑ Remind volunstars that because we are all in the same shirt we often get asked questions while in public.
- ❑ Seek out veteran volunstars or the coordinator to share their t-shirt speech with the group.
- ❑ Remind volunstars that those speeches have led to people applying, donations in the community, people joining Team Pink and more.
- ❑ Be prepared, it will happen when you least expect it.

#### In Preparation

- ❑ Practice your own t-shirt speech.

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### NOTES FOR DIRECTOR

- ☐ Living together requires cooperation and respect.
- ☐ Make sure that ALL volunstars have a job- assign a job to more than one person if necessary.
- ☐ Make sure that you do not have 2-3 individuals that want to do it all. It is a team effort.
- ☐ Try to positively affirm volunstars throughout the week for their successful completion of jobs.

### In Preparation

- ☐ Make a paper copy to post once jobs are assigned.
- ☐ Make sure that you have ample name badges for the week. You will need approximately 300 if family retreat; 100 if couples retreat

### MY IDEAS AND NOTES

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# Isn't there an APP for that?

A new way of staying connected

Easy Access and everything at your fingertips

Training for volunstars, documents, contacts, weather and more!



new for 2019!

Comprehensive App for Participants and Volunstars

Public facing app with Login credentials for both groups

## NOTES FOR DIRECTOR

- ☐ Remind Volunstars that the presentation is in the APP for them to follow
- ☐ Give instructions to help them download or use their access to the app. (going to push for them to do this prior)
- ☐ Try to identify your technology “strugglers” and partner them with tech savvy volunstars

## In Preparation

- ☐ Become VERY familiar with the APP
- ☐ Remember the importance of always charging your phone and having it with you.



## MY IDEAS AND NOTES

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# It is **ALWAYS** all about **FAMILIES**

REVIEW YOUR FAMILY APPLICATION



**Read through application**  
**Ask questions**  
**Share**

Applications are to be kept confidential.

Everyone's journey is different. Try not to come to conclusions about the outcome of the individual's journey.



Lots of breast cancer info- what does it mean?

07 /

## NOTES FOR DIRECTOR

- ❑ It is a good practice to have volunstars look at their family and then switch with someone they don't know and read a 2<sup>nd</sup> family's application
- ❑ Remind volunstars that this application is from a Moment in Time when they applied. Circumstances and feelings might not be the same.
- ❑ Their application may contain individuals that are not attending- the master list is who is attending
- ❑ Reiterate that they should never judge participants as best or worst based on their diagnosis

## In Preparation

- ❑ Read through the applications so that you know who is coming and be prepared for possible questions from volunstars

## MY IDEAS AND NOTES

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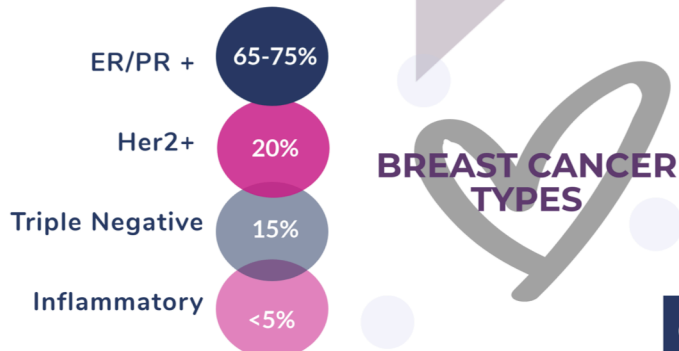
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# Breast Cancer Overview



## NOTES FOR DIRECTOR

- ☐ This is only information for participants- they DO NOT need to study or learn this.
- ☐ Information is designed for them to better understand and try to help see connections with participants.
- ☐ Typically, there will be people of all stages and types on a retreat

## In Preparation

- ☐ If you feel unsure about all of this information, feel free to reach out to a breast cancer survivor who is a volunteer and ask for them to just go over it quickly.
- ☐ Look at applications to see what stages and types are attending.

## MY IDEAS AND NOTES

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## How we LOVE

"Spread LOVE everywhere you go. Let no one ever come to you without leaving HAPPIER."

Mother Teresa

09 /

### NOTES FOR DIRECTOR

- ☐ We have supplied you with 3 possible readings for this page in your notebook. You can also choose to bring in a different article for your group based on something that you have read.
- ☐ Have individuals read
- ☐ Ask individuals to share a phrase that spoke to them
- ☐ Ask individuals to share how they think that the article will apply to their retreat week.
- ☐ Remember to try to include the people who seem introverted in this exercise. Sometimes the extroverts can dominate- be cognizant of this dynamic

### In Preparation

- ☐ Read and be comfortable with the material.
- ☐ Develop questions that you might want to go along with the article.

