



September 4, 2017

VOLUNTEER HANDBOOK

Presented by the City of Upper Arlington's Cultural Arts Division, the festival is held in Northam Park, 2070 Northam Road, from 10 a.m. - 4 p.m. on September 4, 2017, featuring fine-art and fine-craft artists' work. Enjoy the nearly 160 artists displaying, selling and demonstrating a variety of fine art and fine crafts from all over the country. Representing 20 different mediums including ceramics, drawing, fiber, jewelry, painting, glass, sculpture, photography and wood, the festival variety invites art enthusiasts and patrons to explore the arts in a neighborhood setting.

Each year we rely on the donation of time and talents from our volunteers for the success of the Labor Day Arts Festival. Please use this information to help you make the most of the Festival. When not volunteering, please make time to enjoy the Festival knowing you helped make it possible.

We at the Upper Arlington Labor Day Arts Festival are sincerely grateful for you, our volunteers, for all your hard work and dedication in making the 2017 UA Labor Day Arts Festival possible.

Volunteer Check-in

Volunteer check-in, the day of the event, is in the Central Information Tent where you'll meet Joy Walker. At check-in, you will receive your name badge, map of site, assignment, brief explanation about your assignment and a chilled, bottled water. You will report to the Committee Member in charge of the area you are volunteering for to get started on your volunteering.

- Student volunteers will need to coordinate tracking and reporting their volunteer hours.
- Please keep all valuables with you during the day, as the City of Upper Arlington cannot be held responsible for the loss of any valuables.
- Do not "walk off" your volunteering job; we need our volunteers engaged at the festival.

Dress Code

Please wear your volunteer t-shirt, clothes for the weather, and athletic or soft-soled shoes. We want you to be comfortable during your time at the Festival, but remember you are representing the City of Upper Arlington so we ask you to refrain from wearing inappropriate clothing.

Parking

There is no designated volunteer parking. Please allow 15-20 extra minutes before your shift begins for arrival. A free shuttle is available at Kingsdale Shopping Center at Chase Bank.

Security Assistance

The City of Upper Arlington Division of Police will be on hand during the Festival to assist with security or safety questions you may have as a volunteer or Festival patron. Several "plain clothes" officers also will be at the Festival to Patrol the grounds-know that eyes and ears are watching out for all of us.

Emergency Procedures

If an emergency arises that poses a Festival-wide threat, a message will be broadcasted throughout the Festival. The message will contain instructions for the crowd.

Lost Children

The lost children booth is located by ball diamond four in the DARE booth. Please direct children and adults to that area.

Safety Precautions

Please bring any safety concerns to the attention of Festival Staff. If you see anything occur out of the ordinary such as suspicious behavior or other safety hazards, please say something to Staff.

You can:

- Look for City of Upper Arlington Staff in festival t-shirts and/or police officers
- Report to the Volunteer Check-in
- Report to the Central, East or West Information Tents

First Aid

Located near the Art Activities Area, in the Tremont Parking Lot, the first aid center is air conditioned and staffed. Please encourage those who look ill to visit the station. Be aware that on a hot day heat exhaustion may be a factor. Symptoms include:

- Cold, pale skin
- Severe cramps in limbs or abdomen
- Nausea, weakness, light headedness
- Confusion or delirium
- Normal body temperature moderately elevated

Golf Carts

Volunteers under the age of 21 are prohibited from using golf carts during the Upper Arlington Labor Day Arts Festival.

Literature

While acting as a volunteer and consequently a representative of the City of Upper Arlington volunteers are not permitted to distribute literature other than Festival literature. Volunteers are to wear the provided event t-shirt only.

Social Media

Feel free to take and post pictures throughout the day using #uarthere and #ualdaf

WHAT TO DO IN A CRISIS

In the event of a crisis or potential crisis, report the incident immediately to the Main Information tent.

DO:

- Notify appropriate emergency services
- Take necessary measures to protect people and property
- Monitor the situation and report changes
- Remain on the scene until relieved by a representative from the City of Upper Arlington
- Direct media inquiries to the designated spokesperson Arts Manager, Lynette Santoro-Au.

PROVIDE THE CRISIS TEAM WITH FULL DETAILS

1. Who – who is involved?
2. What – What happened (in as much detail as possible)?
3. When – When did it happen? What's going on now?
4. Where – Where did it happen?
5. Is the news media there?
6. Is the area protected?
7. Your name and where you can be reached later.

Cooperate fully with emergency crews and the news media at any crisis situation, recognizing first, however, that the safety of others at the scene should be your first obligation.

DON'T:

- Accept blame or liability for any crisis
- Speculate as to the cause or who was to blame
- Grant interviews as a "spokesperson" for the City of Upper Arlington
- Engage in any off record, background, or "not for attribution" interviews with reporters, lawyers, police, firemen, and others.

Emergency Plan

VOLUNTEERS – WHAT TO DO IN CASE OF AN EMERGENCY

1. Assess the situation
2. Report crisis events immediately
3. Go to the nearest information booth and use the radio/phone there
4. Protect lives and property
5. Cooperate with emergency crews/media

6. ALWAYS direct inquiries to spokesperson Arts Manager, Lynette Santoro-Au
7. NEVER assess blame/responsibility
8. Rope (cordon-off) area, if necessary
9. Stay until a City of Upper Arlington official arrives