



# 2017

Exclusive Pre-Tour with Champagne Reception: Thursday, November 16, 2017

Friday, November 17 & Saturday, November 18, 2017

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## **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 13th 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](http://christmasjoy.ca). We will continue to update the site as details come together for the 2017 tour.

## 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 innovated 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](http://lakesidehopehouse.ca)

## Volunteer Opportunities (in-home)

Thursday, November 16, 2017

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

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

Friday, November 17, 2017

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

- Volunteer Shift 1: 4:45pm-9:15 pm

Saturday, November 18, 2017

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 (9:45 a.m. – 5:15 p.m.) 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.
- 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](http://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.

## Rules & Regulations for Tour-Goers

- PRIVACY: Please ensure that **no pictures are taken** (all phones should be put away). These are the private residences of the homeowners and their families.
- Please do not allow tour goers to have lengthy or loud phone conversations when in the homes. They are welcome to talk on their personal phone outside.
- **No tour-goers are allowed access to washroom facilities.** Washroom facilities are available at HOPE House during the tour (washroom facilities will be designated in each home for volunteers).
- Keep an eye on the tour-goers around you. Ensure that tour-goers do not open cupboards, closets or fridges while on the tour.
- Tour-goers are not allowed to bring outside food and beverages into the homes (water excluded).
- Tour-goers are not allowed to wear shoes inside the homes. They may bring their own slippers if they wish.
- Children under the age of 12 are not permitted on the tour.

To confirm your volunteer spot, or to ask any questions:

Please contact Lindsay Sytsma or Elyse Barry

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