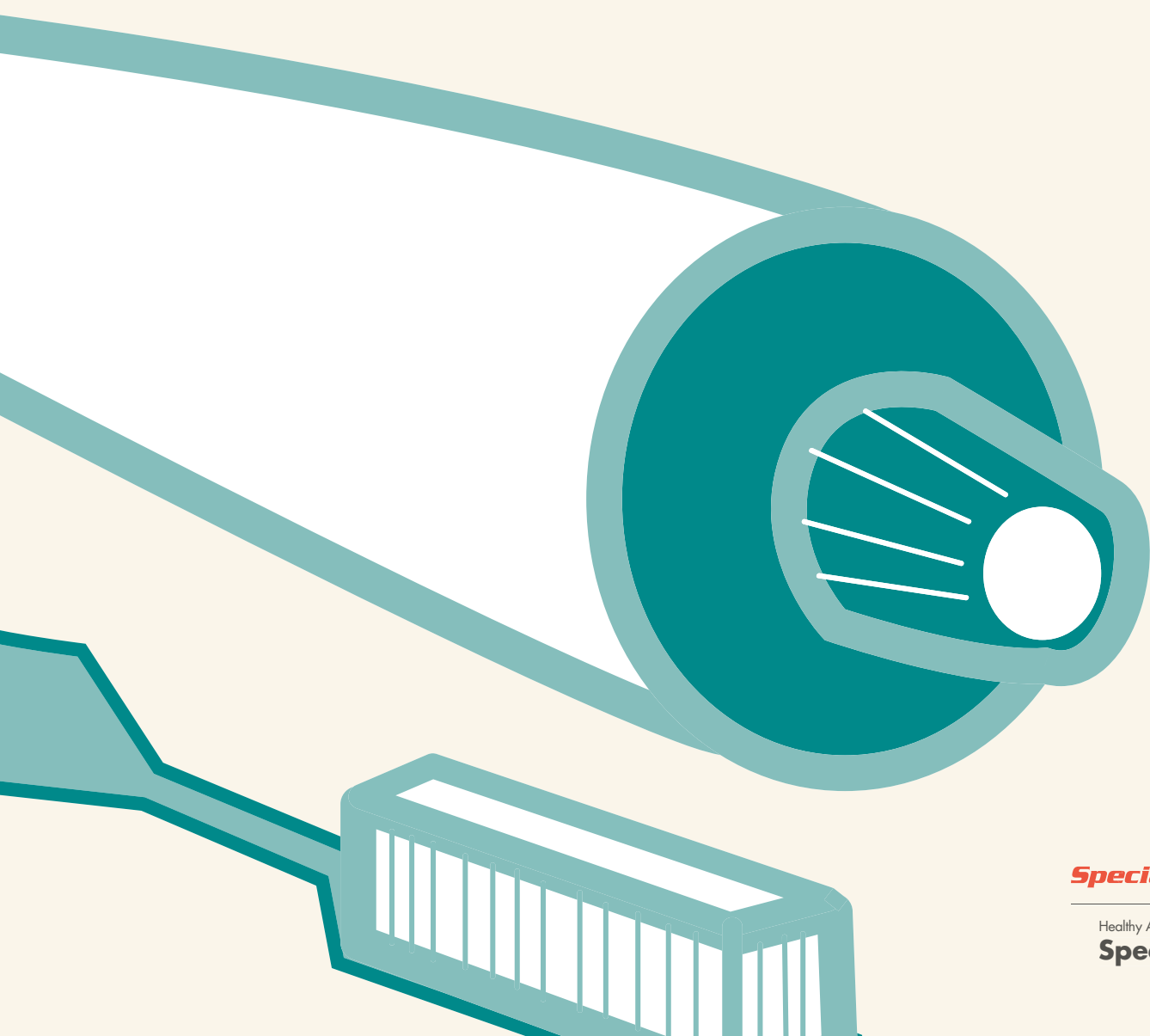


Local Clinical Director's Handbook

Revised Edition November 2004



Special Olympics

Healthy Athletes

Special Smiles[®]





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**Special Olympics**

Healthy Athletes

Special Smiles®



Dear Local Clinical Director:

We are very excited to bring Special Olympics Special Smiles®, the global oral health initiative for Special Olympics athletes, to your area! Please accept our gratitude for volunteering to serve as our Local Clinical Director.

This booklet has been designed to give you the information you'll need to successfully implement your Special Olympics Special Smiles event. Please read the information carefully; even if this is not your first time as a Local Clinical Director, we have quite a bit of new information for you regarding the 2004 program!

Our goal is to provide you with as much information as we can that will help you learn how to run a Special Smiles event your first time out, and give you suggestions to help grow and improve your program in subsequent years.

We hope you will take the time to familiarize yourself with the information in this handbook. You'll probably find that most of the questions you may have about running your Special Smiles program are answered here, and you may find some suggestions that will enhance your event. Welcome to the Special Olympics family.

Steve Perlman,
D.D.S., M.ScD., Founder and Global Clinical Advisor

Shantae Polk,
Manager, Special Olympics Special Smiles

**SPECIAL OLYMPICS
SPECIAL SMILES**

“Let me win. But if I cannot win, let me be brave in the attempt.”
-Special Olympics Athletes’ Oath

Hello and welcome to the Special Olympics Special Smiles program! Special Smiles is a dental screening, education and referral program that operates under the auspices of Special Olympics Inc. The program was developed in 1993, and first implemented at Special Olympics Massachusetts Games that year. The Boston University Goldman School of Dental Medicine helped manage Special Smiles until it was officially recognized and adopted by Special Olympics in 1997. The program is now one of the lead components of the Special Olympics Healthy Athletes® initiative, created to focus attention on the overall health issues facing Special Olympics athletes, but benefiting all people with disabilities.

Each Special Smiles event includes (at minimum) a registration/check-in station, a non-invasive dental screening, a dental hygiene education station and a final station at which the athletes receive “goody bags.” The goody bags contain a toothbrush and toothpaste, other items that have been donated by sponsors, a “report card” on the state of their oral health and a referral list of dental providers or facilities where care is provided for people with disabilities. A mouth guard program, oral cancer screening and nutritional counseling by registered dietitians are available options to the program.

The Mission of Special Smiles...is to increase access to dental care for Special Olympics athletes, as well as all children and adults with intellectual disabilities, and to increase the number of dental professionals who will serve them in their practices.

Dental screenings...are used as means to increase awareness of the oral health of the athletes, as well as their parents and/or caregivers. We also provide athletes with personal hygiene education to help ensure that they are doing an adequate job of brushing and flossing, and nutrition counseling so they'll understand how their diet affects both their oral health and their overall health. At some locations, we also provide free mouth guards for athletes competing in contact sports.

Professional awareness...is increased by encouraging dental and hygiene students, as well as practicing dental professionals, to volunteer to do screenings at Special Smiles events. Continuing Education (CE) credits are given to dentists and dental hygienists participating in these events by the Academy of General Dentistry (AGD). It is a wonderful way to break down the barriers in working with people with disabilities that often exists. Special Smiles has found that most dental professionals, especially those who don't usually treat patients with special needs, leave at the end of the day with a much greater appreciation of the problems that people with disabilities face, and in many cases a commitment to get involved. This is the kind of experience we hope to provide.

Data is collected...for each athlete on whom we provide a dental screening. The data is either entered into the Healthy Athlete System (HAS) Web site by local programs, or sent to the Special Olympics headquarters in Washington, D.C., for compilation and analysis so that an assessment of the oral health of a representative sample of Special Olympics athletes from around the world can be generated. This data will be necessary to encourage more dental and hygiene schools to increase the education they offer on caring for patients with special needs and to demonstrate to government legislators on all levels that access to oral health for this population must be increased.

Special Smiles events are held...in conjunction with Special Olympics events at city, state or regional Special Olympic Games around the world.

**SPECIAL OLYMPICS
SPECIAL SMILES**

Special Smiles is privately and publicly funded and volunteer staffed...There is a volunteer Local Clinical Director for each Special Olympics Special Smiles screening event. They are responsible for recruiting volunteers (dentists, dental students, hygienists, hygiene students and nonprofessionals) and for handling all the logistics on-site. Clinical supplies for the screenings and products for the “goody bags” (toothbrush and toothpaste) are supplied by national sponsors. Additional sponsor funds help expand the Special Smiles program, primarily through education and/or research and data collection projects. Local funds are raised by the Local Coordinator to cover expenses such as telephone, T-shirts, other giveaways, printing of forms and miscellaneous supplies.

Since its inception in 1993, Special Smiles has demonstrated remarkable success in creating awareness and improving access to dental care for children and adults with intellectual disabilities. From that pilot program at Boston University, we now have a presence in more than 70 cities in the United States and more than 30 international sites. Most importantly, this success comes from the hard work and dedication from you, the Local Coordinators and the volunteers you recruit and inspire.

Last year, more than 22,000 children and adults received individualized oral hygiene instruction, comprehensive dental screenings and were accessed into the health care delivery system. More than 3,000 athletes who competed in contact sports received the most expensive and sophisticated boil and bite mouth guards that are available, and thousands received nutritional counseling from registered dieticians.

Over the past several years, we have achieved not only global recognition, but unprecedented accomplishments in the field of “special needs.”

We funded Yale University's esteemed School of Public Health to produce their report *The Health Status of Individuals with Mental Retardation*. This document has been highly acclaimed by the health-care community.

We were responsible for the historic first-ever Senate Hearing on the “Health Status of Americans with Mental Retardation” held at the Special Olympics World Winter Games in Anchorage, Alaska, in March, 2001.

We provided the text and conscience for the Surgeon General's Report on Oral Health, even though the authors attempted to ignore this population in the final report.

We were acknowledged by former Surgeon General, Dr. David Satcher, to be fully responsible for the historic first-ever Surgeon General's Conference on Health Disparities of People with Mental Retardation held on December 5 and 6, 2001.

We provided the testimony on issues of dental care for children with disabilities at the Senate Hearing for Senator Bingaman's bill on Oral Health for Children.

We are the only group petitioning the Council on Dental Education to include mandatory training of dental students on the clinical and didactic experience in treating children and adults with disabilities, and although it will not be an easy accomplishment, we hope to be successful in this effort.

GETTING STARTED

Congratulations, you are the Local Coordinator! Let's start by defining your role. You have overall responsibility for creating, directing and managing your event. Your event will be what you choose to make it. Some Local Coordinators have put together a basic, no-frills dental screening program and have been very successful in improving the oral health of their athletes. This is a major accomplishment that anyone should be proud of. Other Local Coordinators have expanded their programs to include fabrication of mouth guards, sealants or collaborating with other medical professionals to create a Healthy Athletes Fair. During your first year, you may want to move ahead slowly, while you learn the "lay of the land." If you have managed an event before, you may be ready to expand it. Most importantly, you should do what you are most comfortable with.

Key Areas of Responsibility

- 1) Liaison—One of the Local Coordinator's key roles is to work as a liaison between his/her Special Olympics Program, the Healthy Athletes Coordinator and Special Smiles headquarters to establish an event in your area. Following is the team you will be working with in Special Olympics:

The Team

Special Olympics Headquarters

Special Olympics headquarters directs the mission of the Special Olympics Healthy Athletes initiative worldwide and develops resources to help support the initiative through its central office in Washington, D.C., and seven regional offices. The seven Special Olympics regions are: Africa, Asia Pacific, East Asia, Europe/Eurasia, Latin America, Middle East/North Africa and North America. Each regional office is responsible for the direction of Special Olympics Programs within the region.

Regional Healthy Athletes Growth Coordinator

Healthy Athletes has added a new dimension to the partnership. Regional Healthy Athletes Growth Coordinators work across disciplines to coordinate Healthy Athletes for the region. Their role is to assist in resource development; facilitate development and growth of Healthy Athletes screening efforts; monitor Healthy Athletes events planning and implementation; provide a communication link among Special Olympics Programs, local Clinical Directors and Global Clinical Advisors; assist in identifying qualified local Clinical Directors; represent Healthy Athletes at regional business meetings; maintain archives of all training materials; facilitate necessary translations; assist in supply fulfillment; assist Special Olympics Programs in grant applications; provide quarterly reports; and assist Regional Managing Directors in developing annual goals and objectives for their regions.

Global Clinical Advisors

Each of the Special Olympics Healthy Athletes disciplines has Global Clinical Advisors who serve as the principal contacts for clinical questions during the development of Healthy Athletes programs. Under the direction of Special Olympics headquarters, Global Clinical Advisors arrange the training of Local Clinical Directors, monitor the approved clinical protocol, serve as the collection point for health data from events and help to secure shared equipment, cash and in-kind resources.