### MY IDEAS AND NOTES

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# Be RIDICULOUSLY Present



With families  
With volunteers  
With Team Pink  
With community members  
With self

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## NOTES FOR DIRECTOR

- ❑ The idea of being “Ridiculously Present” is at the core of our service. Remind volunstars how rare it is to have a chance to do this in our everyday lives which is why it seems like such a huge gift to families during the retreat week.
- ❑ Go over each of the groups listed and how we can make sure that we are ridiculously present for each:
  - Families
  - Volunstars
  - Team Pink
  - Community Members
  - Self

## In Preparation

- ❑ Think about this idea and come up with how you will prioritize this idea as a director. Examples: making sure to have one on one with each family, riding in different cars with volunstars, developing a connection with Team Pink, quality phone time with your loved ones back home.

## MY IDEAS AND NOTES

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**THIS IS YOUR BREAK FOR DINNER &  
WHEN TEAM PINK WILL JOIN  
TRAINING**

What we Believe

# Beliefs & Standards

Cancer is the **GREAT EQUALIZER**

Our Service is a chance to **EMBRACE OTHERS WITH GOD'S LOVE**

We are a **SERVICE ORGANIZATION** not a Medical Entity

No **DISCRIMINATION** just love and acceptance

Families come in **ALL SHAPES & SIZES**

Little Pink

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## NOTES FOR DIRECTOR

- ❑ Great Equalizer- Remind them not to compare or rank participants based on stage/ treatment. Cancer cuts across all socioeconomic barriers
- ❑ All Shapes and Sizes- Family makeup can be “non-traditional” be open and accepting to all.
- ❑ No Discrimination- make sure that volunstars understand that sometimes the simplest question can be inappropriate. Example: Asking a Hispanic person “What country they were born in.”
- ❑ Service Organization- stress the importance of not giving medical advice (especially breast cancer volunstars). Suggest saying “if you feel uncomfortable, you should get a second opinion”
- ❑ Embrace with God’s Love- Listen to participant and do not make light of their concerns

## In Preparation

- ❑ Try to create this as a narrative where you share the joys of the retreat when going over each of these. Example- a participant child that was gay and felt accepted; people from various walks of life that otherwise would not have met becoming friends.

## MY IDEAS AND NOTES

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# Know your Role

Directs retreat week  
Makes early contact with families and VolunSTARS  
Financial manager  
Makes decisions with coordinator  
Leads and loves VolunSTARS as they support families  
Facilitates relationships



## RETREAT COORDINATOR

Local in community - spark for LP promotion  
Liaison for LP office  
Coordinates week - schedule, activities, vendors, meals  
In Kind manager collection  
Leads and loves Team Pink  
Facilitates details

Usually travel to retreat location  
Commit to be present 24/7 during retreat  
Works with Retreat Director to directly interact with and serve families' needs  
Required to complete training specific to this role



## TEAM PINK

Usually lives in retreat community  
Works year round with Retreat Coordinator to develop retreat schedule, donors, support system  
Does not have to be present 24/7 during retreat week  
Required to complete training specific to this role  
Community liaisons

### NOTES FOR DIRECTOR

- ☐ Go over each role and use examples of what has already happened in planning and prepping to have these roles make sense.
- ☐ Stress the importance of both roles so that everyone feels valued.
- ☐ Thank Team Pink and Coordinator for all of their hard work leading up to the retreat
- ☐ Take time to ask Team Pink what they have enjoyed about their role so far.

### In Preparation

- ☐ Reach out to coordinator and Team Pink to make sure that they know that they are invited and welcome to this portion of the training (typically dinner and beyond).
- ☐ Make sure that you have lanyards for Team Pink members ready
- ☐ Do a ice breaker with volunstars and Team Pink
- ☐ Review names of Team Pink members

### MY IDEAS AND NOTES

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# Success requires teamwork



Good communication & professionalism is the key

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## NOTES FOR DIRECTOR

- ☐ Have each person read one and say why it would be important.
- ☐ Additional sharing
- ☐ Family Liaison- responsibilities include prepping house, check with family daily, make them feel welcome and comfortable at each event, help them connect with other families, help with emergencies, main point of contact.
- ☐ Logistics- Volunstars put "in charge" of activity or meal means that they may need to pull in other volunstars to help and get the job done.
- ☐ Know activity- Listen for instructions and ask questions to eliminate confusion when in charge of activity or meal
- ☐ Solve all problems in a courteous manner and communicate with Director and Team of any issues
- ☐ Be on Time- it affects everyone!
- ☐ If a family has any medical needs or emergencies during the week, immediately let Director know. Stress the importance of medical kit is their for their use, not our administration.

