



# NORTH BAY OPERATION HAND UP

*"A Hand Up, Not A Hand Out" A Community Serving Its Veterans*

Chairman ~ Dr. Daniel E. Helix

Vice Chairman ~ Jeffrey Jewell

Board of Directors ~ Donnie Huffman, Lynn Jewell, Tom Murray, Pat Sheehan

[www.nbstanddown.org](http://www.nbstanddown.org)

## TENT LEADER GUIDELINES

1. Register yourselves at the Volunteer tent as soon as they open and before the gates open to the Veterans at 10am.
  2. Before gates open, all tent leaders (t/l) are to gather along the wall of Madden Hall
  3. The Veterans will enter the Cantina, go through Security to check in their bags, medications and other property. Then they go to the Veteran Check-in table to see Bill Alcares. After checking in, they will receive a BLUE wristband. The wristbands must NOT be removed throughout the Stand Down.
  4. Starting with 'A' tent, then 'B', then 'C' and so forth, each tent leader will gather a group of Veterans who have cleared Registration. As they are verified, they'll sit down in the row of chairs under the windows. When the row is full, these Veterans and you now comprise a tent.
  5. ***IMMEDIATELY*** after gathering your tent, put their names on your roster
  6. Take everybody as a group to your assigned tent. There are reasons for this necessity. Please go over the following items carefully:
    - **COTS:** Sleeping bags will be in place on each cot. You (or an assistant) will hand out canteens as you assign cots or let Vets pick them with exception of the first cot on left of front door, which the Tent Leader will use, and last one in rear on right side, which is for Asst T/L. Second cot on left is #2 on roster, third cot is #3 on roster and so on. **THIS IS VERY IMPORTANT IN CASE OF EMERGENCY – WE NEED THAT ROSTER COMPLETED AND A COPY SUBMITTED TO THE COMMAND TENT!**
    - **CLOTHING:** Immediately have your people fill out their blue "North Bay Stand Down Clothing Distribution" card. Make sure all cards are completed correctly (name, tent, sizes). When all cards are completed, gather them and have a volunteer run them to the Command Tent. **DO NOT go line up for clothing, your tent will be called in the order they are turned in when the bags are packed and labeled.**
- ★ Tell all of your people to listen to the PA announcements. They may be called back to their tent at anytime.

**CHAPLAINS:** should be near their tent so the Veterans will have a chance to reach out for help and have secure area to talk to the Chaplains regarding their spiritual needs. Please be sure to direct your group's attention to the Chaplain area, we want to take care of as many of our Veterans' physical, mental and spiritual needs as possible while they're at the Stand Down.

North Bay Stand Down  
Tent Leader Guidelines

- **MEALS:** All meals will be in Madden Hall. Everyone is issued an orange meal badge, which will be punched. Anyone signed up for Court, will have their orange meal badge exchanged for a **yellow meal badge** when they check in at the Legal Section. After everyone is served, the Veterans are welcome to return to the buffet line for seconds. Please be timely, the kitchen closes after every meal so the volunteers have time to clean up and prepare for the next meal.
  - **Female Tent Leaders: There are TWO tents.** One is for female Veterans. The other tent is for the participants' wives/partners and children. Your instructions are the same except you may not get all of your women/children at once so you will have to keep alert for new participants. Your row of chairs will be on the opposite side of the Cantina. ***You will begin taking Women Veterans to their tent as they arrive and get checked in.***
  - **We may have male dependents.** If we do, we will try to have a separate tent for them. Dependent husbands/partners should NOT be housed with the Veterans
7. Rosters must be turned in to the volunteer at the Command Post (CP) and approved by him/her **not later than 1800 Tuesday.**
  8. We will try to hold a tent leader meeting at 19:00 each night
  9. Your main concern is to be there for those in your tent, however if ANY Vet asks you for help it is your job to help them as well.
  10. If you have any questions at all, about anything, at any time, day or night, ASK.
  11. Tent Leaders are to be observant of everyone in their tent, and at any perception that a Veteran may need help, the Tent Leader is to get their Coordinator or a staff member, a chaplain or VA counselor (or both) and take him to that person that needs help ASAP.
  12. **If someone is in distress and needs help GET THE TENT LEADER COORDINATORS and the NIGHT CREW AND SECURITY FAST -- unless it is a medical emergency. Medical emergencies require medical personnel.**
  13. We are creating an activity zone in the area between the arena and the stable area. This area will support Frisbee and horseshoes and volleyball. These activities will draw out those most amenable to talking and the Chaplains will be circulating through the groups, reaching out.
  14. There will also be entertainment. Chaplains will be available in that area for the Veterans.
  15. ***Many of the Veterans already have a built in aversion to bureaucracy and having people in their face telling them what they need to do. Let's just get them here, comfortable in their safety and then point them to all the services available.***
  16. You, the Tent Leaders, are a very important part of what we are here trying to do

and please understand that it would not be possible without people like you.

## **Thank You**

Remember we are all Veterans and/or dependants, so that means we are all family.

Let's make the participants comfortable, don't stress out, and let's all have fun

### **TENT LEADER FORMS**

You will be responsible for the following forms:

#### **Tent Roster**

The Tent Leader needs to complete the Tent Roster as soon as he/she gets all of the veterans to their assigned tent.

#### **Clothing Form (Blue)**

The Tent Leader should have each veteran complete while the Tent Leader is completing the Tent Roster.

#### **TL Assessment – Needs Request**

Each veteran should work on this list with you (their tent leader) shortly after getting to their tent – good time to do this is while everyone is waiting for clothing order to be filled.

#### **NBSD Participant Evaluation**

This form needs to be completed by each veteran on the last day while waiting for busses. We will assign chaplains to assist with this task.

#### **Comfort Item Form (Pink) (Dependent tent only)**

Have each dependent complete while you are completing the Tent Roster.