



VOLUNTEER MANUAL

1 March 2023

Dear Volunteer,

We are happy to welcome you to the Columbia Festival of the Arts' Volunteer Program. You are now part of a rich tradition of committed volunteers who make an array of arts experiences available to all. Without volunteers like you, The Columbia Festival of the Arts could not have survived for since 1987.

Through our coming together in celebration of our beautiful Downtown Columbia Lakefront, and through art, music, and the joy of being together, we make Columbia a more wonderful place to live, work, and play. Thank you for continuing to build Columbia's spirit of community.

Your commitment represents a belief that volunteering helps improve everyone's quality of life and understanding of others.

By reading this manual, you will become knowledgeable about the Columbia Festival of the Arts operations and your role in them. Again, we thank you for volunteering your time and experience and hope that you will feel as fulfilled as the scores of wonderful people who have preceded you.

Sincerely,

Alison Hickman, President

Robert Neal Marshall, Director

Columbia Festival of the Arts

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Columbia Festival of the Arts Mission Statement

The mission of the Columbia Festival of the Arts is to present a world class celebration of the arts and entertainment that attracts, engages, and inspires the broad and diverse community it serves.

Columbia Festival of the Arts at Glance

When Columbia, Maryland, turned 20 in 1987, many of the town's pioneers wanted to throw a birthday party that would celebrate the anniversary and reassert the town's distinctive identity. They produced a major celebration called "Hail Columbia."

On the tail of "Hail Columbia", consensus emerged that there should be a Columbia Festival of the Arts representing all genres, combining local and national performers, and reflecting all elements of the community: races, ages, incomes, genders, and religions. The mission became to "present programs of the highest artistic quality that feature distinguished nationally known artists" and to produce an "annual arts event that builds the spirit of community." Thus, the Columbia Festival of the Arts was begun.

The Columbia Festival of the Arts has grown to a nearly three-week summer festival that provides unique arts and entertainment experiences for the region surrounding Columbia, Maryland.

The Festival is a world-class celebration of the arts and entertainment that includes the fun-filled Lakefest Free Weekend to legendary performances by artists such as Judy Collins, Aretha Franklin, and Pilobolus, and the Columbia Film Festival showcasing films in the categories of feature films, documentaries, shorts, student films, local and international cinema.

The production of the festival is orchestrated by a Board of Trustees, a Festival Team staff of four, and approximately 150 volunteers operating as a 501 (c) 3 non-profit organization under the name Columbia Festival of the Arts.

Columbia Festival of the Arts Board of Trustees

Alison Hickman, President

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Law Office of Lisa Goldblatt

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Director of Open Space and Facilities Services, Columbia Association

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Bureau Chief of Recreation, Howard County Recreation and Parks

Rain Pryor, Actress/Writer/Arts Advocate

Jacqueline R. Scott

Director of Community Resources and Services

Larry Twele

Chief Executive Officer, Howard County Economic Development Authority

Dr. Daria J. Willis

President, Howard Community College

The Columbia Festival of the Arts Team

Robert Neal Marshall

Executive Director

Dave Simmons

Executive Programming

Kiera Gillock

Development & Support Services Coordinator

Susan Boucher

Volunteer Coordinator

Marie E. Bradshaw

Bookkeeper

Dale Rodefer

Technical Director

Sue Galvin,

Technical Director

Cliff Feldwick

IT Specialist

VOLUNTEERING IN GENERAL

Definition of a Volunteer

A “volunteer” is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Columbia Festival of the Arts. A “volunteer” must be officially accepted and enrolled by Columbia Festival of the Arts prior to performance of any tasks.

Benefits of Volunteering

Volunteering has a meaningful, positive impact on your community. But did you know that it could have many benefits for you too? Here are some reasons to volunteer.

Learn a new skill. Volunteering is the perfect vehicle to discover something you are really good at or to develop a new skill.

Be part of your community. Volunteering is ultimately about helping others and having an impact on people’s well-being. What better way is there to connect with your community and give a little back?

