

OLD TOWN fall festival

Festival Volunteer Orientation Guide





TABLE OF CONTENTS

- Welcome!
- History
- What it means to be a Volunteer
 - General Policies
 - Arrival & Departure Instructions
 - Dress Code
 - Parking
 - What to Bring
 - Media Interactions
 - Social Media
 - Refreshments
- Roles & Shifts
 - Training
 - Event Staff
 - Shift Captains
 - Shifts & Descriptions
 - Set Up
 - Mid-Day
 - End of Day
 - All Day
- Safety & Security
 - Weather
 - Lost Child
 - Medical
 - Lost & Found
- Forms
 - Festival Equipment Agreement
 - Acceptance of Roles & Responsibilities
 - Emergency Contact Information
 - Volunteer Waiver – Hold Harmless
 - Incident Report



WELCOME!

Welcome on behalf of the Fauquier Chamber of Commerce Board and Staff and thank you for joining us as a volunteer for the Annual Old Town Warrenton Fall Festival.

We greatly appreciate your time, energy, and positive attitude to make this year's festival as successful as all those before. Volunteers are the key to the festival's continued success, and we could not put on this amazing event without you.

You are the face of the festival and your interactions over the course of the day are what our vendors and visitors will remember. Thank you for the respectful impact that you'll make on your community.

This handbook is intended to provide you with all the information you will need regarding your role as a festival volunteer. Please read it thoroughly and don't hesitate to ask questions.

This event takes months of planning and coordinating and is filled with a complex schedule of actions and activities therefore understanding your role is critical to achieving a great event.

We hope your experience will be rewarding on many levels and will welcome your feedback about your volunteer experience and your constructive suggestions for improvement in any area.

Thank you for volunteering; we could not do this without you!

HISTORY

Each Fall, Historic Old Town Warrenton transforms into a scene filled with arts, music, crafters, strolling entertainment and festival food during the Annual Old Town Warrenton Fall Festival. Named one of the Top 20 Events in the Southeastern United States, this event is a perfect family day, offering something for everyone.

On Fall Festival Day, Old Town Warrenton opens its streets to a wide variety of artisans and crafters exhibiting and selling handmade jewelry, fine arts, candles, tee shirts, wood furniture and stained glass goods from tents set up on Main Street. In addition, Festival visitors will find a variety of vendors showcasing their services and community causes as well as numerous food offerings from shaved iced to BBQ providing for a full day of fun, shopping, food and entertainment for all!

Warrenton is proudly known for its commitment to the arts and entertainment, and the Festival is a wonderful opportunity to showcase the wide variety and diversity of entertainment from dance troupes to songwriters and singers to skillful tradespeople.

Rain or shine, the event draws 25,000-30,000 residents and visitors!



WHAT IT MEANS TO BE A VOLUNTEER

You are the face of the festival. Your enthusiasm for the festival and understanding of this is important in making the festival an enjoyable and successful experience. Training will be conducted online ahead of the event with support provided by Chamber Staff and Volunteer Captains during the event.

As a volunteer, you have rights and responsibilities.

Volunteers have the right to:

- Work in a safe & healthy workplace, to know about unsafe work and to refuse unsafe work
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Have their say about their work and ideas regarding their role or program
- Provide feedback
- Ask for and receive support when required
- Be accommodated for any ability needs in order to complete non-essential tasks of the role

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization and its work
- Act responsibly and with integrity
- Abide by duties set for by Captains
- Fulfill the duties of the role as defined in the shift description, efficiently and effectively
- Respect all policies in place
- Notify Festival Staff if unable to fulfill their duties or miss a shift
- Recommend suggestions and changes if they determine any

GENERAL POLICIES: Volunteers must notify Festival Staff if they will be unable to fulfill a commitment for any reason.

Volunteers are required to attend training relevant to their shift to ensure they can perform their duties safely and effectively. If a volunteer is unable to attend training, they will be assigned duties as deemed needed by Festival Staff.

Volunteers must complete all required forms to ensure that Festival Staff has the important information on file in the event of an emergency. By signing these forms, volunteers' consent to this information being stored for the duration of the volunteer's engagement and only used in emergency situations.



Volunteers are expected to complete the following forms (located at the end of this guide) either prior to or during the day of the event.

