



### **Frequently Asked General Volunteer Questions**

*What can I expect from my volunteering experience?*

- An opportunity to learn and practice a variety of job-related skills.
- Opportunity to meet new people.
- A fun and exciting work environment.
- Volunteer experience for school and résumé building.
- Community service credit.
  - If you need a certified letter that states you volunteered, please contact us at [volunteers@celebratefairfax.com](mailto:volunteers@celebratefairfax.com) after the event.

*Who is eligible to volunteer?*

- People who are self-motivated and reliable.
- People interested in having fun and being a team player.
- People who are 10-12 years with an adult.
- People who are 13 years of age or older without adult.

*What is my commitment, if I volunteer?*

- Volunteers will work a 3-4 hour shift. They receive a festival t-shirt, a beverage and snack.

*Can my family members volunteer?*

- Absolutely – you may request to work with members of your family (volunteers must be 13 years of age or older to work alone or 10-12 years old with an adult) or other friends. If you are 10-12 years old, you must have your adult register to volunteer with you. For the safety of the younger children that may accompany you, please arrange for someone to be with them while you are volunteering.

*What is the “volunteer agreement” that was in the registration form?*

- The volunteer agreement states that you will perform your assignments in a professional and courteous manner. You will grant Celebrate Fairfax, Inc. the rights to use your name, likeness, photos, or reproduction of your performance for any purpose including promotion and advertising. It also certifies that all information provided in the volunteer application form is true and complete and that you agree to the waiver. This agreement is not meant to intimidate anyone; it is primarily meant as protection for volunteers and the festival.

## Volunteer Scheduling Questions

*What if I have to arrive late?*

- **It is important that you arrive on time.** The festival depends on your presence and reliability. Scheduling conflicts are inevitable and understandable; however, no-shows will jeopardize your opportunity for future volunteering. Please try to avoid late arrivals. If something unavoidable comes up, please call the Volunteer Coordinator at 703-324-5266. If you reach a voicemail box, please leave your name, when and where you are assigned, and when you will arrive. When possible, she will notify your Leadership Team Supervisor.

*What if I have to leave early?*

- Leaving early should be avoided. If you must leave, please notify the Volunteer Check-in Booth Supervisor and your Leadership Team Supervisor when you check in so that arrangements can be made to cover the balance of your shift. Volunteers are expected to stay until the next set of volunteers arrive so that our guests can receive the proper service and attention.

*What if I volunteer, and then have to change or cancel shifts?*

- We understand that some changes in scheduling are inevitable -If you need to cancel your shift, please log onto your account with the e-mail address and password that you have created. Once you are on your account click "Edit Itinerary," then scroll down until you find the position you wish to cancel and click the "Remove" button next to the shift. A box will appear to confirm your cancellation, click "Remove" then scroll to the bottom of the screen and click, "Sign up for the selected items" to officially cancel your shift. Please note: if you decide not to follow the directions above and call or e-mail the Volunteer Coordinator instead, your shift may not be cancelled before the event.

*How do I volunteer for extra shifts? Should I just show up and ask the Leadership Team Supervisor if more help is needed?*

- Occasionally, registered volunteers are not able to work. Because of that, we generously accept offers from volunteers who wish to stay on duty. Should you be interested in additional shifts, please let your Leadership Team Supervisor know, or stop by the Volunteer Check-in Booth on your way out of the Festival. If you know that you want to volunteer for an additional shift or two before arriving on site, contact the Volunteer Coordinator at 703-324-5266 or notify the Volunteer Check-in Booth Supervisor upon arrival. THANK YOU!

*What if it is raining? Should I assume you don't need me as a volunteer and stay home?*

- **Fall for Fairfax KidsFest takes place rain or shine.** If the weather forecast calls for rain, please bring rain gear and umbrellas. NOTE: *Fall for Fairfax KidsFest* will only close if the weather interferes with public safety. Rain or shine, we need you to show up for your shift!

## At the Festival - Volunteer Questions

### *What do I wear when I volunteer?*

- Volunteers are required to wear volunteer t-shirts during their volunteer shift. T-shirts will be given out at Volunteer Check-in. The volunteer shirt identifies you to event attendees, Festival Leadership, exhibitors and vendors, and provides them with a resource for any questions or general assistance. Dress for the weather. Remember, however, that you are representing the festival at a family event. Refrain from wearing halter or tube tops and short shorts while on duty. You may also want to bring sunscreen.