Find a sense of achievement. Volunteering is about enthusiastically giving your time, energy and skills freely. It may be true that no one person can solve all of the world’s problems, but what you can do is make the little corner of the world where you live just a little bit better.

Boost your career options. Volunteering is a perfect way to explore new fields.

Discover interests and hobbies. Finding new interests and hobbies through volunteering can be fun, relaxing and energizing. Sometimes a volunteer experience can lead you to something you never even thought about or help you discover a hobby or interest you would not have considered.

Meet a diverse range of people. Volunteering brings together a diverse range of people from all backgrounds and walks of life. Not only will

you develop lasting personal and professional relationships but it is also a great way to learn about people from all walks of life, different environments, and new industries.

Send a signal to your employer, teachers, friends and family. Volunteering reflects and supports a complete picture of you, and gives real examples of your commitment, dedication and interests. Show people what you are passionate about and maybe you will inspire them too!

Earn service learning hours. Students may be able to earn hours for their participation in service learning projects. Service learning makes connections between the classroom and the community.

VOLUNTEERING FOR COLUMBIA FESTIVAL OF THE ARTS

This volunteer manual is designed to answer questions, provide required information, and give guidance and direction to Columbia Festival of the Arts (CFA) staff and volunteers. This handbook contains policies, procedures and work guidelines that are applicable to all CFA volunteer opportunities. It is meant to supplement any training or orientation that you will receive from the CFA Volunteer Coordinator or a CFA Volunteer Team Lead related to your specific volunteer position. Additional guidelines may be made available to you as part of your training and orientation to a particular location or volunteer opportunity. If you have questions or concerns regarding the volunteer program, please contact the Volunteer Coordinator at 443-472-8138 or at susan@columbiafestival.com.

CFA Program Goals

The goals of the Columbia Festival of the Arts volunteer program are:

- To attract and retain a diverse set of volunteers to host an arts festival that will shine a light on the role the arts can play in creating a culture and environment that accepts and cherishes our differences.
- To conserve resources by utilizing volunteers to support and strengthen the mission of Columbia Festival of the Arts.
- To provide volunteers with opportunities that offer meaningful, productive experiences while giving back and staying current with their community, in addition to meeting new people.
- To retain volunteers by conveying appreciation for their contributions of time and talent.

CFA Volunteer Opportunities

As a volunteer for Columbia Festival of the Arts, you are free to choose how and when you volunteer. Most volunteer opportunities center around the free summer festival which is a big celebration of the Arts that runs for 2-3 weeks from the middle to the end of June. It begins with a three-day outdoor festival of performing artists, displays and sales of visual artists and various art activities for children. LakeFest is followed by 1-2 weeks of ticketed indoor performances and the Columbia Film Festival.

For these June festivities, CFA recruits over 150 volunteers to make it possible for others in exploring the arts at no cost. For the summer festival CFA recruits volunteers to serve as:

- Providing information to festival attendees
- Selling merchandise for CFA and performing artists

- Serving as ushers and concessionaires for indoor performances
- Providing hospitality and support to performing and visual artists
- Protecting the environment used by the Festival and encouraging vendors and festival attendees to be eco-friendly

In addition to the above festival-related volunteer opportunities, CFA has the following ad hoc opportunities throughout the year:

- Assisting the CFA office
- Assisting CFA partners in many tasks similar to those for the Festival
- Assisting in CFA fundraising events

Appendix A provides additional detail on the functions of volunteers for Columbia Festival of the Arts.

CFA Volunteer Rights & Responsibilities

Volunteers are one of the most valuable resources of CFA's staff, its guests, and contracted performers and artists. Volunteers have the right to be offered meaningful assignments that provide a good fit for their interests and abilities, the right to be treated fairly, receive proper orientation and effective supervision, and the right to recognition for work done. Volunteers have the right to work in a safe environment and to communicate any concerns should they arise. In return, we ask that volunteers agree to perform volunteer duties to the best of their abilities and represent Columbia Festival of the Arts in a positive light and operate according to its policies and procedures. We ask that you treat Columbia Festival of the Arts performers, artists guests and staff fairly and work within the scope of your volunteer assignment to make

Columbia Festival of the Arts and its programs successful and accessible for all citizens.

