

# Little Pink Volunstar Training




**Little Pink**  
Houses of HOPE



We have notes in this PowerPoint for your assistance. But this is NOW your Powerpoint! Change the notes so that they are helpful for you in the moment,. Powerpoints can be printed out with Notes pages next to the slide if that is helpful for you to reference.

Set up your presentation via smart tv, airplay, etc. Get this ready ahead of time so that you are prepared to begin on time.



## The Little Pink Way

*Hope is our currency. We spend it intentionally.*

*Love is our response. We lead with it first.*

*Everyone belongs here. No exceptions.*

*People are our mission, not our means.*

*Joy is not optional — it is essential.*

*We protect the people who do the work.*

*Care is how excellence shows up.*

*Trust is our most valuable asset.*

*We choose faith over fear.*

*We steward what love began.*

After reading, let everyone choose which phrase means the most to them. Or you can choose one to be your motivational inspiration for the week.



## **Little Pink mission**

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

**What caused you to say YES  
to this week?**

Leader should begin discussion by introducing & explaining their 'why'. Set the example and keep it brief as not to overwhelm anyone who may be feeling emotionally connected to their 'why' and to keep the training moving. Typically that looks like- "Tell us your name and where you are from and your Why". There will be more opportunities to get to know your team.

## Our Story

Little Pink was founded by breast cancer survivor, Jeanine Patten-Coble in 2010.  
We Have served more than 2000+ families  
Headquartered in Burlington, NC

[Share Jeanine's Video](#)

## Our Reach

Alabama, Arizona, California, Colorado,  
Connecticut, Florida, Georgia,  
Maryland, North Carolina, South Carolina,  
and US Virgin Islands.



Here is the link to the video [Jeanine's story:](#)

[https://vimeo.com/64565098?embedded=true&source=vimeo\\_logo&owner=14792234](https://vimeo.com/64565098?embedded=true&source=vimeo_logo&owner=14792234). Cue the video up ahead of time in a different tab. Practice this so that you are ready to go.

Often times, people will ask the question- “How are families chosen?” This is not a completely random lottery system that is influenced by guaranteeing a balance of diversity, like cancer types, and ages of children to make the week the most successful. When we create a comfortable environment for everyone, we increase the likelihood of healing.

**YOU make it possible!**



**Thank you for your generosity and heart in serving others well!**

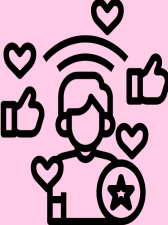
We are excited to begin this journey together and are dedicated to making the week memorable for everyone involved.

**Team building activities**

You might have team building activities that you already use in your work or service. Feel free to incorporate those. If not, there are a few team building activities that are in [littlepink.org/forms-access](http://littlepink.org/forms-access) for you to review. Review these ahead of time and pick one that works for your group and space. Double check that you have all materials necessary and are ready to go.



There are “ symbols behind each “I” word. Explain that we will take a few minutes to review why each of these is so important in the volustar role.

<h2 style="text-align: center;">Integrity</h2> <p><b>You do the right thing, even when no one is looking.</b> You act on conviction, control impulses, and adhere to strong ethical principles.</p> <p><i>What parts of your role require integrity? How can you demonstrate integrity?</i></p>		<h2 style="text-align: center;">Influence</h2> <p>Your presence, attitude, and actions are changing a person or thing in an indirect but important way.</p> <p>We are models in whatever we do.</p> <p><i>What volunstar roles embody being a person of influence?</i></p>
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**Integrity Possible Answers:** You will need to report anything that you may not want to- For example, a family brings a dog and that is not allowed.

**Influence Possible Answers:** It will be important for you to show up ready to go- leaving any emotional baggage or things going on at home to the side so that your attitude is ready to love. You will also need to make sure that you DO NOT try to influence others with a personal agenda about your politics, medical advice, and more.



**Improvement Possible Answers:** We have a process for feedback that we use with Little Pink that you can explain you will use with them: 1) Ask them if this is a good time 2) Share Observations and how it is impacting 3) Questions from both parties to seek to understand and 4) Wrap it up.

All Feedback given this week is designed to help you in your volunstar experience and for your growth,

**Inspiration Possible Answers-** Your role as a volunteer will be inspiring to families, kids, Team pink, community leaders, community members, other Little Pink Volunstars and your Co-Leaders.