The Global Clinical Advisors may work initially with Special Olympics regional offices and Special Olympics State/Provincial or National Executive Directors to help establish lines of communication between the local Special Olympics Healthy Athletes Clinical Advisors and the appropriate Special Olympics Program Leader/Event Managers. Global Clinical Advisors also can assist in identifying health professionals to be trained as Local Clinical Advisors for the Special Olympics Program and enroll these individuals in a training seminar.



GETTING STARTED

Local Clinical Directors

Local Clinical Directors are responsible for working with the Special Olympics Program Leader/Event Manager in coordinating the local Healthy Athletes program. They also work with local health professional and allied health groups to strengthen ties between the health community and Special Olympics athletes.

Because of the phenomenal growth of many state/provincial and national Special Olympics Healthy Athletes programs, many Special Olympics Programs have identified an individual on staff to serve as Healthy Athletes Coordinator, working with the Local Clinical Director of each health discipline in the planning of year-round Healthy Athletes activities.

State/Provincial and National Special Olympics Program Leaders

State/provincial and national Special Olympics Program leaders work with their Boards of Directors and Program staff to plan the growth of their Healthy Athletes program.

Special Olympics Events Managers

Whether a member of the local Special Olympics Program staff or a volunteer, the Special Olympics Event Manager works to incorporate Healthy Athletes into the Program's scheduled Special Olympics events and provides or delegates administrative assistance for handling donations, public relations and on-site needs such as furniture, utilities, etc.

- 2) **Research Data Collection**—One of the primary objectives of the Special Smiles program is to collect data on the oral health conditions of people with intellectual disabilities. The goal is to improve the oral health and access to care for this population. Data is collected on each athlete in a standardized way. The data is then compiled at a central location for analysis. The Special Smiles program will provide standardization training for the Local Coordinator and for the Local Data Coordinator/Clinical Director.
- 3) **Volunteer Recruitment**—A key responsibility of the Local Coordinator is to recruit volunteers for the dental screening event and to ensure that the volunteers conducting the dental screenings are properly trained to collect data to meet the standardization methods.
- 4) **Fundraising**—Fundraising needs will vary for every event. Ideally, your local Special Olympics office can provide you with indoor space or, if your event will be outdoors, with a tent, tables and chairs. Clinical supplies and goody bags will also be provided to you. Each Local Coordinator may want to raise some funds to cover additional expenses that may be incurred on a local level. This can include copying, miscellaneous office supplies, etc. Frequently, Local Coordinators can source these materials by donations and, in addition, Special Olympics Programs may apply for Healthy Athletes grants.
- 5) **Event Management**—Last but not least is to oversee the activities of the event itself. This includes supervision of site set-up and breakdown, athlete and volunteer registration, the oral screening and hygiene education.

This outline is intended to provide you with an overview of your role as Local Coordinator. Now let's look in detail at what must be done to organize a Special Smiles event. Please keep in mind that everyone manages things differently; the following is perhaps overly detailed and should be modified to meet the needs of your event and organizational style. Additionally, not all of these tasks need to be performed by you. Some of the most successful events are run by not just one person, but by a small team of people. How you decide to divide the tasks at hand is completely up to you.

Working with Your Local Special Olympics Organization

To be successful, your Special Olympics Special Smiles program must be a partnership between volunteer health professionals and Special Olympics Program leaders. A Special Smiles program is under the auspices of the Local Special Olympics Program.

Your job will be to work with the local Executive Director, or the Program Manager that he/she designates, to develop a program that works mutually for both groups. Accomplishing this goal will require you to work closely with the contact person in your state to stay on top of the logistics of the event. Building a strong relationship with the local Special Olympics office will drive the success of your program. Early on, clear communication with this office should provide you with the space, chairs and tables for your event and services such as copying, press releases (or press mailings; you might be able to enclose your press release with their mailing), discounted office supplies and not-for-profit tax forms. Currently, Special Olympics Programs in many states have a Healthy Athletes Coordinator for you to work with.

1. Date of the Event

Typically, Special Olympics Games are offered in every county of a state (often, large cities will offer separate events) and then a final State Competition will be held. Additionally, they may have both Winter and Summer Games or they may specialize their Games by sport (for example, a Basketball or Tennis Tournament). You need to first understand how your state or country organizes its Games and then determine which event you would most like to participate in. The Games you choose may be selected based on the size of an event (number of athletes participating) or by the location. If you are organizing your event with a Dental School, it may be beneficial to pick a location that is easy for student volunteers to get to, even if it is not the largest event offered. Selecting which Games to participate in is a decision that you should work out with your state Special Olympics Program office, Healthy Athlete Coordinator, and the Global Clinical Advisor. These individuals should be easily able to give you the information that you need to make a decision. Additionally, you need to find out the following:

- Are the Games held on several consecutive days? Determine whether you will participate on all days or only on one day. Very often, the Games are held on multiple days and in most cases it makes sense to provide screenings on one day (generally Saturday). Frequently, if the Games are held on multiple days, some of the days are shorter and are comprised of only Opening and Closing Ceremonies. During the Opening and Closing ceremonies, the athletes are busy and generally not available.
- Can you providing volunteer staffing for multiple days? (It can be very difficult.)

2. Location of Event

After you have selected which Games you will participate in, be sure to obtain as much information as possible from the local Special Olympics contact regarding specific location information. Frequently, the events of any given Games can be dispersed across several locations. For example, Games offering both athletics and swimming competitions may have separate facilities to hold these events; one at a track and another at a pool. The best situation is when all events are held in a central location, but frequently this is not possible. In case of dispersed competitions, you need to find out the following:

- Which location will you be at?
- How many athletes will be at that location?
- Will other athletes have access to this location? Do they come to the central location to participate in.
- Opening and Closing Ceremonies (are those Ceremonies on a day that you will be providing screenings)?



GETTING STARTED

- What events are taking place at your location? If there are contact sports, you may want to offer mouth guards (see “Mouth Guards” under “The Site” section later in this handbook).
- Will there be an Special Olympics Town at your location, or at another location?

3. Special Olympics Town/Site Location/Hours of Operation

Determining the location of the Special Smiles venue is very important to the success of your event. You want to be located in a high traffic area to get the greatest amount of athlete participation. Remote locations will most likely reduce the number of screenings you are able to perform. Hopefully, most of the Special Smiles screenings are located within a Special Olympics Town. This is an area for athletes to enjoy when they are not participating in an event. Typically, you will find food booths, arts and crafts, games of chance and other entertainment activities there. Most of the Healthy Athletes screenings are held in Special Olympics Towns.

- What hours will Special Olympics Town be open?
- Is there a time when athletes have down time (this is important for staffing purposes)?
- When can you begin set-up?

4. Number of Athletes

It is important to try to determine how many athletes have access to your location and if there are specific times when they will be available.

- What is the total number of athletes competing in the events?
- How many will be in attendance on the day of your event?
- How many will have access to your screening location (some events may be held across town)?
- How many athletes will participate in contact sports on the day you are planning to screen (for mouth guards)?
- Will there be different groups of athletes competing on different days? For example, some events feature children or adults, or athletes from different geographic areas.

5. Volunteers

It is important to discuss volunteers with your Special Olympics Coordinator. You will want to find out if there are any specific instructions they may have for you, such as volunteer registration procedures, parking, arrival and departure times and volunteer etiquette. Things you should ask:

- Should your volunteers register with the rest of the Game volunteers? If so, what is the registration process?
- If volunteer T-shirts are given, will your volunteers get one?
- If lunch is provided, will your volunteers be included? If not, what options are available? Will water be supplied for your volunteers?
- Are there any specific guidelines that volunteers should be following?
- Special Smiles will provide you with Certificates of Appreciation and name badges for each of your volunteers. You may want to check with your local Special Olympics office to see what they do and if it makes sense to combine your efforts.
- Does the state organization provide additional volunteers (perhaps volunteer registration persons)?

6. General Logistics

- Will you have access to electricity? (Necessary only for mouth guards — but water for mouth guard softening can be heated with gas cylinders).

GETTING STARTED

- Can Special Olympics provide you with pre-Games storage if needed? If so, are there any specific delivery directions?
- Can athlete registration/permission forms for the general Games include permission for the oral screening?
- Can your screening be announced periodically throughout the Games to remind athletes/coaches that they are available? This will help to improve busyness. (Many states can include a flier in the registration package informing athletes/caregivers that a screening will be available).
- Where are the restrooms in relation to your tent?
- Who will provide trash bins and trash pick up?

7. General Event Planning

- Can Special Olympics provide you with photocopy service?
- Does Special Olympics have any arrangements with local businesses for discounts or special services?
- Make sure to request a copy of the tax identification number/not-for-profit documentation to eliminate the need to pay taxes on any supplies that need to be purchased.

8. Publicity

This is another area where coordination with your local Special Olympics office is critical. The publicity created in the general press should be done in tandem with the Special Olympics office but publicity generated in any dental specific media is entirely your domain.

9. Supplies Being Shipped to the Special Olympics Office

Most of your supplies will be shipped one of two ways:

- Most clinical supplies will be sent by Patterson to the local Special Olympics Program or to the location you specify.
- All other supplies will be shipped from the Special Olympics fulfillment house in Washington, D.C. This system requires that you work closely with the local Special Olympics office to ensure that all of your items arrive and that all materials are accounted for. Make sure you communicate this list to the Special Olympics Program Manager so that when the materials arrive, he/she will be aware of what they are and what should be done with them.
 - Two puppets with oversized mouths and teeth for hygiene education and demonstrations (new sites only)
 - A Healthy Athletes/Special Smiles banner (new sites only)
 - Volunteer Thank You Certificates (all sites)
 - Volunteer Name Badges (all sites)
 - Goody Bags (all sites)
 - Clinical Supplies (all sites): these items will be shipped directly from Patterson Dental Supply Company.
 - Dental Reward Stickers (all sites)
 - Mouth Guards



GETTING STARTED

Working with the Special Smiles Coordinators

There is a small but dedicated group who administer the Special Smiles program. We are here to provide you with guidelines and some basic materials to help run a Special Smiles event. However, you are the leader for your event and should take ownership of it and coordinate it in a manner that works best for you, while still maintaining some general guidelines (e.g. maintain the standardization practices, protect the rights of our national sponsors, etc.).

Dr. Steven Perlman conceived and developed the Special Smiles program. His role as Global Clinical Advisor is to identify, recruit and train leaders to run local Special Smiles programs. Perlman also continues to provide the vision and enthusiasm that keeps us all going and is available to answer questions and provide direction at almost any level. He is assisted by Special Olympics Healthy Athletes Manager, Shantae Polk, in the Washington D.C. headquarters. To get your program rolling, you should contact Polk with the following information. If this information is not provided, you may not receive the materials necessary to run your event in a timely fashion.

- 1) Date of the event
- 2) Number of athletes you expect to screen
- 3) Complete contact information for you, including postal mailing address, phone number and e-mail address.
- 4) Complete contact information for your local Special Olympics office (there are multiple Special Olympics offices in every state or country and we need to be sure we are sending your materials to the correct Special Olympics office).
- 5) Complete contact information for your Research Coordinator, including postal mailing address, phone number and e-mail address.

The manager coordinates the Special Smiles Program on a global basis and will frequently send updates to you and oversee the supplies you will be receiving.

Contact information for all individuals involved with Special Smiles is provided in the Appendix.

Working with the Special Olympics Headquarters Office: Research Data Collection

One of the objectives of the Special Smiles program is to collect data to provide a statistically significant representation of the state of oral health for persons with intellectual disabilities. Our goal is to publish this data and to use it to influence those who create policy in health care. In its first few years, we worked in partnership with the Center for Disease Control and Prevention (CDC) to establish a standardization method for collecting data at Special Smiles screenings. By maintaining this standardization, the data collected at each site can be compared and further analyzed.

Special Olympics, Inc., will work with each site to establish the standardization practices set forth by the CDC, to train the local Clinical Directors/Data Coordinators in screening protocol and provide reporting procedures for all sites. It is strongly recommended that each site designate a Data Coordinator to work specifically with Special Olympics on all research issues. This person will receive a manual, a video and may take part in a teleconference call to review the standardization methods and then will be responsible for training your local volunteers. Currently, and in the future, this will be done electronically. Additionally, this person will be responsible for ensuring that all the local volunteers have appropriate credentials to perform screenings. While it is possible for one person to act as both the Local Coordinator and the Data Coordinator at a small event, it is advised that all sites separate this position. For research information, please refer to:

- 1) Section — Guidelines for Data Coordinator

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- 2) Training Manual for Standardized Oral Health Screening (which is also available on the Special Smiles Web site <http://www.specialolympics.org>.)