Recognition

Columbia Festival of the Arts seeks to recognize and celebrate the energy and commitment of its volunteers through appreciation methods such as volunteer t-shirts, an appreciation picnic, social media postings, free attendance at CFA ticketed performances, and free or discounted tickets to other performances or other establishments throughout the area.

Inclusion of Those Needing Special Accommodations

Columbia Festival of the Arts welcomes volunteers with varying levels of ability to assist in whatever ways that they can to give back to the community while having fun. Since Columbia Festival of the Arts utilizes property provided by others, the provision of appropriate and reasonable accommodations may not always be available. As a volunteer, if you require special accommodations or support, it is recommended that you contact the Volunteer Coordinator to ascertain if the location and on-hand staff can provide you the environment to have a pleasing and successful volunteer experience

VOLUNTEER PROCEDURES AND GUIDELINES

How to Get Started

First, determine your level of involvement. Do you desire to volunteer for a few hours or do you wish to be involved in one of CFA's multi-day events? Occasionally, CFA has one-time and special event opportunities. Whatever your level of involvement, the first step is to apply to our volunteer program. CFA volunteer opportunities are ever-evolving, so please visit our website for a full list of volunteer opportunities at:

<https://columbiafestival.org/volunteers/>

Since Columbia Festival of the Arts' largest event is in June each year, recruiting volunteers and planning the summer festival runs roughly from November to May. During that time there may be fundraising events or partner events that may require volunteer assistance, for which CFA typically draws on their volunteers from the last summer festival. The Volunteers kick-off for each year is the annual Recruiting Event, which usually occurs in March or April.

Volunteer Application Process

A person desiring to apply to become a volunteer with Columbia Festival of the Arts has two options, you can complete an electronic (on-line) application or a paper application. The preferred method of registering to become a volunteer is by creating a volunteer profile at <https://columbiafestival.org/become-a-volunteer/>. Appendix B contains the questions asked to create your volunteer profile.

Creating an online profile alerts the CFA Volunteer Coordinator to add your name and email address to various lists used to provide you information regarding volunteer opportunities. If you do not have internet access or prefer to complete a paper copy of the profile, please contact the CFA Volunteer Coordinator at (443) 472-1845 or susan@columbiafestival.com to have a paper form mailed to you.

All volunteers are required to submit a Volunteer Application form for each year, by the end of January.

Electronic Volunteer Application

1. Visit <https://columbiafestival.org/become-a-volunteer/>.
2. Scroll down to the section titled "How to Volunteer". In the first box, select "Volunteer Survey".

2. You will then be presented with a form that asks you for information regarding your name, address, email, phone, some demographic information, demographic information and tee shirt size and skills. This profile information will be used only by the CFA staff and not sold or given to any other entity.

3. Once you have completed the application, the CFA Volunteer Coordinator will be notified and this will trigger your address being added to a distribution list used to provide information regarding volunteer opportunities, as they arise.

Paper Copy Volunteer Application

1. If you do not have internet access or prefer to apply to volunteer using the hard copy paper format, instead of the electronic online format, please contact the CFA Volunteer Coordinator at (443) 472-1845 or susan@columbiafestival.com to have a paper form mailed to you.

Once you have completed the form, return it to:

Columbia Festival of the Arts
Attn: Volunteer Coordinator
10475 Little Patuxent Parkway
The Farmhouse at Merriweather
Columbia, MD 21044

2. Once you have completed the application in its entirety, the CFA Volunteer Coordinator will be notified and this will trigger your address being added to a distribution list used to provide information regarding volunteer opportunities, as they arise.

