

## CELEBRATION ON THE GRAND VOLUNTEER HANDBOOK 2010



# Welcome Aboard!

Thank you for your interest in Celebration on the Grand. Celebration takes great pride in our volunteers. Without people like you, we would not be able to have this event. What makes our volunteers so special is their confidence and knowledge of the event, the schedules, and their working positions. We want everyone to feel comfortable in joining our team.

This year the event will be held September 9, 10 & 11 with Fireworks on the 10. If you are interested in learning more about the event in general, please visit the website at [www.CelebrationOnTheGrand.org](http://www.CelebrationOnTheGrand.org). Throughout these pages you'll find the following information:

First year volunteers are requested to attend orientation—it is optional for any returning volunteer who has attended an orientation in past years. Minor age volunteers must have a parent or guardian in attendance with them. Please bring your picture I.D. to orientation. Orientation will last about 45 minutes.

If you missed orientation, take a look at the Volunteer Roles in this manual and then email [COTGVolunteer@gmail.com](mailto:COTGVolunteer@gmail.com) with your dates and times available and preferred role.

Thanks again for your interest in supporting Celebration 2010 and I look forward to meeting you at the Event!

Sincerely,

Judi Young  
Volunteer Coordinator

\*Registration Forms must be completed and on file before you begin your shift. Volunteers under the age of 18 must also have their parents or guardian sign the Parental Consent Form. Registration forms can be turned in at orientation, emailed to [COTGVolunteer@gmail.com](mailto:COTGVolunteer@gmail.com) or completed upon arrival for your shift.

## **VOLUNTEER PERKS**

**ALL Volunteers receive the following:**

- **Free Food**
- **Free Parking**
- **Free Celebration T-Shirt**
- **Volunteer Prize Drawing\***
- **Referral Letter if requested**
- **And OUR Heartfelt Thanks!!**

**THANK YOU – THANK YOU – THANK YOU – THANK YOU – THANK YOU**

\*Volunteer Prize Drawing—Each year we solicit local organizations and businesses to provide prizes and gift cards for our volunteers. Some of these gifts can exceed \$25 in value.

The volunteer drawing is only open to volunteers who actually checked-in, completed their shift and checked out. Celebration Board and Staff Members are not eligible.

Many of the prizes are gift certificates or gift cards that will be mailed to you if you are a lucky winner. Some prizes are not easy to mail in an envelope, in which case you will be called and asked to come claim your prize.

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# VOLUNTEER INFORMATION SHEET

Celebration on the Grand will happen rain or shine!

Parking: Rosa Park Circle Volunteers need to park in the **Fulton Parking Lot** located on the corner of Fulton and Market. Please enter at the **Market Street entrance**. Your name will be on the volunteer list—no parking passes will be needed.

Ah-Nab-Awen Park Volunteers need to park in the **Scribner Parking Lot** located on the corner of Scribner and Bridge. Scribner is a one-way street going north and you will access the lot on Scribner, so it is recommended that you come from Pearl Street. Your name will be on the volunteer list—no parking passes will be needed.

Check In: Please arrive 15 minutes prior to your shift so you can check in at the **Volunteer Tent\***

At that time you will...

1. Receive your Celebration on the Grand Volunteer T-shirt
2. Sign in and complete your registration if not completed prior to arrival
3. Receive your Nametag
4. Be directed to your post and provided with instructions

You will be expected to be at your posted location and fulfill the responsibilities of your role during your shift. Please do not leave unless one of the Hospitality Volunteers or Replacement Volunteer comes to relieve you.

Check Out: We ask that your return to the **Volunteer Tent** to check out before your leave so we know your post is covered. Food and beverages will be available for volunteers after they complete their shift. However, we ask that you do not linger at the Volunteer Tent unless your duties are directly related to the Volunteer Tent.

Dress Code: You will be issued a Celebration on the Grand T-Shirt that you are expected to wear while on your shift. However, we ask that you not wear the volunteer shirt when you are not working. Please wear comfortable clothing that stays with the following guidelines:

- ⌚ No badly stained, ripped or torn clothing.
- ⌚ No clothing or hats with a saying on it that could be considered offensive to others.
- ⌚ No halter tops or shirts that show the midriff.
- ⌚ No dangling jewelry during your shift— this could be a safety hazard in some jobs.
- ⌚ No flip flops—we suggest comfortable rubber sole shoes.
- ⌚ It is suggested that you wear jeans or khaki pants...shorts are okay if the inseam is six inches or longer.

Personal Items: You may store items such as a purse or backpack at the Volunteer Tent—however Celebration on the Grand is not responsible for lost or stolen items.