## In Preparation

- ☐ Try to be as familiar as possible with schedule, vendors, etc and have daily meetings with coordinator about the day so that you can properly lead volunstars with the logistics.

## MY IDEAS AND NOTES

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### NOTES FOR DIRECTOR

- ❑ Know Yourself- make sure that you are drinking water and caring for yourself
- ❑ Speak Wisely- Do not engage in controversial social issue topic discussions. No agendas allowed! Use filters!
- ❑ Build people up, do not tear them down. Be aware that for some parents, their kids have only ever seen them with cancer which is a different parenting experience than you may be used to.
- ❑ Know area to avoid potential hazards or problems
- ❑ Really important to realize that we want to spend time with people that we may have come with, but to be “ridiculously present” and make new friendships. Avoid always riding in the same car or wanting to volunteer with same person.

### In Preparation

- ❑ Put all of this important aspects into your own words whenever possible.

### MY IDEAS AND NOTES

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# The NO page

Do not post pics to social media- you do not have rights

You can't be alone with a minor or any participant

Politics are off limits

Dress in LP gear- no bootie shorts or speedos. Remain covered

No smoking. No Drugs. No Alcohol. No weapons.

Limit cell phone usage to remain present

Failure to comply will put volunteer in jeopardy of losing their volunteer status and they could be asked to leave the retreat immediately. These are applicable to Team Pink as well.

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## NOTES FOR DIRECTOR

- ❑ Remind volunstars to send you any good pics that they took
- ❑ Children must be escorted to bathroom with 2 volunstars
- ❑ Not allowed to “hang out” with just one participant
- ❑ Dress- dress code helps mitigate self esteem and body issues by people attending. Additionally it helps to designate volunstars in community and in case of emergency. Shorts are to be worn on the beach.
- ❑ After the entire day is finished, volunstars are free to have a drink. Please be aware how your consumption affects others.

## In Preparation

- ❑ Make sure that you have all of the volunstars in your phone
- ❑ Make sure that for every activity that you have a sign up slot for volunstar assignments- consider having a “floater” that is not assigned but can always be available for bathroom duty and an extra set of hands where needed if lots of little kids.

## MY IDEAS AND NOTES

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Schedule has been meticulously planned by Retreat Coordinator, Team Pink and local community to meet the Little Pink goals. Remember to **communicate thanks**.

## Retreat Schedule

Everything on the schedule is **100% optional** for families. Always encourage your family to come, but never make them feel obligated. Do not take it personally if your family does not participate in all activities; it has nothing to do with you or Little Pink.



### NOTES FOR DIRECTOR

- ❑ When appropriate, invite coordinator to lead going over the schedule with volunstars
- ❑ Let volunstars know that today is about seeing the “big picture” schedule, but that each evening and morning meeting you will go over duty assignments and details
- ❑ Answer questions accordingly

### In Preparation

- ❑ Talk to coordinator about the time frame to go over the schedule based on your meeting time
- ❑ Coordinators are always so excited about all of the details of the week and the stories behind each of the activities/ meals. Talk with them about how these details will get lost this first night and that you can focus on those at the daily meetings.
- ❑ Be prepared to jot down additional details during the meeting that the coordinator might reveal that are important in your ability to lead.

### MY IDEAS AND NOTES

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# FOCUS TONIGHT



Become familiar with the APP

Review your assigned Family's names

Write your family a WELCOME note

Verify your contact info, emergency contact

Help organize items for families (baskets, gifts, etc. if necessary)

Enjoy getting to know your LP team!

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## NOTES FOR DIRECTOR

- ☐ These are reminders for the night- do it as a review for tomorrow.
- ☐ Make sure that applications are stored and not left with volunstars
- ☐ Give out welcome note cards
- ☐ Have your contact info and emergency info documents ready to be reviewed
- ☐ Identify a person to oversee the coordination of any baskets, gifts, etc. that have to be put together and then empower them to be in charge- this is a great team building opportunity. These can also be done earlier in the day when people arrive early.
- ☐ Thank everyone for their time and service

## In Preparation

- ☐ Organize donated items
- ☐ Review process for Day 2 so that you can speak of it as you wrap up for the evening.

