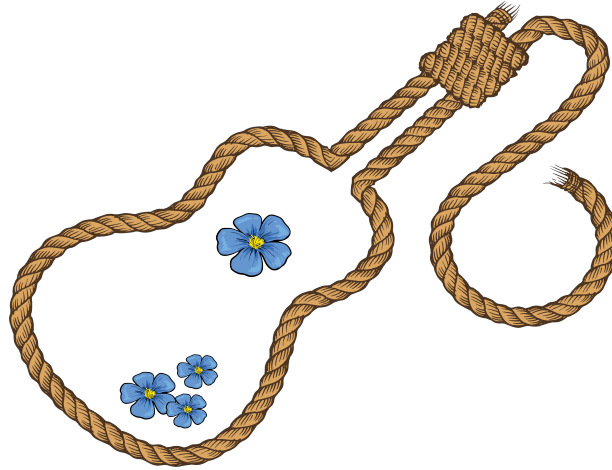


BRIDPORT FOLK FESTIVAL



Volunteers Handbook

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1. WELCOME to Bridport Folk Festival and
THANK YOU for volunteering to help us make this a great success.

This handbook, together with the Volunteers Briefing Sessions, are to help you get the most from your experience and to make sure, as far as possible things run smoothly.

2. Central Information Point/Control Centre (Tourist Information Centre **TIC**)
Bucky Doo Square. (for contact details see front of handbook)

For the duration of the Festival (Saturday and Sunday 9am to 6pm) the TIC Office will be open and staffed by volunteers and organised by Vicki Deacon. Vicki will provide any additional training and/or information for volunteers working in this area.

This will be our **Centre of Operations** for:

- $\frac{1}{2\pi}$ Registration for performers and issuing them with wristbands
- $\frac{1}{2\pi}$ Check in for volunteers 15 /20 minutes prior to start of first shift of the day
- $\frac{1}{2\pi}$ Notifying us if for any reason you can't make your shift
- $\frac{1}{2\pi}$ Directing any urgent enquiries about festival matters
- $\frac{1}{2\pi}$ Designated "Trouble Shooters" (Festival Officials including Chris Deacon) will be deployed wearing orange Hi Vis jackets as distinct from the yellow Hi Vis tabards issued to stewards, and most will have walkie talkies.

3. Health and Safety

Please put your own health and safety first by:

- Keeping hydrated – carry water if you are out and about.
- Stay vigilant in crowded areas
- Wear sunscreen and a hat– if out of doors and the weather warrants it
- If you need medication (eg: asthma inhalers) make sure you carry supplies
- Any health concerns please notify someone in the TIC when you show up for your shift
- If you feel unwell during your shift don't carry on regardless. Let someone know, go and see the first aiders/St. John Ambulance at Bucky Doo or make your way home if you feel safe to do so
- DO NOT undertake any activities that put your own health and safety at risk. e.g: If you have a back problem don't offer to help get that double bass off stage!
- If you see something is not right either correct it yourself or point it out to others. Don't simply ignore it.

Health and Safety of Others

Unless you are a qualified first aider/paramedic/medical practitioner it is not safe to tend to someone who appears to be ill or needing assistance. Make sure the person is accompanied, calmly establish the person's name and the facts and that they are in no immediate danger, and summon help immediately. (See numbers on front cover of handbook).

When to ring 999 (Information from NHS and Police websites)

Call 999 only for life threatening emergencies see below.

4. Working with the public

Most of the time your interaction with members of the public will be enjoyable and fun. People may ask you for information which you should be able to provide from your Festival Programme (or encourage the person to buy their own!) or this Handbook or your own knowledge of the town, the bands and local facilities. Or you can refer people to the TIC.

If you familiarise yourself with where the stages are, the First Aid/St. John Ambulance and the Beer tent(!) all should be well. However, occasionally a situation may arise that you are unhappy or uncomfortable with and feel unable to resolve. Contact the TIC asap and we will respond as soon as we can. Do not enter into an argument but re-assure the participants that Festival Organisers will do their best to resolve matters.

5. First Aid

St. John's Ambulance will be providing 4 first aiders. They will be stationed near Bucky Doo Square. Anyone requiring First Aid should be sent there. However, if the person is unable to walk to Bucky Doo or it is an emergency ring the TIC asap. **(See front cover for numbers)** See (3) above for further information.