Emergencies: At Celebration on the Grand, we take the well being of our volunteers and our guests very seriously. We have trained emergency personnel on "stand by" and available to us within minutes in the case of an accident or injury. **AT NO TIME SHOULD ANY VOLUNTEER TAKE MATTERS INTO THEIR OWN HANDS, but instead, leave these matters to the professionals who are on duty at the time.**

\* Volunteer Tent at Ah-Nab-Awen is located just south of the stage area. Volunteer Tent at Rosa Park is located just east of the Stage. Or ask any volunteer and they will direct you.

**We are counting on you!**

**If for some reason, you are unable to make your commitment, please contact [COTGVolunteer@gmail.com](mailto:COTGVolunteer@gmail.com) prior to September 1.**

**CELEBRATION ON THE GRAND 2010**  
**VOLUNTEER REGISTRATION**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Street Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Cell \_\_\_\_\_

T-Shirt Size  S  M  L  XL  2XL

Age Group  16 TO 18  18 TO 20  21 to 40  40+

*If under the age 16, please complete **Parental Consent Form** and provide your age here*

Have you worked Celebration on the Grand before?  Yes  No

If yes, what positions have you worked?

Position Requested  Security  Support  Set Up  Any

Dates Available  Thurs.  Friday  Sat.  All

Shifts Available (4 hrs.)  Morning  Afternoons  Evening  All

I am available for multiple shifts and dates.  Yes  No

Please list any factors (sun exposure, lifting, walking, etc) that may prevent you from performing a designated task.

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I hereby understand that neither Celebration on the Grand Committee, Inc., Celebration on the Grand Promotions, LLC, nor any of their officers, directors, trustees, agents, representatives, employees, members, managers, volunteers, any other individuals involved in this year's Celebration on the Grand Event, the City of Grand Rapids, nor Kent County shall be held liable for any claims seeking damages for personal injury or property damage that may arise out of my participation as a volunteer for Celebration. I also hereby agree to indemnify and hold harmless Celebration, Celebration's officers, directors, trustees, agents, representatives, employees, members, managers, and volunteers, any other individuals involved in the Event, the City of Grand Rapids, and Kent County from and against all claims, liabilities, losses, damages and expenses as incurred (including reasonable legal fees and disbursements of counsel), relating to or arising out of the Event. I have carefully read this liability release and fully understand its contents, and I hereby agree to the above stated items.

I understand that if any information provided is false, if I do not show up for my shifts, or if I show up for my shifts under the influence of drugs or alcohol, this will result in my immediate dismissal. I understand that any violations of the Rules of Conduct/Code of Ethics in the Volunteer Handbook could also result in my immediate dismissal as well and that any dismissal would affect the possibility of returning as a volunteer in the future.

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**NOTE: We require that you provide 2 emergency contacts.**

Name:

Home Phone

Work Phone

Relationship:

Cell

Name:

Home Phone

Work Phone

Relationship:

Cell

CELEBRATION ON THE GRAND 2010  
VOLUNTEER REGISTRATION

**PARENTAL PERMISSION  
SLIP AND LIABILITY RELEASE**

NO ONE UNDER THE AGE OF 18  
MAY VOLUNTEER FOR CELEBRATION ON THE GRAND  
WITHOUT THE WRITTEN CONSENT OF A PARENT OR GUARDIAN.  
**NO EXCEPTIONS!**

I, the parent or legal guardian of \_\_\_\_\_, acknowledge consent to my child or the child under my guardianship ("my child") participating in certain volunteer activities associated with this year's Celebration on the Grand (the "Event"). I further acknowledge that the Celebration on the Grand Committee, Inc. and Celebration on the Grand Promotions, LLC (collectively, "Celebration") are charitable organizations whose activities are primarily for the benefit of the community and are not operated for financial gain or profit. I agree to assume all risks and hazards incidental to Celebration's operation of the Event in consideration of my child's participation in the Event, and release, discharge and hold harmless Celebration, Celebration's officers, directors, trustees, agents, representatives, employees, members, managers, volunteers, any other individuals involved in the Event, the City of Grand Rapids, and Kent County, from any and all claims arising out of or relating to any injury that may result to me or my child while volunteering and participating in the Event, including any injury caused by the negligent acts or omissions of those individuals supervising the Event and/or related activities. I also hereby agree to indemnify and hold harmless Celebration, Celebration's officers, directors, trustees, agents, representatives, employees, members, managers, and volunteers, any other individuals involved in the Event, the City of Grand Rapids, and Kent County from and against all claims, liabilities, losses, damages and expenses as incurred (including reasonable legal fees and disbursements of counsel), relating to or arising out the Event. I have carefully read this liability release and fully understand its contents.

