



VOLUNTEER HANDBOOK 2023

SAVE THE DATE

ALL VOLUNTEERS are requested to attend of **ONE**
Volunteer meetings:

Saturday, April 8, 2023 9AM-10AM (Zoom)

Tuesday, April, 11, 2023 10AM-11AM (In-Person)*

Tuesday, April 11, 2023 6PM-7PM (In-Person)*

***In-Person Volunteer training sessions will be held at**
9450 Grogans Mill Rd. Ste 160
The Woodlands, TX 77380

Thank you for volunteering with your time & talent at the Fidelity Investments
The Woodlands Waterway Arts Festival!

The Woodlands Arts Council's mission is to provide regional cultural and educational enrichment opportunities that encourage, support and promote the performing and visual arts.

By volunteering, you are truly making art matter in our community. It takes a team of almost 600 volunteers each year to produce our events, and we cannot thank you enough for your time and effort.

2023 marks the Festival's 18th 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, water and snacks during their shift. New this year- if you sign up for two or more shifts we will give you an additional ticket for your guest!

You will be working in a fast-paced, exciting environment. We enthusiastically welcome your friends, family, neighbors 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
Volunteer Co-Chairs:
Vicki Huebler
Debbie Stofcheck

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VOLUNTEER COMMITTEE - CONTACT INFORMATION

Vicki Huebler & Debbie Stofcheck

Questions about Volunteering email: volunteers@TheWoodlandsArtsCouncil.org

VOLUNTEER – GENERAL OBLIGATIONS

The Woodlands Waterway Arts Festival depends on its volunteers to perform critical duties contributing to the event's success. *Be sure to browse and shop the festival before and after your shift!*

Every volunteer will receive a commemorative t-shirt 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.

As a volunteer, we ask that you display warm and welcoming courtesy to patrons and artists, perform your duties with a commitment to the festival's overall success, and represent the community in a positive light.

Please be on time for your assignments, communicate any issues, concerns, delays, etc., to the Volunteer Coordinators; remain at your posts until a relief volunteer is available; and complete your shift by remaining at your 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 prioritized. We understand that there may be restrictions and requests for specific post assignments and 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 always covered. We appreciate your understanding and flexibility.

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

WE THANK YOU for your dedicated participation in this outstanding community event.

Volunteer Committee, Vicki & Debbie

VOLUNTEER GUIDELINES & INFORMATION

VOLUNTEER SHIFTS

Working Shifts vary by job assignment, but most are 2.5 to 5.5 hours long on Friday, 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 **ONLY** 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.
- We Encourage All volunteers (new and returning) 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

Volunteer Check-in Tent is located at Festival GATE 4 – Town Center Garage.

To park close to the Volunteer Tent, park in the **TOWN CENTER GARAGE** (aka Pavilion) located off Six Pines Drive. The lot provides easy access to Volunteer Check-in at GATE 4

ARRIVE 30 minutes prior to your scheduled volunteer time.

During 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 volunteers@thewoodlandsartscouncil.org.

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

Artist Check-in:

Greet the artists as they arrive, distribute artist information packets, and ensure all paperwork has been completed.

Artist Relations:

PHYSICAL STAMINA REQUIRED. A LOT 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.

ARTopoly Gate and Support - Volunteer Check-in:

Check-In all ARTopoly volunteers and listed Arts and Culture Stage performers. Check-In for ARTopoly volunteers and performers is Gate 2, the main entrance to the festival.

ARTopoly-Set Up & Support:

Set up chairs and tables prior to opening of the festival, assist with setting up and cleaning up children's art projects during the festival hours as needed, strike tables and chairs as needed.

ARTopoly-Arts and Culture Stage-All Day Assistant:

Set up chairs and tables prior to opening of the festival, assist with setting up and striking performances during the festival hours as needed. Greeting and checking in scheduled performers.