### *Where do I park?*

- You are able to park in the Government Center garage by entering through the **GREEN GATE with your parking pass**. Please print out your parking pass and place it on your dashboard. If you have a DMV issued handicap hangtag or license plate, you are able to park in the Yellow Gate lot. You are also able to park in any of the lots by entering the Red or Blue Gate or across the street at the Herry & Pennino Building.

**You can get your parking pass at:** <http://fallforfairfax.com/volunteer-parking-pass/>

### *Where do I go when I report for my shift?*

- You will need to report to the Volunteer Check-in Tent which is located at the front of the Government Center building. Please check in at least **10 minutes** before your assignment begins.

### *How do I know what I am supposed to do when I reach my volunteer position?*

- Each volunteer job or task has a job description. If you have any problems or questions about your assigned volunteer job, please check with your area's assigned Leadership Team Supervisor.

### *What is a Leadership Team Supervisor?*

- Your supervisor(s) are identified by the Leadership Team Badge that they each wear. Leadership Team Supervisors are long time volunteers that assist staff in the planning and operations of the festival. They are each assigned to a specific location of the festival for all hours of the day of the event. They are in charge of supervising the operations of their site as well as any volunteers that are assigned to that area. Each Leadership Team Supervisor will have a radio so that they may contact festival staff with any requests or needs.
- As a general volunteer, your first point of contact will be your assigned Leadership Team Supervisor. After you go to Volunteer Check-In, you will check-in with them at the beginning of your shift and once your shift has ended so that they will be able to contact Volunteer Check-In for a replacement if a volunteer for the next shift does not show up on-time. You will also be given a shift card at Volunteer Check-In to give to your Leadership Team Supervisor to sign off on at the end of your shift.

### *What and where is the Volunteer Hospitality Tent?*

- As a participant in *Fall for Fairfax KidsFest* Volunteer Program, you will receive a voucher at Volunteer Check-in for a complimentary beverage and a snack item from our Volunteer Hospitality area. Volunteer Hospitality is in the same tent as Volunteer Check-In.

- Unfortunately, we are unable to provide volunteers with meals and that is why the shifts are short and 10-15 minute breaks are given to volunteers. Volunteers can purchase or bring any additional beverages or snack items they consume after they used their beverage/snack ticket. **(PLEASE DO NOT SERVE FREE BEVERAGES OR SNACKS TO YOUR FRIENDS OR FAMILY MEMBERS EITHER)** The income from the food vendor and beverage sales in the food court helps pay for all of the programs presented at the festival. It may not seem like one drink/snack can make a difference, but if every volunteer helped himself or herself to one drink/snack each shift, this would add up to a great deal of lost income.

*I just want some cold water. Where do I find it?*

- Water coolers are placed at the Volunteer Check-in Booth which is available for all volunteers that only need a cup of water. The Government Center Building also has water fountains on either side of the main lobby.

*Do I get a break when I am volunteering?*

- If you are volunteering for two or more shifts back to back, please speak with your Leadership Team Supervisor about scheduling a 10 minute break. We ask Leadership Team Supervisors to help in scheduling breaks to make sure that all areas are adequately staffed, especially during busy times.

Please be considerate of others who are working with you. Return promptly from your break. Consideration of one another leads to a more positive environment for every volunteer.

*May I use my cell phone while I'm on duty?*

- Cell phones are not permitted during shifts unless on break. Though cell phones are an important communication tool, they may also be a distraction to other volunteers and visitors. Please turn cell phones off or set on vibrate while you are on duty.

*My friend may stop to visit with me while I am volunteering. Is it all right if he/she hangs out with me so we can talk?*

- No one, including small children, should be in activity tent or volunteer area except those volunteers scheduled to be there. Also, when you are volunteering, it is necessary to direct your full attention to your tasks, serving our guests as quickly and politely as possible, and to carry your share of the responsibility. Arrange to meet your friend during your break or following your shift, when you can really enjoy his or her company. Do not bring children while you are volunteering!

**\*A WORD OF ADVICE\***

Please do not hug or touch another volunteer or guest without his or her consent. What you might consider a friendly gesture, may be misunderstood.

