



2019 Christmas JOY Home Tour

Volunteer Information Package



Exclusive Pre-Tour and Champagne Reception:

Thursday, November 14, 2019 (4:45pm to 9:15pm)

Regular Tour:

Friday, November 15, 2019 (4:45pm to 9:15pm) &

Saturday, November 16, 2019 (9:45am to 1:30pm & 1:15pm to 5:15 pm)

Volunteer Information

The Christmas JOY Home Tour is a self-guided tour of carefully selected homes that have been professionally decorated for the holiday season. This year we are celebrating our 15th annual Christmas JOY Home Tour. Each year the tour grows and develops in innovative ways, adding new things for our tour attendees to enjoy. Last year we welcomed more than 1,600 people and showcased more than 45 businesses who contributed to the tour by adding beautiful, seasonal décor and providing delicious food for sampling.

For more information, please visit our website at christmasjoy.ca. We will continue to update the site as details come together for the 2019 tour.

In order to put on this tour, we rely heavily on volunteers in the homes; up to 200 are required for the three days that the home tour is scheduled. Volunteering at this joyful event is a way to give back to the community, to share your gift of hospitality with tour goers and to enjoy the beginning of the Christmas season.

Who We Support

The funds of the Christmas Joy Home Tour support the work of Lakeside HOPE House, a local poverty relief organization.

Lakeside HOPE House is a charity organization working in Guelph, ON that provides tangible and compassionate assistance to Guelph residents living in poverty, serving each without discrimination and helping each move towards a greater level of independence. Their work is a combination of meeting immediate needs and helping create long-term self-sufficiency in the people we serve in a way that will improve their overall quality of life. HOPE House believes in the values of choice, dignity, community and health and strives to offer innovative programs that reflect these core values. Currently our programs include a choice-based, points-based Food

Market, HOPE Stylin' Haircuts and Clothing Bureau, our community Edu-Kitchen, HOPE in Motion community resource sharing program, Harvest of HOPE (growing and harvesting fresh produce), HOPE Smiles Dental Care, the Guelph Wellington Circles program, a Back-to-School Backpack Program, a daily café, Christmas hampers and more.

To learn more about HOPE House please visit lakesidehopehouse.ca

Volunteer Opportunities (in-home):

Thursday, November 14, 2019

Exclusive Pre-tour with Champagne Reception (5:00pm-9:00pm)

- Volunteer Shift: 4:45pm-9:15pm

Friday, November 15, 2019

Candlelight tour (5:00pm-9:00pm)

- Volunteer Shift: 4:45pm-9:15pm

Saturday, November 16, 2019

Daytime Tour (10:00 am-5:00 pm)

- Volunteer Shift 1: 9:45am-1:30pm
- Volunteer Shift 2: 1:15pm-5:15pm
- Full day opportunities available (9:45am to 5:15pm) with lunch provided

Expectations & Responsibilities:

- Dress code: please dress in all black (no denim please).
- Indoor shoes only (black preferable). Please no high-heels.
- Please arrive promptly for your shift and report to the home host.
- Please park away from the home, allowing easily accessible parking for the tour-goers.
- You will be sent a blurb regarding the history and décor of the home you are stationed in prior to the event, please familiarize yourself with that.
- Greet our tour-goers as they walk through the home. Please be friendly; we want our volunteers to be remembered as warm, hospitable and respectful hosts.
- If the house you are stationed in is the tour-goers first stop, please make sure they receive a shoe bag.
- Hand out promotional materials, if required (you will be told if this is the case).
- Assist with traffic flow inside the home (e.g. making sure one group comes downstairs before sending another group up).

- We do ask that unless there is good reason, that you stay off of cell phones.
- Snacks will not be provided for our volunteers (with the exception of lunch being provided for all-day Saturday volunteers), but water bottles are available. Please make sure to bring a snack or eat something before your shift (peanut free please). If you must have a snack during your shift, be mindful to not leave a mess behind you.
- No coffee (or similar beverages) are allowed. Please limit yourself to water only.
- Thursday Only: Volunteers must be trained to complete a lock-up procedure of the home they are stationed in.

Please remember that you are reflecting Hope House. We want people to walk away from this tour with a positive impression of ourselves, the event and HOPE House as an organization.

Volunteers are not provided with tickets for the home tour. Tickets may be purchased online by visiting christmasjoy.ca.

Due to the volume of scheduling that is done, we cannot accommodate specific location requests with the exception of volunteers who rely on Guelph Transit as their mode of transportation.

Please note that we cannot guarantee group volunteer placement. We understand you may want to volunteer with a friend, however in some cases we may not be able to accommodate this.

We are using [Sign Up Genius](#) this year however depending on how the volunteer sign up goes, we may ask that you switch houses in order to ensure that all houses have sufficient volunteers on the tour weekend.

Rules & Reminders for Tour-Goers:

- Please respect the privacy of our homeowners and their homes which they have so graciously opened up for the benefit of HOPE House. Do not peek in cupboards, closets, fridges, rooms and other areas that are closed and/or marked with privacy signs.
- Photography is permitted inside the tour homes.
- No cell phones should be used in the tour homes.
- Please no children under the age of 12.
- Washroom facilities are not available for use in the tour homes.
- At the entrance of each home, you will be asked to remove and carry your footwear in the shoe bag provided at the first home that you visit. Take the shoe bag with you to each home.
- We suggest that you wear footwear that is easy to remove and put on.
- Should we experience inclement weather, no umbrellas will be allowed in the homes or in tote bags. They should be left outside the front door and picked up after you exit the home.
- Please dress accordingly as you may encounter outside wait times at some of the tour homes. We appreciate your patience as the home host monitors and controls traffic in the homes.
- Parking in tour homes driveways is prohibited. Please park in designated parking spots near the tour home and respect neighbours' driveways and property.
- Please respect the hours that the tour homes are open for viewing.

- HOPE House and homeowners are not responsible for loss or injury, but we will do what we can to avoid or resolve issues.

If you have any questions or comments, please contact our volunteer co-ordinator at joyvolunteers@lakesidehopehouse.ca.