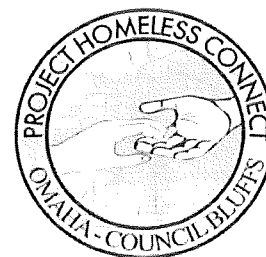


PHCO 2019

Reminders and Training Information for Navigators



Thank you again for volunteering to serve as a Navigator for PHCO 2019. We expect another busy day, and we appreciate your time and commitment to this event – we can't do it without you!

The reminders and training materials provided in this document will help you prepare for your volunteer shift. Please review the information thoroughly and email us at phco@creighton.edu if you have questions or concerns.

Event Details

- Friday, March 29, 2019, 8:00 a.m.-2:00 p.m.
- Creighton University's Kiewit Fitness Center ([CAMPUS MAP](#))
- 2500 California Plaza, Omaha, NE 68178
- Email: phco@creighton.edu Website: creighton.edu/phco

NEW Navigators	
AM Shift	Full Shift
7:15am-12pm	7:15am-2pm
Check-in begins 6:45am* in the Skutt Ballroom, Lower Level of Skutt Student Center	

RETURNING Navigators	
AM Shift	Full Shift
8am-12pm	8am-2pm
Check-in begins at 7:30am in Skutt Student Center, Rm. 209	

* Doors open at 6:45am - please arrive on time but not early! ☺

Things to know before your shift

Dress

- Dress conservatively: jeans/khakis (no shorts, please), red PHCO Navigator T-shirt, and comfortable shoes
 - New Navigators will receive a PHCO Navigator T-shirt at check in
 - Returning Navigators, please wear your red Navigator T-shirt from previous years
 - We will have a limited supply of replacement shirts at check-in if needed

Food

- Breakfast and lunch are provided for guests and Navigators
- Bottled water will be available throughout the day
- You can bring a snack if you think you might need one!

What to bring

- Patience (there will be lines), positivity (you help set the tone), and an open mind
- Essentials only - there will be a coat check for coats and jackets, however, **there is no secure area for valuables**
- If you need a place for your phone/wallet/keys/etc., consider bringing a fanny pack, small backpack, or small messenger style bag to hold those items only

Training Materials

- We ask that both NEW and RETURNING Navigators thoroughly review the training materials below prior your shift. If you are comfortable with the basics, you'll be able to help your guest(s) be comfortable, too.

The Day of the Event

Park

- Visitors, please park in the McGloin Parking lot
 - The McGloin lot is on about 23rd and Burt St., east of the parking garage
 - See CAMPUS MAP for **location and walking route** to Skutt Student Center/KFC
- Look for signs to help find your way
- Creighton students, faculty, and staff, please park in your regular designated lot

Check In

- Check in at your designated location
 - NEW Navigators: Skutt Ballroom (all the way downstairs)
 - RETURNING Navigators: Skutt Rm. 209 (all the way upstairs)
- You do not have to turn in any paperwork or sign any forms, just tell the volunteer your name and they will sign you in electronically

Make a name tag

- Write your first name only in LARGE letters
- **If you speak a language in addition to English**
 - List language(s) on a second name tag
 - At Navigator/Guest matching, please go to the front of the line and check in with Kelly (she'll be in a green PHCO STAFF t-shirt)

After you make a name tag

- NEW Navigators
 - Pick up a t-shirt in your size from the tables
 - If you need to change your shirt, use the restrooms located just outside the ballroom doors
 - If there's no time to change, don't worry – you will have time right after training
 - Find a seat for training
 - There will be a clipboard with forms and a pen on your chair
 - We will go over the forms together (the same forms are linked below for you to preview)
 - *PLEASE DON'T WRITE ON THE FORMS!* You will use them with your first guest
- RETURNING Navigators
 - Join the line to be matched with your first guest!
 - To reduce wait times, we begin matching Navigators with guests as soon as they arrive, even if it is before the designated start time
 - If you arrive before 8, please be prepared to get started!

TRAINING MATERIALS

Please review the following information to help familiarize yourself with the services provided to you and our guests at the event. We will go into more detail about each of these areas in new navigator training, but if you have questions or need clarification on anything, please email us at phco@creighton.edu.

Navigator Support

Navigators are not expected to be experts about the social services or health screenings offered at the event, or to handle all situations on your own. There are “Ask Me” stations and experts in color-coded t-shirts who are available to answer questions or help with any unexpected situations that may arise.

- **Ask Me Stations:** Main points of contact and place to get general questions answered. Navigator “switching” also happens at Ask Me Stations #2 and 3 (more info on that below^{*}).
 - Ask Me #1: Navigator/guest matching area
 - Ask Me #2: Social Service side
 - Ask Me #3: Health Screening Side (near the locker rooms)
- **Student Leaders:** There will be a team of student leaders in each social service or health screenings area (see map) who are familiar with the services or screening provided in that area. Questions about what’s offered? These are the experts to ask!
- **PHCO Staff:** We may not know the specific answer, but we can point you in the right direction!
- **Safety:** Staff from local shelters who know our guests. These volunteers are very helpful if a guest appears anxious, agitated, you suspect a guest might be intoxicated, etc.
- **Volunteer Support:** Available for Navigators to discuss any thoughts or incidents that arise throughout the day.
- CU Public Safety Officers are on site all day.

Forms

One of your first and main tasks as a Navigator is to help your guest complete a set of forms that facilitate access to services, follow up, and general data collection.

