VOLUNTEER ACTION PLAN FOR THON™ 2027



THON™

NOTE FROM THE VOLUNTEER LOGISTICS DIRECTOR:

Being a THON volunteer is more than just completing tasks or attending a meeting once a week. THON is a home; a place filled with so much love and joy that it extends far beyond the walls of the Bryce Jordan Center (BJC). Whether our volunteers were first introduced to THON through a family member, a friend, or experiencing THON Weekend for the first time, they all share a desire to be part of something greater than themselves.

Throughout the year, our volunteers dedicate countless hours to meetings, fundraising efforts, and events, all leading up to one incredible weekend in February. A weekend where laughter echoes from the event floor into the upper bowl, and thousands of individuals come together to imagine the most beautiful world: a world without childhood cancer. It is within these walls that every hour of dedication comes to life, and we are reminded of the reason behind it all: our Four Diamonds families.

As the Volunteer Logistics Director, I have had the privilege of seeing firsthand the passion, creativity, and love that our volunteers bring to this organization. THON is a place where ideas are valued, friendships are formed, and individuals are encouraged to make a difference. It is the people who make THON feel like home, and I am forever grateful to be part of a community that cares so deeply for one another.

Whether you have been a THON volunteer for years, are experiencing your first THON Weekend, or hope to become involved in the future, I hope you never underestimate the impact you can make. To every THON volunteer, past, present, and future, thank you for the love you bring to this organization and the lasting impact you continue to make. THON would not be the community it is today without you, and I hope you are as proud to be part of it as I am.



For The Kids®,

Sabrina Reed

Sabrina Reed

INTRODUCTION:

This document holds all **THON 2027 volunteers** and their leadership to a higher standard in their commitment to **enhancing the volunteer experience**. Updates may be made throughout the year as additional actions are taken, or changes are needed to align with THON's ongoing commitment to continuous improvement. The most up-to-date version of this document can be found at **thon.org/documents.**





THON is committed to continuously **enhancing the volunteer experience** by fostering an **inclusive, equitable, and supportive environment for all volunteers.** Through education, open communication, and structural improvements, we aim to **strengthen our organizational culture and ensure that every volunteer feels valued, respected, and empowered to contribute to THON's mission.** The THON Volunteer Action Plan outlines actionable steps to promote accountability, strengthen leadership, and create meaningful opportunities for growth and engagement at every level of the organization.

VOLUNTEER LEADERSHIP & STRUCTURE:

The Executive Committee (EC): The Executive Committee consists of 19 individuals, including 18 Directors and 1 Executive Director. These individuals oversee THON's 18 committees, providing leadership, guidance, and support to ensure a safe, inclusive, and consistent volunteer experience. The Executive Committee works collaboratively to uphold THON's mission and enhance the experience of all volunteers.

Captain: Captains are 350+ student leaders who oversee and support Committee Members within their respective committees. They are responsible for guiding their Committee Members, facilitating meetings, coordinating individual responsibilities, and fostering a positive and inclusive committee environment. Captains serve as a direct connection between Committee Members and the Executive Committee.

Committee Member (CM): Committee Members are 3,200+ student volunteers who serve on one of THON's 15 CM committees, contributing their time and efforts to support THON's yearlong initiatives and THON Weekend operations. Committee Members work alongside their Captains and fellow volunteers to fulfill committee-specific responsibilities while building meaningful connections within the THON Community.

First Year Committees (FYC): First Year Committees provide first-year students the opportunity to become involved in THON through a committee experience designed specifically for them. Similar to traditional Committee Member Committees, FYCs allow first-year students to learn about THON's mission, develop connections within the THON Community, and gain hands-on volunteer experience. Throughout their two-month involvement, students prepare to become active volunteers during THON Weekend, building a foundation for continued involvement in THON.