- Festival Equipment Agreement
- Acceptance of Roles & Responsibilities
- Emergency Contact Information
- Volunteer Waiver – Hold Harmless

ARRIVAL TIME AND ASSIGNMENT: We ask that you arrive at least 15 minutes before your shift begins.

- **Check In:** Please check in at the Chamber of Commerce booth (location to be provided). You will be asked to record your name and arrival time. Your role will determine what equipment, or other items will be provided by Festival Staff.
- **Check Out:** Please let your Festival Captain know your shift is over and return to the Chamber of Commerce booth. If you need a record of your time for service hours, CE or other, Festival Staff will provide you with a form that notes your time. You will be asked to return any equipment or other provided.

DRESS CODE: We want our volunteers to be comfortable, so a casual dress code is suitable. Any clothing may be worn (with the exception of jeans with rips), and footwear of any kind is appropriate. If your role requires you to wear a Safety Vest, one will be provided.

PARKING: Each year, the festival attracts between 25,000 and 30,000 attendees, therefore parking is always a concern. Unfortunately, we are unable to provide dedicated parking, so we ask you to consider carpooling or arriving by some other means of transport.

WHAT TO BRING: Besides from the dress code, it is recommended that you have your phone, a hat, sunscreen and any other accommodations for your comfort. Radios and Safety vests will be provided for those roles that require them. Early morning refreshments will be provided as well as water will be available throughout the event.

MEDIA INTERACTIONS: No volunteer may act as an official spokesperson for Event without designation by Festival Staff. Volunteers are encouraged to promote the event in formal and informal settings which do not include media interviews. If volunteers are asked to speak by any form of media, they are to inform a Festival Staff member.

- **Social Media:** Volunteers are encouraged to share their experience with friends, family and networks. Event information can be found on Facebook, Twitter, and Instagram. Follow, like & tag Old Town Warrenton Fall Festival and share photos & status updates to show the community what it's like to be a volunteer for the event.



REFRESHMENTS: Refreshments will be available throughout the day at the Chamber of Commerce booth. Bottled water will also be available, and you are encouraged to remain hydrated.

ROLES & SHIFTS

TRAINING: As with anything as complex as the festival, proper training is critical to success. Each volunteer is expected to brief themselves in advance with the contents of this orientation guide. Training will be conducted separately and be based on the roles of the volunteers.

EVENT STAFF: The primary event staff will include Chamber Staff and Festival Committee Members known collectively as Festival Staff. Any of them will be able to provide volunteers with all the information and direction needed.

SHIFT CAPTAINS: Select Festival Staff will also serve as Shift Captains who will have the responsibility of overseeing and managing the activities and roles of the volunteers. Each shift will have at least one assigned Shift Captain who will assume the managing duties of volunteers for that particular shift(s) and serve as the primary point of contact.

SHIFTS: There are three separate shifts for volunteers to choose from. Volunteers are welcome to select multiple shifts.

- **SET UP SHIFT - 6:00AM - 9:00AM**
 - This is the most critical shift and involves ensuring the vendors abide by access directions that have been previously provided. Volunteers will be expected to ensure no vendor has access to Main Street prior to 7am. Upon opening access to Main Street, volunteers are expected to assist in providing vendors with booth location while also ensuring the safety of all is maintained. Volunteers are not to assist any vendor with activities related to unloading or booth set up.
- **MID DAY SHIFT - 9:00AM - 1:00PM**
 - Volunteers are expected to roam the event and assist both vendors and attendees as needed. Trash collection will also be expected.
- **END OF DAY SHIFT - 1:00PM - 5:00PM**
 - The first few hours of this shift will be similar to the above. The event ends at 4pm and these volunteers are expected to remind vendors that breakdown must not begin until 3:45pm and will also assist in directing departure traffic and trash collection.
- **ALL DAY SHIFT – 6:00AM – 5:00PM**
 - The All Day Volunteers are simply those that signed up for all three shifts.



SAFETY & SECURITY

The Fauquier Chamber is committed to providing a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Be aware of any suspicious activity. If there are any concerns, contact any of the numerous Warrenton Police officers on site immediately. You may also contact the Warrenton Police Department's non-emergency line at (540) 347-1100. If there is an emergency, dial 911, then contact Festival Staff as soon as possible.
- Never leave your purse, wallet, phone or other valuable items unattended. Keep these items out of sight. Keep your phone, wallet or purse with you at all times or keep them secure. The Fauquier Chamber is not responsible for lost or stolen items.
- If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify Event Staff immediately. Volunteers should also complete an incident report and submit the report to Event staff.