Orientation & Training

In late May or early June each year, just prior to the summer festival, orientation and training will be held for **ALL** volunteers. Training will be accomplished either in a classroom setting or on-line e.g., on Zoom). Volunteers will be ineligible to sign up for any CFA positions until you complete this mandatory training.

All volunteers are required to be trained each year, regardless of the number of years they

have been volunteering for CFA. Each year CFA has new artists to showcase, the locations of our events change, and CFA makes changes to simply improve the quality of its overall management of events. Each volunteer needs to understand these changes to be capable of providing the best service to our guests, artists and vendors.

For new volunteers, CFA highly recommends attending the classroom training, where they will have the opportunity to meet the CFA Team Leads, learn about the positions available and get hands on training on any equipment, including how to Sign up for specific volunteer positions.

While it is CFA's goal to provide most of the information you will need in the classroom or on-line orientation training, there will also be a considerable amount of learning "on the job" provided by your Team Leader and other volunteers. Be grateful for their assistance and have fun!

Signing Up for Specific Volunteer Positions

CFA uses Sign Up Genius, a web-based application to advertise specific volunteer opportunities.

Many volunteer opportunities are single events requiring fewer than 10 volunteers. The summer festival is the exception. For the summer festival there will be hundreds of position/time slots listed in Sign Up Genius. Each position will be categorized first by the Team, then the day and time. Appendix C contains screen shots from Sign Up Genius and specific instructions for navigating Sign Up Genius.

As soon as details are finalized for a small event, the Volunteer Coordinator will announce the opportunity to volunteer in an email (and written mailing if possible). The date and time of the Sign Up Genius posting will be given in

that announcement so that signing up for that event can occur.

A volunteer may not be selected for a volunteer opportunity, even if they were one of the first to sign up. The Volunteer Coordinator or Team Leads will have sole discretion to adjust their team roster for a particular event to ensure 1) that volunteers without Internet access have an opportunity to participate in events; 2) to adjust the roster to ensure a mixture of experienced and new volunteers are included; or 3) for concern or disciplinary reasons.

Being a Team Member

All volunteers will have a clearly identified Team Lead. In most cases, Team Leads are appointed senior volunteers. The Team Lead is responsible for guidance and support of the volunteer and should be available for questions. Adult supervision is required for volunteers under the age of 18, and any volunteers 15 or under must also be accompanied by a parent or guardian.

Volunteers must first check in and pick-up their badge at the LakeFest Volunteer Support Booth, and then report to their Team Lead at the beginning of any event or shift. For LakeFest the Volunteer Support Booth will keep a record of volunteer time and provide back-up support and issue management for all LakeFest teams. For all other events the Team Leads will keep a record of volunteer time and offer appropriate supervision and support.

Age Minimum

The minimum age for volunteers is 16 unless accompanied by an adult. Exceptions may be made at the sole discretion of CFA. All minor volunteers will require parent/guardian approval prior to beginning volunteer work. Work Permits are required for volunteers under the age of 18 when volunteering for more than three consecutive days. Work Permits are not required for one-day/special events.

Reporting of Team-related, Position or Event Concerns

Volunteer feedback helps CFA to set goals, measure progress, gather input and identify ways to improve the volunteer experience as well as assess the volunteer's interest in future opportunities.

Volunteers are welcome to give feedback to their Team Lead or Volunteer Coordinator at any time. Feedback may include a one-on-one meeting with a Team Lead at the end of a volunteer shift or an emailed survey following a special event. A volunteer who has a position-related concern is welcomed and encouraged to discuss the issue with his/her Team Lead or the Volunteer Coordinator. Every attempt will be made to resolve a problem through the discussion process. If a matter remains unresolved, it will be referred to the Director of Columbia Festival of the Arts, whose decision will be final.

Separation of Volunteer Service

As volunteers willingly and freely offer services with no expectation of payment or compensation, Columbia Festival of the Arts recognizes the right of volunteers to discontinue their service at any time for any reason. If circumstances permit, please notify the Volunteer Coordinator of your decision to separate, so that you can be removed from any distribution lists with which you no longer want to be affiliated.