Working with Your Local, State, Province or Country Dental Society

Another partnership that you will want to forge early in your planning process is with dental societies. Dental societies can provide you with many benefits. When contacting them, you should explore the following areas to see where they will be able to assist you.

- Referral List—One item you will have to create is a referral list of local area dentists or clinics that will provide care to persons with special needs. This list is given to all athletes at your event.
- Donation—Many sites have been successful in getting donations from dental societies. Frequently, they are willing to fund the entire event. Soliciting your dental society generally will not compete with your local Special Olympics fundraising efforts.
- Volunteers—The dental society can help you identify volunteers. They may do this from announcements at their meetings or articles in their newsletters.
- Publicity—The society newsletter is often willing to provide coverage for Special Smiles screenings.

Working with the American Dental Hygienists Association

The American Dental Hygienists Association (ADHA) is a vital and enthusiastic supporter of Special Smiles. The ADHA has recruited a volunteer Dental Hygiene Coordinator for all ADHA sites. A list of ADHA Coordinators will be forwarded to you via e-mail. The ADHA Coordinator has volunteered to do the following for each site.

- Act as the Lead Hygienist and essentially direct all aspects of the Hygiene Education Area.
- Help to recruit ADHA members to volunteer for the event.
- Train the hygienist volunteers.
- Add excitement to the hygiene education area by planning games, etc. (see “How to Increase Your Screenings” in “The Site” section of this handbook).
- Source additional puppets and typodonts as needed.
- Raise additional funds, if possible, for your event from his/her state ADHA chapter.
- Gain awareness by helping with public relations.



SUPPLY MANAGEMENT

The basic supplies necessary for your event will be provided for you. This includes most of the “disposables” like gloves and masks. We ask you to provide the “stationary items” or things that can be used year after year, like clipboards and penlights. Additionally, we ask you to do all the photocopying on a local level to avoid shipping large quantities of paper. All of the master forms are provided for you in this handbook (appendix) or online at the Special Olympics Web site, and the materials that are needed will be discussed in this section.

Estimating What You Need

Supply management begins with knowing how many athletes you will most likely screen at your event. At this point, you should have already determined the number of athletes that will be participating. Remember to use the number of athletes who will be at the event on the day of your screening and at the same location as you are. Please refer to the “Getting Started” section of this handbook where the number of athletes is discussed to make certain that you are including all of the variables.

1. If this is a first-year event, you can take the total number of athletes you expect to be at your location on the day of your screening and divide that number by two. In almost every case, 50 percent of the total number of athletes at your location is a realistic estimate of the number of athletes that you can expect to screen.
 - If your first-year event has some increased fanfare associated with it, then it is wise to increase the number. An example of this would be a health fair or MedFest type of activity. If you are uncertain about your event, you should contact Shantae Polk to help you make a decision.
 - If this is an existing event that has been run before, then use the history of your own event. Most Local Coordinators will have a good handle on things after the first year and realize what they have to do to increase traffic at their venue. In general, it is safe to increase your prior year's actual number of athletes screened by 10 percent and be comfortable. In some cases, where the weather or poor location was a major factor, it is safe to increase the number by a larger percentage. This decision will depend on your judgment.

Screening Forms

Athlete Screening Forms (also known as HAS forms) are available on the Web site at www.specialolympics.org or in the appendix of this booklet for you to make copies. In addition to providing the results of each individual screening, the information requested on the forms also identifies the location of the event and the name of the screener who completed the form. Each piece of information is vital to the data collection process. It is also very important that you follow the instructions that come with your Screening Forms, and ship them back for analysis after your event is completed.

- Please ask your Clinical Director/Data Coordinator to distribute the Screening Forms and to ensure that your recorders understand them.

Registration/Consent Forms

You must get signed consent from each athlete or his/her guardian (if they are under the age of 18) to participate in the Special Smiles screenings.

- Discuss with your Special Olympics Executive Director whether the athlete registration forms for the Games will also cover the athletes' participation in Special Smiles screenings. If not, you will have

SUPPLY MANAGEMENT

to obtain separate permission. You can accomplish this by sending out Registration Forms prior to the Games for athletes to sign or get signed and bring with them to your event, or by registering athletes on-site.

- There is a Registration Form at the back of this handbook that you can get duplicated for use at your event. Please make enough copies for each athlete expected to be screened.

Clinical Supplies

Patterson Dental Supply generously donates the necessary clinical supplies to run our Special Smiles events inside the U.S. We will help you to determine the quantity of clinical supplies you need based on the number of athletes expected to participate. If you do not get the quantity of supplies you are expecting, notify your Healthy Athletes Coordinator in Washington, D.C., immediately to allow her time to investigate the situation and arrange for a supplemental shipment to you. If you wait until the last minute to identify a problem with your order, the possibilities of resolving the issues may be compromised. The following clinical supplies will be provided:

- For every 100 athletes: (Based on 100 athletes per Patterson's request)
 - 50 Masks (Packed 50 per box)
 - 1 Disposable Mirror per Athlete (Packed 60 per box)
 - 50 Pair of Small Gloves (Packed 50 pair per box)
 - 100 Pair of Medium Gloves
 - 100 Pair of Large Gloves
 - Hand Sanitizer (1 gallon per 200 athletes)
- In the past, all sites received one mask for each athlete that was expected to be screened. It is our experience that most of the screeners did not change their masks after every athlete and subsequently the number of masks has been reduced. If you require more masks than are being supplied, please let your Healthy Athletes Coordinator know.
- All gloves are powder-free and latex-free.
- Extra gloves are ordered for every event to allow for varying hand sizes.
- If you have clinical supplies remaining after your event is completed, they should be stored for future use. You should discuss the storage of these supplies with your Special Olympics Executive Director. In some cases, the extra clinical supplies can be donated to schools, local clinics or public health facilities.

You Will Need to Furnish the Following Supplies:

- Penlights or flashlights.
- Toothpicks (to determine if sealants are present).
- Hazardous Waste Bags for disposal of used clinical material.
- If sealants and mouth guards are being offered, you may require additional items. Please see these topics in "The Site" section of this handbook for specifics.

"Goody-Bag" Supplies

We will provide the basic materials for the goody bags. This includes plastic bags and oral care sample products donated by Colgate Oral Pharmaceuticals and other manufacturers. In the past, those samples have included a toothbrush, toothpaste and floss. Gum containing Xylitol will be included this year.

- Include your Referral List (see "Getting Started" in the "Working with Your Dental Society" section) in your goody bags to ensure that each athlete gets one.



SUPPLY MANAGEMENT

- As with the clinical supplies, we will contact you early in the year to find out when and where you want your goody bags delivered.
- Contact your Healthy Athletes Coordinator if you have any issues with your shipment.

Puppets

Hygiene education is fun and easy with our puppets. Existing sites should have received two puppets. If you are holding an event for the first time at your site, they will be sent to you.

- All puppets will be shipped (from Washington, D.C.) directly to your Special Olympics office. It is advisable that you talk with your local Executive Director or Program Director to let them know that puppets are coming and that they are for your use.
- The puppets are property of Special Olympics and should be kept in the Special Olympics office when not in use, unless other arrangements are made with your Local Program Director. These puppets should be kept and used year after year.
- In addition to teaching oral hygiene, they are used in a fun way to go out into the crowds and recruit athletes to visit your site.
- If you wish to purchase additional puppets, contact Shantae Polk, as a reduced price has been given to us by their manufacturer.

Banners

A banner will be supplied to hang at your site. It will say “Special Olympics Special Smiles.”

- The banners are printed on vinyl material and have grommets for hanging. The banner is approximately 3 feet by 5 feet.
- Some cord is provided with the banner, but you may want to bring extra.

Stickers

Stickers are provided by a donation from Medibadge. There are a variety of stickers that can be used as rewards for athletes as they pass through your site. They can also be used to identify athletes who have already gone through the site. These stickers will be shipped along with your other supplies.

Report Cards

Report Cards are provided in a triplicate format. These forms are designed so that the athlete can take home the original and you can keep two copies. These copies can be used by you or your local Special Olympics Program to arrange follow-up care.

Photocopies

In addition to the above list of materials, you will need to make copies of different forms for your event. Each form and its use is discussed here. At the end of this section, there is a checklist of all forms that you will need and the quantities required. Master copies of each form are provided in the Appendix of this guide.

- Registration Form—Serves to describe the program to athletes/parents/caregivers/coaches and provide authorization for the athlete to participate in the program.

SUPPLY MANAGEMENT

- Continuing Education Tally Form—All dentists, hygienists, and student volunteers are eligible for Continuing Education (CE) Credits from the Academy of General Dentistry (AGD). This form must be completed by each volunteer wishing to gain credit and then handed back to the Local Coordinator. Additional information about the CE program is included in the “Volunteer” section of this book.
- Continuing Education Certificate—This certificate is given to the volunteers in recognition for their participation in the event.
- Hold Harmless Agreement—It is necessary to have all screeners sign the Hold Harmless Agreement found in the Appendix of this book.
- Referral List—A main goal of the Special Smiles program is to increase access to care for this population. Frequently, patients with special needs have difficulty finding a local dentist who will provide care. One of the tasks that we will ask you to complete is to create a list of providers in your area (depending on scope of the Games) who are willing to accept patients with special needs. A copy of this list should be included in every goody bag.
- Event Information Packet—Event information (time, date, directions) for volunteers.
- Event Summary—One event summary form per event should be completed and returned to your Healthy Athletes Coordinator in Washington, D.C. There is a master copy at the back of this book. You may want to make a copy and keep the original for your records.

Photocopy List

<u>Form</u>	<u>Quantity</u>
Screening Form (HAS)	1 per Athlete
Registration Form Consent	1 per Athlete
Referral List	1 per Athlete
Hold Harmless Agreement	1 per Screener
CE Tally Form	1 per Screener
CE Certificate	1 per Screener
Volunteer Etiquette Page	1 per Volunteer
Event Information Packet	1 per Volunteer
Event Summary	1 per Event (you could use Master)
Fundraising Letters	As needed
Press Releases	As needed

Miscellaneous Supplies

In addition to the items discussed above, you will need a variety of miscellaneous supplies. The list below attempts to capture everything you might need. However, some items you may find unnecessary for your event. In addition, a checklist will be sent to you.

- Large roll of packing tape: For hanging signs, banners, etc. Also need to wrap up supplies at the end of the day. (Duct tape works well also).
- Clipboards for recorders to work on: They can use the tables, but portability makes it easier, especially if you have to leave the table to work with an athlete in a wheelchair. Instead of buying these, you might ask your volunteers to bring one from home.
- General Office Supplies: Scotch tape, paper clips, staples and staple gun, binder clips, etc. All of these items help to organize the paperwork created throughout the day.
- Large Ziploc Bags: Some sites have found these useful to help keep paperwork clean and organized.



SUPPLY MANAGEMENT

- Plenty of Pens and Pencils: Used for registration and HAS Screening Forms.
- Large Markers: For making signs at your site.
- Signage: Some sites like to hang signs above each station to help point athletes in the right direction. Signs needed include; Registration, Nutrition, Goody Bags, Screening and Hygiene Education. These are not necessary, but may help.
- Trash Bags: Check with your Local Special Olympics office to find out what trash disposal arrangements have been made. Depending on your site, you may need to bring trash bags.
- Case Cutters: Useful in opening all the cases of supplies you will have on hand, cutting tape, etc.
- Extra Cord or Rope: To hang banners and other things.
- Scissors: To cut cord or rope and anything else you can imagine.
- “Caution Tape”: Some sites have used plastic tape (similar to “Police Line Do Not Cross” tape that is used to rope off dangerous areas) to rope off the outside of their site. This helps to control the flow of traffic into the site and prevents people from getting into the screening area without being properly registered first. You don’t need it, but it has worked nicely. You can get generic tape at most home or office superstores.
- If for any reason you do not get the dental stickers from Medibadge, you may need a small sticker to place on each athlete’s badge to identify that the athlete has already been screened.
- Camera and Film: You’ll want pictures!
- Tissues
- Empty Cardboard Boxes: Useful in redistributing supplies that come in overly large boxes or multiple things in one box.
- Smaller Table Top Boxes: To store completed Screening Forms.
- Screwdriver: Somehow you will find yourself saying, “I wish I had a screwdriver.”

This far from completes the list of little miscellaneous items you might need, but we hope it gets you started.

One of your primary responsibilities as Local Coordinator is to recruit enough dentists, hygienists, students and other volunteers to properly staff your Special Smiles event. You can take on that responsibility yourself, or you can put together a core team of volunteers who will help you manage the event. It is our experience that the event works best when you select a few volunteer leaders to help you to manage the key areas of responsibility.