1. **General Intake form:** Offer to help your guest complete this form. Some guests will not want to provide answers to all of the questions and that’s ok – this info is requested and not required. **Important:** Please be sure to note the *event in time* at the top of the form.
2. **List of Available Services/Goal Sheet:** This form lists all the social services and health screenings available at the event, including hyperlinks if you would like to visit an organization’s website. When working with your guest, review the list and have your guest prioritize which services to visit. (Approximately 5 services is a reasonable maximum.) See the **Summary of Social Service Providers**^{*} handout for additional info about the social services available.
3. **Health Screening form:** This form is only necessary if your guest plans to take advantage of one or more health screenings. Complete the upper portion (identifying information and consent), the rest will be completed by each provider as needed.
4. **My Follow-Up Summary: Social Services:** This booklet is to record **social**-services related information – contact information, follow-up information, recommendations from providers, etc. - for your guest to reference later.

* Social Service Providers Information *

Please note that we won’t talk in detail about each of these providers during training, there’s just not enough time. While it IS helpful to acquaint yourself with the services available (that’s why we provide this info in advance!), please remember that you are not expected to become an expert case manager prior to the event – it’s just not possible. You will be provided with a **Summary of Social Service Providers** handout for quick reference, as well as Ask Me Station volunteers, **Student Leaders**, and **PHCO Staff** who are ready and willing to help. Also – ask your guest and each other. RETURNING Navigators know the drill, and we’re all in this together.

Maps

These maps will give you an idea of the general layout of the Social Services and Health Screenings sides of the event, as well as other services and support available. Please open the maps and try to identify the

KFC “Spine” Map The Kiewitt Fitness Center (KFC) “spine” is a walkway that overlooks the basketball/volleyball courts, locker rooms, and fitness rooms that are home to PHCO each year. It’s here that you’ll line up to be matched with your guest and where you’ll return to be matched with another guest if time permits. You’ll be able to look over the whole event from your place in line, and it’s pretty impressive!

- **Navigator/Guest matching line**
- **Ask Me Station #1**
- **Elevator**
- **KFC Main Entrance/“Smoke Break” Route:** This is the guest entrance/exit and the route to the designated smoking area which is located on the southwest corner of 24th and Cass St. (a short walk from the KFC). You are not required to go to the smoking area with your guest. You should:
 1. Escort your guest to the KFC main entrance.
 2. Let your guest know that you will be waiting and determine a time to meet back up (approximately 20 minutes is reasonable, no longer than 30 minutes).
 3. Wait at/near the doors until your guest returns.
 4. If your guest doesn’t return by the designated time, take the clipboard to the check-out station and it will be placed in the “Will Return” box*. If this happens, you can get back in line and work with another guest! If/when that guest returns they will be matched with a new Navigator and directed to the check-out station to retrieve their forms.

**Smoking can be a hot-button topic, particularly on a college campus at an event dedicated to healthcare, however, please respect your guest’s ability to make his or her own choices in this regard. Creighton University is a non-smoking campus.*

Social Services Side Map

- **Food/tables:** This is where you’ll start. Go through the food line with your guest and sit together at the tables to eat, get to know each other, fill out forms, and make a plan based on your guest’s needs.
- **Restrooms:** These are the restrooms used by guests. When your guest is in the restroom, please wait for them near the doors.
- **Child Care:** Childcare is provided at the event. We encourage guests to use childcare so they can take full advantage of the services available. We do not provide services for children at PHCO, but when parents are served their children will benefit!
- **Social Service Q&A**
- **Ask Me Station #2:** This is the main location for *Navigator “switching.” If your shift is ending and you are still helping a guest, that’s ok, but we’ll need to transition your guest to a new navigator. Here’s what to do:
 1. 30 minutes in advance, notify someone at Ask Me #2 that you need a replacement.
 2. Prepare your guest for the fact that you’ll be leaving and help facilitate the transition to new Navigator.
 3. Do not leave a guest without a Navigator!
- **Event Check-Out:** Escort your guest to the event check-out station when they are finished for the day. A volunteer will collect their paperwork and walk your guest through the check-out process. After check-out, walk your guest upstairs to the main doors. This is where you say goodbye! The *”Will Return” box is located here as well. If your guest leaves and will not/does not return for any reason, take their clipboard with their paperwork to the check-out station and it will be filed away in case they return.

- **Pods A-E:** The Social Services side is divided into 5 pods that are loosely grouped by type of service (which are detailed on the List of Available Services/Goal Sheet and Summary of Social Service Providers forms). Remember, there will be a team of Student Leaders at each pod if you have questions.

Health Screenings Side Map

- **Health Screenings Check-In and Check-Out:** Guests who want to access the health screenings must check in and out of the health screenings side. Medical check-out does not take the place of event check-out
- **Vital Signs:** Vitals are required to access any of the health screenings
- **Various health screenings:** Familiarize yourself with the 12 health screenings available. Medical/dental/psychiatric screenings take place in a large curtained-off area in the middle of the health screenings side (you can't miss it!). You will not go into that area with your guest, instead, wait with them before and meet them after.
- **Locker Rooms:** Xenon Academy students are on hand to provide haircuts. Vitals are not required to receive a haircut, however, a lice screening *is* required.
- **Phone and Internet Access**
- **Ask Me Station #3:** This is the main hub for questions on the Health Services Side. *Navigator "switching" can also be facilitated from Ask Me #3.
- **Legal Waiting:** Transportation to/from the Douglas Co. and Pottawatomie Co. courthouses is available to guests who have a legal issue that can be resolved. Attys. will be present to help guests determine if they qualify for same-day assistance.

Thank you for taking time to review this information

If you have questions or need clarification on anything, please email us at phco@creighton.edu.

We will see you on Friday, March 29, 2019!