## We are Family!

**2 Daily Team meetings:** We will meet promptly at the assigned time each morning and after the daily events. Please be ready as directed.

**Communication**  
text group, social media, APP

**House care**  
Laundry, meals, kitchen, trash - take care of each other! Respect privacy and personal items.

**Self-care**  
Many physical, mental, and emotional details throughout the week - please manage yourself well

**Volunteer dress**  
T-shirt and name tag, modest

Be prepared to do anything you can to make the week amazing for everyone involved.

## What is your T-shirt speech?

### How to tell your LP story

- Start with basic LP info
- Add your hook - why are you here; what does LP mean to you?
- Short info about the week
- website - [littlepink.org](http://littlepink.org)
- Give them a business card - Venmo



**You are a Little Pink Ambassador**

Explain what a t-shirt speech is and how when we are all together in the community we often get asked about who we are, what we are doing, etc.

**Activity:** Ask volunteers to practice their t-shirt speech with another volunteer. Have all volunteers take a picture of the screen and save it to their favorites on their phone. This way, if anyone wants more information and they DO NOT have a business card with them, they can share this with them. **Prep:** Give Volunteers Volunteer Business cards

**We have an APP for this and...**



## SmugMug Candid Photos

**For candid photos:** we use a sharable folder from SmugMug. Your leader will share the link for your retreat candid folder. Please upload photos by the end of the retreat- this link will be send to families next week.

**Be selective and eliminate duplicates before adding.**

These photos are for the families - volunteer pics should be shared in group text, etc.

There is no need to download an app or log in to add photos to the gallery. But if you want **to view all of the photos you will need the password.**

**an APP for that!**



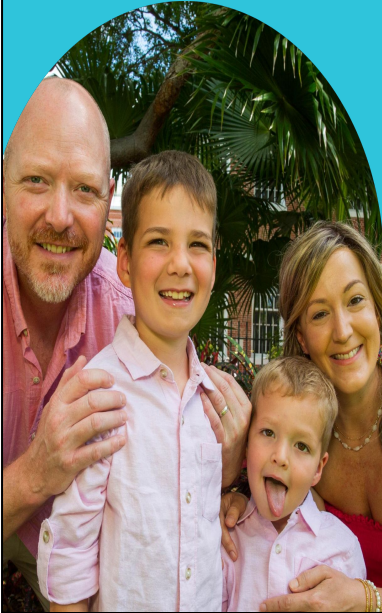
Comprehensive  
App for  
Participants and  
Volunstars

Public facing app  
with Login  
credentials for  
both groups

**Common issues:**  
font size  
hitting participant or volunstar- wrong role

**SmugMug Prep:** Send everyone the link as a text message prior to the retreat that was emailed to you. This is a time to double check that everyone has connected to it and knows how to use it. **LP APP prep:** In your group text prior to the retreat, tell everyone to review the app and to start learning more about the family(s) that they have been assigned. Have superusers help new volunstars/ those less tech savvy. Activity: Ask Questions- "Which family is from Texas? Where are we going for lunch on Tuesday? What is a certain Volunstars' phone number? What is the occupation of this participant?"

## Let's meet the families!



Using the APP, share information about your family

Family information is to be kept confidential.

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

Focus on the family, not the diagnosis.

Write welcome notes to your families now to leave in their properties.

**What's the most important way you can make each person feel seen and welcome?**

***KNOW THEIR NAMES!***

Remind team that we are not here to judge parenting styles. Provide an example of a welcome note by reading sample. I keep one in the notes of my phone so that I have it ready for every retreat and don't have to construct a new one each time. There is lots to remember so this is just one thing I don't have to think about. Remind team about the facebook group and putting names w/ faces. Use downtime during check-in to familiarize each other. The goal is to know everyone's names not just your assigned family.