Volunteer Registration

For Special Olympics insurance purposes, all Special Smiles volunteers must register the same way that regular Special Olympics volunteers do. This may mean that your volunteers will report first to the Games Volunteer Registration or that you and your local Program Director set up a separate Special Smiles/Healthy Athletes registration area. Special Olympics (Washington, D.C.) has requested that all Healthy Athletes volunteers be treated as regular Games volunteers; this includes registration, lunch and T-shirts. Discuss how your volunteers will be managed with your local Program Director well in advance.

How Many Volunteers Will I Need?

The following guide will help you determine how many volunteers you will need for each shift, depending on the number of athletes expected at your Games (not the number of athletes you expect to screen):

1,000 or fewer athletes

- 8 dentists/dental students/hygienists (to screen athletes)
- 8 assistants (to record data)
- 8 hygienists (for one-on-one hygiene education)
- 2 persons to fit mouth guards (if applicable)
- 2 assistants for mouth guard station (if applicable)
- 4 people for athlete registration/check-in
- 2 people to hand out goody bags
- 2-3 escorts (to help athletes through the site)

More than 1,000 athletes

- 10 dentists/dental students/hygienists (to screen athletes)
- 10 assistants (to record data)
- 10 hygienists (for one-on-one hygiene education)
- 2 persons to fit mouth guards (if applicable)
- 3 assistants for mouth guard station (if applicable)
- 6 people for athlete registration/check-in
- 3-4 people to hand out goody bags
- 4 escorts (to help athletes through the site)

Scheduling Your Volunteers

Keep in mind that this is the minimum number of people you should have working at any one time in each area. That means that if a volunteer is scheduled to leave at 12:30, you will need to have another volunteer on hand who can take over.

- You should “over recruit” to allow for people who cannot make it on the day of your event.
- But, be careful not to have so many volunteers on hand that they wind up standing around with nothing to do. Remember that your volunteers have given up their personal time and in some cases, have



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taken time from work to be at your event. They have come to your event to be productive and useful. If there is nothing for them to do, what should be a rewarding experience may turn into a disappointing one.

- If you do find yourself with extra volunteers, you may want to suggest that they spend time watching some of the competitions to get the full flavor of Special Olympics or send them out into the stands to recruit athletes to the venue.

Your Special Olympics Program Director can provide you with additional information that may help you determine how many volunteers you will need and where you will need them.

When developing an overall schedule for your volunteers, schedule them either on a morning or an afternoon shift, with the understanding that those who sign up for either shift will be there and ready to start at a specific time and will stay until a set time. Build an hour overlap into the schedules to allow for standardization training for second shift, late arrival of second shift volunteers or early departure of the first shift volunteers.

Putting Volunteers in Charge

It may be advantageous, especially if you have a larger event, to select a volunteer in each area to help you manage that area (i.e., a hygienist to manage the hygiene education section, etc.). Ideally, these will be people who have had prior experience at a Special Smiles event, so they will know how their section should be run. Their job would be to help you train the volunteers in their respective areas, to schedule volunteers at their station, to assist the volunteers in their area in any difficult situations and to answer as many of the volunteers' questions as they can. This will enable you to manage the entire event and not force you to have to deal with each issue as it arises. With a manager in each area, all minor issues can be handled quickly and efficiently. The number of lead volunteers you want or need will depend on the size of your event and how much flexibility you have in your schedule. Some folks do it all and others delegate many aspects of this project. One of the benefits of putting volunteers in charge is the feeling of ownership they develop for the event and specifically for their area of responsibility. Listed below are several ideas for ways to utilize your lead volunteers. We would recommend that you pick and choose from this list – you do not want too many chiefs, but some help is suggested.

- **Clinical Director**—Every site must (per Special Olympics insurance policy) have one person designated as a Clinical Director. This person must be a licensed dentist in your state or country and be at the site all day. Typically, this person may be the Local Coordinator or the Research Coordinator. If you are a hygienist performing the role of Special Smiles Local Coordinator and have a RDH performing the role of Research Coordinator, you must find a dentist to assume the “figurehead” role of Clinical Director.
- **Data Coordinator**—This position is almost mandatory and is fully described in the next section.
- **Lead Hygienist**—This should be the person designated by the ADHA (see “Working with the American Dental Hygienist Association” in the “Getting Started” section of this book).
- **Mouth Guard Coordinator**—a person to train and manage all aspects of mouth guard fabrication. Adding this element to a site may seem like a big project to a Special Smiles Coordinator who already has his/her hands full, however, it is a much easier project if that is all the person has to manage. The International Academy of Sports Dentistry will help organize this program.
- **Volunteer Coordinator**—A person to coordinate all of the volunteer needs is strongly suggested. Duties might include scheduling, managing CE credit details, developing and distributing a volunteer packet of information (name badges, directions, time, date, lunch information), on-site training for all volunteers except screeners and recorders (they are trained by the Clinical Director) and distributing thank you certificates.
- **Site Manager**—Someone who will take responsibility for the set-up/break-down of the site and make sure all supplies and equipment are available.

- Nutrition Coordinator (Dietician)/Registration Coordinator/Goody-Bag Coordinator—Manage their respective stations and handle all questions and staffing issues related to that station.
- Fundraiser—Someone who may be interested in raising funds for the event.
- Public Relations Coordinator—Someone to work with the Special Olympics office in generating publicity.

Data Coordinator

One of the most important positions to delegate is that of a Clinical Director/Data Coordinator (CD/DC). Whoever fills this role should be a licensed dentist or dental hygienist in your state or country. This person will be responsible for making sure that each person who volunteers to conduct screenings has the proper credentials to do so, depending on your state or country's regulations. They will also be responsible for making sure that screener use the appropriate case definitions when completing their Screening Forms using the Healthy Athlete Software system. It is critically important that every dental professional who is examining athletes at each site is using exactly the same case definitions so that an accurate assessment of the oral health of this segment of the population is valid.

We may ask each Clinical Director/Data Coordinator to participate in a conference call or attend a training session so he/she can get a firm understanding of the case definitions, as well as suggestions on how to train screeners. We will provide the CD/DC with workbooks and posters he/she can use to explain and illustrate the proper case definitions to the screeners. (The posters should be hung near the screening stations as a reminder to the screeners of the proper case definitions.) After the CD/DC has explained the case definitions to the screeners, they will need to take a short examination that will help ensure their understanding of the protocols.

The CD/DC should schedule training sessions for at least an hour before each shift is scheduled to begin screening to allow themselves enough time to conduct training sessions, answer questions and administer the exam. The sessions can/should also include the recorders who will work with the screeners. It will help the recorders understand how to properly complete the Screening Forms. Make sure that each screener and recorder knows when his/her training session is scheduled and that he/she understands that it is critically important to be there and to be on time.

Continuing Education Credits

According to the AGD, here is what dentists must do:

- A dentist must complete both the CE course and spend a minimum of one hour doing screening. The course consists of viewing the video and completing the written test (see section below regarding materials). Watching the video and taking the test should take about one hour.
- The AGD also specifies that a minimum of one-third of the volunteer's total time must be spent actually conducting screenings. If a dentist works just one hour at your site, they have met this minimum requirement for their first CE credit.
- For each full hour a volunteer works at the site, they earn an additional CE credit. Therefore, if someone takes the course and works for one hour in the field he/she will qualify for two CE credits. Each additional field hour earns a volunteer an additional hour of CE credits. So if a person takes the CE course and volunteers for the morning shift (four hours), he/she earns a total of 5 CE credits. All volunteers must watch the video and take the written test to earn any CE credits. The credits can be earned in subsequent years by retaking the course/test and volunteering.



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CE Materials:

The following CE materials will be supplied to you:

- Multiple copies of the CE course video will be shipped directly to you. You can choose to lend the video out and let your volunteers watch it individually or get them together in a group.
- After watching the video, the volunteer must complete a brief test to confirm they understood the material. The CE test will be shipped to you with the course video.
- In the Appendix of this document, you will find master copies of the CE Certificate and Tally Form. Please make copies of each of these for all volunteers pursuing CE credit.
- It is recommended that you take a look at the CE Tally form and CE Certificate prior to the event so you are comfortable with how to complete the form. The CE Tally form and the CE Certificates are included in the Appendix of this book for you to duplicate. Have each of your volunteers who want CE credits to complete the CE Tally form and deliver it to you before they leave at the end of their shift. You can complete and distribute the Certificates at the site or mail them at a later date.
- The CE Tally form and Certificate can be mailed to the following address for credit:

AGD
 211 East Chicago
 Chicago, IL 00611-1999
 Attn: CE Credit Department
 Phone: +1 (312) 440-4300
 Toll Free: +1 (888) AGD-DENT
 Fax: +1 (312) 440-0559

*It is recommended that each volunteer keep a copy of these records for their files.

- All forms submitted must show our Sponsor ID number #90191. Our sponsor is the Academy of General Dentistry. The AGD does not have us listed under Special Olympics Special Smiles.
- New forms have been produced this year to include the Sponsor ID number. Make sure that you do not use leftover forms from last year.

Thanking your Volunteers

Special Olympics will ship directly to your local Special Olympics office a supply of Thank you Certificates for your volunteers that will let them know how much the Special Olympics Special Smiles organization values their participation.

- If you have these Thank-You Certificates on site, you can hand them out to each volunteer as they leave at the end of their shift.
- You may also want to check with your Special Olympics Executive Director to find out if they have a volunteer recognition program that could include Special Smiles volunteers, as well as others.
- Some Local Coordinators have solicited donations from various local businesses to use as thank-you gifts for volunteers. Restaurants, movie theaters, movie rental businesses, radio stations, music stores, bookstores, museums, etc., were contacted and have donated a variety of gift certificates, tickets and merchandise. Each business was told its name would be added to a donor poster that would hang at the site and be seen by thousands of athletes, volunteers, coaches and parents. Depending on the number of donations you collect, you can give a "thank you" to many volunteers who work at your event, or just to those who appear to work the hardest. You can also have a drawing at the end of the day that will determine which volunteers will receive a "door prize."

Name Badges

Special Olympics will provide name tags for all of your volunteers. They depict the Special Smiles logo to help make it easier to distinguish your volunteers from others at the Games. If you have delegated areas of responsibility to specific people on the day of your event, you may want to consider adding some kind of a special sticker to their name tag. That will make it easier for the volunteers in any area to identify their manager.

Once the dental professionals have completed their standardization training, they should each be assigned an Examiner Number. If you write these numbers on each screener's name badge, it will be easy for them to be reminded of that number if they forget it, and it will be easy for you to ensure that everyone who is screening has gone through the standardization process.

Lunch

At most Special Olympics events, lunch is provided for volunteers who work a full day. In most cases, the Special Olympics volunteer identification serves as a "pass" to get those volunteers into the lunch area, however, this varies from event to event. Be sure to discuss the policies and procedures for providing lunch for your volunteers with your Special Olympics Executive Director or Program Manager.

If lunch is not provided for the Special Smiles volunteers at your event, it is up to you to decide if you want to provide lunch and/or snacks for your volunteers. An option is to try to get a local food establishment to donate a platter or two of sandwiches to your program. If that is not possible, you may want to bring sandwiches or sandwich supplies so your volunteers can make their own lunch.

If the weather is expected to be hot on the day of your event, your volunteers will need cold water and/or soda throughout the day. In almost every circumstance, this will be provided by Special Olympics.

The Grottos of North America

Although we do not have an official affiliation with the Grottos, at many U.S. events they provide resources for dental care.

If an athlete is identified as needing care and he/she is under the age of 18 and does not have Medicaid as a dental insurance, he/she is eligible for a grant from the treatment fund of the Grotto Humanitarian Foundation.

A treatment plan must be submitted, but when approved, payment will be rendered to any private practitioner or school.

Should you have any questions about the Grottos of North America and this special program, you can view their Web site at www.scgrotto.com or contact Dianna Bristle at the Humanitarian Foundation Office at +1 (614) 860-0717 or Shantae Polk at the Special Olympics headquarters office at +1 (202) 824-0239 or spolk@specialolympics.org.

VOLUNTEERS



Volunteer Exit Survey

In the Appendix of this handbook you will find a Volunteer Exit Survey. This survey will allow all volunteers to describe their experience and to offer any suggestions. You may choose to distribute these forms at the end of the event or include them in the volunteer package given out before the event.

- Please collect the forms and review them yourself. We would love to see/hear any of the interesting comments made by your volunteers. However, these forms are basically for your benefit to help you make this experience rewarding for all of your volunteers.
- At the bottom of the form, there is a place where volunteers who are not currently a member of the Academy of Dentistry for Persons with Disabilities or the American Academy of Developmental Medicine and Dentistry (AADMD www.aadmd.org) can request information.