Today's Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Print Name: \_\_\_\_\_

**Parent**    **Guardian**

Name of Child: \_\_\_\_\_

## CELEBRATION ON THE GRAND VOLUNTEER HANDBOOK 2010

### CELEBRATION ON THE GRAND VOLUNTEER ROLE DESCRIPTIONS

**VOLUNTEER REGISTRATION & HOSPITALITY:** These Volunteers will help volunteers “check in” and report to their positions. That includes checking to see that all volunteers have completed a **2010 Registration Form** BEFORE they report to their shift. All volunteers who are under 18 will also need to have a signed **Consent Form**. They will issue T-shirts& nametags, manage lost and found, and replenish the volunteer food table. **This position requires organization, professionalism and cleanliness.**

**ASSISTANTS:** Volunteers in this position may be asked to do a variety of things including running errands within the parks, transporting materials between parks, circulating through the vendors and removing their trash, relieving other volunteers for breaks, delivering ice and assisting guests or patrons with questions or problems. They will be very active and on their feet a good part of the time, therefore comfortable shoes are suggested. **You must be at least 18 years old.**

**EVENT SET UP** Volunteers in this position will be asked to help set-up the equipment for the event. That may include putting fencing in place, helping set up tents, tables and chairs, and /or positioning and filling large water barrels. You must be able to lift 25 lbs. for this job.

**EVENT TEAR DOWN** Tear down volunteers are asked to load things into the storage vans for the Sunday Sort, and to remove and return equipment to the proper owners. Must be able to lift 25 lbs. and be over 18 years old.

#### Ah-Nab-Awen Only

**VENDOR PARKING** Volunteers in the position at the Ellis Lot will manage access for vendors and bands.

**FIREWORKS SECURITY Adult** Volunteers are protecting people from walking into the area where the fireworks will be stored. Bring a folding chair, book, iPod and sun protection.

**PARKING LOT SECURITY SCRIBNER LOT** Volunteers working the parking lot will be checking the “volunteer list” to make sure volunteer get free parking. Bring and chair and sun protection.

**STAGE & VENDOR ACCESS SECURITY: ADULT** Volunteers in this area check for STAGE ACCESS BADGES ONLY or entertainment and delivery trucks.

#### Rosa Park Only

**TASTE OF DOWNTOWN TICKET SALES** Volunteers in this position may be asked to make change and should have good math skills. Volunteers in this position are typically returning volunteers who have demonstrated an ability to be trusted with money and product.

**PARKING LOT SECURITY FULTON LOT** Volunteers working the parking lot will be checking the “volunteer list” to make sure volunteers can access free parking. Bring and chair and sun protection.

**GREETERS** Volunteers in this position are usually stationed near the entrances to Rosa Park and play a crucial role in the safety of this event. They will provide programs to guests entering the area—along with being alert that alcoholic beverages are not allowed beyond the gated area. **You must be 21 to work in this position.**

## **CELEBRATION ON THE GRAND VOLUNTEER HANDBOOK 2010**

# **CELEBRATION ON THE GRAND POLICIES**

### **VOLUNTEER CALL-BACK**

Celebration on the Grand does not sell its data base or lists of volunteers to any other organization. Your personal information is kept confidential. The reason that Celebration keeps a database is for callbacks. If you have worked COTG and we want you to return, we will call you the following year prior to any media release requesting volunteers. This allows volunteers with Celebration Experience™ to have their first pick of jobs and shifts. Information for the database comes from the volunteer registration forms.

### **VOLUNTEER DISMISSAL**

While we certainly understand that our volunteers are spending their free time and are not financially compensated, we must require strict adherence to our "Rules of Conduct / Code of Ethics" as outlined in this handbook. Failure to do so will result in dismissal as a volunteer from Celebration on the Grand, loss of COTG perks and the possibility of being able to volunteer again in future years.

### **EQUIPMENT**

Celebration on the Grand rents much of its equipment from the tents and catering tables to the stage and audio equipment. While we do carry insurance for the event, it is the policy of Celebration to only allow certain authorized volunteers to have access to equipment that pertains to their particular jobs. In the case of golf carts, mopeds and scooters, the user must be over the age of 18 and have a valid driver's license. In the case of stage equipment or beer equipment, volunteers must be over the age of 21. Minor age volunteers may use some equipment, such as radios and food service equipment if it pertains to their specified job duties. When in doubt, ask an Area Supervisor.

### **LOST AND FOUND**

During the event there are items frequently found on the grounds and in the Volunteer Hospitality Tents. As a result, in each volunteer tent there is a lost and found box.

### **YOUR PERSONAL ITEMS**

You may leave your items at the Volunteer Hospitality Tents, however, we ask that you leave your items locked in your car if possible. The Celebration on the Grand is not responsible for lost or stolen items.

