

## VOLUNTEER POSITIONS MANNINGS

### ASSUMPTIONS

**ALL POSITIONS WILL WORK IN PAIRS (2 PERSON TEAMS)  
SHIFTS NEED TO BE ESTABLISHED, SHIFT/TEAM LEADERS  
NUMBERS ARE PEAK HOURS MANNING**

**DAYTIME MANNING**  
**0800 - 2200 hours**

**NIGHTTIME MANNING**  
**2200 - 0800 hours**

### ASSISTANCE PROVIDERS

Position starts in the parking lot. Assist visitors in removing wheelchairs, power scooters, etc. from vehicles. Help push wheelchairs from parking lot to walkway & further (all the way through) if requested or needed. Others will monitor the walkway to THE WALLS, being ready to offer chairs or other assistance to visitors as required.

8 - 10 Volunteers

### COMFORT STATION

Provide support to Red Cross with visitors that need assistance. Drive cart to transport visitors needing assistance to the Comfort Station. Offer chairs, cots & provide bottled drinking water if required.

4 Volunteers

### COMPUTER ASSISTANCE

Help visitors "navigate" the software to locate names on THE WALL. As required, perform the computer search & print out the information.

Based on the number of computers:  
6-8 Volunteers

### VISITOR FLOW

Direct visitors at the start of the walkway to THE WALLS. Remind visitors of the no food, no smoking, cellphones off please policy. Stand at the beginning of each WALL. Stand at the end of each WALL. Help direct people away from the end of the walkway. Prevent re-entry in the wrong direction.

These should be "uniformed" positions (i.e., Civil Air Patrol, Scouts, etc.).

6 Volunteers

### GENERAL SUPPORT

Provide general support to any function requiring backup. Would man a centrally-located station in one of the tents & dispatch support as required.

8-10 Volunteers (+1 Cart)

4 Volunteers

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**INFORMATION**

Be available at the beginning & middle of THE WALL to direct visitors to a special panel

4 Volunteers

**READING OF THE NAMES**

Reading of the names of the 58,000 who gave all during the Vietnam War.  
Includes ringing of the bell for each name.

2 Volunteers

**SECURITY - GENERAL (24 HOURS)**

General perimeter & grounds surveillance over all areas.

General perimeter & around displays

Total area control

4 Volunteers

8-10 Volunteers

Lou Scott, Director in Charge

**SECURITY - ROAMING**

Provide an overall presence during scheduled operations. Patrol parking lots & general exhibit area. Walk the walkway & other areas. Support Visitor Flow personnel as required.

8-10 Volunteers

**SECURITY - WALL, UNIFORMED**

Provide uniformed presence at each end of THE WALL during normal viewing hours.

2 Uniformed Personnel

May need additional coverage  
Assume 4 Volunteers

Veteran Groups to coordinate

**PARKING LOT**

Direct vehicles to available parking spaces. Ensure security of parked vehicles.

8 Volunteers per Parking Lot  
(2 directing traffic in / 2 out / 2 roaming)

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**TRAFFIC CONTROL**

*Need to understand the road crossing situation*

Assume 6 Volunteers

**TRASH COLLECTION & REMOVAL**

Use a Gator/Golf Cart with tow-behind cart to pick up trash from all trash receptacles & transport to central trash collection area.

4 Volunteers (2 Carts)

**TRASH PICK UP / "POLICING"**

Roaming trash patrol, keeping all common areas clean & free of trash.

4 Volunteers

**WALL "CRAYON" NAME RUBBINGS**

Assist visitors in shadow copying the names of their "special" persons on THE WALL(s).

6 Volunteers