



VOLUNTEER HANDBOOK 2021

VOLUNTEER ORIENTATION

Monday, April 5

11am Woodlands Community Center 2235 Lake Robbins Road

6PM The Woodlands Financial Group 1201 Lake Woodlands #4020 (Mall above
Anthropology)

ALL VOLUNTEERS

PLEASE REVIEW **PARKING AND VOLUNTEER CHECK-IN**
INFORMATION ON **PAGE 6** OF THIS DOCUMENT

Thank you for volunteering at the The Woodlands Waterway Arts Festival!

The Woodlands Arts Council's mission is to provide access to a broad array of art experiences and to support arts education in The Woodlands and Montgomery County.

Our volunteer team understands this mission, and works towards the Council's goals by volunteering for one of our many positions during the Festival.

By volunteering, you are supporting The Woodlands Arts Council and are truly the backbone of the organization and Festival. It takes a team of almost 600 each year to produce our events, and we thank you for helping.

2021 marks the Festival's 16th year. This celebration of the arts attracts art patrons and tourists from across the nation and will feature 200 artists from around the country.

Each volunteer will be allowed free admission into the Festival with the opportunity to browse and shop before and/or after their assigned working shift. In addition, each volunteer will receive a commemorative volunteer Festival T-shirt and light refreshments during their shift.

You will be working in a fast-paced, exciting environment. We enthusiastically welcome your friends, family, and coworkers, to volunteer at the Festival or at any of our many events throughout the year! Thank you for your dedication to the arts in our community, and we'll see you at the Festival!

Jenny Carattini-Wright, Executive Director
Diane Nielsen & Leslie Williams, Co-Chairs Volunteers

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VOLUNTEER COMMITTEE - CONTACT INFORMATION

Diane Nielsen

Leslie Williams

For questions about Volunteering, please send an email to
Volunteer@thewoodlandsartscouncil.org.

For information about this year's Festival, please visit: www.thewoodlandsartscouncil.org

VOLUNTEER – GENERAL OBLIGATIONS

The Woodlands Waterway Arts Festival depends on its volunteers to perform critical duties in contributing to the success of the event. Be sure to browse and shop the festival before and/or after your shift, and be sure to enter the daily raffle at the Volunteer Tent when you check in. The raffles will be drawn at 4:00 pm on Saturday and Sunday. Volunteers early in the week can choose which day's raffle to enter. If you volunteer both Thursday and Friday, you may enter both Saturday and Sunday. Prizes are still being collected but we have dinner coupons, Kendra Scott jewelry, and more.

Every volunteer will receive a **commemorative t-shirt which is to be worn ONLY during the working shift and NOT while visiting the festival before or after the working shift(s). You will also receive a wristband for entry back into the festival when off your shift.**

We expect our **volunteers to display warm and welcoming courtesy** to patrons and artists, to perform their duties with commitment to the overall success of the Festival, and to represent the community in a positive light.

We expect our volunteers to be **on time** for their assignments, communicate any issues, concerns, delays, etc., to the Volunteer Coordinators; remain at their posts until a relief volunteer is available if needed, and to complete their assignment by remaining at their post until relieved. Relief volunteers will be available to accommodate breaks and any unforeseen emergencies.

Volunteers will be assigned to various duties. While all positions are critical to the overall success of the arts festival, the Volunteer Coordinators will assign individuals to ensure that all critical posts are covered in a priority manner. We understand that there may be restrictions and requests for specific post assignments and/or working partner assignments. We will do our best to accommodate requests and ask that each volunteer understand that we may need to adjust assignments to ensure that all positions are covered at all times. We appreciate your understanding and flexibility.

The Woodlands Waterway Arts Festival provides a highly desirable venue to the artists, and provides a unique and positive experience for our community.

Our volunteers help make the event a success and **WE THANK YOU** for your dedicated participation in this outstanding community event.

Volunteer Committee,

Diane & Leslie

IMPORTANT VOLUNTEER GUIDELINES & INFORMATION

VOLUNTEER SHIFTS

Working Shifts vary by job assignment, but most are 4 hours long on Saturday and Sunday. **We will do our best to accommodate your requested volunteer area, but please understand that we might change your assignment based on Festival needs at the time.**

Please be ready to pitch in wherever needed and be prepared to work your entire shift.

