



CELEBRATE 3.21 • VOLUNTEERS

Volunteer Handbook

Thank you for showing up!



For everyone who volunteers with the Celebrate 3.21 team: our mission and values, volunteer roles, how to deliver business kits, photo and privacy rules, a code of conduct, what to do if something goes wrong, and a sign-up and commitment form.

WHAT'S INSIDE

- | | | | |
|---|--------------------------|---|------------------------|
| 1 | Welcome & values | 2 | Volunteer roles |
| 3 | Delivering business kits | 4 | Event day volunteering |
| 5 | Photo & privacy rules | 6 | Code of conduct |
| 7 | If something goes wrong | 8 | Sign-up & commitment |

WELCOME

Welcome to the team!

Celebrate 3.21 exists so every person with Down syndrome, and their family, sees a whole community saying: **You are valued. You belong here. We celebrate you.**

OUR VALUES

- **Celebration**, never pity
- **Participation**, not obligation
- **Nothing about us without us**: people with Down syndrome lead and are heard
- **Joy** in everything we do

WHAT WE ASK

- Represent Celebrate 3.21 with kindness
- Follow the photo and privacy rules
- Log what you do in the tracker
- Ask when you're not sure

ROLE	WHAT YOU'LL DO	TIME
Business Ambassador	Visit businesses in pairs, share the Leave-Behind, sign them up.	2-4 hrs/month, Jan-Feb
Kit Delivery	Deliver window clings and printed kits.	2-3 hrs, late February
School & Church Connector	Share toolkits with a school or church you know.	1-2 hrs
Social Media Helper	Reshare posts, find and share community photos (with permission).	15 min/day in March
Event Crew	Setup, greeting, photo booth, cleanup at the community event.	3-4 hrs, 3.21 Week
Data & Tracking	Keep the outreach tracker and counts up to date.	1 hr/week

SELF-ADVOCATES WELCOME

Teens and adults with Down syndrome are welcome in every role, with any support they'd like. Many are our best ambassadors!

WORDS THAT WORK

- "Person with Down syndrome" (or ask what they prefer)
- "Has Down syndrome," not "suffers from"
- Celebrate and belong, not pity
- Never the r-word

YOUR FIRST WEEK

- ☐ Read this handbook
- ☐ Join the volunteer group chat [\[link\]](#)
- ☐ Pick a role
- ☐ Get your fun socks ready!

HOW-TO

Delivering kits & event day

Two of the most common volunteer jobs.

DELIVERING BUSINESS KITS

- 1 Pick up**
Get your route and kits from [location].
- 2 Check the kit**
Window cling, signs, idea card, and Proud Business badge info.
- 3 Deliver**
Ask for the contact who signed up. Smile, wear your socks!
- 4 Quick tips**
Offer to help put up the cling. Remind them: Rock Your Socks Friday, March 19.
- 5 Log it**
Mark delivered in the tracker the same day.

EVENT DAY

- 1 Arrive early**
Check in with the event lead, get your role card and lanyard.
- 2 Know the plan**
Exits, restrooms, calm space, first aid, and lost-child plan.
- 3 Welcome everyone**
Say hi, offer socks and stickers, point to activities.
- 4 Photos**
Respect the no-photo lanyards.
- 5 Clean up**
Stay until your area is done.

KIT DELIVERY SCRIPT

“Hi! I’m [name] with Celebrate 3.21, here with your window cling and kit. Thank you so much for showing up for 3.21! Want help putting the cling up?”

WHAT TO WEAR & BRING

- ☐ Your brightest socks
- ☐ Celebrate 3.21 shirt or lanyard
- ☐ Phone (charged) for sign-ups and photos
- ☐ Leave-Behinds and a pen

IF A BUSINESS ISN’T READY

No pressure. Leave the flyer, thank them, and log “follow up.” Many say yes the second time.

KEEP EVERYONE SAFE

Photo rules, privacy & code of conduct

These protect the people we celebrate, and you.

PHOTO & PRIVACY RULES

- Feet and sock photos: always OK
- Faces: ask first
- Children: only with a parent's permission
- Adults with Down syndrome give their own consent
- Never share names, schools, or medical details
- Honor "no photo" lanyards and stickers

CODE OF CONDUCT

- Be kind, patient, and respectful to everyone
- Use person-first, celebratory language
- Never be alone with a child; follow two-adult rules
- No alcohol or smoking while volunteering
- Don't promise things on behalf of Celebrate 3.21
- Keep donor and family information private

IF SOMETHING GOES WRONG

- **Someone is hurt:** call 911 if needed, then tell the event lead
- **A lost child:** tell the event lead right away; follow the lost-child plan
- **Someone is upset or overwhelmed:** stay calm, offer the calm space, get help
- **A hurtful comment:** kindly redirect; tell your lead
- **A media question:** share the fact sheet; refer to **[media lead]**

WHO TO CALL

Volunteer lead _____

Event lead _____

Media lead _____

Emergency _____

WHAT IS DOWN SYNDROME?

A person has an extra copy of chromosome 21. It happens naturally, in every kind of family.

WHY 3/21?

Three copies of chromosome 21. The UN recognized World Down Syndrome Day in 2011.

HOW MANY?

About 5,700 babies with Down syndrome are born in the U.S. each year.

JOIN US

Volunteer sign-up & commitment

Return to the volunteer lead, or sign up online at [\[link\]](#).

Name _____ Phone _____
 Email _____ T-shirt / sock size (for fun!) _____
 Emergency contact _____ Emergency phone _____

I'D LIKE TO HELP WITH...

- | | | |
|--|---------------------------------------|--|
| ☐ Business Ambassador | ☐ Kit Delivery | ☐ School & Church Connector |
| ☐ Social Media Helper | ☐ Event Crew | ☐ Data & Tracking |
| ☐ Wherever needed | ☐ Photography | ☐ Spanish translation |

AVAILABILITY

- | | | | |
|-----------------------------------|-----------------------------------|-------------------------------------|------------------------------------|
| ☐ January | ☐ February | ☐ March 1-14 | ☐ 3.21 Week |
| ☐ Weekdays | ☐ Evenings | ☐ Weekends | |

MY COMMITMENT

- ☐ I've read this handbook and will follow the photo and privacy rules and code of conduct
- ☐ I understand volunteers who work with children may need a background check, per partner policies
- ☐ I'll represent Celebrate 3.21 with kindness and joy

Signature _____ Date _____