### **EMERGENCY INFORMATION**

In the event of an emergency, Celebration will make every attempt to contact someone related to the volunteer. Therefore it is the policy of Celebration on the Grand that no volunteer may work at the event without emergency information on file. This information is kept locked up on site and only available to authorized Celebration Staff members in the case of an emergency. After the event, your medical information is destroyed and shredded to keep this confidential. Information must be on file prior to the start of your shift. **NO EXCEPTIONS!**

### **MINOR AGE VOLUNTEERS**

Anyone who wishes to volunteer who will be under the age of 18 during the time of the event must have written permission from a parent or guardian to be able to participate in the event. **THERE ARE NO EXCEPTIONS.** Without written parental consent, minors may not volunteer. Furthermore, all minor age volunteers are required to attend an orientation with a parent or guardian. Volunteers under the age of 18 may not operate or drive golf carts, scooters or mopeds. Minor age volunteers may not handle cash or operate stage equipment or work inside of the beer tent area. Celebration reserves the right to request a state issued photo I.D. or birth certificate for any volunteer whom appears to be underage. The parent or guardian must sign a consent form for each shift and type of job that their child wishes to work. Celebration will not schedule anyone under the age of 18 to work in an area alone. All minor age volunteers will be paired with a partner.

### **REFERRAL POLICY**

Volunteers who do a good job at Celebration on the Grand may use Judi Young for a job reference. In addition, many high schools and colleges will allow for credit for volunteer work. It is the responsibility of the volunteer to get any school slips to Judi after their shift is completed for their signatures.

# CELEBRATION ON THE GRAND VOLUNTEER HANDBOOK 2010

## CELEBRATION ON THE GRAND RULES OF CONDUCT AND CODE OF ETHICS

Celebration on the Grand Staff and Event Organizers want this to be an enjoyable time for all. Please read the information below:

- Be considerate and helpful at all times.
- Treat people the way you would like to be treated yourself.
- Take the complaints or concerns of our guests seriously. If something is wrong, please bring it to the attention of someone in the Volunteer Registration Tent.
- Do not use offensive language.
- Volunteers are not allowed to consume alcohol before or during their shifts. Those who appear to be under the influence of alcohol will be asked to leave.
- Illegal or street drugs are forbidden. Anyone (volunteer or guest) caught with an illegal substance will be arrested. Celebration works very closely with the Grand Rapids Police Department and takes these matters very seriously. Minors caught with alcohol will be subject to arrest by the Grand Rapids Police also.
- For those who smoke, please respect the comfort of those who do not. We ask the volunteers to NOT smoke inside any of the hospitality tents. At both parks, there is a designated smoking area for volunteers who wish to smoke. At Rosa Parks Circle, there is a grassy area behind the volunteer hospitality tent available. At Ah-Nab-Awen Park, you may smoke in the area down by the river. Please do not litter your cigarette butts, but make sure they are fully extinguished and throw them away in the appropriate containers. Celebration has enough to clean up without additional litter and we are charged by the City of Grand Rapids for clean up after the event.
- Report any theft or suspected theft of property. Celebration does prosecute offenders.
- The volunteer "Thank You" perks (such as your T-Shirt, Food & Beverages) are for you only. Any volunteer caught selling the perks will be dismissed. Certain items are exclusive to Celebration on the Grand and available only to our volunteers. The distribution of perks outside of the guidelines set forth is not fair to other volunteers. Remember that Celebration is a non-profit organization and every effort is made to keep the costs to the public at a minimum so that everyone can enjoy the event. Please respect that.

### EMERGENCY INFORMATION

At Celebration on the Grand, we take the well being of our volunteers and our guests very seriously. We have trained emergency personnel on "stand by" and available to us within minutes in the case of an accident or injury. **AT NO TIME SHOULD ANY VOLUNTEER TAKE MATTERS INTO THEIR OWN HANDS**, but instead, leave these matters to the professionals who are on duty at the time.

In the event of an emergency, please notify the Volunteer Tent.

If you see a guest who is injured, please approach the guest with caution and if the guest is able to speak, ask them to remain where they are and to remain calm. Let them know that assistance is available and that you will get help. If possible, do not leave the guest alone. Instead, ask another Celebration Volunteer to get help while you stay with the injured guest. Once you have sent for help, let them know that help is on the way.

Board and Staff members have cell phones and can call 9-1-1 immediately. They also know where the trained emergency personnel staff is located.

If a volunteer is injured, please report the injury immediately to Volunteer Hospitality Tent. If the volunteer is able to walk, they should report to the Volunteer Hospitality Tent immediately. If they are unable to walk, please send for help.

Every volunteer who is working the event is required to fill out Emergency Paperwork in the event of an emergency. While this paperwork is kept on site during the event and is only available to Celebration on the Grand staff for emergency purposes.

Any volunteer injured during the event is required to fill out an incident report as soon as possible and within 24 hours of the injury or accident. These reports are available at the Volunteer Hospitality Tent and must be returned to:

Warner, Norcross & Judd LLP 900 Fifth Third Building 111 Lyon Street NW Grand Rapids, MI 49503-2849