## MY IDEAS AND NOTES

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### NOTES FOR DIRECTOR

- ❑ Be prepared with a morning inspiration/ devotion for the group. (Typically 5-10 minutes) to help you set the intention/focus for the day.
- ❑ Review the overall structure for the day before you just dive into the first task:
  - Grocery Store
  - Set up Houses
  - Return for lunch
  - Check in meeting details
  - Greet families/ take to house
  - Dinner/ watch kids (if applicable)
  - Meeting tonight

### In Preparation

- ❑ Prepare your morning inspiration
- ❑ Address any house issues that have arisen before they become a problem

### MY IDEAS AND NOTES

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## Day 2

### Grocery Shop & Prepare Participant Houses in Assigned Teams

Shop in Your Cart  
 Shop Economical  
 Buy off brand unless specified  
 Buy according to quantities listed  
 Edit when necessary  
 Families will receive gift cards to supplement  
 Director will pay at check out

Call or text director with any issues that arise



### NOTES FOR DIRECTOR

- ❑ You have done grocery day as a volunteer, but for new people this can be intimidating. Explain in detail how the process works.
- ❑ Remind people NOT to buy items that are NOT on their family list. Families get a gift card to supplement.
- ❑ Make sure that you purchase \$25 gift cards when you first arrive for each family if these have not been donated.
- ❑ You will go to grocery store and then go back to the house- do not go to set up houses.
- ❑ Your goals are to make sure that lunch is prepared for their return and be available to handle all problems/ logistics with retreat coordinator regarding property

### In Preparation

- ❑ Whenever possible, see if the Retreat Coordinator can go into any of the homes that are being used ahead of time to make sure that they are acceptable.
- ❑ Have the phone number and management company handy for issues that arise.

### MY IDEAS AND NOTES

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# Leaving for the day

Remember to bring the following with you



## NOTES FOR DIRECTOR

- ☐ Go over each item that they need to bring
- ☐ When appropriate, make sure volunstars have the Housing Check in Sheets (not all retreats use these)

## In Preparation

- ☐ Remember that your calmness helps to set the tone for your volunstars.
- ☐ Prep areas where water, gift bags, signs, etc. are ready to go. Label items with family names when needed.
- ☐ Ask a volunstar to oversee this when needed.
- ☐ If there are two property keys, remove from one from package for you to keep
- ☐ Make sure that all key codes and other codes (gate, elevator, pool, etc.) are readily available for volunstars to access

## MY IDEAS AND NOTES

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# Check in your family



Keep balance between forming relationship and information

Guide family to volunstar- do not little pink mob them!

Bathroom, snacks, assist with children

1

Introduce yourself to family. Share your excitement.

Verify ALL family member information on Participant Contact Verification

2

Review Check In Sheet. Add your info and give to family.

Review waivers or other forms in packet

Give Check in folder to Retreat Director before you leave

3

Have your family follow you to their property and show them welcome bag, food, amenities, etc. Offer to help with luggage.

Remind family of dinner location and time. Return to check in location

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## NOTES FOR DIRECTOR

- ☐ The key to a successful check in meeting is to model exactly what you want to see happen at check-in .
- ☐ Go over the top three items on this page and explain expectations
- ☐ Using a check in folder as a guide, model each page.
- ☐ Ask volunstars what they may be nervous about and address those issues. Give them suggestions based on your own experience.
- ☐ Have all volunstars arrive 45 minutes prior to the designated family arrival time.

## In Preparation

- ☐ Have each person's check in folder ready with their name on it.
- ☐ Ensure that all papers are in correct order

## MY IDEAS AND NOTES

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## Dinner Responsibilities

Greet your family  
Assist your family in meeting other families  
or sitting with other families  
Sit with your family  
Help integrate Team Pink

Director will introduce volunstars & families

After dinner Director will conduct meeting  
with parents. On family retreats, volunstars  
will each have a childcare assignment

Meeting tonight  
once we return

### NOTES FOR DIRECTOR

- ❑ Explain the importance of setting the right first impression
- ❑ Remind volunstars to sit with families and not clump together as volunstars
- ❑ Talk about how to integrate Team Pink attending or community members attending
- ❑ Stress the importance of ACCOUNTABILITY when watching children. We only get ONE chance to do it right. Stress how easy it is when kids are playing in a group for volunstars to congregate and talk and the danger in this (especially if in a public place)
- ❑ Remind volunstars about bathroom policy with children
- ❑ Discuss how you will dismiss them so that volunstars know what to expect

### In Preparation

- ❑ Go around to volunstars and give them a 5 minute warning to finish eating
- ❑ Think about how you will explain how we will watch their kids and then state that as you release children for meeting

### MY IDEAS AND NOTES

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**TRAINING DOCUMENT  
FINISHED**