Beverage Servers:

Volunteers will be responsible for dispensing and serving drinks to Festival Patrons at assigned locations throughout the festival (location assignments will be made the day of the event). There will be a paid certified Beverage Captain at each booth. (If you are interested in being a Beverage Captain please email dario@thewoodlandsartscouncil.org)

Requirements and Expectations for this position Include:

- **You must be 18 years of age**
- TABC Certification a plus. We will have certified Beverage Captains
- Requires standing for extended periods of time
- Comfortable with processing Credit Card Payments using a Credit Card Scanner
- Can be a fast- paced, sometimes hectic environment

Beverage Stocker:

Volunteers will not be dispensing or serving drinks to Festival Patrons but will be providing support to the Beverage servers with tasks such as replenishment of items at assigned locations throughout the festival (location assignments will be made day of event).

Requirements and Expectations for this position Include:

- **Must be 15 years of age**
- Requires standing for extended periods of time
- Can be a Fast- paced, sometimes hectic environment

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.

Family Art Area: Help Family Art Area participants with a variety of art projects. Tasks include passing out supplies, answering questions, and participating in a community mural project. This is a great position for someone who loves art!

Festival Market:

Volunteers will assist with the sale of Festival merchandise to Patrons during Festival hours. Responsibilities include processing Credit Card payments using a Credit Card Scanner and keeping Merchandise and Market area organized.

Festival Market – Setup

Volunteers will help set up the Festival Market on the day before the festival, this includes transferring Festival merchandise from the storage pods to the Market. Requires some light to medium lifting, and Comfortable drive a Golf Cart to transfer merchandise.

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.

Gates- Greeters & Scanners:

The empowered & tech savvy helper. May be using an iPhone to scan tickets for guest entry, helping guests scan QR code to purchase tickets, answering FAQ's and helping with traffic flow. May be in direct sun for a large portion of each shift.

Great for someone who plans to volunteer both days!

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

Assist in the queuing of Artist vehicles for unloading before the Festival.

Load-In – Rovers (Thursday & Friday):

Assist artists to enter the venue with minimal hassle and facilitate quick unloading to minimize the blocking of access to the festival grounds by incoming artists. 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 - Assistant:

Must be proactive, cheerful, and able to drive a golf cart as well as carry/load heavy items when requested by the band Assist performers at. Duties could involve helping performers as they arrive in the 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. Volunteers will be around loud music, and it is often hot

Terrace Hospitality Lounge: Setup

Retrieve items from onsite storage pod, setup furniture, signage and decorate the space. Organize supplies. This will require physical exertion. Dress for outside work

Terrace Hospitality Lounge:

There are many roles required for this area: Welcome & Check In guests. Assist with food preparation, resupply food and beverage areas; ensure seating is organized; check in guest packages; ensure area is clean & tidy. You may be answering general Festival questions and will have the information at your disposal.

Town Center Parking 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, gates, and restroom locations.

Volunteer Check-In:

Assist volunteers as they arrive on Festival Days with the following:

- Signing Volunteer into Volunteer System
- Directing volunteer to their positions within the festival
- Distribute Volunteer T-shirts & Wrist Bands.

This can be a Fast-paced, sometimes hectic environment.

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 / Lost & Found:

This position is at the main gate. You will keep tickets organized and ready to hand out to the patrons. Check IDs and Collect lost & found and keep a record. Requires some standing and reporting skills.

Zero Waste Ground Steward:

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.

Zero Waste Station Steward:

We need people who are experienced in recycling diversion and possibly compost knowledge. If you do not have experience but still would like to participate, we can train you.

This position consists of standing at a waste station where you will be responsible for instructing people to separate their discards in the appropriate bin. The recycling in the recycling, the compost in the compost bin, and the trash in the trash. This will be very simple as the items are from the vendors.

EMERGENCY PROCEDURES

- In an extreme emergency call 911
- For any other minor emergency, contact any volunteer or security member who has a radio. Radios will also be at each Admission Gate, Volunteer Tent and at each Beverage booths. Or call the Volunteer tent at: 281 989 5557
- Minor First Aid is available at the First Aid Booth see Festival Map for location. They can help with minor emergencies, help guests that may be overheated, need some water or a place to rest.
- We will have security at each gate and an EMS bike team that will be available to handle medical or security emergencies.
- 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 (Age, Male or Female) 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.
- Lost & found is located at Gate 1 (Town Green Park).

Thank you for your time and supporting, 2023 Fidelity Investments Woodlands Waterway Arts Festival