Volunteers serve at the pleasure of the Director of Columbia Festival of the Arts and may be dismissed from volunteer duties at any time, with or without cause. When Columbia Festival of the Arts observes or receives a complaint about inappropriate behavior on the part of a volunteer the incident or alleged incident will be promptly addressed or investigated. If it is determined that the complaint is valid and

warrants discipline the following progressive actions may occur:

- First Incident: verbal counseling with the individual (Note: the severity of the incident may warrant more severe action at the first incident).
- Second Incident: written warning with a one (1) week suspension.
- Third Incident: within the same year, a one (1) year suspension from volunteering. The suspension shall run from the date of the suspension until that date the following year.
- Any additional incidents will result in an indefinite suspension from volunteering for all CFA sponsored programs, events and activities.

If the volunteer is not satisfactorily completing his/her job duties, the Director of Columbia Festival of the Arts (or his designee) will notify the volunteer in writing of his/her dismissal. If necessary, the Director will contact the volunteer by phone to apprise him/ her of the situation. The dismissal letter will follow. The Volunteer Coordinator has the ability to suspend a volunteer, pending a review by the Director. Columbia Festival of the Arts reserves the right to take whatever action deemed necessary at any time to ensure that all volunteers are acting in the best interest of the programs, events, and activities.

Borrowing & Lending

No volunteer of Columbia Festival of the Arts shall loan or borrow any materials or documents without the prior approval from the Volunteer Coordinator.

Transportation/Driving

Volunteers who choose to use their personal vehicles while conducting volunteer activities assume liability under their own insurance.

PROTECTING CFA, VOLUNTEERS AND GUESTS

Volunteer Liability Waiver

Prior to assisting CFA, all volunteers are required to sign a Liability Waiver related to injury to the volunteer or damage to or loss of a volunteer's personal property. Appendix D contains a copy of the waiver.

Written Communications, Social Media & Confidentiality

All newsletters, letters, photographs, videos or other notifications or publications to sponsors, donors, the general public, or volunteers must be pre-approved by the Director of Columbia Festival of the Arts or his designate before printing or sending. Sufficient time should be allowed to receive approval.

Any signage needs to display the Columbia Festival of the Arts official logo and be computer-generated.

Volunteer and staff understand that in the performance of their duties they will have access to certain sensitive and confidential information about CFA staff, donors, sponsors, volunteers or artists that may be or is protected by both State and Federal law. For that reason, it is the policy of Columbia Festival of the Arts that all information obtained about a CFA staff member, sponsors, donors, volunteers or artists is confidential and may not be mentioned, shared, or otherwise disclosed for any reason other than when required by official responsibilities for Columbia Festival of the Arts. Further, such information may only be released to authorized individuals.

Prohibited activities include, but are not limited to, mentioning, showing, or otherwise disclosing the following information about a participant:

- Participant's name.

- Behavior incident or accident.
- Accommodations or adaptations.
- Medical information.
- Photographs, whether taken on a cell phone or otherwise, that are not authorized for program publication purposes. (Example: using a cell phone to take a photo of a volunteer, CFA staff member or artist on a cell phone and placing the photo on a personal social media site such as Facebook is not allowed.)

Please note that confidential information includes not only personal information but also any information (contractual or otherwise) regarding the events being programmed by CFA. The CFA Programming Director will notify staff and volunteers when the schedule and cost of upcoming events can be shared with the general public.

Volunteer and staff further understand that if they wrongfully disclose confidential information, they may be subject to disciplinary action by Columbia Festival of the Arts up to and including dismissal or termination of the volunteer's relationship with Columbia Festival of the Arts.

Two Adult Rule

As a volunteer with Columbia Festival of the Arts you must adhere always to a Two Adult Rule policy. As a volunteer, you should never be alone with a child. Always make sure another adult is present. This rule is to protect volunteers from any allegations that may arise from being left alone with a child. If you are in a situation where a child is waiting to be picked up after an activity, ensure that another adult is present until the child is picked up. Any questions or concerns please contact your Team Lead or the Volunteer Coordinator. If necessary, CFA reserves the right to enforce this confidentiality provision in the Circuit Court of Howard County, Maryland. The offending

volunteer shall be liable for all case related expenses, including attorney's fees.

