

HERE IS WHAT THE TEAM LEADERS SHOULD KNOW ABOUT THEIR SECTION AND WHAT TO DO AND SAY TO THE VOLUNTEERS. **BE IN YOUR ASSIGNED SECTION BY 730AM. TICKETS ARE COLOR CODED SO YOU CAN NOTICE IF SOMEONE IS OUT OF PLACE.**

WEAR YOUR ORANGE SHIRTS

1. You may have a volunteer show up in your section before 9am looking to place 1 flag on a loved one's grave site. Please give them 1 flag from the box to place. (Not a whole bundle) They most likely have a ticket somewhere else.
2. At exactly 8am "TAPS" will play over the cemetery sound system. This is your key to begin.
3. First thank everyone for coming out this morning to Honor our Veterans at Rest at the DFW National Cemetery.
4. Then discuss proper protocol at a National Cemetery. **(NOTHING IN/AROUND OR ON A HEADSTONE OR MARKER SHOULD BE TOUCHED OR MOVED)** If something is in the way of where our flag should go then just move the flag left or right to place.
5. The flag should be placed only on the front side of the headstone or marker (or in case it's a columbarium in the trench in front of each row) It should be place 12" out from the center of the headstone or marker and at a depth of at least 5". (Deep enough so that the flag will not fall over in inclement weather) but not so deep that the flag touches the ground.
6. Best practice is to make the hole first then place the flag in and push down. **DO NOT** hit the top of the **"GOLDEN SPEAR"** with a hammer. It will only break the spear...
7. **AFTER YOU HAVE PLACED THE FLAG SAY THE VETERANS NAME AND THANK THEM FOR THEIR SERVICE**
8. Ask if there are any volunteers here that has a loved one at rest in this/these areas (you might have more than 1 area of responsibility. If this is the case then the loved one can go to the other section right away to place the flags). Exchange 1 bundle of flags for 1 ticket (Only 1 ticket may be used per person, if they say they have 4 people have them come up)
9. After loved ones have received their flags please start the same process of exchanging tickets for bundles. (same rules apply)
10. After all the tickets have been collected (SAVE THE TICKETS) and **if any flags remain please give those to people that might have showed up without a ticket. (You may or may not have flags left)**
11. Leaders should walk their sections while the flags are being placed to ensure everything you discussed is followed.
12. After all flags are placed please police the area for any trash. Also, consolidate totes inside each other with extra flags going in only one tote. This will include ANY broken flags/staffs. There will be 2 baggies in one of the totes. These are for the tickets and rubber bands.
13. Move tote to curb for removal
14. **WALK YOU SECTION ONE LAST TIME TO ENSURE FLAGS ARE AT CORRECT DEPTH AND IN RIGHT LOCATION**

THANK YOU FOR THE INCREDIBLE SERVICE YOU HAVE DONE THIS MORNING.