COMMITMENT TO THE VOLUNTEER EXPERIENCE:

Volunteer Logistics was introduced as a new position on the Executive Committee for THON 2026. This position serves as a representative for the volunteer experience, focusing on how volunteers are supported, educated, and engaged throughout their THON Journey. Volunteer Logistics works to identify areas for improvement, implement consistent practices across all committees, and ensure that every volunteer has the resources and opportunities necessary to make a meaningful impact. Through collaboration, accountability, and continuous improvement, this position strives to foster a safe, inclusive, and rewarding volunteer experience at every level of the organization.



VOLUNTEER WELLNESS DURING THON WEEKEND TEARDOWN:



Following THON Weekend, volunteers dedicate many hours to restoring the BJC to its original condition. To better support volunteer well-being, Hospitality (HOS) will continue providing a Captain Meal while introducing a new Teardown Snack Shack for THON 2027. This initiative will provide volunteers with nutritious snacks, PB&J sandwiches, and beverages, including water and Gatorade. Additionally, HOS will operate mobile snack and beverage carts throughout the concourse to ensure volunteers have access to these resources while completing their responsibilities. These efforts reflect THON's ongoing commitment to supporting volunteers and ensuring their needs are met throughout the teardown process.

HYDRATION ACCESSIBILITY THROUGHOUT THON WEEKEND:

THON is committed to improving access to hydration for all volunteers and spectators throughout THON Weekend. Previously, the BJC concourse had six water fountains, with only one offering a filtered water bottle refilling station. To improve accessibility and reduce wait times, Hospitality (HOS) collaborated with the BJC to upgrade additional fountains into filtered water bottle refilling stations. For THON Weekend 2027, the concourse will feature three filtered water bottle refilling stations and three traditional water fountains. These improvements aim to encourage proper hydration and support the overall well-being of the THON Community.

ACCESSIBILITY IN THE CAPTAIN APPLICATION PROCESS:



THON is committed to creating an inclusive and accessible application process that provides all prospective Captains with equitable opportunities to pursue leadership positions within the organization. For THON 2027, the Volunteer Logistics Director, Communications Director, and Diversity, Equity, and Inclusion (DEI) Captains collaborated to identify and provide accommodations for prospective Captains throughout the application process. These efforts focused on reducing potential barriers and ensuring that all applicants had equitable opportunities to demonstrate their skills and leadership potential. Through this initiative, THON continues to prioritize accessibility and inclusivity within its leadership selection process.

CAPTAIN REST AND WELLNESS DURING THON WEEKEND:



Recognizing the importance of adequate rest during THON Weekend, the Executive Director, Communications Director, and Sleep Shift Logistics Captain collaborated to extend Captain sleep shifts from two four-hour shifts to two five-hour shifts. This increase provides Captains with two additional hours of scheduled rest, helping reduce fatigue and support their overall health and well-being. This adjustment reflects THON's commitment to promoting adequate rest and creating a safer, healthier environment for Captains throughout THON Weekend.

VOLUNTEER SAFETY GUIDELINES IN THE THON RULEBOOK:

Recognizing the importance of volunteer health and safety throughout THON Weekend, the Fundraising Safety Director and Event Safety Director worked to incorporate additional volunteer guidelines into the THON Rulebook. These updates focus on promoting responsible volunteer practices, including prohibiting forced excessive periods of time spent in the BJC and encouraging adequate rest throughout the weekend from all volunteers. Through these efforts, THON continues to prioritize volunteer well-being while fostering a safer and more supportive environment for all volunteers.



YEAR-LONG VOLUNTEER RECOGNITION:

Throughout the year, it is important to recognize THON Volunteers and their continued commitment to our mission. Their dedication, perseverance, and innovative ideas continue to push our organization forward in meaningful ways. This year, the Volunteer Logistics Director worked to recognize these volunteers and their efforts through unique, in-person experiences, including a visit to Penn State Health Golisano Children's Hospital. Three Captains from three different committees were selected to tour the hospital and meet members of the staff, providing them with an incredible opportunity to see the impact of their efforts firsthand. Additionally, more Captains will be recognized during THON Weekend at the first-ever Volunteer Recognition event on stage, highlighting their dedication and contributions to THON's mission.