Drug & Alcohol Use

Columbia Festival of the Arts is committed to maintaining a work environment free of the taint of substance abuse, and requires all volunteers to refrain from reporting to their work site while under the influence of drugs or alcohol. Any such behavior will result in immediate removal from a volunteer position. If you observe another volunteer under the influence of drugs or alcohol, you should report this immediately to the Team Lead or Volunteer Coordinator.

Smoking

As CFA uses public and private facilities owned and managed by others, all CFA volunteers and staff will comply with the smoking policy of the facility they are using. Typically, this means, volunteers who smoke must do so only in designated areas and only during scheduled breaks, and before or after a shift.

Solicitation

Volunteers may not perform any non-Columbia Festival of the Arts activities or distribute non-Columbia Festival of the Arts activities literature while on duty for CFA. Volunteers will not be asked to solicit funding from the sponsors, donors or the general public on behalf of Columbia Festival of the Arts. If a volunteer is aware of a potential donor, they should report the information to a CFA staff member.

Some volunteers will be asked to solicit feedback from event guests. When doing so, never pressure the guest and always inform them of the importance of feedback to CFA. It is through feedback that we improve the diversity and quality of the events being offered and our management of them. Feedback is also necessary for some of the grant applications we submit for county and state funding, which

helps keep CFA costs down and makes a free summer festival possible.

Reference Checks

Volunteer applicants are not required to submit references at the time of application. Columbia Festival of the Arts retains the right, though to request references should the volunteer's behavior call into question their ability to carry out the tasks required by a specific volunteer position.

Safety

Team Leads will be provided contact numbers of CFA staff. At LakeFest, there will be a Volunteer Support Booth which will be manned with experienced volunteers serving as Issue Managers.

Please report unsafe conditions or defective equipment to your Team Lead immediately. Team Leads will be empowered to contact others that can ensure the problem is rectified. If an accident occurs or someone is in need of emergency care, follow the below instructions.

Emergency Procedures

1. In an emergency: Dial 911
2. Without delay, contact your Team Lead. If the emergency occurs at LakeFest, also contact the Volunteer Support Booth.
3. If you are unable to reach your Team Lead, contact the CFA Volunteer Coordinator or the CFA Director in that order.
4. Poison Control: 410-528-7701. Identify the poison, if possible.

Volunteer Injury, Incident & Accident Reports

For all serious emergencies, call 911. Any accident or injury which involves an on-duty volunteer must also be reported to Team Lead immediately, regardless of the nature of the

injury. The Team Lead must then notify the Volunteer Coordinator or another member of the CFA staff. If any paperwork is required concerning the incident or injury, a member of the CFA staff will complete the paperwork. Volunteers are prohibited from signing any incident or injury reports.

REPRESENTING CFA

Personal Conduct

As a Columbia Festival of the Arts volunteer, the lasting impression you make on those you serve reflects directly on all of us. Please be sure your words and deeds will help build our organization and its reputation for quality. Your assignments may be outdoors, in an office or a theatre. Be sure your attire and actions are appropriate to your assignment and workplace.

In dealing with guests, performers and artists you must be unfailingly polite and mannerly. It is not your role or responsibility to handle unhappy individuals. Should you find yourself in a situation where courtesy is becoming difficult, please refer the matter to the nearest responsible Columbia Festival of the Arts Team Lead or staff member.

Columbia Festival of the Arts complies with all laws regarding non-discrimination based on race, gender, religion, national origin and disability. In your interactions with others, treat them as you would want to be treated.

Absenteeism & Punctuality

Please be on time and arrive when expected. If you are unable to arrive for your assigned time, please let your Team Lead or the Volunteer Coordinator know as soon as possible.

