

## CenterFest Volunteer Information

As a volunteer, you are vital to CenterFest. We depend on you to perform a variety of jobs that would otherwise often go uncompleted. Even tasks that seem less than glamorous are valuable to the overall success of our events. We cherish our volunteers and have an incredible amount of respect and devotion to you. In turn we expect you to be aware, committed and conscious of your roles. You can and should take pride in being a part of making this Durham Arts Council event happen.

### 1. Code of Conduct:

- Use of alcohol and controlled or illegal substances before and during your shift is strictly prohibited. Doing so is grounds for dismissal from the Volunteer Program without warning. Beer Garden workers are not allowed to imbibe alcohol during their shift.
- Harassment is not allowed. It is not acceptable to harass others on the basis of sex, age, race, color, national origin, religion, marital status, citizenship, disability, sexual orientation, or other personal characteristics. Doing so is grounds for dismissal from the Volunteer Program without warning.
- Report any questionable activity and/or medical or security related situations to someone with an event staff badge or to the volunteer coordinator.
- Have fun!

**2. Your Supervisor:** Mary Frances Poarch is the on-site Volunteer Coordinator for CenterFest. She is your on-site supervisor and can be reached at 919-697-5860 (cell). Each area of the festival where cash is handled will be staffed by Durham Arts Council staff or Board Trustee, and this individual will also act as your supervisor. In some cases, you will be working alone or with another volunteer.

**3. Event Guests:** The audience: All of us at CenterFest and the event sponsors and the many artists, including you volunteers, are here to make this a great event for festival-goers. Keep this in mind, and all will go well.

**4. Event Staff:** During your shift, you will be in contact with many people. Have fun, but understand that many of our crew members are under considerable pressure to get things done. Please keep this in mind when interacting with them. However, let the volunteer coordinator know if you encounter less than appropriate behavior from our event staff. The Durham Arts Council strives for a healthy, productive and fun environment, and we expect nothing less from our staff.

**5. VIPs/Sponsors:** The events are made possible through the support of corporate sponsors. These sponsors and other VIPs, like all guests, are to be treated with utmost courtesy. All Sponsors/VIPs need to have a pass or special ID for access into this hospitality area. For a complete list of sponsors, please see festival program or visit the website at <http://centerfest.durhamarts.org>.

### 6. Your Schedule and Position:

- It is important to us to find a fit that works well with you. However, our volunteer program staff are scheduling, taking notes and making adjustments up to the last minute, and we may change your scheduled position as our needs change throughout the event. You may be asked to fill a completely different role than what you expected. Thank you in advance for your flexibility.
- Once you are placed in a role, please let your supervisor know about any uncomfortable situations or limitations you have. We will do everything in our power to comply with specific requests and situations.

**7. CenterFest Attire:** Neat, casual attire is appropriate. Wear comfortable, sturdy shoes. Travel light: personal items and/or valuables may **not** be left for safekeeping. Wear sunscreen and drink a lot of water during the day. You will receive a free t-shirt at the end of your shift.

**8. Event Parking:** Parking areas can be found at <http://centerfest.durhamarts.org>.

**9. Volunteer Check-in/Check-Out:** When you arrive, please check in a few minutes before your shift starts at the Volunteer Check-In area located in the Morris Street parking lot next to the Durham Arts Council.

**10. Volunteer ID:** When you check in you will receive an ID tag that identifies you as a volunteer. Please wear it in a visible location.

**11. Radios and Phones:** The phones and radios at the Volunteer Check-In area are primarily to be used by staff, and for incoming calls regarding volunteering at the festival. Staff cell phones are also for company use. Please do not ask to use these phones. If you are a block captain, you will be given a radio. You will need to bring ID in order to use the radio.

**In an Emergency:** With the number of visitors present during the event, we are likely to experience minor first aid problems like cuts, bruises, heat exhaustion, etc. Occasionally, more serious medical problems may arise. To effectively manage such an emergency situation, keep the following points in mind: The injured person is your number one priority.

- Remain calm. Getting excited, overreacting or yelling doesn't help anyone.
- At the first available moment, locate a staff member.
- EMS will be located in the South Bank parking lot at the corner facing Five Points.
- If you are unable to make any contact with a staff person, call 911.
- Please stay with the injured person until a staff member or emergency personnel releases you. Your familiar face will be comforting once other crew people begin to arrive.

*The safety and well-being of staff and patrons is our highest priority.*

**12. Lost Children/Lost Parent:** A child separated from their parents is terrifying for both the child and the parent. Please be sensitive to their concerns and assist them as much as possible. Locate your supervisor, tell them what's happening. Please stay with the child and/or parent until your supervisor has the situation under control.

**13. Lost and Found:** Lost and Found articles can be left at the Volunteer Check-In Area.

## EVENT POLICIES

**1. Alcohol and Illegal Substances:** Volunteers are NOT permitted to use controlled substances during or before their volunteer shifts. If you use these substances at those times you will be asked to resign from your volunteer obligations and forfeit your rights to a t-shirt. It is in the best interest of everyone's safety that we take this policy very seriously.

**2. Rain or Shine:** This is a rain or shine event. In the event that an event is cancelled due to extreme weather conditions, a message on the phone at the Durham Arts Council will indicate this.

**3. Age 16 and up:** You must be age 16 and up or accompanied by an adult to volunteer at CenterFest.

### HOW TO GET THE MOST FROM YOUR EXPERIENCE:

Pay careful attention to the tasks ahead of you and the coordinated efforts of the whole team. Remember to be flexible! Things don't always go as planned, and patrons don't always understand last minute confusion.

Guests will appreciate your cooperation and respect. The most important thing to remember is to have fun!

*On behalf of the Durham Arts Council, we would like to express our gratitude in advance. Your time, effort and enthusiasm are a great asset to the Durham Arts Council, and are a big contribution to the success of our events. Without your help, we could not do any of it! We are proud of your efforts and hope that you recognize how valuable you truly are. Thank you!*