### **After the Festival - Volunteer Questions**

*I have some really great ideas on how things might be done better. Whom should I talk to?*

- Please don't hesitate to offer suggestions to your area's Leadership Team Supervisor. Also, feel free to ask them any questions you might have. They are there to help you and you should use them as resources. If you are not comfortable making suggestions to them or asking questions, please email [volunteers@celebratefairfax.com](mailto:volunteers@celebratefairfax.com).

*Can I receive credit for my volunteer/community service hours?*

- Yes! If you need volunteer credits for school, an organization, etc., you can e-mail your volunteer hour form to the Volunteer Coordinator or bring it with you when you volunteer. If you need a letter verifying your volunteer hours, please e-mail [volunteers@celebratefairfax.com](mailto:volunteers@celebratefairfax.com) after the event is over. Please remember the response time will be delayed since we will be cleaning up everything from the event.

### **Safety and Security/Emergency Procedures**

*Fall for Fairfax KidsFest* is an event that hosts thousands of visitors every year. It is our goal to make the event as safe and enjoyable as possible. However, accidents will happen from time to time. As a *Fall for Fairfax KidsFest* volunteer, you can help minimize the damage by following some safety and security procedures.

For any emergency situations requiring police assistance, a volunteer should immediately contact the nearest Leadership Team Supervisor. If there is a situation which is not an emergency, but which requires special attention, have the Leadership Team Supervisor contact the Festival Director to inform the appropriate people. Leadership Team Supervisors, please be sure to file a written report on any incident at the end of your shift so that the office has a full record of what took place. Please obtain an *Incident Report Form* from an Information Notebook.

In case of emergency, Festival staff may call for a temporary closure of an area of the Festival site, or in rare circumstances the Festival in its entirety. Should this occur, you will be notified by your Leadership Team Supervisor. Please remain on-duty until your supervisor releases you, even if the site is closed for any period of time. If there is an emergency that is a life threatening situation, please call 911 directly and then inform your Leadership Team Supervisor. The Leadership Team Supervisor will be able to immediately alert festival staff to the situation and on-site festival security will be dispatched to your location.

*I notice a dangerous situation and/or medical condition. Whom should I notify? What should I do next?*

- As you are walking through the event, take notice of your surroundings. If at any time you see a possible danger or medical condition, please notify your Leadership Team Supervisor immediately. Once you have notified the proper authority, please work with your Leadership Team Supervisor to contain the possible hazard so that guests cannot walk through the dangerous area.

*A guest of the festival is acting strangely; I believe they are a danger to their own health or to the health of others. What should be done?*

- If you notice strange or threatening behavior, immediately report it to your Leadership Team Supervisor. It is important to take a description of the person in question, and if possible, observe where he/she is headed.

### **Inclement Weather**

*Fall for Fairfax KidsFest* performances continue rain or shine, but they are often stopped during electrical storms. Performance schedules may be adjusted in case of severe weather conditions. In the event a performer cancels on the day of the performance due to inclement weather, no refunds will be given.

### **Volunteer Termination Policy**

**Should it become necessary to consider the termination of a volunteer during the course of the festival operations or at other times during an operational year, the following policy will serve as a guideline for such considerations:**

**For the continued effectiveness and operation of the *Fall For Fairfax KidsFest* and to maintain the desired public image of Celebrate Fairfax, Inc., it may be necessary at times to consider the termination of a volunteer. Such decisions will only be made for the demonstrated cause and following consultation among the appropriate festival staff members.**

**Situations that are brought to the attention of Celebrate Fairfax staff will be considered on a case-by-case basis. Such situations include, but are not limited to, theft (including tickets, goods, products, and money), intoxication while on duty, use of inappropriate or profane language, failure to treat others with respect including Celebrate Fairfax staff and Board of Directors, aggressive or violent behavior, destruction of CFI property (including but not limited to signs, banners, etc.), and/or knowingly allowing or assisting in the commission of any illegal act while working for the organization.**

**If objectionable behavior is observed by a Leadership Team supervisor, the person making the observation should contact Celebrate Fairfax staff directly. Following documentation of the incident, the individual volunteer involved will be talked to by the appropriate Celebrate Fairfax representative and any decision or conditions of future volunteer status will be conveyed at that time.**