Dress Code

As a representative of Columbia Festival of the Arts, volunteers are responsible for presenting a positive image to the public.

Appropriate dress for Columbia Festival of the Arts activities or events depends on the volunteer assignment and location. For outdoor events or activities, khaki colored slacks, shorts or skirt with the issued Columbia Festival of the Arts t-shirt, comfortable shoes for walking on uneven ground and the issued CFA badge. Shorts and skirts must be of an appropriate length for a family event. For activities or events indoors, the attire is typically black slacks or skirt, a white shirt or blouse, dress shoes, and the CFA badge.

Identification

For all CFA hosted events, volunteers are issued an identification badge. Badges are to be worn at all times when volunteering at an event. Badges are not required if volunteering in the CA office.

For multi-day events, badges must be returned to the CFA Volunteer Coordinator or Team Lead at the end of your shift. This is primarily for two reasons: 1) to save CFA from purchasing new badge-making materials for every event, and 2) to ensure CFA branded badges are always available for volunteers at their next event.

For specified events, ID cards are used to identify CFA volunteers for free open seating at CFA hosted events, especially events in theaters. The ushers will ensure seats are saved for those CFA volunteers working the event. All other non-working CFA volunteers may take other open seats, if available, at the direction of the ushers. [Note: This benefit may not be available if CFA volunteers are assisting a partner arts-related organization.]

Harassment

Columbia Festival of the Arts is committed to maintaining a work environment in which all

individuals are treated with respect and dignity. Volunteers and employees have the right to work in an atmosphere which promotes equal opportunities and prohibits discriminatory practices, including harassment. Harassment, whether verbal, physical, non-verbal or visual, coming from any Columbia Festival of the Arts volunteer or staff member at any Columbia Festival of the Arts sponsored or endorsed functions, including social functions, is unacceptable and will not be tolerated. Such harassment is also illegal. Normal, courteous, mutually respectful, non-coercive interaction between employees that is acceptable to and welcomed by both parties, however, is not to be considered harassment under the terms of this policy. Columbia Festival of the Arts encourages employees to promptly report all information concerning workplace harassment without regard to the identity of the harasser or victim to their Team Lead or the Volunteer Coordinator. Columbia Festival of the Arts is committed to promptly and thoroughly investigating all complaints of harassment and to taking prompt and effective remedial action to stop such conduct from occurring.

Exhibiting Eco-Friendly Behavior

The Festival is committed to reducing the environmental footprint of LakeFest and other events. In past years we sent around three tons of waste to the landfill. Much of the waste could be recycled or composted. We have set a goal to reduce single-use plastic at Festival events. We ask volunteers to support this effort in several ways. First, please bring a reusable water bottle when you come to volunteer. There will be a water filling station at the lakefront this summer so you can refill it as needed. Second, if you need to bring a bag bring a reusable one. Finally, even if you are not volunteering with the Green Squad, be on the look-out for opportunities to make sure that our guests put waste in the proper receptacle. There will be recycling bins throughout the

Festival, and hopefully composting bins in several locations as well.

PROGRAM CANCELATIONS & DELAYED OPENINGS

Columbia Festival of the Arts events cancelations or delayed openings are dependent on location.

LakeFest or other outdoor CFA managed activities will not be delayed or cancelled except under extreme circumstances. All LakeFest volunteers should plan to report to the Volunteer Support booth at the lakefront unless otherwise notified.

For CFA managed indoor performances or events, the facility manager or their higher authority (e.g., Howard County Council of Arts, Howard Community College) will determine whether the facility will remain open. Typically CFA uses Howard County provided public facilities which follow Howard County government guidelines for cancelations and delayed openings. Those guidelines are:

1. If Howard County schools are closed for inclement weather,
 - All programs are cancelled.
 - All Recreation & Parks indoor facilities are also closed.

Programs held in non-school facilities have the option to operate as scheduled provided that the snow emergency plan has been lifted in Howard County before the program starting time. This decision must be approved by immediate supervisors and appropriate communication placed on the automated answering system.

