

**CHS Miracle of Birth Center
Volunteer Orientation-2021 (revised 6-28-21)**

Thank you for volunteering at the Miracle of Birth Center. Please review the information below so that everyone offers a consistent message to our guests.

You are one of many volunteers who make the MOBC a successful experience.

1. Veterinary Co-Chairs who manage the display with FFA leaders
2. FFA Leaders who manage the FFA students
3. Veterinary Volunteers
4. FFA “Barnies” who do the routine “chores”
5. Rotation Veterinary Students who take the rotation for credit
6. Volunteer Veterinary Students from the University of Minnesota
7. Industry Representatives

MESSAGE POINTS

1. Volunteers are ambassadors for the Minnesota agricultural community. We represent farmers, veterinarians, and the affiliated agricultural community that serves them.
2. Farmers and veterinarians experience the miracle of birth every day. We want to share this exciting experience with the public.
3. Our goal is to provide the world with an ample supply of safe, wholesome food.
4. Farmers and veterinarians are advocates for animal welfare. We have dedicated our professional lives to improving the well-being of the animals placed in our care.
5. We work together to keep our animals clean, comfortable, and healthy.
6. Modern production practices have evolved to improve the well-being of animals in our care.
7. The safety of our guests is paramount. Remind them to wash their hands before leaving the display! Masks are requested for volunteers and guests who have not been fully vaccinated.

We encourage our volunteers to actively engage with the public and with your fellow volunteers. Another of our goals is to learn from one another.

1. Look people in the eye.
2. Invite conversation.
3. Choose a topic for a thirty-second explanation and “bridge” to it if necessary. Simplify your message.

4. Remember that every five minutes your audience will change.

Please dress appropriately.

1. Tan khaki pants preferred
2. Collared shirt appropriate to your position
3. No hats please
4. Please wear a face mask if you have not been fully vaccinated. If you are not feeling well, please call and explain that you will not be able to attend.
5. Wear a hand-washing button and a name tag that will be provided

Please prepare for your volunteer experience. Detailed information will be available from your respective organizations—MVMA, MPB, or Poultry Office

1. Websites
2. Orientation Power Point
3. Protocols for all species
4. Answers to Frequently Asked Questions for each species
5. Documents will also be available at MOBC office for review

Arrival Protocol

1. Plan to arrive about 15 minutes prior to your shift. Check in at the MOBC office. If you arrive early and want to leave personal belongings, place them in an open locker.
2. Find your name tag on the table in the office or make one. Put on a hand washing button.
3. Please attend a pre-shift briefing by one of the co-chairs about 10 minutes prior to each shift for a round of introductions and orientation.
4. Sign in, confirming that you have read the orientation instructions.
5. Review the common Q & A's for your species if you have not done so prior to your shift. A three-ring binder on the table has all the information.
6. Introduce yourself to other volunteers and FFA students who are on the floor with you. Ask co-chairs any questions that you may have.

When you leave, return your buttons, jot down the time and sign out.

Most importantly, have fun!