



MISSION OF MERCY

General Volunteer FAQ

The Michigan Dental Association Foundation and the Michigan Dental Association have partnered to host the 2020 Mission of Mercy project; a special statewide dental access program to be held May 28 – May 31, 2020 at the Dort Federal Credit Union Event Center in Flint. Mission of Mercy will represent Michigan dentistry's largest free dental clinic event this year.

Dr. Steve Harris, of Detroit District, is serving as chair of the 2020 Mission of Mercy event, with Drs. Shelly Jones and Connie Verhagen serving as Co-Chairs. The Michigan Dental Association Foundation welcomes individuals who have a passion for dentistry and caring for the underserved, to volunteer for this important project.

A number of other state dental associations and foundations have similar Mission of Mercy events. Find more information at the Americas Dentists Care Foundation website at www.adcfmom.org.

What is a Mission of Mercy?

A Mission of Mercy (MOM) is a 100-chair dental clinic with portable dental stations set up in a large public arena. Dental screenings and services are provided on a first-come first-served basis, at no charge to those who attend. MOM combines the donated services of hundreds of dentists, dental hygienists, dental assistants, dental laboratory technicians and an array of volunteers to provide these free dental services.

Patients will be treated on a first-come, first-served basis with hundreds of patients typically lining up outside the night before. Care will be provided to adults and children. Dental services that will be provided include: gross debridement and prophylaxis, amalgams, composites, extractions, limited endodontics, treatment partials and limited CEREC crowns. Services not provided are implants, crowns, bridges, dentures, molar endodontics and 3rd molar extractions.

Why volunteer for the MDA Mission of Mercy?

Volunteering at the MDA MOM provides a sense of commitment and service with ourselves, our communities and our state. It is a soul satisfying experience because it comes from the goodness of your own heart, with no expectation of receiving anything in return. Your service to the MDA MOM event also highlights the continued problem of access to care to the citizens, legislature and leaders of Michigan.

How is a MOM site selected?

There are approximately 18 site-selection criteria, including:

- A strong local dental society with dentists interested in helping plan and volunteer
- Local community involvement to help with recruiting community volunteers and fundraising (dollars and in-kind donations).
- A venue that can house a dental treatment project the size of MOM, along with sufficient local hotels and other housing options for 900 + volunteers

You can download the [Mission of Mercy Potential Site Evaluation Form](#) here.

When and where is the event being held?

Dates: Thursday, May 28: Set Up
Friday and Saturday, May 29 – 30 Clinic
Sunday, May 31: Tear Down

Site: Dort Federal Credit Union Event Center

Click here for an [Event Schedule](#)

Dort Federal Credit Union Event Center
3501 Lapeer Road
Flint, MI 48503



Directions:

From I-69 East:

Take Exit 138 (Dort Highway –M-54). Turn right and drive south to Lapeer Road. Turn left on Lapeer Road and travel east to Dort Federal Credit Union Event Center. Turn left into the parking lot and follow the signs to Patient Parking.

From I-69 West:

Take Exit 139 (Center Road). Turn left and drive south to Lapeer Road. Turn right on Lapeer Road and travel west to Dort Federal Credit Union Event Center. Turn right into the parking lot and follow the signs to Patient Parking.

I am not a dental health care professional — what can I do at the MDA Mission of Mercy?

There are more than 500 positions available to general volunteers. Interact with patients by being a patient ambassador, in registration, translation services, waiting room coordinator, exit interview, patient greeter. You can also work behind the scenes in data processing, food and beverage service, maintenance or parking.

I have difficulty in standing and walking for extended periods of time. Will I still be able to volunteer?

Absolutely, we have a limited number of volunteer positions which can be performed while sitting. Please let us know of any concerns you have on your registration application and we will do our best to accommodate your needs. If we are unable to fulfill your request or you find you are unable to perform your assigned duties, just let us know and we will see where we can utilize your talents and contributions.

Is there a minimum age for volunteers?

In order to assure everyone's safety all volunteers must be at least 18 years of age.

Is there a local hotel you recommend?

We have discount room rates at the following hotels. [Click here for a complete list.](#)

Will there be designated parking for volunteers?

Yes, free volunteer parking will be located at the Dort Federal Credit Union Event Center. Follow the signs to the Volunteer Parking Area.

What should I expect at the Mission of Mercy?

The Dort Federal Credit Union Event Center is set up as a portable dental clinic with the anticipation of seeing 700 patients per day for the two-day clinic. Add to that approximately 1,200 volunteers and you have a Mission of Mercy!

As patients register they will be asked to complete a form for basic demographic information and their health history. The form will be used for triage and to record patient treatment information. Patients will be treated based in their most urgent needs, with infection control and pain elimination as the first priority.

The clinic will be divided into several areas: Registration, Medical and Dental Triage, Radiography, Hygiene, Restorative, Pediatrics, Endodontics, Oral Surgery, Prosthodontics and Lab, Pharmacy and Patient Education. In addition there are support

areas such as Sterilization, Dental Supplies, Volunteer Registration, Data Processing, Hospitality as well as Food and Beverage.

