



**Volunteer Host Training  
Faith & Grief Memorial Arch**



**Friday, November 22nd through Sunday, December 15th**  
**Klyde Warren Park - Dallas**



## **Special Events at the Arch**

### **Multi-Faith Opening Ceremony Sunday, November 24th at 2 p.m.**

In-Person at Klyde Warren Park & Online on FB Live

### **Special Event - Mental Health Support & Suicide Loss December 8th at 1 p.m.**

In-Person at Klyde Warren Park & Online on FB Live



## Story of the Faith & Grief Memorial Arch

Faith & Grief Ministries is a non-profit whose mission is to provide opportunities for *comfort & hope* to those who have experienced the death of a loved one.

The Arch began in 2016 as the Community Tree of Remembrance in response to the Dallas shootings resulting in the deaths of five first responders after a vigil and march protesting the killing of persons by gun violence.

Our Board of Directors felt compelled to bring together the Dallas community to remember our loved ones and to hold fast to faith's gifts of comfort & hope.

## Important information for Schedule Changes or Emergencies

Should an emergency occur contacts:

**Haley Lawhon** [haley@faithandgrief.org](mailto:haley@faithandgrief.org)

**Sharon Balch** [Sharon@faithandgrief.org](mailto:Sharon@faithandgrief.org)

**Visit the Sign up Genius to change your volunteer shift schedule at**

<https://www.signupgenius.com/go/10C084EADAD28A4F9C25-51390068-2024#/>

**Or visit** [faithandgrief.org/archvolunteer](https://faithandgrief.org/archvolunteer)



Co Founders, Wendy Fenn, Sharon, Balch & Fran Shelton

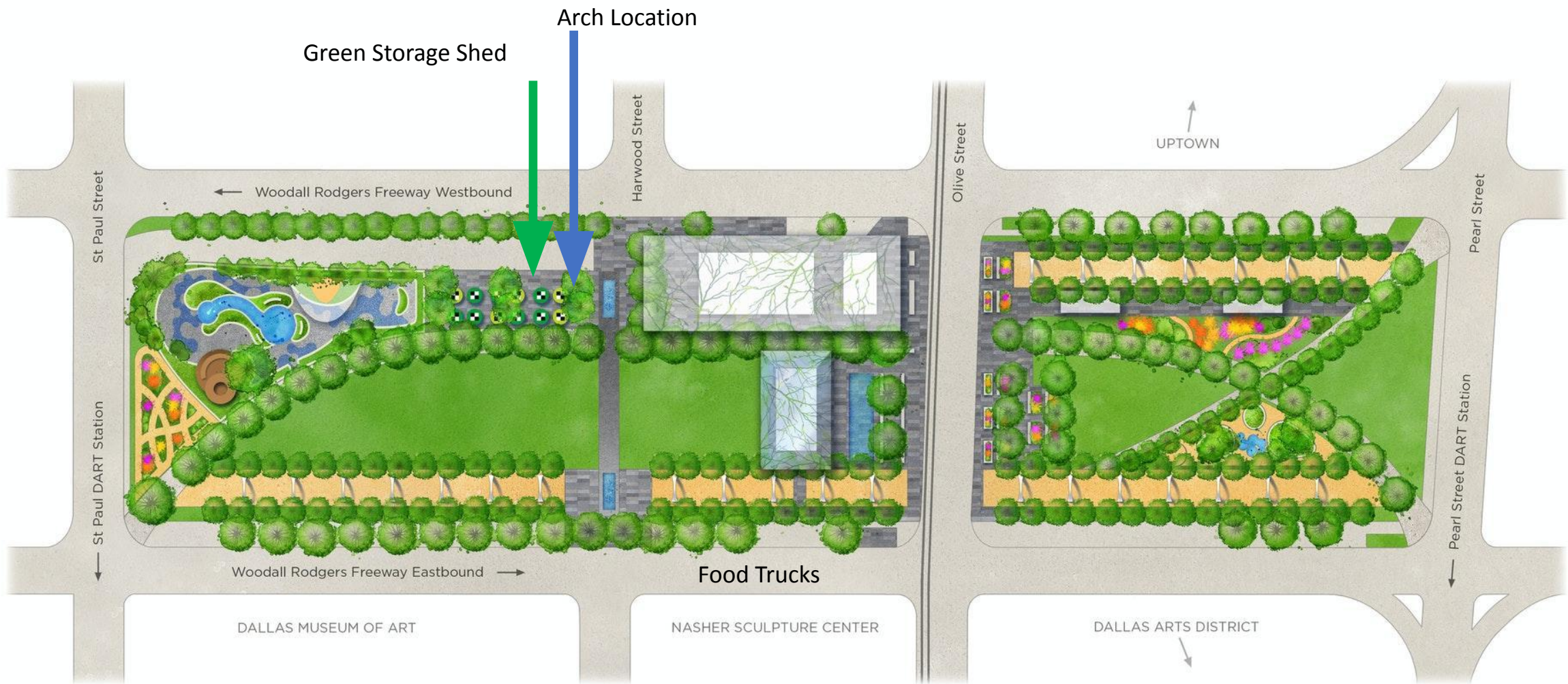
## Preparation for Volunteering Faith & Grief Memorial Arch

Dress casually and for the weather and bring a mask, if you prefer.