- **This is a rain or shine event! Dress for the weather conditions and wear comfortable clothing and shoes.** It's a good idea to bring a hat and sunscreen, along with other items you may need for being outdoors. Please do not bring valuables and keep in mind that we are unable to store any personal items at Volunteer Check-in.
- **Volunteer commemorative t-shirts are to be worn during your working shift(s) and not while visiting the festival before or after your working shift(s).**
- **Be prompt** and allow yourself plenty of time before the start of your shift. We ask that you check-in **at least 30 minutes** prior to your shift start time.
- If you are unable to make your shift, and are unable to find someone to work in your place, please contact us immediately via email.
- Do not leave your assigned area (except in the event of an emergency) until the next shift has arrived and is prepared to take over.
- **All volunteers (new and returning) are requested to review the Volunteer Handbook prior to the Festival. This will not only make you aware of any changes, but also help ensure you have a rewarding and fun experience.**

VOLUNTEER PARKING & CHECK-IN:

SATURDAY and SUNDAY

To park close to the Volunteer Tent, park in the TOWN CENTER GARAGE (aka Pavilion) located off of Six Pines Drive.

The lot provides easy access to Volunteer Check-in at **GATE 4 – Town Center Garage**.

Check-In at the Volunteer Tent located by **GATE 4 – Town Center Garage**;

ARRIVE 30 minutes prior to your scheduled volunteer time.

At Check-in, you will be provided with your Volunteer Wrist Band, which will allow you entrance to the Festival. If you did not receive your t-shirt, you will receive it at check in.

YOUR TIME IS VALUABLE TO US!

For questions please send an email to: volunteer@thewoodlandsartscouncil.org.

MANY THANKS for making The Woodlands Waterway Arts Festival one of the best in the country!

VOLUNTEER EVENT GROUPS The following are some descriptions of our volunteer positions. If yours is not included, you will be contacted by us or your Committee Chair.

FESTIVAL ACTIVITIES:

ARTopoly Gate and Support - Volunteer Check-in:

Check in ARTopoly volunteers. Check in for performers and ARTopoly is at Gate 1, the main entrance to the Festival.

Artist Check-in (Thursday & Friday): Greet artists as they arrive, distribute artist information packets, and ensure all paperwork has been completed.

Artist Relations:

PHYSICAL STAMINA REQUIRED. LOTS OF WALKING. LIGHT LIFTING MAY BE REQUIRED.

Walk the venue and aid the artists, as needed, during Festival hours, such as providing water and refreshments, booth sitting for an artist to take a quick break, delivery of patron purchases, running quick errands, as well as reporting any problems/concerns to appropriate personnel.

Artist Relations Tent: assist in requests from the artists or assist in coordinating the efforts of other Artist Relations volunteers. This tent is located near Gate 3.

Green Team:

Half of the shift you will be based in one of the Cafe's helping to wipe tables or clear trash if needed. The other half of your shift, you will walk the Festival grounds in pairs checking the recycling bins for non-recyclables. If found, you will use gloves and long handled grabbers to move the non-recyclables to the nearest trash bin. There will be a cleaning crew as well to assist and oversee overall Festival trash pickup and cleanliness, this is not your responsibility. Please interact with patrons if they ask questions. You may also hand out fliers and programs on how we are partnering with Waste Management on making our Festival Green this year.

Flex Team:

Ready to do whatever is needed to support the Festival and will “fill in” to cover any last-minute requirements. We will do our best to make assignments at the time of check-in; however, please be aware that there may be some waiting for your assignment while we evaluate the needs of the festival.

Gate Coordinator:

Along with regular gate duties (greeting patrons, confirming entry wristbands, passing out programs), these volunteers will have additional responsibilities to ensure their gate is fully staffed, volunteers have water, breaks are taken, and will be available to answer questions. Any issues or questions will be communicated to the Gates Supervisor.