A dental clinic with 100 portable dental chairs, lights and units will be set up to treat patients. The chairs will recline and the units will have access to water and suction. Given space restraints, each dentist will be able to have one dental assistant. If a dentist brings more than one dental assistant, any extra assistants will be assigned to work elsewhere in the clinic.

Children 12 and under will be treated in the pediatric clinic area.

In addition to receiving needed dental treatment, MOM patients learn the importance of good daily oral hygiene practices, healthy diet and routine preventive dental care. They learn about the negative effects of pop, sugary beverages and tobacco products, the link between dental health and overall health, oral cancer and more.

Department Protocols

Department Protocols differ for each area and must be followed closely. Please review the Protocol(s) for the departments you will be working in [Department Protocols](#). Contact your department lead with any questions you have about a specific area's operations. Also check-out the [Patient Flow Chart](#) document

How do I provide my employer with proof that I volunteered at the MDA Mission of Mercy?

We will provide work release forms to volunteers to submit to their employers to document the time spent volunteering at MOM.

What should I wear?

Be comfortable. For Friday and Saturday, Dental/Medical professionals will be provided with a scrub top and general volunteers will be provided with a T-shirt, with the MOM logo on it. We ask that you wear the shirt provided as it helps us quickly identify volunteers versus patients. You may wear any type of pants or shorts that you will be comfortable in. The Dort Federal Credit Union Event Center is air-conditioned.

Comfortable shoes are a must! For some, your day will be spent walking or standing. For your safety, no open-toe shoes are allowed on the clinic floor. This means no sandals and absolutely no flip flops. Please don't put us in a situation to ask you to leave, so wear shoes with toes on them and avoid the situation.

Shirts are color-coded to help you quickly identify the various volunteers.

- General non-dental volunteers — **ORANGE** T-shirt
- Translators — **RED** T-shirts
- Dental equipment techs — Their company shirts.
- Dental/Medical professionals — **GRAY** scrub tops.
- Dental. Students — **BLACK** scrub tops
- Department heads, authorized to make decisions about running the clinic will wear **BLUE** POLO shirts with the MOM logo on it.

If you are working multiple days you will be provided with a shirt for each day you are working.

Additional T-shirts will be available for sale.

What should I NOT bring ?

Please leave your personal belongings safely at home or locked in the trunk of your car. We do not have a secured area for you to leave them at the Dort Federal Credit Union Event Center. We realize many people like their favorite morning coffee and will bring their own in a large size cup to drink. We suggest you leave that at home as well as only bottled water is allowed on the clinic floors. We will provide coffee and other beverages in the break room, but it must stay in the break room.

Will there be food available for volunteers?

Breakfast, lunch and snacks will be provided for all volunteers in the Volunteer Lounge in the Dort Federal Credit Union Event Center. Everyone should plan to eat or drink in the Volunteer Lounge. No food or beverages, other than bottled water, will be allowed on the clinic floor. While we will do our best to accommodate special dietary needs, it may not always be possible. If your diet is especially strict, please plan ahead and bring snacks/lunch/etc.

We will host a free dinner each night and all volunteers are welcome to attend regardless of the day / amount of time you are volunteering. Thursday evening dinner and orientation will take place in the Volunteer Lounge in the Dort Federal Credit Union Event Center.

A special appreciation dinner will be held on Saturday in the Dort Federal Credit Union Event Center. Be sure to indicate on your registration form which evening dinner(s) you will be able to attend so we can plan accordingly. Saturday night a special video highlighting the event will be shown, you don't want to miss it!

What is the Smoking/Vaping Policy?

Smoking and vaping are not allowed in the Dort Federal Credit Union Event Center. It is allowed in cars in the parking lot.

Where do I pick up my volunteer packet?

There is a special Volunteer Entrance located in the Dort Federal Credit Union Event Center (follow the signs). Please use that entrance as Volunteer Registration is just around the corner in the Volunteer Lounge. You can pick up your packet and shirt at the beginning of your first volunteer shift or at the orientation dinner Thursday night. If you are working both Friday and Saturday, you will be given a shirt for each day.

Will there be an orientation?

Everyone is required to attend a department specific orientation session prior to working their first shift on Friday or Saturday. (There is not an orientation session required for set-up or tear-down.) Please arrive 30 minutes prior to your shift so you will have time to register and attend the pre-requisite orientation.

At Thursday evening's dinner we will have a general orientation for all volunteers. It begins at 6:30 p.m. and you will have an opportunity to go through orientation, register, get your shirt and get a tour of the clinic.

If I can't volunteer at the event, is there another way I can help the MDA Mission of Mercy?

Absolutely! A project of this magnitude requires nearly \$250,000 in tax-deductible donations and in-kind contributions to cover expenses for dental equipment, facility rentals, supplies, pharmaceuticals and food costs. Consider donating money or in-kind products or services. Your contribution, no matter the amount, will make a difference in treating thousands of patients. Please visit the donation page under MDA Foundation at <https://www.michigandental.org/foundation>.

I am a member of the press, who should I contact about media inquiries?

Please contact Jenny Armistead, director of marketing and communications for the Michigan Dental Association, at (517) 346-9412.