6. Checking in

Please make sure you know when your shift starts and finishes. Check in to the TIC at least 15-20 minutes before your first shift of the day starts. This is so we can check everyone is in the right place at the right time, issue you with your high vis jackets/tabards and notify you of any changes to information. If volunteers have rung in to say they can't do their shift, we may have to re-deploy people to fill in.

7. If you can't do your shift

We understand that sometimes life intervenes and people can't always turn up when they said they would. Please let us know as soon as possible by phoning the TIC.

8. Volunteers Duties

Volunteers will be easily identified and should be prepared to act as event ambassadors to answer questions and give directions and generate an atmosphere of excitement and good will!. (Remember the Olympics "gamesmakers"?) We will issue stewards and some other volunteers with Hi Vis yellow tabards when you report to the TIC for your first shift of the day.

Volunteers will be doing a variety of different jobs, many of which are described briefly below:

- (a) Set Up/Take Down

THURS/FRI and SUN/MON

- $\frac{1}{2\pi}$ Stage Areas to set up; stages /marquee to dress
- $\frac{1}{2\pi}$ Signage /publicity to be put up around town/stage areas and other venues (which isn't being done by BTC and TIC staff)
- $\frac{1}{2\pi}$ Everything to be taken down and returned for storage.

(b) Bar Staff

- $\frac{1}{2\pi}$ Staffing the Beer Tent at Millennium Green
- $\frac{1}{2\pi}$ Serving Beers and other refreshments
- $\frac{1}{2\pi}$ Normal bar duties as requested by bar manager
- $\frac{1}{2\pi}$ 4 staff on each 2 hour shift

(c) Stewards:

Workshop Stewards

1. You will be allocated a workshop one week from the event. This will be one of your choice if possible. You will be given details of the venue and time, workshop organiser and type of workshop. You will be given an event pass.
2. You will need to collect a float and a list of people who have pre-booked at least 30 minutes prior to start time from the Treasurer at the Tourist Information Office by showing your event pass. The float is for entry fees on the door.
3. You will be asked to sign for the float for the Treasurers records.
4. Arrive at the venue at least 15 minutes before the start time of the workshop. Make sure the previous steward hands over the keys to the venue to you before they leave.
5. Please sign in all persons attending including yourself and the workshop organiser/s. This is for Insurance and fire regulations.
6. **If yours is the first** workshop of the day at your venue, please collect keys from the Tourist Information Office. On finishing the workshop, please hand the keys over to the next workshop steward.
7. **If yours is the last** workshop of the day please ensure all entry/exit doors including fire doors, and windows are properly secured prior to returning keys and monies to the TIO.

Outdoor Stage Area Stewards

DAGGER (Bucky Doo)

TREVETT (Millennium Green)

COLMERS (Borough Gardens)

1. Giving Information
2. Making sure public is happy – and not rushing the stage!
3. Especially in Bucky Doo – make sure public are not blocking access to thoroughfares etc
4. Check litter periodically

Evening Performance Stewards

Electric Palace

Liaise with EP staff who will direct you. Your general duties may include: checking tickets, directing people to their seats and to EP facilities.

(d) Programme/Merchandise Seller

Marquee at Millennium Green

$\frac{1}{2\pi}$ If yours is first shift, collect float and receipt book, and merch from TIC

$\frac{1}{2\pi}$ Record Sales and give receipts

$\frac{1}{2\pi}$ If yours is last shift, return cash, receipt book and merch to TIC

$\frac{1}{2\pi}$ If selling programmes ad hoc, collect float and progs from TIC then return at end of your shift.

(e) Stage Runners

$\frac{1}{2\pi}$ Stage runners are responsible to stage managers

$\frac{1}{2\pi}$ Your job is to help ensure the smooth running of the stage areas.

$\frac{1}{2\pi}$ You may be asked to help performers get their equipment on and off stage

$\frac{1}{2\pi}$ You may be asked to go to the TIC or another stage area for a piece of equipment

$\frac{1}{2\pi}$ General duties to support the Stage Manager and the sound crew.

(f) Flood Lane Campsite

You will be greeting performers who are camping. They will arrive at Flood Lane Site and you will register them for the camp site from a list we will provide you with. You will direct them to the TIC where they can register as performers and receive their wristbands.

(g) Flexible/other duties

We may need to ask you fill in for an absent person or send you to an area where more volunteers are needed.

You will not be asked to do anything you are not willing or able to do. Please let us know if you cannot do a particular job. (See also Health and Safety)

Thank you for all your help!