Bring something to drink/eat, if desired.

Arrive a few minutes early for each shift and plan to to set up if you are working the first shift.

***Parking - Please watch for an update from Faith & Grief in email regarding parking.***



Klyde Warren Park, Downtown Dallas

## Arriving at Klyde Warren Park

If you have the first shift collect the supply box from the single-story gray/green building behind the Arch.

It contains ribbons, pens, scissors, Kleenex, disposable gloves & masks, nametags, and trash bags

If needed, reposition two of the park's small tables in front of the Arch. You will find tables scattered about near the Arch.







## Health & Safety for Everyone

Wear one of the provided nametags (first name is sufficient).

Bring a disposable face coverings if you prefer to wear one.

There will containers with each color of ribbon that visitors may choose. The ribbon colors are not significant of anything, they are our brand colors.

Periodically clean the used pens and surfaces with disinfectant wipes/sanitizer provided.

## Greeting Visitors

While it is tempting to sit in the warmth of the winter sun during your time at the Memorial Arch, your goal as an Volunteer at the Arch is to be a gracious host/hostess and reach out to all who walk by the Arch.

Approach them and invite them to add a ribbon to the arch. Avoid questions with a yes/no response.

Making an open-ended statements such as, “Come add a ribbon to the memorial arch” is more productive than “Would you like to add a ribbon to the Arch?”





## **Ribbons & Sharpies**

Invite them to select a ribbon and use one of the clean Sharpies to write the name(s) of a loved ones on a ribbon and tie it on the chicken wire any place they choose.

If you have time, wipe down the used Sharpies with a disinfecting wipe.

## Emotions

Consider asking who they are remembering as a way to encourage them to share a bit of their story. Those who want to engage will. Others may not but it is important to provide an opportunity.

Be prepared for a few visitors to demonstrate emotions related to their loss. Your job is to listen, not prescribe or offer advice. **Honor any tears. Kleenex are available in the supply box.**



## Grief Support

If a visitor wants to talk to someone regarding their grief, invite them to participate in a Faith & Grief program, a Support Gathering that meets monthly locally or online at not cost to the participant or an upcoming Faith & Grief Workshop in the new year.

Please visit our website to familiarize yourself with our programs and check out the calendar at

[faithandgrief.org/events](http://faithandgrief.org/events)

***Please do not offer your personal contact information.***





## Selfie Time

If they take pictures of their ribbon, you may offer to take their picture with their ribbon if they are comfortable with you doing so.

Suggest they post their photos to [#faith&griefmemorialarch](#) or [#memorialarch](#).

Use the information at the top to answer questions they might have about the Arch.

## Donations

Some visitors think they must pay to tie or sign a ribbon.

***They do not. It is free.***

If someone asks if they can donate, online donations are always welcome at **[faithandgrief.org/give](https://faithandgrief.org/give)**

**Encourage them to use their phone and scan the QR codes on the signage to learn more about the Arch and our programs.**



## Wrapping up a Volunteer Shift

If you are volunteering at the last shift of the day, at the end of your shift put all the materials back in the large plastic container. Return it to the single-story, gray/green building behind the arch, placing it on the right just beyond the door.

Wipe the two tables and chairs down with one of the disinfecting wipes found in the supply container and leave them in front of the arch.

If needed, add ribbons to the ribbon container attached at each end of the Memorial Arch. This allows individuals to add a ribbon after hours.



## **Important information for Schedule Changes or Emergencies**

The Memorial Arch will not be staffed by volunteers if it is raining, snowing or below 40 degrees outside during your shift.

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# River of Time

**On exhibit at  
November 6th - December 15th, 2024  
The Sixth Floor Museum in Dallas**

## **What do we do with the Ribbons?**

Renowned Artist Pamela Nelson was commissioned to create the [River of Time](#) using the signed ribbons from our signature event, [The Faith & Grief Memorial Arch](#).

Over the past nine years thousands of ribbons were added by visitors to the Arch. We recognize the sacredness of these ribbons which are reminders of love and memories, so we saved the ribbons each year.

Now, they have a new purpose through the gift of art. Learn more about the project and the artist.

[faithandgrief.org/riveroftime](https://faithandgrief.org/riveroftime)