



THREERIVERSFESTIVAL



2021

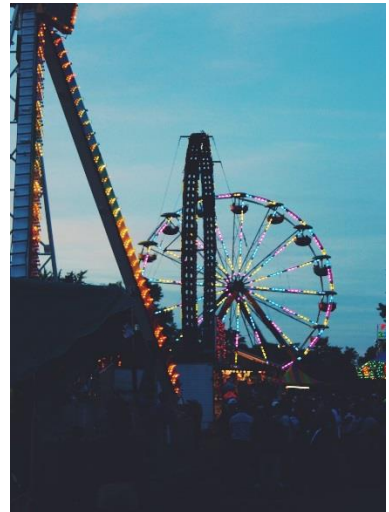
THANK YOU FOR VOLUNTEERING!

Thank you for volunteering for the 52nd Annual Three Rivers Festival! We greatly appreciate your time and talents. Our guests will not come into contact with many of the Festival's staff or directors, but they will all have contact with YOU! You are the Festival's ambassador that will ensure that everyone has a safe and enjoyable experience. This Volunteer Handbook will help you provide the Festival with "Hoosier Hospitality" and informed customer service. Please review the information carefully and ask the Festival staff or Doreen, the Board Member Volunteer designee, if you have any questions or concerns.

You help make this Festival one of the best in the Midwest.
Welcome aboard! We are going to have a great time!

MISSION STATEMENT:

*THREE RIVERS FESTIVAL CELEBRATES
THE MIDWEST'S DIVERSITY, CULTURE
AND SPIRIT THROUGH EXCITING,
ENTERTAINING EVENTS AND
ACTIVITIES FOR ALL AGES.*



About the Three Rivers Festival:

Three Rivers Festival is a
not-for-profit organization.

Over 7,000 hours will be generously
donated by enthusiastic community
volunteers for the 2021 Festival.

Over 80 official and
affiliated events occur
during the Festival.

Three Rivers Festival
happens rain or shine!

The Festival draws nearly half a million
visitors from Northern Indiana,
southern Michigan, and northwestern
Ohio!

VOLUNTEER REQUIREMENTS & GUIDELINES

REQUIREMENTS:

Age: Must be 16 years old to volunteer as an individual. Those under 16 must either: 1.) Have a parent or guardian volunteering with them or 2.) Participate as part of an organized and supervised group such as the YMCA, church groups, scouts, sporting teams, etc. Volunteers younger than 16 MUST have a parent or legal guardian complete our Parental Permission Form.

Dress Code: Volunteers must wear the volunteer t-shirt that is provided to them at all times with comfortable, presentable, weather-appropriate pants/shorts and shoes (dress code may vary for specific volunteer roles). Please do NOT alter your volunteer t-shirt in any way.

Gear: Bring necessary gear for predicted weather: hat, sunglasses, sunscreen, water bottle, raincoat, umbrella, etc.

Storage: For your safety, do not bring any valuables. Storage lockers are provided (you will need to bring your own lock) and we ask that all purses be put in the lockers. The Three Rivers Festival is not responsible for lost or stolen articles.

Cell Phones: Cell phones are recommended during your volunteer shift(s) should an emergency or questions arise. Although cell phones are recommended, we ask that you please do not ignore your responsibilities / duties as a volunteer by using your cell phone. We recommend downloading the InIt Live app to stay up-to-date on all festival occurrences.

If a dangerous situation arises while you are volunteering, please do not intervene. Please contact a Three Rivers Festival staff member or police officer. We are here to assist you to the best of our ability.

GUIDELINES:

Code of Conduct: Treat everyone (visitors, participants, other volunteers, etc.) with respect. Remember: during your volunteer shift(s) you are the face of Fort Wayne! Interacting with the public in a helpful, kind, and courteous manner ensures the best Festival-going experience possible. **Discrimination of any kind will not be tolerated.**

- The Three Rivers Festival is a drug-free and safe environment. Volunteers may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The Three Rivers Festival does host events where alcohol is served. In such situations, volunteers are asked to wait until **after their shift** to consume alcohol.
- Children, family, friends, or pets (service animals excluded) are **NOT allowed** to accompany the volunteer during any of their shifts at any of our events. If a child or family member wants to volunteer, he or she **must complete the registration process** like all other volunteers.

Attendance: Volunteer attendance is important to the operation of each event during the Festival. We depend on you to keep the Festival alive and we also depend on your presence and prompt arrival for your scheduled shift(s). When you commit to volunteering, you commit to the selected shift(s) and the **entire shift time**.

- **Cancelling:** If you fail to show up without providing at least 24 hours' notice, or fail to show up completely, we reserve the right to remove you from future volunteer assignments and activities, including the Volunteer Appreciation Party.
- **Weather:** Three Rivers Festival events are rain or shine, so please do not let rain stop you from coming – **we will still need you!** For your comfort, dress according to the weather forecast.
- **Placement:** Please note that the Festival reserves the right to reassign volunteer assignments based on unexpected needs or shifts in events. **We will do our best to honor your first choice**, but it is not guaranteed. We ask that you remain flexible and patient with us. We thank you in advance for your understanding in regards to this.
- **Parking:** Free parking is available in the gravel lot across from the Old Fort, but often fills up quickly. Parking lots and garages that are often underutilized can be found at downtownfortwayne.com/parking/

VOLUNTEER CHECK-IN:

- You will meet up with your specific Event Chair at varying locations. The Volunteer Hospitality Tent will be at the Northeast entrance of the Pavilion Stage at the **end of Junk Food Alley** for all volunteers working *in* the Plaza. It is very important that you sign-in.
- Please report in at least 10 minutes **prior to your scheduled shift** so you can receive all necessary volunteer information.
- You will receive a Festival volunteer shirt. Your duties will be given to you at this time (if not before). Any training will be provided on site. If you have any questions or problems during the events, the Volunteer Coordinator will be glad to assist in any way they can.
- If you need to leave your post **for any reason**, please make sure your specific Event Chair or Doreen, the volunteer board member, **knows that you are leaving** and your duties are covered. If no one comes to relieve you at the end of your shift, report the no-show to the Volunteer Coordinator / your Event Chair.
- Shift Completion: At the end of your volunteer shift, if you have not been relieved of your duty, please tell your event chairman to radio the Volunteer Coordinator and stay in your area until a replacement comes.

WAIVERS AND BACKGROUND CHECKS:

- Parental Permission forms will be mailed to the listed address of the minor volunteer in advance of his/her volunteer shift. Forms must be signed and returned **to the Festival office** in advance of the volunteer assignment or he/she will not be able to volunteer.
- We reserve the right to background check any of our adult volunteers, with permission from that volunteer.

Volunteer Benefits!

Volunteers will receive 5 complimentary plaza drink tickets and a \$5.00 discount on a Three Rivers Festival concert of their choice!

Volunteers are invited to the VOLUNTEER APPRECIATION PARTY at the Headwaters Plaza, 333 S. Clinton St. 46802. Come relax and let us show you appreciation for your hard work!

This is an opportunity to make new friends!!

Volunteers are free to enjoy snacks and refreshments in the Volunteer Tent.

**Free 2021
Three Rivers
Festival
Volunteer T-
Shirt.**