Volunteer Etiquette

Special Olympics has worked diligently to establish a positive atmosphere for all participating athletes. As a volunteer, you should become familiar with the following guidelines and ensure that all your volunteers are familiar with them as well. The following information is provided in handout form in the Appendix for distribution to all of your volunteers.

Words matter! Words can open doors to enable persons with disabilities to lead fuller, more independent lives. Words can also create barriers or stereotypes that are not only demeaning to persons with disabilities, but deny them their individuality. Experts in intellectual disabilities have developed the following language guidelines to ensure that all people with disabilities are portrayed with individuality and dignity.

Appropriate Terminology:

- Do not use the label “kids” when referring to Special Olympics athletes. Adult athletes are an integral part of the program. A 40-year-old athlete is not a “kid.”
- Do not sensationalize the accomplishments of persons with disabilities. While the accomplishments should be recognized and applauded, people in the disability rights movement have tried to make the public aware of the negative impact of referring to the achievements of physically or mentally challenged people with excessive hyperbole.
- Do not overuse the word “special” in reference to persons with intellectual disabilities. The term, if used superfluously, becomes cliché in continuous references to Special Olympics.
- Do not use the word “the” in front of Special Olympics unless describing a specific Special Olympics event.

Respect the Athlete

Respect everyone’s hard work. People with intellectual disabilities are not different than you and should be treated with proper respect, friendliness and professionalism.

Enjoy everyone’s accomplishments. The athletes have worked long and hard to achieve their goals. By all means, recognize and applaud them, but do so in the same fashion you would for any athlete.

Smile. Be yourself and have fun...and don’t forget to smile! A smile goes a long way and is understood around the world.

Please allow coaches to do their work. The athletes have trained with their coaches, so it is not appropriate to interfere between coaches and athletes.

Encourage fair treatment and good sportsmanship. Appropriate behavior and good sportsmanship are emphasized in Special Olympics training. Reinforce them whenever possible.

Comfortable is how we want to make all the athletes feel. Do not hesitate to ask athletes for suggestions about how to assist them most effectively.

Talk to adults as adults. Talk to individuals in an age-appropriate fashion.

Volunteers are Vital

Special Olympics would not be possible without volunteers.

Volunteers contribute in many ways to support Special Olympics, from working in the headquarters office to serving on planning teams and, of course, assisting with the actual execution of the Games.

Integration and socialization opportunities for Special Olympics athletes are increased by your participation as a volunteer.

The diversity of volunteers' cultural experiences, values and contributions create an unparalleled opportunity for you to learn and grow from each other, while making valuable contributions to the Special Olympics movement.

A wide variety of roles for Special Olympics Programs are filled by volunteers – from coaches to fundraisers to timekeepers to scorekeepers. Volunteers span age, gender and race categories. Special Olympics would not exist today—could not have been created—without time, energy, dedication and commitment of more than 750,000 Special Olympics volunteers around the world...including YOU!

Leadership roles for volunteers and athletes on local, state, national and international levels are developed through Special Olympics.

Volunteer Package

It is recommended that you compile a volunteer package for each of your volunteers. This package should contain all of the vital information they need to know for volunteering at this event. If you have appointed a Volunteer Coordinator, this is a good job for them to do. Following are some examples of what should be included in this package:

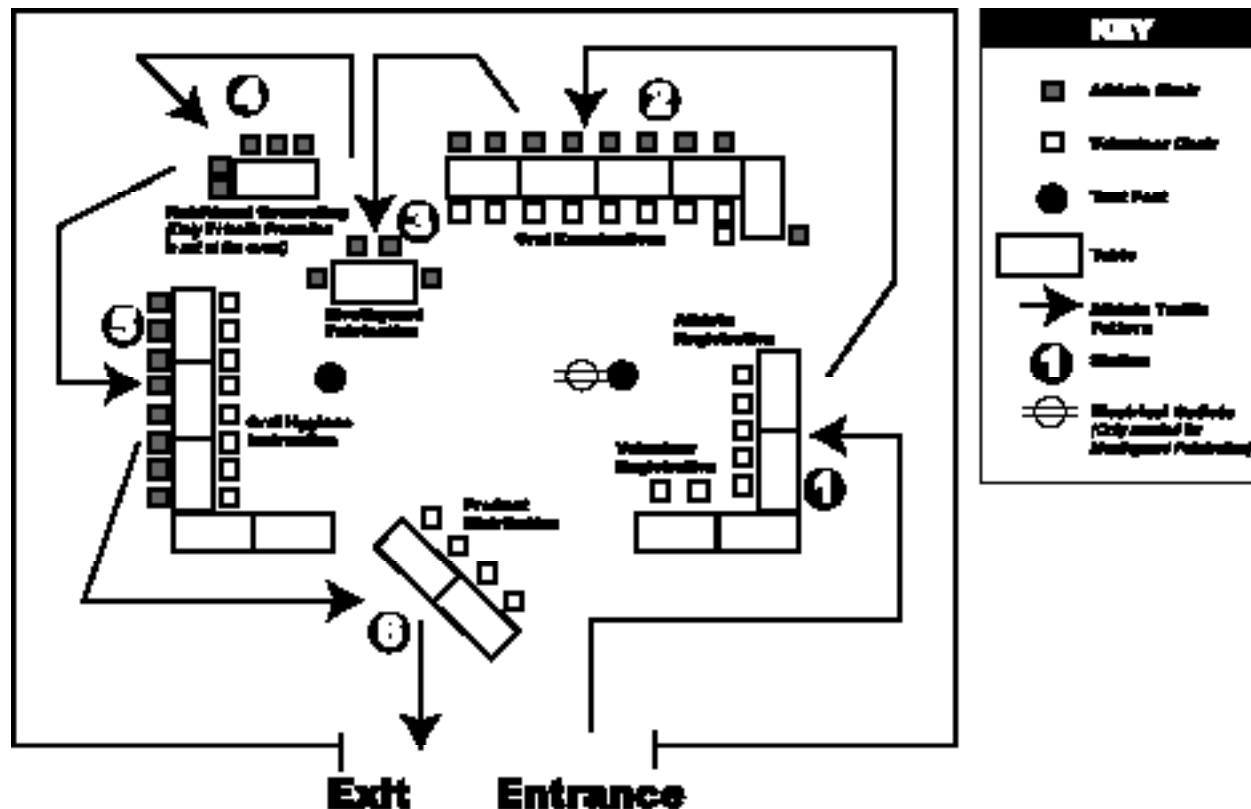
- Directions to the event
- Finding Special Olympics Town/Special Smiles site
- Event fact sheet (time, date, location)
- Shift Information
- Special Olympics Town hours
- Parking instructions
- Volunteer check-in procedures
- Attire suggestions
- Information on meals
- Volunteer Etiquette Handout (the "Words Matter," "Respect the Athlete" and "Volunteers are Vital" sections above are in the Appendix for you to reproduce).
- CE Tally Form
- Volunteer Exit Survey
- Dentist Directory Questionnaire

THE SITE



Special Olympics

Healthy Athletes
Special Smiles®



Setting up your Site

You should find tables and chairs at your site when you prepare to set up on the day of the event (arrange a set-up time with the local Program Director). You may be indoors or in a tent outdoors. The set-up time will vary with the size of your event.

Your set-up layout will depend on the size and shape of your venue and also upon how the athletes will enter your site. One of the most frequently used configurations is to arrange the tables with a square/rectangle inside, but near the perimeter of the tent. This way, there is room for all of your volunteers and supplies inside the tables and the athletes can move around the outside of the tables, from station to station. (See drawing in the Appendix).

One side of the venue can be used for Check-In/Registration, where the athletes will check in and complete the necessary paperwork (see the "Registration" segment of this section for more detail). Set up at least two tables, with three chairs each, for check-in/registration. This should be on the side of the venue that the athletes will be most likely to walk by on their way to and from other venues. The Special Smiles banner should also be on this side of the tent or room so the athletes/coaches can easily identify our venue.

We have found that it is of value to have a marking system that can be used to direct the athletes from one station to the next. Numbered and/or different colored signs standing tall on the tables will probably work best. Then, the

athletes can be instructed to “move to the blue sign, or the area marked #1.” This is an easy way to make it clear to an athlete where he/she should go next and to avoid the congestion caused by athletes wandering around.

The second side of the venue should be where the dental screenings are conducted. In this location, you will need chairs on the inside and the outside of the tables. The chairs on the outside should be facing out. This is where the athletes will sit when they are being examined. The screeners will work on the outside of the tables too, and their assistants/recorders will be sitting on the inside of the table, directly behind the athlete (see “Dental Screening” for more detailed information). Set up a minimum of two to three tables, with three screening stations at each table. The clinical supplies can be set directly on these tables, in easy reach of the screeners and away from the flow of traffic. Also, work with your local Program Director to ensure that you have enough trash receptacles in this area, with an adequate supply of hazardous-waste cans and bags.

The third side of the venue is where you should have hygiene education set up. We recommend that this follows the dental screening. This way the hygienists can look at the report card each athlete received, following their screening, to see the status of that athlete’s oral health and then can counsel him/her appropriately. Set up two to three tables in this section, with three education stations on each table (with chairs on both sides of the tables facing the tables). (See “Hygiene Education” section for more detailed information about this section.)

Nutrition education (if you host the dieticians) can also go on the third side of the venue, depending on size and space allocation. Two tables should suffice for nutrition education, with three chairs at each table.

If you are providing mouth guards, you will have to shift around some of your stations. It generally flows nicely if the mouth guards can be set up following the dental screening and hygiene education. Some sites like to put this in the middle of the venue if only a small number of athletes will be having mouth guards fabricated. This keeps the hot water out of the heaviest traffic and helps control which athletes are offered mouth guards (only athletes participating in contact sports should get one). Set up one table with three chairs on the outside for making the mouth guards. The mouth guard needs to be immersed in boiling water to soften it so it can then be fabricated. Hot plates to boil the water should be kept on the table inside the venue to prevent athletes from injury. You will need to make provisions to have hot plates and pots on hand. Because you will need to boil water for this station, you will need to ensure that electricity can be provided. Work with your local Program Director to ensure that the electricity will be brought in and that it will be at the right location. A propane stove can also be used if electricity is not available at an outdoor event.

The next and last station should be where the “Goody Bags” will be distributed, and the athletes will exit. There should be enough room behind the tables for many cartons of goody bags so that they are within easy reach of the volunteers. You will also need a tray or a small carton on this table to collect Registration Forms (if they are used at your event). (See the “Exit Area” section for more information on this function.)

Check-In/Registration Area

There are two forms that are necessary in the Registration Area: one is the Registration Form and the other is the Screening Form. The use of the Registration/Consent Forms are dependent on whether or not the athletes have been pre-registered for Special Smiles. The Screening Forms are mandatory.

The reason for using the Registration/Consent Form is to ensure that the athlete (or their coach/parent/guardian) understands what the dental screening is about and agrees to participate—assuming that this issue has not already been taken care of through your local Special Olympics organizations general athlete registration.



THE SITE

- Plan on holding a brief pre-event meeting with your registration crew to explain how to properly fill out the form.
- The job of the volunteers at the registration tables is to help the athletes complete the Registration Forms.
- If the Registration Forms were mailed to the athletes, you should still be prepared for those who may have left them behind by having blank Registration Forms at the station. It helps if you have clipboards that the registration volunteers can use if they have to go around to the front of the table to take information from an athlete in a wheelchair, or if the lines are long.
- If your volunteers are applying stickers at the Exit Area (see “Exit Area” section for more information on stickers), then the volunteers at Registration should check each athlete’s name badge to see if it has a Special Smiles sticker applied to it. If there is a sticker present, it means that the athlete has already been screened.
- When completing Registration Forms, make sure to get the signature of the athlete (if they are over 18 and can comprehend what is being asked of them) or of a coach/parent/guardian.
- If an athlete does not want to have an oral examination, but still wants to go through the rest of the program (to get the “goody bag”), he/she does not need to sign the form. You should mark “No Screening” at the top. The athlete should take this form with him/her as he/she moves through the site.
- Volunteers at this station will assist athletes by completing part of the Screening Form. There is demographic data and dental history information that can be gathered at this station so it won’t slow things down at the screening station. Athletes not participating in the screening do not need this form.
- The athlete should leave the registration table with both the Screening Form and the Registration Form. The Registration Form should travel with the athlete until he/she gets to the Exit Area. The Screening Form will travel with athletes only until they arrive at the screening station. Dental professionals at the screening station will keep the Screening Forms and give athletes a Report Card to take home.
- Athletes not getting their teeth screened should go directly to the Hygiene Education Area as their next stop.

