
Festival of the Arts Volunteer Handbook

We love our volunteers and celebrate their dedication to this legacy event.

It takes a village to staff an event - a village of 1,500+ volunteers for Festival of the Arts every year.

Festival of the Arts celebrates 50 years in 2019! Held annually on the first weekend in June, this free, three-day community event celebrates every discipline of the arts; dance, music, literature & media, visual arts, and design. We welcome everyone to attend and experience the rich artistic talent our region offers. Being a regional arts event, Festival of the Arts, represents eight counties including Kent, Ottawa, Ionia, Allegan, Muskegon, Montcalm, Barry, and Newago. Every performance, exhibition, and children's creative activity remains free for all.

Festival of the Arts draws hundreds of thousands of people downtown each year to celebrate the arts. The three-day event serves as the kick-off to summer in West Michigan.

Thank you for your generous gift of your time! Festival of the Arts 2019 Volunteer Committee.

VOLUNTEER GENERAL INFORMATION

Festival Dates: June 7/8/9, 2019

As a volunteer you're representing the Festival of the Arts. We believe that all volunteers are part of the Festival of the Arts family and are ambassadors who welcome all members of the community to Grand Rapids. Treat all guests with the same courtesy that you would expect if you were a festival attendee. Be courteous, approachable and knowledgeable of festival activities. We encourage you to check out the Festival of the Arts website to get yourself acquainted with the event, <https://festivalgr.org/>

Attire:

All volunteers will be provided with a Festival of the Arts volunteer t-shirt and hat. You must wear your Festival of the Arts t-shirt and volunteer badge during your volunteer shifts. If you don't have a Festival of the Arts t-shirt at the time of your shift, please wear a red t-shirt.

Volunteers are welcome to wear shorts, jeans, skirts or khakis. If you choose to wear shorts, please make sure your fingers touch the hemline.

June is the start of summer so the weather can go from sunny and hot to cool and raining. Many of the volunteer shifts are outside. Please dress for the weather as the event does go on rain or shine. It is suggested you wear sunscreen, dress in layers and wear comfortable shoes.

Volunteer shirt and badge will be available at your first shift.

Personal Property:

Volunteers are cautioned not to bring valuables to their shift. Please keep your belongings with you at all times. Festival is not responsible for any lost or stolen items.

Smoking/Drinking Policy:

Volunteers are prohibited from smoking, vaping or drinking alcoholic beverages during their shift. If you are seen smoking or drinking during your volunteer shift, you will be asked to stop and given a warning. A second warning will result in you being removed from your volunteer shift.

We do ask that after your shift and if you plan on smoking or drinking please do not wear your volunteer attire or badge.

Parking:

Volunteers are responsible for their own parking and will not be reimbursed. Please review the festival map to make yourself familiar with road closures. We encourage volunteers to carpool or take public transportation as it allows.

For more information on the Rapid bus system in Grand Rapids visit www.ridetherapid.com.

Parking is also available in the DASH lots <http://downtowngr.org/get/dash>. For volunteers with accessibility needs contact Erik Litts (security@festivalgr.org) to make arrangements for permitted parking near their activity.

VOLUNTEER ROLES & SHIFTS:

All volunteers are requested to use the online sign-up form at <https://festivalgr.org/volunteer/> to choose shifts and roles. This helps the volunteer committee ensure that we're placing our volunteers where they want to be so they have the best experience possible. Also for safety to our volunteers we'll have your contact information in case of emergencies.

We will do our best to place volunteers in their requested area. However, if a role and/or area becomes unavailable we do ask for your flexibility and be willing to shift as needed.

Roles:

Adult Paint In

Art Sales

Art Zone - Kids Activity

Bike Corral

Chalk the Walk - Kids Activity

Face Painting - Kids Activity

Festival Store

Floater

Food Booths

Graphics

Glue In - Kids Activity

Hospitality

Indoor Classical

Information Booths

Mad Hatter - Kids Activity

Paint In - Kids Activity

Printmaking

Recycling and Grounds

Regional Arts Exhibit at Fed Galleries/KCAD

Stage CrewSwinging Art

Youth Art Show

Shifts:

Shift length is generally 3 hours, but this is variable based upon role/committee. Please double check your email confirmation for shift length information before arriving at the Festival.

Check in with your committee lead or their designated representative upon arrival. Check out with that person when you complete your shift - this is for your safety so that Festival Committee Chairs know that all volunteers have left at the end of the day.

If you are unable to work your shift, please email your committee lead to let them know you are unable to make it.

