



DOC CLASS REPRESENTATIVE OUTLINE

updated 9/7/2018

Class Binders:

- Osher office will email you confirming your binder is at the DOC House.
- Pick up the binder from the DOC lobby binder table to the left of the NEWS table. Take it to each class session and return it to the table you picked it up from.

Prior to First Class:

- Create a plan with Study Leader in case a class is cancelled (weather or sickness). Email the plan to all those registered before the class begins.

Class Rep Binder Includes:

- Name Badges
- Attendance sheet
- 5 Rosters in back
- Follow-up Forms & Envelope (recommend on-line versus paper)

First class:

- Introduce yourself as the Class Rep to the class and the Study Leader.
- Reiterate the cancellation procedure that was previously emailed to the class by the SL.
- Announce "Hearing Assistance (HA) is available" and point to the HA case. Directions are on the case. Both the Study Leader and Member need to turn their units on.
- Announce "Make sure your unit is turned off and put back in the case when class ends. Otherwise the battery dies." Both the SL and Member need to turn their units off.
- Announce IF class moves items: "Please help return the room to the original set up when class ends and move outside the room, so next class can set up."
- Remind class of \$1 cup-by-cup donation to offset costs of coffee.

Name Badges:

- Hand out permanent name badges. Advise those members to "Keep it".
- Members with questions about their name badge, please have them contact the office directly.
- Use stick-on badges for those who left name badge home.

Coffee, Tea, Cocoa, Water

- Daytime: OSHER@Dartmouth staff & volunteers make the coffee during the day in carafes of regular and decaf coffee, and hot water for tea and hot chocolate. Cool water is also in a carafe.
- Evening: Keurig machine will be available for beverages. A jug of water is on the cart if water needs to be refilled.

DOC CLASS REPRESENTATIVE OUTLINE (continued)

Hearing Assistance

- Staff put out Hearing Assistance Cases each morning in 2 rooms at DOC: Dining and Founders. If you will need any in Pond, speak to staff who will find an option.
- Directions are on the case.

Each Class:

- Take attendance at every session please
- Email osher@dartmouth.edu if:
 - a student is consistently absent.
 - some concern is expressed, or you sense a problem.
 - a student decides to drop.
 - a member, or guest, comes to class and does not appear on the roster.

Ongoing Class Rep Duties:

- Encourage students to give feedback to the Study Leader or to share their concerns with you if they are not comfortable addressing the Study Leader directly.
- Share any comments or concerns with the Study Leader or call the office immediately if there are major issues of any kind.

Next to Last Class:

- Encourage members to complete the follow-up form online by visiting osher.dartmouth.edu home page. (Difficult with hand-written forms.)
- Distribute paper follow-up forms for those who request one. Ask people to return form at the final session.

Last Class:

- Collect any Follow-up forms.
- Return the binder to the lobby table left of NEWS.

Lost & Found

- Please give any items left behind by class to the staff at the DOC with the Study Leader and class name. There is a buzzer at the bottom of the stairs so you do not need to walk up.
- If no staff present, leave a note with the item please.

Thank you for your help! Members, Study Leaders, and staff appreciate your support!