Dental Screening Area

This is the station at which your volunteer dental professionals will conduct their non-invasive examinations. Details on how to conduct the examinations will be explained by the Research Coordinator so we will not spend time on that aspect here. There are, however, some points that need mentioning.

- If an athlete comes to a screening area without a Screening Form, that means that they chose not to be screened. If they have a Registration Form, it should read “No Screening” across the top, and that athlete should be directed to the next station.
- Only the “Oral Examination” part of the Screening Form will be completed here—the rest should have been done at the registration area.
- The assistant/recorder will be responsible for completing the form with the information from the dental professional doing the screening.
- The Screening Form then stays in this area; it does not travel on with the athlete.
- Make sure that you have plenty of pens/pencils for the recorders, as well as some kind of receptacle into which they can put the completed forms.
- Plan to hold a five-minute session with the recorders to discuss the correct way to complete the Screening Form (your Research Coordinator can include this in his/her training session). You can save time by meeting with registration volunteers at the same time to review the Screening Form. You can also have one of your Coordinators handle this responsibility for you with each shift as they come in.

- At the completion of the screening, the dental professional should have the recorder check off the appropriate box on the Report Card, and hand it to the athlete. The Report Card will be the communication link between the dental professional and the athlete or the athlete's parent/caregiver that will describe the oral health status of that athlete. The athlete, therefore, should be instructed to keep the Report Card with them.

Hygiene Education Area

The role of the volunteer hygienists and students at this station is to help the athletes understand how to perform their oral hygiene properly. They should use the Report Card that comes from the screening station as a guide to the type of instruction each athlete needs.

- If, for example, the Report Card indicates that the athlete is already doing a good job of keeping his/her teeth and gums clean, then the volunteer doesn't need to spend as much time with that athlete.
- If, on the other hand, the Report Card indicates that the athlete needs to do a better job of oral hygiene, the volunteer can spend more time reviewing and demonstrating the technique that is correct for him/her. The volunteers should plan on spending three to five minutes with each athlete (the time can be adjusted, depending on the needs of the individual athlete).
- Two puppets are being provided for you and are being (or already have been) shipped to your Special Olympics Program. Each volunteer should have a puppet or typodonts, a manual toothbrush and floss. You may want additional materials for your volunteers to work with.
- We urge you to encourage your volunteers to bring more typodonts to use for demonstrations, if at all possible, since they always seem to be in the shortest supply.
- You can buy more puppets for your site. Information on ordering more puppets is provided in the "Supply Management" section of this handbook, under "Puppets" heading.
- There may also be power-assisted (electric) toothbrushes supplied for demonstrations, depending on their availability through national sponsors.
- It will benefit you to select a leader for the Hygiene Education area and let that person manage all aspects of this station. The lead hygienist can be helpful in recruiting and scheduling volunteers, setting up and breaking down the station and providing on-site training.
- The Hygiene Education area is a great place to add some excitement to your booth by conducting games or activities that promote good oral hygiene. Examples of activities include coloring pages, information on healthy snacks and fluoride demonstrations.
- We hope to be providing all sites with stickers, which promote/reward good oral hygiene. The hygienists might want to hand out these stickers. These are different from the stickers that will be applied to the athlete's badge to indicate that they have been through the site already.

Mouth Guard Area

The decision to include mouth guards at your site depends on whether the participating athletes will be competing in contact sports at your Games and the availability of volunteers. Additional instructions for fabricating mouth guards will be forwarded to those sites where they will be made available.

- If an athlete is participating in a contact sport (such as basketball or football [soccer]) or other sports in which mouth injuries are more likely (roller skating, ice skating, etc.), they can be fitted for a free mouth guard.
- Those in non-contact or low-risk sports (track, baseball throw, etc.) do not need mouth guards. We do not want to deny mouth guards to any athlete who should be wearing one, but we want to distribute them judiciously.



THE SITE

- You will need to obtain two hot plates and two, 2-3 gallon pots for boiling water (or two to three hot pots) that will be necessary to soften the mouth guards. Also, you will need to arrange with your local Special Olympics contact for electricity to be brought into your venue to power the hot plates. Specific instructions for fabricating the mouth guards will come with their order.

Exit Area

These volunteers are responsible for making sure the athletes have handed in all the correct forms and that they have everything they are supposed to have when they leave the Special Smiles venue.

- Athletes should hand in their Registration Form (if they are being used at your site) at this station.
- If, for any reason, athletes still have a Screening Form, the volunteers should take the Screening Forms and keep them separate from the Registration Forms.
- Exiting athletes should be given a goody bag, and the volunteer should put the athlete's Report Card in their goody bag for safekeeping.

Goody Bag Assembly (If Necessary)

It is our intention to ship the goody bags pre-packed with a toothbrush, toothpaste and floss (although this may not occur). At your site, you should be inserting the following:

- Oral care booklet (that you can reproduce if you wish (the master copy is provided in the Appendix). We are in the process of reprinting them.
- Your local referral sheet (a list of local dentists willing to provide care to persons with special needs that you put together).
- The athlete's Report Card (the athlete should have this in hand).
- Any additional premiums your site provides.

Medical Emergencies

Thankfully, there have been very few medical emergencies at Special Smiles events. However, you should be prepared to deal with a medical emergency, should one occur. Work with your local Special Olympics Program Director to find out the procedures for medical (and/or dental) emergencies, the locations of on-site medical facilities and/or ambulances, the quickest way to contact medical personnel and any other information that may be beneficial. Please pass this information on, verbally or in writing, to volunteers at your site. Frequently, the first-aid station is quite a distance from your venue (generally it is located near the events). You may want to find out if that station will have a phone number you can call in case of an emergency.

Closing Down

At the end of the day, you should try to leave everything at your site, as much as possible, the way you found it.

- That generally means tables and chairs should be folded and stacked, and everything that you brought should be removed (except trash).
- Make sure the trash is in containers and containers are in locations that are acceptable to the local Special Olympics organizers.
- Any products donated to a Special Olympics Program should stay with the Program. Remaining supplies should be stored for future use.
- The completed Screening Forms should be shipped to the Special Olympics office or entered online in a reasonable time frame after your event.

How to Increase Screenings at Your Site

One of the key challenges a Local Coordinator faces is athlete participation. Following is a small sampling of some ideas that have worked at other sites. You can pick and choose the ones that might work best for you or modify any of these ideas to suit your needs. If anyone has a success story, please share it with us.

Add lots of color. A colorful site grabs an athlete's attention. Bring balloons and colored tablecloths to decorate your tent. Color-coordinated tablecloths and station signs can also help to color code your site. It is sometimes easier to ask an athlete with special needs to go to the red table next, instead of asking them to read the "Hygiene Education" sign.

Giveaways. Giveaways work! T-shirts are the best giveaways. Athletes love to collect T-shirts, and the T-shirt can serve as a way to get other athletes attention, as can painter's caps. T-shirts, however, can be expensive. There are lots of other premium ideas that work well. Ideally, the giveaway you choose can be custom imprinted with the Special Smiles Healthy Athletes Logo and should be something the athlete can wear or display that day to create visibility for your site. Logo artwork will be provided for you to help customize your giveaways. Here is a brief list of ideas:

- Painter's Caps
- Frisbees
- T-Shirts
- Water Bottles
- Small Sports Bags
- Sunglasses
- Sun Visors
- Stickers
- Fanny Packs

Be part of a larger Healthy Athletes event. Have Opening Eyes, FUNfitness, Healthy Hearing and other disciplines participate with you.

Loud Speaker Announcements. Most Games will have a public announcement system set up to announce events and winners. You can request permission from your local Special Olympics Coordinator to have announcements about your site made periodically throughout the day.



PUBLICITY

What this Section Can do For You

Communicating that Special Smiles will take place in your community and how/why you and/or your organization/university have become involved in the program is very important.

You should be working with your local Special Olympics office to coordinate public relations efforts. You do not want to compete with the local Special Olympics Program for media coverage. Ideally, your Special Olympics office will combine your press materials with theirs in a comprehensive media package that can be presented to the press. Adding your press releases about Healthy Athletes/Special Smiles provides Special Olympics with an opportunity to submit its press release to the Health Editors, increasing its opportunity for exposure by putting a new spin on the Special Olympics story. In addition, you should be sending a press release to your local Dental Publications. This press release may focus more on Special Smiles than on Special Olympics, but should still be coordinated with your Special Olympics office.

- This section is designed for Special Smiles Coordinators and affiliated organizations with little or no resources dedicated solely to public relations. It is not intended as a comprehensive resource on media relations. It will, however, be a useful starting point for enhancing and building relationships with editors and reporters to increase the visibility of your Special Smiles event, promote community relationships, recruit volunteers and obtain community support.

What is Public Relations?

Public relations is the process of communication between you and the public to help you win their approval, interest, cooperation or support. Public relations encompasses everything from the day-to-day credibility with your colleagues, students and patients, to the dialogue and written correspondence with lawmakers, citizens, the press and other businesses in the community in which Special Smiles will be part of.

- One of the most effective ways to reach the public is through the local news media, whether it is your local newspaper, city magazine, television or radio stations. Public relations can provide a credible, third-party perspective of an Special Smiles event.

Why Public Relations is Important

Your organization or university may already have marketing and advertising in place to communicate to the public. Advertising is generally aimed at selling products and services through paid means. Editorial coverage generated by public relations activities, on the other hand, cannot be bought; it must be earned. The credibility derived from an editorial in a publication will far exceed that gained through paid advertising.

All of us, in one way or another, practice public relations every day. For Special Smiles, every phone call, every letter, every face-to-face encounter is considered a public relations activity. Generating public interest and changing perceptions and opinions is a priority.

For your organizations or university:

- Let people know where you are located.
- Communicate what you have to offer.
- Inform people about what is unique about your organization or university and promote goodwill around its community involvement.

- Position your organization or university as a leader in the community and the profession. Participation in the event demonstrates you are a “university without walls.”

For Special Olympics Special Smiles, Public Relations Can:

- Increase awareness of the Special Smiles program.
- Help Special Smiles educate the community about oral health challenges people with special needs face.
- Tell the community where and when Special Smiles will take place.
- Describe to the community members how they can support Special Smiles.
- Inform potential volunteers in your community.

Where You Should Start

Your community's local newsroom, whether the medium is television, newspaper or radio, has a steady stream of people and information traveling about daily. Thousands of news releases are generated each day from organizations such as yours looking to make the morning or evening edition.

Q: How do you get media attention with so much competition?

A: By developing a respectful relationship with the media in your community.

The first step in announcing your Special Smiles event is to convince the media it is newsworthy. For this announcement, an organized press kit with the following materials will help you get the exposure you want and build a solid relationship with the press. Essential Special Smiles press kit materials include (samples of each are in the Appendix):

- A media advisory
- A press release
- Background information on the program
- Background information on the local event (media alert, map, etc.)
- Biographies of spokespeople that are available to the media
- Photograph of a Special Smiles event (print only)
- B-roll raw film footage used as the background for a TV news story (available upon request to Television stations)

Other essential elements for announcing Special Smiles involvement include:

- Spokespeople (Local Coordinator, local volunteer professionals, Special Olympics athlete) who can communicate effectively with reporters
- A media list that highlights important radio, television and newspaper contacts
- An understanding of how media contacts like to receive information (What are their deadlines? Do they prefer faxes or e-mails to receive information?)
- A basic understanding of the news process

Making Public Relations Happen

This guide to public relations starts with the development of press materials and moves ahead to promoting those materials to the media. Before any media contact is made, it is important to know your news media, understand what they cover, what they are looking for and how they prefer to work—in addition to details of the Special Smiles story you will be presenting.



PUBLICITY

Step One: Developing the Press Materials

Press releases are the most common means of presenting news to the media and are an excellent place to start any public relations campaign. In the Appendix of this handbook are sample press materials, which can be adapted for your own personal use. A template media alert (a one-page document summarizing your Special Smiles event) has also been designed to assist in announcing your local event.

Generally speaking, press releases and alerts are straightforward and complete. They should address the “Ws” journalists are always looking for:

- Who
- What
- When
- Where
- Why

If these questions are clearly answered in the press release, it will increase the chance a reporter will read it and use it. Keep facts short. If elaboration is necessary, produce a background piece (spokesperson biography or fact sheet) that accompanies the news release. This background document can usually be adapted to any Special Smiles announcement your organization or university makes to the media and should be updated on a routine basis.

Step Two: Understanding Your Media

Before you notify a member of the media, you need a basic understanding of the news process.

