



VOLUNTEER GUIDE

INTERSECTION SUPERHERO

YOUR #1 JOB is to help the neighbors
who live directly on the route.

We are closing their streets for our event. **Empathize**
with how our event is affecting them.

Your job is to **do everything possible to help** them in
and out of their houses if they have to drive.

Please be overly helpful and friendly!

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INTERSECTION SUPERHERO

Other duties include:

- Facilitating flow of event
- Helping drivers find an alternate route
 - Keeping the neighborhood clean
 - Encouraging safety
 - Encouraging respectful behavior
 - Helping lost children / parents
 - Minor First Aid
 - Having Fun!



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PREPARATION

When you arrive at your intersection, please take a moment to familiarize yourself with your surroundings.

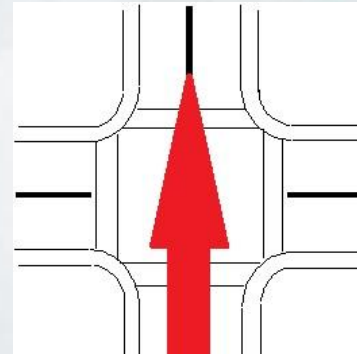
Look over the map.

Identify bump-through intersections and thoroughly read the instructions in your packet so that you understand where motorized traffic will need to go.

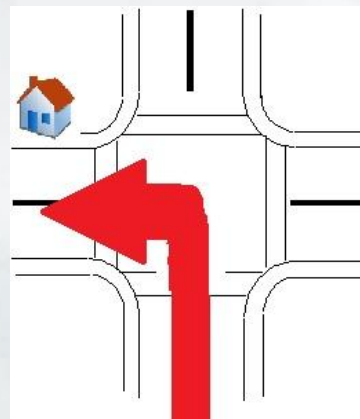
Rehearse your instructions to drivers so that you sound like the confident leader that you are!

BUMP-THROUGH INTERSECTIONS VS. ALL OTHER INTERSECTIONS

Bump-through intersections are those where vehicles are allowed to pass through the intersection.



All other intersections are those where only vehicles needing to access homes along the route are allowed to enter the route. Vehicles accessing homes along the route must use the nearest intersection to their home as to minimize the time spent driving on the route.



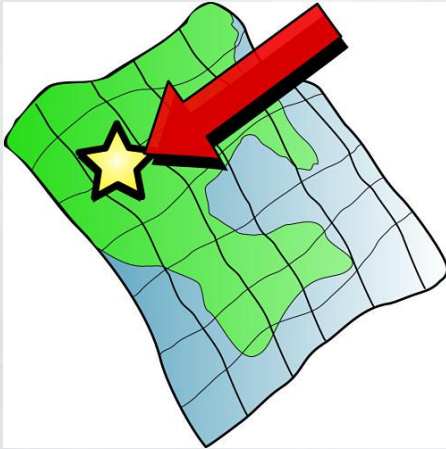
WHEN NEIGHBORS WANT TO DRIVE ON THE COURSE



Part 1

- 1) **Approach them in a friendly, calm and open manner.** Take a brief moment to explain the event, if necessary. Tell them there are lots of children on the route.
- 2) Let them know **you are there to assist them.** Specifically, explain that you will escort them to where they need to go.
- 3) **Look for an acknowledgement** that they are hearing and understanding you. If necessary, repeat in a pleasant and clear way.

WHEN NEIGHBORS WANT TO DRIVE ON THE COURSE



Part 2

- 4) Present them with the route map and help them find the shortest path off the route if they are leaving.
- 5) **Walk along the side of their car**, remaining close enough to communicate instructions that they can hear (or see, if you are using hand signals). **Please do not touch the car.**
- 6) Give a **clear and audible warning** to event participants that there is a vehicle coming through. Continue to do this as you escort the vehicle.

WHEN NEIGHBORS WANT TO DRIVE ON THE COURSE

Part 3

- 7) **Escort them through all barricades**, moving them as needed and return the barricade to its position as soon as the vehicle is through.
- 8) Remind drivers that the event will last until 4 P.M.
- 9) Smile and wave them good-bye!



THANK YOU!
SEE YOU SUNDAY!

