



Your Little Pink Adventure Starts NOW



The **POWER** OF **MOMENTS**

Let's create an **EPIC** week!



E Elevation

P Pride

I Insight

C Connection



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



We care about

you.

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?

What is your **t-shirt** speech?

Volunstar House Jobs



participant name badges



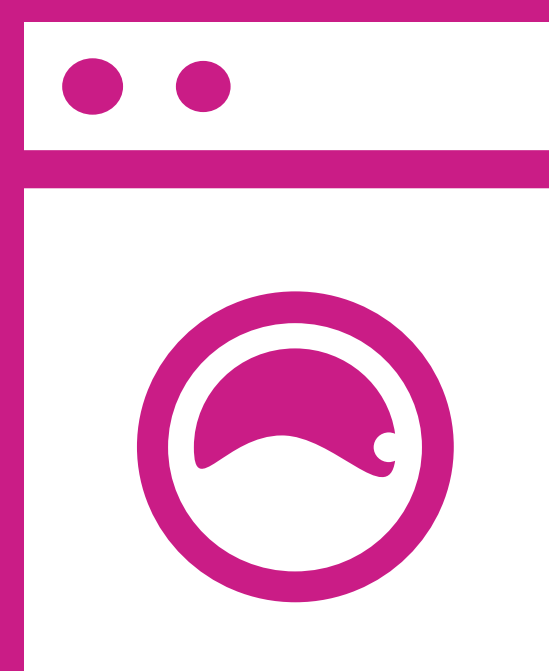
medical kit



organize thank yous



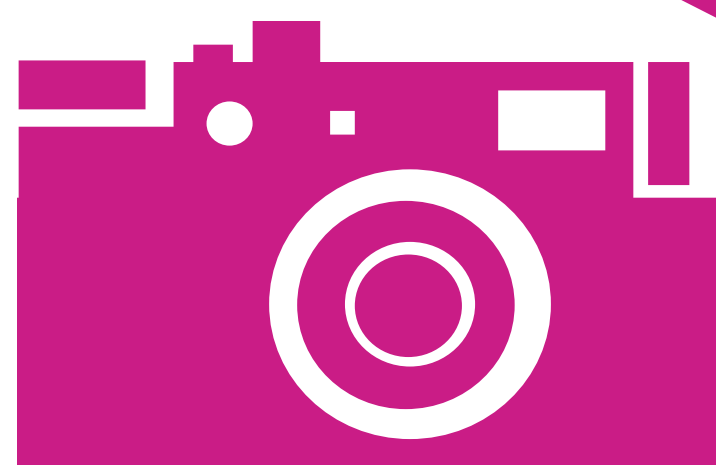
trash & kitchen



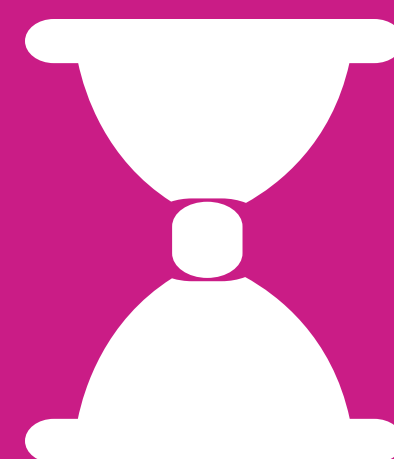
laundry



input thank you
information



photography & upload



time keeper



LP flag

Isn't there an APP for that?

A new way of
staying connected

Easy Access and
everything at your
fingertips

documents,
schedule,
contacts, weather
and more!



