

American Folk Festival Policies and Procedures

GENERAL FESTIVAL POLICY: All emergency/lost person calls are handled through Festival Operations, which is located on the hill behind Volunteer Registration.

LOST AND FOUND ITEMS:

If you **FIND AN ITEM:**

- Bring the item to the nearest info booth.
- Found items will be kept at the info booth until the Festival ends. Thereafter, found items will be held at the Festival's office through Sept. 15.

If you encounter someone who has **LOST AN ITEM:**

- Direct the owner of the lost item to the nearest info booth to determine if the item has been found.
- Have the owner complete a **Lost Item Form**, available at all information booths. Completed forms will be matched to found items after the Festival, and owners will be notified.

LOST AND FOUND PEOPLE:

If you encounter a **LOST CHILD:**

- Turn your current responsibilities over to another volunteer or staff member.
- Inform Operations via your site supervisor or other festival personnel.
- Bring the child directly to the **Police Mobile Unit** (located near the corner of Railroad and Front Streets); advise Operations accordingly.
- Return to your duty. On-site police officers will handle the situation from this point.

If you encounter an **ADULT who has LOST A CHILD:**

- Turn your current responsibilities over to another volunteer or staff member.
- Inform Operations via your site supervisor or other festival personnel.
- Direct the adult to the **Police Mobile Unit**.

If you encounter **ADULTS who have LOST OTHER ADULTS IN THEIR PARTY:**

- Advise them that **ALL** lost people are directed to the **Police/First Aid compound**.

EMERGENCIES: Volunteers may witness or be notified of emergency or problem situations, including public safety concerns, medical emergencies, accidents and problems with tents or other structures.

Medical emergencies:

- Stay with injured person.
- Do not move injured people unless they are in a dangerous location (railroad tracks, etc).
- Appoint someone in the crowd to find the nearest Festival staff person or police officer and have them contact Operations.
- Because a medical emergency requires professional attention, please simply sit with the injured unless you are medically trained.
- If First Aid is not open, minor cuts/scratches can be taken care of at Festival Operations.

Evacuation:

- If a public safety emergency arises that requires evacuation, follow the instructions of the public safety (Bangor Police or Fire Department) personnel nearest you.

Avoid your own emergency:

- **Stay hydrated.** Complimentary water is available for volunteers at all T-shirt vending locations.
- **Take a load off.** If you're tired, let your supervisor know that you need a break, and rest up.
- **Protect yourself.** Wear plenty of sunscreen and be prepared with appropriate clothing. Rain or shine, we'll have a great time!