Gate Monitor/Greeter:

This position may require standing for the entire shift and exposure to the elements. Greet patrons at entrance gates, confirm patrons have the correct wrist bands or lanyard credentials, and pass out programs. May also be requested to assist with the sale and distribution of wrist bands.

Security personnel will be posted at each gate, so these greeters are not expected to confront or challenge anyone entering the venue without the proper admission wristband.

Load-In - Parking Lot (Thursday & Friday):

Assist in the queuing of Artist vehicles for unloading.

Load-In – Rovers (Thursday & Friday):

Assist artists to enter the venue with minimal hassle, then facilitate quick unloading so access is not blocked. These volunteers are NOT to handle art without Artist approval. MUST be able to lift and carry heavy items.

Load-Out Parking Lot (Sunday):

Assist with the queuing up of Artist vehicles for loading up and exiting the festival. They are NOT to handle art without the Artist’s approval. Some of these volunteers may be assigned to assist with loading artist vehicles. MUST be able to lift and carry heavy items.

Load-Out Rovers (Sunday):

Assist the artists to exit the venue with minimal hassles by assisting in loading of artists' materials. These volunteers are NOT to handle art without Artist approval. MUST be able to lift and carry heavy items.

Palette Cafe Stage - All-Day Assistant:

Assigned to either the main stage or one of two secondary stages. This is an all-day job with breaks only when convenient for the bands and the Entertainment Director. Volunteers will be assigned to a band. Must be proactive, cheerful, and able to drive a golf cart as well as carry/load heavy items when requested by the band. Volunteers will be around loud music, and it is often hot.

Palette Cafe Stage - Assistant:

Assist performers at either the main stage or one of the secondary stages. Duties could involve helping performers as they arrive in the Library parking lot for load-in; at the stage with the crew during a performance, and until the performers are finished and ready for load-out. May be required to drive a golf cart to transport.

Early Inspiration Gallery:

The Early Inspiration Gallery is an exclusive area for children where they can purchase art. Volunteers will answer questions and assist with art sales. Friendly faces and the ability to multitask are important.

Town Center Garage Attendant: Must be 18 years or older. Standing, holding a tablet, standing in the sun. Identify VIP guest passes, process credit card payments and have knowledge of the festival hours, gate and restroom locations.

Volunteer Check-In:

Check in volunteers as they arrive on Festival Days, includes signing in; verification of where hours are donated; and distribution of T-shirts. Fast-paced, sometimes hectic environment. In groups of 2, we will be checking on Volunteers (via a golf cart when possible) throughout the Festival grounds for needed breaks, water, and to answer any questions.

Will Call:

Receive, organize alphabetically, watch over, and release items to patrons when requested. Purchased Art will be brought to you by the Artist Relations team. Some heavy lifting may be required. No art is to be released to a patron without proper receipt and personal identification.

Market

These volunteers will help set up the Festival Market prior to festival days and will assist in the sale of Festival merchandise during Festival hours.

Terrace Hospitality Club, Information:

Welcome & Check In guests; assist with signage; assist with food & beverage display & replenishment; ensure seating is organized; check in guest packages; ensure area is clean & tidy. May also assist with Art of the Heist ticket sales. In the Information booth, you will assist with Art of the Heist and distribute information if needed. You may be answering general Festival questions but will have the information at your disposal.

IN CASE OF EMERGENCY:

In an extreme emergency call 911.

For any other minor emergency, contact any staff member who has a radio. Radios will also be at each Admission Gate and at the Beverage booths. Or, call the Volunteer tent at:

Minor First Aid is available on the main pathway West of

Palette Café Stage. There, they can help with minor emergencies, help guests that may be overheated, need some water and a place to rest. We will have security at each gate and 1 EMS bike team that will handle more critical medical or security emergencies. **Lost & Found** is located at Gate 1 (Town Green Park). The First Aid station is home-base for any Lost Children that need to be reunited with parents. When you have a lost child, you need to contact someone with a radio and give them a description but not a name and our security team will alert the staff on radio and reunite the parents or guardians with the child at the First Aid station as quickly as possible. Festival Dispatch is our point of contact for Lost Kids. **Thank you for your time and help supporting The 2021 Woodlands Waterway Arts Festival**