new for 2020

Comprehensive
App for
Participants and
Volunstars

Public facing app
with Login
credentials for
both groups

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

REVIEW YOUR FAMILY APPLICATION

Read through application
Ask questions
Share

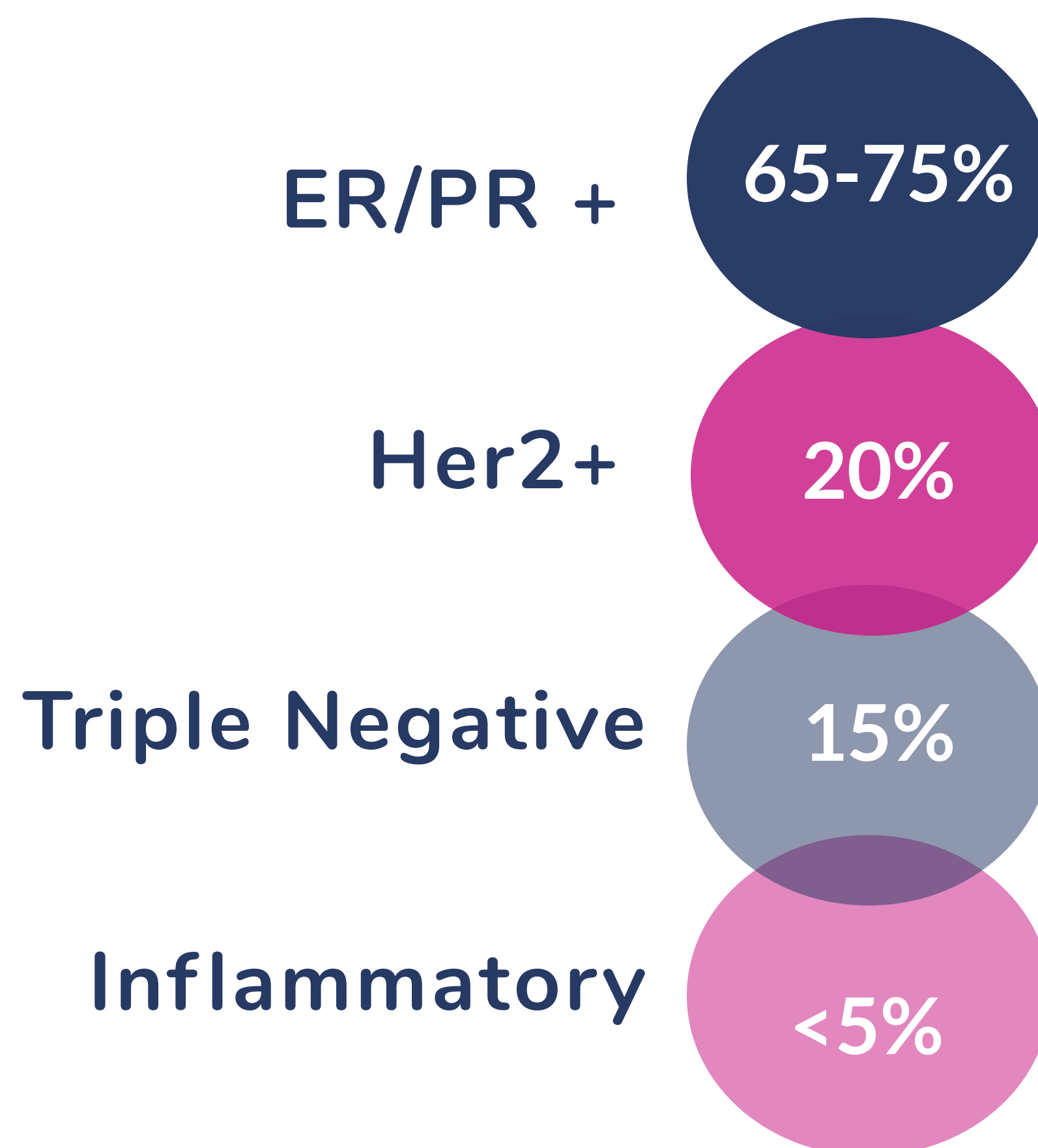
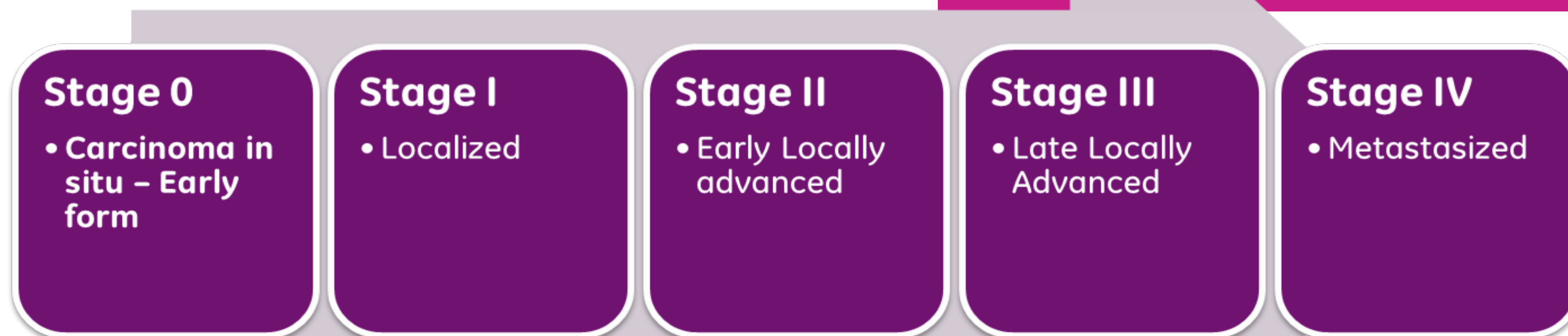
Applications are to be kept confidential.