- All media have a newsroom where information flows in from an organization like yours.
- Reporters have “beats” they cover, such as health care, features, local news, etc.
- All reporters answer to their editors. Managing editors and the editor-in-chief are responsible for daily operations, and ultimately answer to the publisher, for print media.
- Assignment editors (television and radio) and city editors (daily/weekly newspapers) take information on events and assign reporters to cover them (in advance and/or the morning of the event).
- News editors monitor wire services and the news desk and give assignments as the opportunities occur.

To begin building relationships with the local media, the best place to start is with an assignment editor/city editor (health reporters/producers are an ideal media audience for Special Smiles information). After developing relationships with reporters or editors, you will acquire a better understanding of which reporters you should contact directly and when you should do so. You must bear in mind that reporters have deadlines, so anything you can do to make their jobs easier is appreciated.

Your role is to depict Special Smiles in an exciting, newsworthy way; their role is to educate readers, viewers or listeners about the program and the oral health needs of people with intellectual disabilities. Before contacting any member of the media, it is advisable to become familiar with your area’s papers and other dailies, to understand the items that are covered. Build relationships with the media; don’t just approach them when you need something!

How to Build a Media List

Your media list should include all local newspapers (daily and weekly), radio and television stations (a sample is provided in the Appendix). Reading the local papers and paying attention to community television and radio is a good way to build a media list for your local area. You can even consult the yellow pages of your local telephone directory to see what media you should be targeting. Bacon's Newspaper Directory, which may be available at your local library, is a useful resource for building your media list. It contains a list of publications by geographical location; the names, phone numbers and other information on the staff. For additional information on daily newspapers, contact the following:

National Newspaper Association
1627 K St., N.W., Suite 400
Washington, D.C. 20006
+1 (202) 588-8764 or +1 (202) 234-5020

Step Three: Reaching Out, Following Up and Moving On

Once you have contacted the media and they have expressed interest in Special Smiles, you will need to line up an appropriate spokesperson or be prepared to handle the interview yourself. The attached lists of media "do's" and "don'ts" is important to remember during any press announcement. If an editor or reporter writes a good story, then you have done your job. If they don't, it isn't anything personal. It is possible that one reporter may not have an interest in this story, however, the next journalist could publish the story of a lifetime. Do not be afraid to ask them what they are interested in covering, or if they can recommend a colleague that might be interested in the story.

Press Interview Do's

- Be open and honest.
- If you do not know the answer to a question, say so. Tell the reporter you will get back to him/her with the answer.
- If you promise a reporter additional information (e.g. press releases, background information), follow through as soon as possible.
Keep answers simple.
- Use "sound bites" and simple analogies; they make for great quotes.
- Give examples. Reporters appreciate if you can "show" them, not simply "tell" them about Special Smiles; your involvement, etc.
- Be confident. If you were not an expert in your field and the program, you would not be speaking with reporters.
- Be energized and excited, and enjoy the interview. This invigorates reporters and inspires them to write good, interesting articles. Hint: For phone interviews, smile. It will help you project excitement and energy.
- Think before you speak.
- Think fast, but talk slow.
- Ask for clarification if you do not understand a question.
- Refer to the interviewer by name.
- Thank the reporter when the interview is completed.
- Note where and when the story will appear and how best to receive a copy.

PUBLICITY**Press Interview Don'ts**

- Never mislead a reporter.
- Never say “no comment” (see * item under Press “Do’s”).
- Do not speak “off the record.” To a reporter, there is no such thing.
- Do not ask the reporter to see the story before it appears in print.
- Do not let a reporter put words in your mouth.
- Do not use jargon, and avoid clichés; it turns off reporters and does not make for good quotes.

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APPENDIX**Contents for Appendix:**

Welcome to Special Olympics Special Smiles
Dental Care for Patients with Disabilities Survey
CE Credit Contact Information Form
Athlete Consent Form
Volunteer Exit Comments
Special Smiles Tally Form
CE Certificate
Hold Harmless Agreement
Event Tracking Form
HAS Form
Volunteers are Vital Handout
Respect the Athlete Handout
Thank You Certificate (new version needs to be added)
Dentist Directory Questionnaire

Welcome to Special Olympics Special Smiles®!

The purpose of this day is to enjoy and have fun supporting an important oral health initiative with Special Olympics athletes.

Special Olympics is one of the most exciting movements today, combining sports with the opportunity to interact with athletes who possess one or more disabling conditions. While all of us vary in our experience level with Special Olympics athletes, the following brief suggestions might be helpful:

- Remember, special needs people and non-special needs people are more alike than different. If you are unsure how to respond to a special needs person, ask yourself how you would want someone to treat you. If you follow through, you can't go wrong.
- Both children and adults compete in Special Olympics events. Remember that an adult Special Olympics athlete is an adult. You may want to refer to them as the athletes or Special Olympics athletes rather than the kids.
- Enjoy your interactions with the athletes, but don't be afraid to ask for help from coaches or other volunteers if you see a problem occurring.
- You will find that most of the athletes whom you will meet are friendly and will enjoy your attention. Along with the fun, we try to encourage behavior that is appropriate to athletic events. If you have any questions, just remember that behavior that is not appropriate among non-disabled persons is not appropriate among persons with disabilities. Enjoy the warm interactions that are a part of the Special Olympics experience, but don't be afraid to establish limits.
- As a volunteer, you will want to do everything you can to respect the dignity of the athletes that you will meet. That's probably as important as anything else you will do at the Special Olympics Games.

Dress: You will be working hard (as well as having fun) during your volunteer time at Special Olympics Special Smiles, so you should dress comfortably. Most of our events are in the late spring or summer, and are held outside or under a tent, so expect the weather to be comfortable to warm. Many of our volunteers wear shorts, jeans or other comfortable pants, sneakers and a T-shirt or other shirt.

Timing: Please arrive at the Special Smiles site on time, if not early. Allow yourself extra time to get familiar with the site and for an orientation before your work begins. If you are scheduled to serve early in the morning, there may be more work to be done before the athletes start arriving. If your shift is in the afternoon, remember that there are people who have been working all morning who can not leave until you arrive and are ready to take over for them.



APPENDIX

Dental Care for Patients with Disabilities

1. The approximate number of people in the United States with intellectual disabilities is:

2. Name three barriers to dental care for persons with disabilities:

3. What must be reviewed with a parent or caregiver prior to using physical restraint on a person with disabilities:

4. When prescribing sedation for patients with special needs, name two factors which must be taken into consideration?

5. What is PICA?

6. Name two indications for the use of chlorohexidine for people with special needs?

7. What is the most common cardiac problem for patients with Down syndrome?

8. How can a parent or caregiver help the dental team in obtaining radiographs when the patient has difficulty cooperating?

9. What might you need to take into consideration if a patient uses an electric wheelchair?

10. In addition to a Molt mouth prop and a McKesson mouth prop, what options do you have to help a patient keep his/her mouth open during a dental procedure?

Your Name: _____

City where the Special Olympics event is being held: _____



APPENDIX

Dear Dental Professional:

Thank you for your interest in treating people with special needs. The enclosed video training program was made possible by a restricted grant from the Pierre Fauchard Academy Foundation and an unrestricted grant from Colgate Oral Pharmaceuticals. We believe you will find the program content, presented by Dr. Steven Perlman, to be both informative and interesting to watch. It will take approximately one hour to view this material.

In order to receive your CE credits you must:

1. Watch this video in its entirety.
2. Take the test which is included with this package. Feel free to review the test before watching the video, as it will help you to better focus on the material to be tested.
3. Return the completed test form and the video, per the instructions below.
4. You can also receive one CE credit for each hour of volunteer time, assuming you have taken the CE course. There will be Volunteer Tally Forms available the day of the event to account for clinic time volunteered.

CE Contact Information:

Name: _____

Address: _____

Phone: _____

Additional Instructions:



APPENDIX

Healthy Athlete Consent Form

Special Olympics offers certain non-invasive health care services to athletes at local, state, national and World Games venues through the Special Olympics Healthy Athletes® program. These services may include individual screening assessments of health status and health care needs, provision of health education, routine preventive services (e.g. protective mouth guards), educational services and, in the case of vision and hearing deficits, provision of needed eyewear (glasses, swim goggles, protective eyewear) and hearing aids. Athletes are informed as to their health status and advised of the need for follow-up care. In addition, information collected at the time services are provided has been invaluable for developing policies, securing resources and implementing programs to better meet the health needs of athletes.

I understand that by signing below I consent to participate in the Special Olympics Healthy Athletes program that provides individual screening assessments of health status and health-care needs in the areas of: vision; oral health; hearing; physical therapy; and a variety of health promotion areas (height, weight, sun protection, etc.). I understand there is no obligation for me to participate in the Healthy Athletes program should I decide not to participate. Provision of these health services is not intended as a substitute for regular care. I also understand that I should seek my own independent medical advice and assistance irrespective of the provisions of these services, and that Special Olympics is not through the provision of these provisions responsible for my health. I understand that information that is gathered as part of the screening process may be used in group form (anonymously) to assess and communicate the overall health needs of athletes and to develop programs to address those needs.

Authorization for Minors: I understand that by signing below I consent to _____ (athlete's full name) participation in the Special Olympics Healthy Athletes program that provides individual screening assessments of health status and health-care needs in the areas of: vision; oral health; hearing; physical therapy; and a variety of health promotion areas (height, weight, sun protection, etc.). I understand there is no obligation for the athlete named above to participate in the Healthy Athletes program should the athlete decide not to participate or should I decide the athlete shall not participate. Provision of these health services is not intended as a substitute for regular care. I also understand that I should seek my own independent medical advice and assistance irrespective of the provisions of these services for the athlete named above and that Special Olympics is not through the provision of these provisions responsible for the health of the athlete named above. I understand that information that is gathered as part of the screening process may be used in group form (anonymously) to assess and communicate the overall health of athletes and to develop programs to address those needs.

Parent or Guardian (if athlete is under 18 years old)

Athlete (if 18 years old or older)

Special Olympics Program

Date



Volunteer Exit Comments

Name: _____

Address: _____

Phone number: (____)_____

Type of volunteer (please check one)

Dentist ___ Hygienist ___ Student ___ Other ___

Where you are currently in practice, are people with special needs currently seen in your office?
YES___ NO___

Did you enjoy your volunteer time today? YES___ NO___

Is there anything we can do to make volunteering for Special Smiles events more pleasant or more efficient?

Under the right circumstances, would you be willing to open your practice to one or more people with special needs? YES___ NO___

Comments:_____

Are you currently a member of the Academy of Dentistry for Persons with Disabilities (ADPD)?
YES___ NO___

Are you currently a member of the American Academy of Developmental Medicine and Dentistry (AADMD)? YES___ NO___

Would you like information about joining either ADAP or AADMD (organizations of dental and medical, AADMD, professionals who treat people with special needs)?
ADAP___ AADMD___ NO___

On behalf of all the athletes, we thank you for your service today.



APPENDIX
Special Olympics Special Smiles Continuing Education Tally Sheet

To earn Continuing Education credits at the Special Olympics Special Smiles program, you must attend the 1 hour Continuing Education Course that precedes the oral screening of Special Olympics athletes. You may also earn credits if you spend time working with the athletes.

You will earn a 1 hour Participation credit for completing the course and for each hour spent conducting non-invasive screenings or providing oral health education to the athletes. The credits can be applied toward the Academy of General Dentistry Mastership, Fellowship program, or in various programs offered by your state dental society.

Please complete this form and hand it to your Special Olympics Special Smiles coordinator at the end of your stay. They will issue your Continuing Education certificate. This program is provided jointly by SOSS and the Academy of General Dentistry.

