

VOLUNTEER GUIDE 2019



COME GROW WITH US!



Dear Volunteer,

Thank you for being an integral and vital part of ArtFields®. YOU will be the key to our success by serving as an ambassador for the largest art competition in the Southeast. You will be expected to perform a variety of jobs, both big and small, that are crucial to the success of ArtFields.

You are appreciated and respected for your contributions to ArtFields. In turn, you are expected to be committed to the role that you play within the overall operation of this phenomenal art competition. Your hospitality to our guests, visitors, tourists, businesses, community members, and students will harvest great benefits for everyone. This packet of information will serve as your official ArtFields Guide for Volunteers. For additional information please visit the ArtFields website at www.artfieldssc.org or your Volgistics calendar.

Again, you are to be commended for your commitment to this event. The ArtFields 2019 Team looks forward to having you as an ambassador. We hope that your involvement will provide you opportunities to learn, grow, and be lovers of the arts!

Please feel free to contact me with any questions at any time at ahowell@lccreativealliance.org or (843) 373-0832.

Sincerely,
Anna Moore Howell
Volunteer Coordinator

Mission Statement of ArtFields

ArtFields is a program promoted by Lake City Creative Alliance, a federally recognized 501 C (3) in Lake City, SC. The Lake City Creative Alliance believes the arts hold transformative potential for individuals, communities, and society. Through the exposure to the creative arts, the quality of life for all citizens is enhanced.

VOLUNTEER ROLES AND RESPONSIBILITIES

Volunteer Roles

During Pre-ArtFields, volunteers assist with the following:

- Distribute promotional materials/posters for ArtFields
- Prepare packets for guests and sponsors
- Assist in the ArtFields office
- Assist with monitoring venues
- Solicit attendance to ArtFields for the nine-day event and activities
- Recruit additional volunteers
- Attend one official volunteer training

During ArtFields, volunteers can choose to work with the following:

- **Information desk and booths:** In these areas volunteers greet guests/visitors, answer questions, direct guests and visitors to venues and other locations, and distribute ArtFields Field Guides
- **Directional Team:** Give directions, check areas for litter and recyclables, communicate with team leaders about needs noticed
- **Event Support:** Take tickets, issue wrist bands if needed, hand out programs, escort people to seats, collect guest satisfaction surveys
- **Merchandise/Sales:** Assist with the on-site sale of tickets or merchandise
- **ArtFields Venue Docents:** Assist with managing venues, assist with art sales, greet guests, and assist with showcasing venue's artwork
- **ArtFields Jr. Educational ArtWalk Docents:** Supervise, work, and facilitate activities with students in grades 5K-12th (Background check required)
- **ArtFields Welcome Center/Registration + Voting Center:** Assist guests as they register and vote on selected artwork (some computer skills are required)

After ArtFields, volunteers assist with the following:

- De-installation of artwork in ArtFields venues
- Writing thank-you notes to supporters of ArtFields
- Removal of signs, materials, and general clean-up of designated areas
- General office duties at the ArtFields office
- Inventory of ArtFields supplies

VOLUNTEER RESPONSIBILITIES

- Lavish your Southern hospitality and smiles on our guests!
- Prior to reporting to assigned stations/venues, please take time and carefully review the ArtFields visitor information such as the ArtFields Field Guide, calendar of events, Venue Manual, ArtFields District map, ArtFields Voter Registration and Voting Guide, and location of public restrooms.

- Sign in and out at the volunteer computer station located at the ArtFields office each time you volunteer unless otherwise noted on your assignment. *Incentives will be awarded based on information from the Volgistics calendar.*
- Sign up for shifts by noting your availability and interests on the *Volunteer Schedule*. All schedules and volunteer opportunities are available on the Volgistics calendar. The calendar and volunteer application is accessible at <http://www.artfieldssc.org/about/volunteers/>.
- Contact us immediately if you are not able to volunteer during your assigned shift.
- Understand that each shift is a minimum of 3 hours.
- Report 15 minutes earlier than your shift begins.
- Remain in your assigned spot until your shift is over.
- Be understanding and flexible if you are re-assigned at the last minute when event changes must be made. **BEING FLEXIBLE INCREASES YOUR SMILE-SPAN!**

VOLUNTEER PARKING

- Parking will be available at The ROB at 245 Church Street, Lake City, SC, and/or the parking lot near the caboose at 104 East Thomas Street, Lake City, SC.

VOLUNTEER CHECK-IN (Before April 26, 2019)

- If you are volunteering PRE-ArtFields, please check-in at the ArtFields office, at 122 Sauls St., to receive your identification, attire (if needed) and instructions.

VOLUNTEER CHECK-IN (During April 26– May 4, 2019)

- Volunteers are asked to arrive at the ArtFields office, at 122 Sauls St., to check-in at the Volunteers' Station at least 15 minutes prior to their designated time of service.
- A Volunteer Team Leader will issue all ArtFields-approved identification and additional attire to volunteers.