## Property Preparations

### Take these items - as specified by your leader

- Linen bag moved inside (if applicable)
- Household Care basket (if applicable)
- Water
- Welcome gift bag
- yard sign
- welcome note written by volunstar


### When entering the property, do the following:

- verify entry code in APP works
- verify WiFi works - password in APP
- verify the water and hot water are on
- verify sheets on beds if no linen bag is present
- locate property notebook/info to share with family
- inspect: note stains, broken items or ones you move, etc.(take photos on phone - send to director)
- select the appropriate temp for thermostat
- open blinds or shades

Call or text the director with any issues

Make the  
WOW  
moment  
ready for  
your family!

Prep: Already have a plan of pairing up your Volunstars to go to the houses. Base this on who has a car, location of houses, etc. Try to let Volunstars go to their families' houses. But this may not always work if they have multiple families because of logistics. Have Volunstars take a picture of this screen to be able to review during their preparation at all of the houses. Tell them to take pictures of anything broken. Make the environment welcoming. We want each family to feel loved the minute they walk into their space for the week.



Welcome to the Team!

**LITTLE PINK  
TEAM ROLES  
TEAM VALUES  
POLICIES**

Team Pink Intros, tshirt speech, connect to families

This section should be used after dinner and house preparation. If your location has all of your volunstars arriving super early you can also complete this section prior to dinner. The wording in this section (slide 13-19) is to be used IF you have a TEAM PINK in your location. If you do not, you will alter this section somewhat. You will still do many of the slides, you will just look in the NOTES section to help you figure out what you need to do.

Ask a volunstar to share their Tshirt speech with a new team pink person.



Important for all parties to know the roles of each person. Go through and explain, but let your coordinator know ahead of time that you want them to talk about all of their things their Team Pink members have been doing. Very important for volunstars to hear.

IF you do NOT have a team Pink or they do not come to a training the first night- **YOU STILL NEED TO GO OVER THIS SLIDE** with your volunstars. Decide to either work it in here or into the previous training (best placement would be AFTER SLIDE 8.)

## TEAM VALUES



For 15 years, hundreds of volunteers have served families, making life-changing differences in how they felt loved and supported.

What qualities do LP volunteers reflect to make families experience joy and hope during the week?

What attitudes or behaviors are not beneficial to the team or families?

How can we use feedback to help guide us to the best experience for everyone?

*Question 1: open, honest, caring, trusting, accepting*

*Question 2: closed minded, judgemental, bossy, etc.*

*Question 3: This week we will be working as team and we will all need some feedback along the way! I want to make sure that we are all giving positive feedback to each other! I also want to make sure that we redirect when necessary. So just like in a work environment, help your teammates be as successful as possible. And when you don't have the answers and don't know, just ask!*

***If you do NOT have a Team Pink- you can eliminate this slide as you covered a similar idea when you spoke about Improvement***

**LITTLE PINK STANDARDS**

One on one contact

Alcohol

Social media

Weapons

Smoking or vaping

Dress Code

Drug Use

**Be Ridiculously Present!**

Go through this one by one. Think about your schedule and address examples of one on one contact scenarios: “If we are at the beach and a child needs to go up to the restroom, you have to take another volunteer with you or have their parents take them” Stress to everyone (especially Team Pink) that they cannot put any pictures on social media- they do not have releases to do this. Any pictures that they take should be sent to the Director or they can be added to be able to add to SmugMug. I would only do this for people that are really going to be taking pics as their job during the week on Team Pink, not all of them. Team Pink needs to be reminded that they are not to be drinking at any event with participants. Remind everyone of Dress code. If you do NOT have a Team Pink, **This slide must be incorporated into your training!**

## It's all about the families!

Conversations are key to connection

Helpful hints...

Be interested, not interesting

Be careful with questions that may offend

Reminders...

Family information is to be kept confidential.

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

Focus on the family, not the diagnosis.



**KNOW THEIR NAMES!**

Reminder that politics is off limits! **If you DO NOT have Team Pink-** this slide can easily be moved AFTER slide #20 on the next day.

## Retreat Week 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.

Let the coordinator go over the schedule for the week. Remind them to do it all at a high level and that you will conduct daily meetings with Volunstars to review specifics for the day.

## We have an APP for that!



Team Pink has access to the APP if training has been completed.

