

LumaFest – Volunteer Handbook 2016

Thanks for participating with us at LumaFest...without our volunteers, the day just wouldn't be possible!

This volunteer packet will give you an overview of information you will need as you work at the event. Please read it through, so we are all working with the same information. Below are some tips to make your Volunteer experience more enjoyable.

WHAT TO WEAR

The event will happen whatever the weather. Please come prepared for the usual changeable Sonoma County fall weather. We suggest **layers, a rain-repellant jacket, and a hat** for both sun and rain protection. You'll want to be warm in the early morning chill and not too hot when the sun appears midday. If it rains you'll want to be dry and warm.

Don't forget **comfortable shoes**. You'll most likely be on your feet most of the day you are volunteering.

PARKING

We are anticipating crowds. Please unload any supplies you may be bringing, and then park in event staff/volunteer parking area on the far east side of the campus near the Fitness Center of in the staff/volunteer lot on the east side of the Call Building.

AN OUNCE OF PREVENTION

Most likely you will be outside for several hours. Bring **sunscreen, sunglasses, and you may want to consider a bottle of water**. We will provide snacks and drinks for you during your shift, but you are welcome to bring a small backpack to carry your own items to keep you comfortable. Don't forget **comfortable shoes**. You'll most likely be on your feet most of the day you are managing your area.

WHEN SHOULD I ARRIVE

Please arrive a few minutes before your shift begins so that you have time to sign in, get your t-shirt and to walk to your assigned location. **Please report to Event Headquarters (HQ) in PC 639. This is located in the Richard Call Building 1st Floor Classroom PC639.**

UH OH, SUDDENLY I FOUND OUT I CAN'T COME

Once you've been assigned a special place on our Volunteer Team, we are counting on you for your whole shift. **If something changes, call us ASAP**, and tell us your name, your phone number (in case we have questions) and your assignment. **Call Vanessa Luna Shannon at 707-520-7287.**

VOLUNTEER PRIORITIES/YOUR ROLE AS A VOLUNTEER (How to tell what's important at a LumaFest)

1. YOUR SAFETY AND PUBLIC SAFETY COME FIRST!

Be aware of what's going on around you.

In the hustle and bustle of getting an event off on time it's all too easy to trip over a small child, bump into things or people, or step in front of a vehicle. Go Slow. Give yourself plenty of time to accomplish things. Lift safely. Stop, Look and Listen.

As our representative, help others to be safe, too.

Remind people to keep obstacles out of pathways. If you see a hazard, make sure it gets removed, or flagged, or find someone with a radio to let HQ know about it.

Assess each situation and ask for help when you need it.

Keeping the public safe sometimes means requiring people to do things they don't want to do. If you encounter anything other than mild resistance, indicate you will "check out the need for this..." and get HELP. Start with your area Team Leader, but don't hesitate to ask for police help if you think you need it.

2. IN CASE OF AN EMERGENCY, WE'LL NEED YOUR ASSISTANCE.

Emergencies are the kinds of things that involve police, fire or medical personnel. If a situation requiring their attention arises, you, as an event volunteer, may be asked by officers to assist with directing on-lookers to a more appropriate location. Please do as requested. If you see an emergency that requires immediate safety attention, call District Police at 527-1000. They can communicate with safety officials through their walkie-talkie system.

Remember that a crowd 'naturally' moves toward emergency activities. Your most important job will be asking people to "**please stay back....let the emergency folks do their work...**" When you are working this kind of crowd control, do not touch people, and keep your hand wide open and your arms in a wide, upside-down V as you encourage people to move back.

Be friendly and remind people we are there to be sure everyone safely enjoys the event. Whenever possible tell people what they CAN do; not what they can't. In difficult situations especially, give directions as a simple statement, rather than as a question. And remember to answer questions to the best of your knowledge.

AUTHORIZED SPOKESPEOPLE

In the event of any kind of unusual situation or emergency, reporters following scanners may follow emergency personal into the area. If a reporter asks you what's happening, the best thing to say is "***You know, I'm not sure exactly what happened, let me find someone who can help you.***"

Please remember: **The only people authorized to speak to the news media in these situations are Public Information Officer Ellen Maremont Silver, Vice President Jane Saldana-Talley and President Dr. Chong.**

Typical Event Questions You May Be Asked -- And Answers

- Where are the Restrooms?** Restrooms are located in all the buildings. Please refer to the LumaFest program for the exact location. Also, look for the "Restroom" signs.
- How long is the event open?** The event runs from 11 a.m. to 4 p.m.
- Where is First Aid?** ***If there is an emergency, call 527-1000 for the quickest emergency aid***
First Aid Station will have water, Band-Aids, and a place to sit in the shade. This is located in the Red Area.
- Lost Children** **Lost Children** are taken to the First Aid Booth located in the Red Area. Ask if they have reported the lost child. **Report all Lost Children to District Police at 527-1000.**
- Where can I get a Program?** Programs are available at all Information Booths. Information Booths are located in main entrances to LumaFest in the Green and Red Areas. There may be an additional booth location. Information will be provided day of.

HELP EVERYONE HAVE A GOOD TIME.

In most other cases, remember the event will be over in 6 hours and a memory in 9 hours. Encourage people to make good memories. Take good notes so we can make changes for next year.