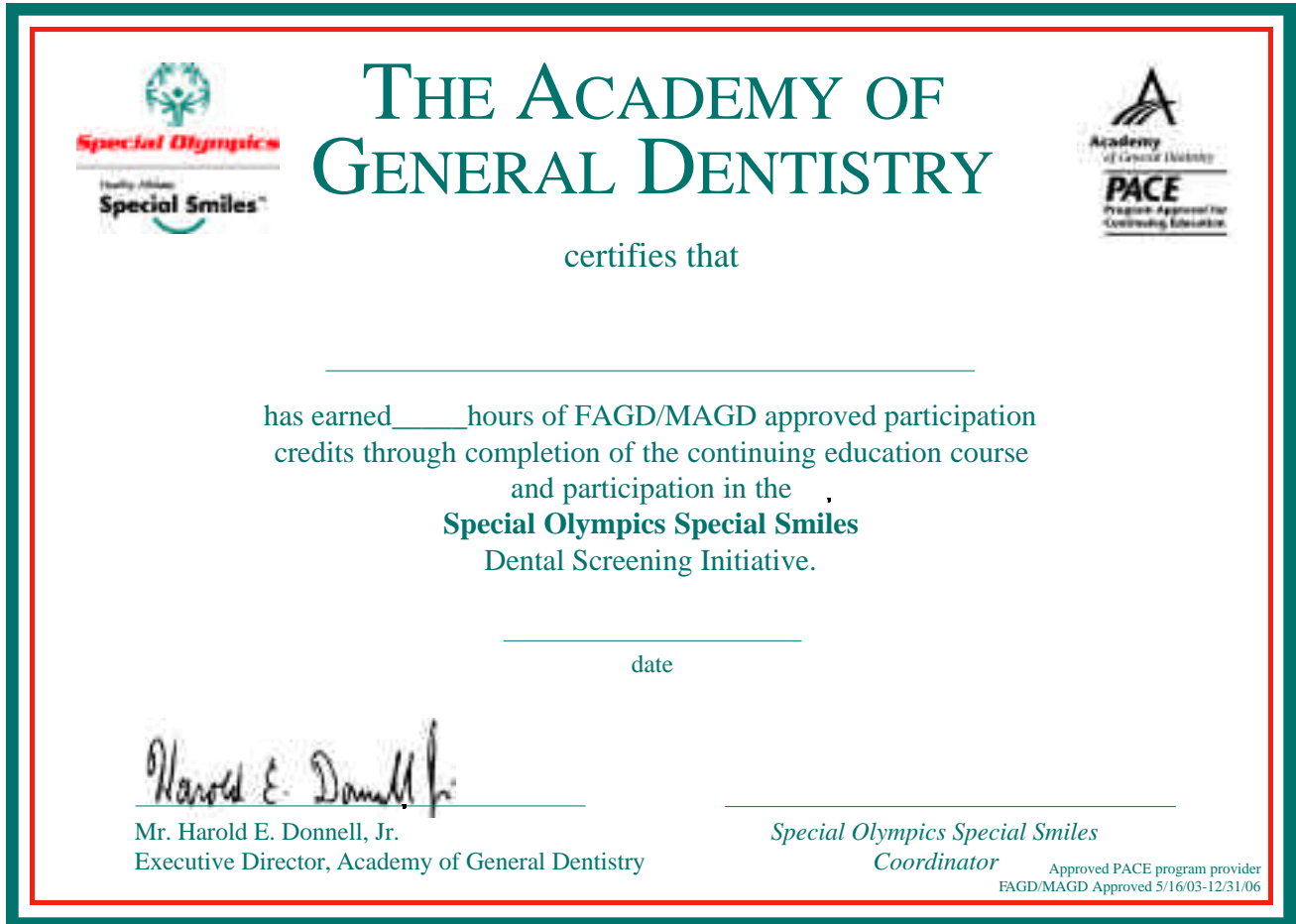
- I did / did not (circle one) attend and complete the Special Olympics Special Smiles Continuing Education Course
- I did/did not (circle one) view the entire CE Course video program.
- I spent _____ hours conducting screenings and/or providing oral health education for Special Olympic athletes.

 (Name - please print)



 (Signature)

 (Date)

 (State & city where your Special Olympics Games are held)



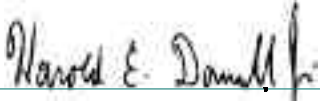
The certificate is enclosed in a decorative border with a green outer line and a red inner line. It features logos for Special Olympics, the Academy of General Dentistry, and PACE. The text is centered and includes a line for the number of hours earned, a line for the date, and two signature lines. The signature on the left is handwritten and reads "Harold E. Donnell, Jr.". The signature on the right is a printed name.

 **THE ACADEMY OF
GENERAL DENTISTRY** 

certifies that

has earned _____ hours of FAGD/MAGD approved participation
credits through completion of the continuing education course
and participation in the
Special Olympics Special Smiles
Dental Screening Initiative.

date

 _____

Mr. Harold E. Donnell, Jr.
Executive Director, Academy of General Dentistry

Special Olympics Special Smiles
Coordinator Approved PACE program provider
FAGD/MAGD Approved 5/16/03-12/31/06

Sample Participation Certificate



APPENDIX

Hold Harmless Agreement

_____ shall defend, hold harmless and indemnify Special Olympics, Inc., and its local Programs, and each organization's directors, officers, agents, employees and volunteers from and against any and all liability, loss, expense (including reasonable attorney's fees), or claims for injury or damages that are caused by or that are a result from the negligent or intentional acts or omissions by the person or entity named above who provides screening services as provided as part of the Special Olympics Healthy Athletes program.

Special Olympics, Inc. shall defend, hold harmless and indemnify _____ against any and all liability, loss, expense (including reasonable attorney's fees), or claims for injury or damages that are caused by or that are a result of the negligent or intentional acts or omissions of Special Olympics, Inc. and/or its local Programs, and each organization's directors, officers, agents, employees and volunteers with regard to the Special Olympics Healthy Athletes program.

Special Olympics, Inc.

Date

Volunteer/Agent for Organization

Date



Special Olympics Special Smiles Event Tracking Form

Event Location: _____ Event Date: _____

Special Smiles Coordinator Name: _____

Your Name and Contact Information (if you are not the Special Smiles Coordinator):

FINAL TALLY:

Please provide the final count for each of the following:

- Athletes Competing Athletes Screened
- Mouth guards Received Mouth guards
- Fabricated

VOLUNTEERS:

Please provide the total number of volunteers that helped you out, by group:

- Dentists Faculty
- DDS Students DH Students
- Dental Assistants Hygienists
- Grottos Other

SCHOOLS AND ORGANIZATIONS:

Please provide us with a list of dental schools, dental hygiene schools and any other organization that participated (e.g., state societies) at your event.

PUBLICITY & SPONSORS:

Please list the key publicity that your event received (i.e., local press coverage, trade journals).

Please attach samples if available: _____

APPENDIX



Special Olympics

Healthy Athletes
Special Smiles®

Firstname		Lastname		HASS ID	
Date	<input type="radio"/> Male	<input type="radio"/> Female	DoB	Age (years)	<input type="radio"/> Not sure
World Games 2017	Dubai, United Arab Emirates		<input type="radio"/> Athlete <input type="radio"/> Unified partner	Sport	
Delegation			Region		Country

Screeners name

Dental History

1. Fill out this section for each athlete even if edentulous

How often do you clean your mouth?

- Once or more a day
- 2 to 6 times per week
- Once per week
- Less than once per week
- Not sure

2. Pain inside mouth

- Yes No
- Teeth
- Other

3. Athlete refused/could not screen

Screening

4. Edentulous

- Yes (-> stop here) Exam completed
- No (answer all questions 5 thru 14)

5. Untreated decay

- Yes No
- Anterior(s)
- Premolar(s)
- Molar(s)

6. Filled teeth

- Yes No

7. Missing teeth

- Yes No
- Anterior(s)
- Molar(s)

8. Sealant(s)

- Yes No

9. Injury

- Yes No

10. Fluorosis

- Yes No

11. Gingival signs

- Yes No

12. Treatment urgency

- Maintenance
- Non-urgent
- Urgent

13. Mouthguard recommended

- Yes No
- Mouthguard delivered

Volunteers are Vital

Special Olympics would not be possible without volunteers.

Volunteers contribute in many ways to support Special Olympics, from working in the headquarters office to serving on planning teams and, of course, assisting with the actual execution of the Games.

Integration and socialization opportunities for Special Olympics athletes are increased by your participation as a volunteer.

The diversity of volunteers' cultural experiences, values and contributions create an unparalleled opportunity for you to learn and grow from each other, while making valuable contributions to the Special Olympics movement.

A wide variety of roles for Special Olympics Programs are filled by volunteers—from coaches to fundraisers to timekeepers to scorekeepers. Volunteers span age, gender and race categories. Special Olympics would not exist today—could not have been created—without time, energy, dedication and commitment of more than 750,000 Special Olympics volunteers around the world ... including YOU!

Leadership roles for volunteers and athletes on local, state, national and international levels are developed through Special Olympics.

Respect the Athlete

Respect everyone's hard work. People with intellectual disabilities are not different than you and should be treated with proper respect, friendliness and professionalism.

Enjoy everyone's accomplishments. The athletes have worked long and hard to achieve their goals. By all means, recognize and applaud them, but do so in the same fashion you would for any athlete.

Smile. Be yourself and have fun ... and don't forget to smile! A smile goes a long way and is understood around the world.

Please allow coaches to do their work. The athletes have trained with their coaches, so it is not appropriate to interfere between coaches and athletes.

Encourage fair treatment and good sportsmanship. Appropriate behavior and good sportsmanship are emphasized in Special Olympics training. Reinforce them whenever possible.

Comfortable is how we want to make all the athletes feel. Do not hesitate to ask athletes for suggestions about how to assist them most effectively.

Talk to adults as adults. Talk to individuals in an age-appropriate fashion.

APPENDIX





Special Olympics

Healthy Athletes

Presented to

Write name here

with deep gratitude and appreciation for your
VOLUNTEER efforts on behalf of Special Olympics Athletes.



TIMOTHY P. SHRIVER, Ph.D.
 President & CEO

Director, Health and Research Initiatives

Global Clinical Director

Created by the Joseph P. Kennedy, Jr. Foundation for the Benefit of Persons with Mental Retardation



Special Olympics Special Smiles Dentist Directory Questionnaire

(NOTE: The items with an asterisk (*) are the only ones visitors to the Special Smiles site will see. The rest will be used to match your skills to patient needs and to validate authenticity.)

*LAST NAME: _____
 *FIRST NAME: _____
 *NAME OF PRACTICE: _____
 *STREET ADDRESS: _____
 *CITY/STATE/ZIP: _____
 *OFFICE PHONE #: (_____) _____
 *OFFICE FAX #: (_____) _____
 DEA#: _____
 BIRTH DATE: _____
 GRADUATION DATE: _____
 E-MAILADDRESS: _____
 STATE OF LICENSURE (PRIMARY): _____
 STATE LICENSE# (PRIMARY): _____
 ADA # (IF MEMBER): _____

(Please check all items that apply)

PROFESSIONAL DEGREE:

D.D.S. _____
 M.D. _____
 M.S. _____
 Ph.D. _____
 Other _____

PRACTICE TYPE:

Solo Practice _____
 Partnership _____
 Group Practice _____
 Clinical Practice _____
 HMO _____
 Educational Institute _____
 Government Provider _____

*PRACTITIONER SPECIALTY

General Practice _____
 Pediatric Dentistry _____
 Oral Surgery _____
 Orthodontics _____
 Periodontics _____
 Endodontics _____
 Oral Medicine, Oral _____
 Pathology, Oral Radiology _____



APPENDIX

SPECIALTY TRAINING:

- General Practice Residency _____
- Specialty Residency _____
- Fellowship _____
- DECOD Training _____
- Other _____

***IS YOUR OFFICE/CLINIC WHEELCHAIR ACCESSIBLE?**

- Yes _____
- No _____

***LANGUAGE OTHER THAN ENGLISH THAT YOU SPEAK AND USE IN THE DELIVERY OF HEALTH-CARE SERVICES:**

***LANGUAGE OTHER THAN ENGLISH THAT YOUR STAFF SPEAK AND CAN USE TO ASSIST IN THE DELIVERY OF HEALTH-CARE SERVICES:**

DO YOU ACCEPT NEW PATIENTS?

- Yes _____
- No _____

DO YOU ACCEPT MEDICAID PAYMENT?

- Yes _____
- No _____

DO YOU PARTICIPATE IN REDUCED FEE PROGRAMS?

- Yes _____
- No _____

WHICH AGE GROUPS ARE INCLUDED IN YOUR PRACTICE?

- Children _____
- Adults _____
- Geriatric _____

PATIENTS YOU CAN ACCOMMODATE:

- Developmental disability _____
- Moderate _____ Severe _____
- Sensory Impairment _____
- Physical Impairment _____
- Psychiatric Impairment _____
- Chronic Illness _____
- Neurologic Impairments _____



AVAILABLE IN YOUR PRACTICE:

Dental Hygiene _____
General Dentistry _____
Endodontics _____
Orthodontics _____
Oral Surgery _____
Pediatric Dentistry _____
Periodontics _____

WHERE DO YOU SEE PATIENTS?

Office _____
Clinic _____
Hospital _____
Nursing Home _____
Portable Dental Care _____
Mobile Clinic _____

TYPES OF ANESTHESIA USED:

Oral Sedation _____
Intravenous Sedation _____
Nitrous Oxide _____
General Anesthesia in
Office _____
General Anesthesia in
Hospital _____



Special Olympics

www.specialolympics.org

Created by the Joseph P. Kennedy, Jr. Foundation for the Benefit of Persons with Intellectual Disabilities

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