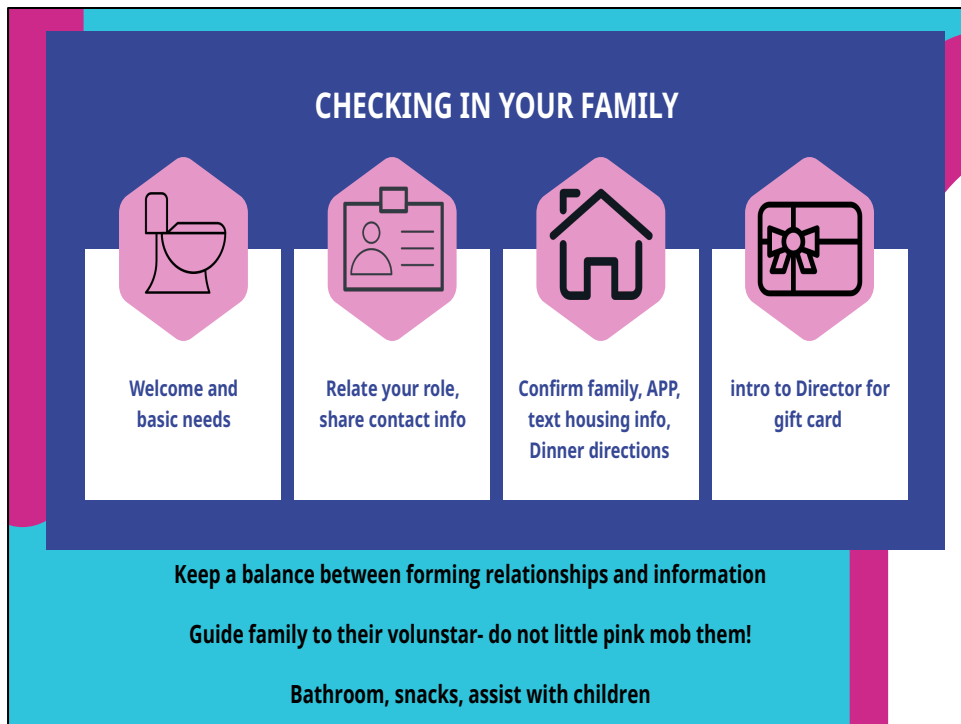
Common issues:  
font size  
access correct role

The coordinator will use the app to go over the schedule. Pair tech savvy users with Volunstars or Team Pink members that are challenged. You will need to go over the schedule REGARDLESS whether you have a Team Pink or not! If you have time earlier in the day, you could move it after Slide 10.



You are setting a tone as the Director this morning for the success of the day. Plan for a Morning Devotion or Heart talk, go over information, have another team building activity. Be very mindful of the time of this meeting and the timing of check in. For example, you do not need to have a meeting at 8 am for a check in that is at 2 pm. Rather, plan on making a great breakfast for the group and spending some time in fellowship in the morning and maybe start your meeting at 10am. Also be mindful of other things that still have to be done (last minute housing issues, items that have to be run to a location, etc.)

Start this meeting with a very clear “Here is how the next 2 hours are going to go. Also make sure that they understand what time they have to leave for Check in, what they are to wear, any other supplies that need to go with you, and car assignments.



Go over any logistics and prep that will have to happen prior to dinner- any volunstar decorating, drinks, cookies, etc. Explain what little pink mob means. Provide examples of real feedback rec'd from participant of how people felt overwhelmed with hugs from strangers, etc. If you have new volunstars, do a role play of exactly how this meeting should look- from the walk in to the handoff to the Director. Then share what you will be going over with them as the Director (so that they know)



Go over any logistics that will have to happen prior to dinner- any volunstar jobs regarding food, decorating, etc. Explain the logistics of the meeting and help or aid that you might need. Explain what the plan is for kids during the meeting- are they staying in the room or is their an option for them to leave (playground, kids room, etc). Make sure that if there is a plan for the kids to leave, that everyone knows exactly who they are responsible for and that there is a fun plan for their activities, reassure parents that there will be volunstars caring for the children. You will need to assign someone to do name tags

## WE LOVE YOU!



Lean on each other - We are here for you and welcome the chance to love and serve you. We are a team!



Optimize your resources - take care of yourself as you serve!



Vision carriers - you are our greatest ambassadors!



Empower you in serving - you bring great creative energy and life experience to the week - SHINE!



We used our own words or these letters- but feel free to make them yours!