Restrooms are available in City Hall for volunteer use. We'll also have water and light snacks available in the Hospitality HQ in City Hall. Please stop by to pick them up before your shift and during any breaks.

We also encourage our volunteers to bring their own reusable water bottles; they can be refilled at water fountains by the restroom. Volunteers who are working more than 6 hours will be provided a meal.

Signup Genius

Signup Genius does NOT require volunteers to have a registered account (with a password); instead you only need to click on the button on the website.

Orientation & Training

We're committed to making sure you have everything you need to enjoy a great volunteer experience. All volunteers are required to attend one orientation session. Training / Orientation sessions are held at the Grand Rapids Ballet 341 Ellsworth SW.

EMERGENCY INFORMATION

PLEASE DIAL 911 IN THE EVENT OF A LIFE THREATENING EMERGENCY For non-life-threatening emergencies, please contact your committee chair

- GRPD will station their Command Post on the south side of Lyon west of Ottawa
- Life EMS will be on the west side of Ottawa and south of Lyon
- In addition to the stationary post, police and EMTs will be patrolling throughout the Festival

grounds.

- Headquarters will be based in City Hall. They will have a Festival radio base station so that they can contact key Festival team members.

- Security personnel will be circulating through the Festival area; committee members will either be wearing white or yellow polo shirts with

Security "Festival Security" on them, or they will have an orange "visibility vest" on.

- If there is a time sensitive safety or first-aid emergency, either grab a roaming police officer or call 911. Getting word to the Security committee is secondary to getting a quick response. Only if an issue is a "non-emergency" or if you are uncertain if an issue is one that requires a response attempt to contact the Security committee first.

Festival of the Arts - Emergency Action Plan

Emergencies

Protection of the public, Festival volunteers and property, and City and vendor property is always our paramount concern.

In case of emergency the Festival Production Manager will

1. Ensure that 911 and/or the on-site Command Post has been called
2. Establish and maintain OSE contact
3. Determine the extent of the emergency and the need for attendee/participant notification.

Severe Weather

Festival has designated the Production Manager to be the liaison with the National Weather Service (<https://mobile.weather.gov/#typeLocation>), GRPD,

Police officers will be roaming in uniform and our Security team will be in the golf carts.

and the Office of Special Events (OSE). A battery-operated weather radio is in the production office to monitor the National Weather Service.

If severe weather is predicted the Designated Weather Monitor will be in communication with GRPD and the OSE Supervisor to determine if an event delay or cancellation due to weather is necessary.

Festival severe weather procedures:

- Maintain communication with the National Weather Service and GRPD
- Maintain communication with the OSE Supervisor
- Inform the public of the weather status as necessary via stage announcements by Festival MCs
- Inform the public where to seek shelter when necessary
- Activity chairperson(s) disconnect any electrical or gas components
- Activity chairperson(s) make every effort to secure all equipment

Watch

- Since a watch is only an indication of possible severe weather, the Designated Weather Monitor will inform the public, employees, and volunteers of the watch and updates as they develop. Festival activities will continue as weather conditions permit.
- The MC at each stage will make a weather status announcement including where to seek shelter.
- Event staff and vendors will prepare to shut down and turn off any gas or electric
- Staff, vendors, attendees and participants will prepare to seek shelter during a tornado or thunderstorm warning or lightning
- Items which may be blown down/away by high winds will be secured or taken down

Lightning

- If there is lightning within 10 miles or thunder is heard Warning procedures will apply.

Warning

- MC's, volunteers, and GRPD will direct the public where to seek shelter.
- Staff and vendors will disconnect electrical or gas components.
- Staff and vendors will make every effort to secure all equipment.
- Staff and vendors will seek shelter
- Seek Shelter
- The shelter location for the Federal lawn and Calder Plaza is the City/County Parking Ramp, directly below the plaza. To get to the ramp, take the stairs on the northeast or southeast side of the plaza. The shelter is the first level of the parking garage.
- The shelter location for City Stage and Rosa Parks Circle is the Monroe Parking Ramp. The ramp is located between the Louis and Ionia intersections: 1. Travel south to Louis Street 2. Cross Ottawa to the ramp
- The shelter location for Fountain Stage and Kendall Stage is the Pearl/Ionia Parking Ramp.

Post-Severe Weather

- Once the severe weather has passed and the warning has been lifted by the National Weather Service, Festival activities will resume unless severe damage or circumstances prohibit in which case Festival will be cancelled for the remainder of the day and Festival will notify the OSE Supervisor.