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?



Breast Cancer Overview



BREAST CANCER TYPES



How we LOVE

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

Mother Teresa

Popsicle Hotline

“Fixing problems doesn’t make people happy. If you drive down the road for five miles, and there are no potholes, you’re not giddy about that. That’s what you expected. But if you want to make people happy, if you want to make people loyal, if you want to have people talking about your service or product, then you’ve got to **go beyond** that.

One of my favorite examples of this phenomenon is this hotel in L.A. called the “Magic Castle Hotel.” It is not magical-looking—it barely even looks like a hotel. It’s actually an apartment complex built in the 50’s, and the rooms are totally average. It’s got a **totally average pool, and the lobby is probably below average**—it looks like the waiting area in a doctor’s office, or maybe a place where you get your car’s oil changed.

Why am I talking about this? Because it is rated the **#2 hotel in all of Los Angeles** on TripAdvisor, on the strength of thousands of reviews. [And it’s because] the folks at the **Magic Castle have figured out the power of moments.**

By that very average-looking pool, there’s a cheery red phone that has a sign above it that says, **“Popsicle Hotline.”** And if you pick up the phone, somebody answers and says, “Popsicle Hotline! We’ll be right out.” And somebody comes out minutes later wearing a suit, carrying a silver tray loaded with grape and cherry and orange popsicles. They present them to you **wearing white gloves**, like an English butler, all for free.

Popsicle Hotline

They have a snack menu where you can get Cracker Jacks and Sour Patch Kids and cream soda—**all for free**, just by asking at the front desk. They've got a board game menu where you can check out games, and a movie menu to check out movies. They have magicians doing tricks in the lobby several times a week. And if you drop your laundry off in the morning, they'll have it done for you by the end of the day.

“We feel most comfortable when things are certain, but we feel most alive when they're not.”

So now you can understand why a family with a couple of kids taking a vacation might prefer to stay at the average-looking Magic Castle Hotel versus the Four Seasons. It's back to that Disney paradox—two years later, you're not going to remember, “Oh, the bed was average,” or, “Oh, the lobby was average.” **Two years later, you're going to remember, “Hey, you're not going to believe this, but there was a phone by the pool where you could order popsicles. Can you believe such a thing?”** That's the power of peak moments, and that's why it's so important to **transition out of that mindset of fixing every last pothole into the mindset of, “We've got to build some peaks for our customers.”** -----

When have you had a powerful moment in your life? Why do you think you still remember it?

What motivates you to want to create Powerful moments for our participants and other volunstars this week?

We want you to share any ideas you have throughout the week that might help an ordinary moment have more meaning for participants and

Be RIDICULOUSLY Present



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

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

Know your Role



RETREAT COORDINATOR

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 DIRECTOR

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



VOLUNSTAR



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

Success requires **teamwork**



The **YES** page

Know yourself

Speak wisely

Become familiar with the area

Ask Questions

Make new friends & keep the old ones

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.
(You can have a drink at the end of the day)

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.

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.



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!

Day 2

make
today
EPIC



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



Leaving for the day

Remember to bring the following with you

welcome
note

gifts or
gift bag

water

house key
or code

House
donor sign

cleaning/
paper
products
if applicable

linens
if applicable

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

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