

Thank you for volunteering in Stage Area Services

Before the start of your shift, please check-in at **Volunteer Registration**, which is located near the Railroad Stage shuttle drop-off.

There will be a volunteer leader at each stage who can answer any questions during your shift. Please be sure to check-in with them when you arrive for your shift.

Here's what you can expect: Depending on the stage needs, you'll be helping with backstage hospitality and/or site management, so please review both job descriptions as it is likely there will be a lot of overlap.

Backstage Hospitality volunteers:

- o make sure only authorized people are backstage
- o fill just about every reasonable need of the performers
- o make sure the refreshment area is well stocked
- o assist the stage manager if s/he asks for help
- o sometimes act as a liaison between the bucket brigade ask team and the stage crew
- o you may also be asked to carry the stage phone, a cell phone assigned to the backstage area of each stage. Your area leader will also have a phone so they can be reached via the stage phone if necessary.

Tips:

- Artist Buddies can be identified by their **red volunteer shirts**. Their job is to assist the artist(s) they are assigned to. They will be your contact person for each artist. Please introduce yourself and speak to them first if possible, before you go to the artist with any questions or information.
- This year, we will have designated performer drop off and pick up points at each stage. Your area leader will provide details when you arrive for your shift.
- Please check ice/water at the beginning of your shift. The volunteers who are distributing ice have food vendors to attend to as well, and they might not be able to get to you right away.

Site Management volunteers:

Your job isn't exactly the same as security, but it is close. While Operations handles major safety issues, you enforce lawn chair and dance areas, as well as maintain the order of chairs and aisles between sets if necessary. You also will have a performance list and festival map, so you'll be able to help festival-goers if they have questions about the event. When a sign at your stage area needs to be revised with upcoming performer names or times, you retrieve those supplies backstage and update the sign.

As the eyes and ears for Festival safety, it's also your job is to notify Operations if anything unusual is going on. Things you report include (but are not limited to) the following:

- medical emergencies
- lost children
- suspicious people or items
- theft

We also plan to stash an extra "bucket" at every stage, so if your stage area is well in line, and you're comfortable with a bucket, go ahead and join the Bucket Brigade for as long as you're available to do so. Please check with your area leader before leaving your assigned spot. When you return to other duties, give your bucket to one of the Bucket Brigade volunteers to take back to home base for counting. (We'll re-stock a fresh bucket as quickly as possible.)

Tips:

How to deal with unruly people. While it's rare, we must be aware of the possibility that a festival-goer might cause a disturbance. If you witness a volatile situation, please:

1. Notify your area leader (or ask a co-volunteer to notify your leader) that you have a potential situation; **DO NOT CONFRONT DIFFICULT INDIVIDUALS BY YOURSELF!**
2. Your leader will gather as many other volunteers as can be mustered quickly, and will make a determination whether to contact the Bangor Police;
3. Follow the instructions given by your leader and the Bangor PD or other public safety personnel.
4. In a real emergency, if your area leader is not immediately available, go to the stage manager, he/she has a radio. Please have them contact Operations immediately.

So, to sum things up:

1. *Check in at volunteer registration when you arrive on site.*
2. *Check in with your area leader at your assigned stage at the beginning of each shift*
3. *Read the stuff above again AND.....*
4. *HAVE FUN!*

You are a goodwill ambassador for the American Folk Festival. Thank you for helping our Festival goers enjoy themselves!

Your coordinators are:

Jim Boulier, Railroad Stage
Judy Weatherbee, Railroad Stage +
Bruce Clukey, Penobscot Stage
Denise Kimball, Dance Tent
Mark Friedman, Two Rivers