VOLUNTEER CHECK-IN (After May 4, 2019)

- If you are volunteering AFTER ArtFields, please check-in at the ArtFields office at 122 Sauls St. to receive your identification, attire (if needed) and instructions.

VOLUNTEER CHECK-OUT

- At the end of your assigned shift(s), please report to the Volunteers' Station at the ArtFields office at 122 Sauls St. to return your ArtFields identification, attire (aprons) and materials to the Volunteer Team Leader.

VOLUNTEER ATTIRE

- Neat, business casual attire (**dark, black, tan, or white pants, jeans, or skirt**) is appropriate for ArtFields events. Please wear comfortable and sturdy shoes. Depending on your volunteer role, you will be asked to wear the ArtFields volunteer t-shirt, apron and/or waist apron. Your team leader will inform you of the appropriate attire and it is also indicated on the volunteer calendar.
- Please wear your official ArtFields identification card during your assigned shift that is on the lanyard provided.

- Please be prepared to remove volunteer attire after your shift in an effort not to confuse guests unless you will remain in “volunteer” capacity.

ArtFields SAFETY AND SECURITY

Visitor and staff security is of paramount importance to ArtFields. While primary responsibility for ArtFields guests resides with the City of Lake City Police Department, the facilities, venues, and their contents are a responsibility shared by all of us. Personnel are located at designated areas of The ROB and other ArtFields venues and event locations. The First Responders station is located at the Greater Lake City Chamber of Commerce. First Aid kits are available at The ROB, ArtFields office and the ArtFields Welcome Center.

- To assist in safety and security, be alert for situations that may threaten the safety or security of guests, the facility, artwork, or the venue property.
- Security will be provided and coordinated by the City of Lake City Police Department. Security will ensure the safety of guests at official events during ArtFields. Any emergencies or significant safety issues should immediately be reported to an officer on duty.
- **Trust your instincts.** If you get a feeling that something is not right, there is likely a reason. It is far better to err on the side of safety and security than to regret not acting should a situation warrant itself.
- Do NOT put yourself at personal risk.
- To assist with artwork security, please report any leaks or artwork security issues to the ArtFields Team.
- Read Venue Manual.

Examples of Possible Safety/Security Threats

- An unattended package/backpack/bag/etc...
- An apparent heart attack or other acute physical distress
- Lost child
- Smoke or fire
- An accident involving a guest
- A visitor in an agitated state that is attracting the attention of other guests
- Display of a weapon of any kind, including scissors or pocket knives
- Threat to the artwork, including water

**WHEN IN DOUBT, CONTACT A SECURITY/POLICE OFFICER OR DIAL
911.**

LOST AND FOUND

- The lost and found area is located in the ArtFields Welcome Center/Registration + Voting at 133 A E. Main Street.
- Before returning lost property to a guest, the guest will need to describe the item.

HOSPITALITY THINGS TO KNOW

- ❖ Location of restrooms
- ❖ Layout of ArtFields events and location
- ❖ ArtFields District for Competition Artwork on View
- ❖ All exits, including emergency exits for buildings
- ❖ Locations of telephones
- ❖ Parking, especially for those with Handicapped Parking Permits
- ❖ Location of first aid station(s) in the ArtFields District
- ❖ Storage is limited so it is best to leave your valuables (purses, computers, etc.) at home. Please do not leave valuables or personal items unattended in vehicles or hospitality desks/stations.
- ❖ Please enjoy your food and beverages before and after your assigned shifts.
- ❖ Bus schedule
- ❖ ArtFields Field Guide and Venue Manuals provide answers to many questions
- ❖ Volunteer questions/concerns: call Volunteer Coordinator Anna Moore Howell at (843) 373-0832

TIPS ON HANDLING DIFFICULT SITUATIONS

- Give a warm smile
- Listen carefully to the guest
- Remain calm
- Respond with meaningful comments

Examples:

- ⊗ "I can appreciate your problem/concern."
- ⊗ "I understand that you want to bring your water balloon into the ArtFields venue, however we do not permit them."
- ⊗ "Let's see what we can do."

VOLUNTEER CODE OF CONDUCT

You are an ambassador for ArtFields. We aim to give our guests excellent customer service and expect our volunteers to help us accomplish this goal. While volunteering with ArtFields, alcohol, drugs, abusive or profane language are all grounds for dismissal without warning from the ArtFields Volunteer Team.

On behalf of ArtFields, we would like to express our gratitude in advance for your assistance. Your time, effort, and enthusiasm are great assets to ArtFields and will make an unmistakable mark on our community, families, guests, and tourists. Thank you and enjoy ArtFields!

ARTFIELDS PROMISE

I promise to know, grow, and glow ArtFields!