WEATHER: Weather is always unpredictable and will be constantly monitored during the event. If inclement weather forces us to end the event early, all volunteers are to return to the Chamber of Commerce booth for further instruction.

LOST CHILD: A parent or guardians' worst nightmare and although never expected, it does and can happen. Should you come across a lost child you are to remain with the child and call (540) 422-5716 immediately. You are expected to wait until Festival Staff, or the police arrive.

MEDICAL: Should you encounter a medical emergency you are to call 911 immediately and wait until emergency services arrive. **Volunteers are not to provide any care or assistance whatsoever to the injured person or persons.**

LOST or FOUND ITEMS: If you find an item that appears to be separated from its owner, you are to take it immediately to the Chamber of Commerce booth. If approached by anyone inquiring about a lost item, please direct them to the Chamber of Commerce booth or have them call (540) 422-5716.



FORMS

Each of the following documents must be filled out and returned to the address below or by email prior to the event date.

- Festival Equipment Agreement
- Acceptance of Roles & Responsibilities **
- Emergency Contact Information **
- Volunteer Waiver – Hold Harmless **
- Incident Report

** - indicates forms that should be provided in advance of the event if possible.

Fauquier Chamber of Commerce
Fall Festival Event
321 Walker Drive #202
Warrenton, VA 20186
events@fauquierchamber.org



Festival Equipment Agreement (if applicable)

I fully understand and agree to not only treat the items listed below with care but also agree to return listed items in no less than the same condition as when received.

Item(s) Received:

Radio

Safety Vest

Other: _____

Volunteer Name: _____

Volunteer Signature: _____

Item(s) Returned:

Radio

Safety Vest

Other: _____

Volunteer Signature: _____

Festival Staff Signature: _____



Acceptance of Role & Responsibilities *(required)*

I fully understand and agree to abide by the policies and statements as outlined in the Festival Volunteer Guide. I further agree to represent the Fauquier Chamber of Commerce in a professional and courteous manner which reflects the organization's key messages and core values. I agree to consult with an Event staff person should any situation arise during the event which requires clarification, consultation, or appropriate input before making any decisions or taking any actions not identified in this guide.

Signature: _____

Volunteer Name: _____

Date: _____

If Volunteer is under the age of 18 at the time of the event, this form is to be also signed by a Parent or Guardian

Parent / Guardian Name: _____

Parent / Guardian Signature: _____

Dated: _____



Emergency Contact Information (required)

Volunteer Name: _____

Address: _____

Town/City: _____

Phone Number: _____ E-mail: _____

Emergency Contact Person: _____

Relationship: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____

Please feel free to list any additional information that you think may be helpful in the event of contacting an individual about an emergency situation i.e., medications, preexisting conditions, etc.:

Signature: _____ Dated: _____



Volunteer Waiver – Hold Harmless (required)

Volunteer releases and forever discharges the Fauquier Chamber of Commerce and all sponsoring organizations, from any responsibility, personal liability, or claims of loss or damage arising out of or in conjunction with participation in the Old Town Fall Festival. The Fauquier Chamber of Commerce is not responsible for any injury sustained by volunteers, performers, vendors or guests. Volunteers store and carry personal property at their own risk. Volunteers also waive their right to photographic images as the property of The Fauquier Chamber of Commerce.

Volunteer Name: _____

Signature: _____ Dated: _____

If Volunteer is under the age of 18 at the time of the event, this form is to be also signed by a Parent or Guardian

Parent / Guardian Name: _____

Parent / Guardian Signature: _____

Dated: _____



Incident Report (to be filled out only if requested by Festival Staff)

“Incident” is a circumstance serious enough to require immediate attention from a volunteer, client or staff. Incidents can occur because of a volunteer’s actions, or instead in the presence of a volunteer. This can include breaking boundaries or rules, failing to follow instructions, near accidents or any occurrence that is problematic.

Date: _____ Time: _____

Location: _____

Name(s) of individual(s) involved:

Individual: _____

Individual: _____

Individual: _____

Details of incident:

Signatures:

Individual: _____ Date: _____

Individual: _____ Date: _____

Individual: _____ Date: _____

Festival Staff _____ Date: _____