3. When in doubt, call your Team Lead or the CFA Volunteer Coordinator.

If CFA volunteers will be assisting with a partner arts organization's event or a CFA fundraising event (e.g., fundraising event at a gallery or club, a performance at Merriweather Post Pavilion), those facilities are often privately owned or leased. In those cases, the manager of the location where the event is being held will determine whether the facility will close or remain open for the event. The CFA staff will make every effort to notify all volunteers via Facebook, Twitter, email, and/or phone as soon as a decision to cancel or delay is made.

Appendices

APPENDIX A: Sample Columbia Festival of the Arts Volunteer Position Description

POSITION TITLE: Volunteer

LOCATION: LakeFest takes place at Columbia's Lake Kittamaqundi. Ticketed events will occur at the Jim Rouse Theatre, the theatres at Howard Community College, and at other venues around Howard County.

PROGRAM HOURS: Hours will vary depending on event, work role and time selection. Hours are generally as follows: LakeFest shifts of four hours each run from 9:00AM – 10:00PM Friday-Sunday usually the second or third weekend of June; theater events and the Columbia Film Festival occur immediately following LakeFest on the remaining June weekends, with some shows during the week. Show lengths differ, running beginning no earlier than 10:00AM and ending no later than 10:00PM.

GOAL: Continue the tradition of providing a welcoming environment that showcases Columbia's diversity and appreciation for the arts, and furthers the fellowship that makes Columbia one of the best places to live in the United States.

SUMMARY OF RESPONSIBILITIES: Provide assistance in planning, organizing and ultimately welcoming and assisting guests and artists attending and performing at Columbia Festival of the Arts.

DUTIES: Varied based on need and volunteer preference. Some duties include: manning an information booth; assisting artists in setting up, breaking down an occasionally manning their displays; caring for performers as they await their performance time; selling artist and festival merchandise; assisting with children's art projects; ensuring the eco-friendliness of the festival; serving as ushers and concessionaires at ticketed indoor performances, and working in the office to prepare needed materials or answer phones. There are also times throughout the year that Columbia Festival of the Arts volunteers may be requested to assist with other arts-related events being held in Columbia.

QUALIFICATIONS: Must be between 13-16 years of age or entering the 8th grade in the fall of 2014. Experience working with youth in areas such as baby-sitting, scouts, community groups, sports, or any other volunteer work is preferred, but not required.

WORK ENVIRONMENT: Columbia Festival of the Arts' free 3-day *LakeFest* is held at Lake Kittamaqundi. Ticketed events will be held at the Jim Rouse Theatre, the theatres at Howard Community College, and at other venues around Howard County.

2020 Columbia Festival of the Arts Volunteer Application Form

Contact Info

1. Name:

First _____

Last _____

2. Mailing address:

Street _____

City _____

Zip _____

3. Phone:

Home _____

Cell _____

Work _____

4. Email: _____

5. How do you prefer to be contacted? _____

6. T-shirt size:

- S
- M
- L

- XL
- XXL
- Other size: _____

7. Are you a returning volunteer with the Festival? Circle Yes or No and go to next question indicated

- Yes: Skip to question 9
- No: Please answer question 8

8. How did you learn about Columbia Festival of the Arts Volunteer opportunities? Please circle only one

- At my school
- At my job
- At an organization/group I attend
- Through a friend/colleague/former volunteer
- From the Columbia Festival of the Arts website
- From the Volunteer Howard County website
- From Facebook
- From a newspaper/printed publication
- From a flyer
- If Other, please specify

Please complete all questions, even if you are a returning volunteer.

9. Special Skills (circle all that apply)

- Analyzing data/generating statistics
- Assisting in the office (answering phones, copying, filing)
- Assisting artists (e.g., set-up/tear down booths, watch booths for artist breaks)
- Customer service/hospitality
- Driving
- Event Planning
- Foreign Language Communication (please specify language(s) below)
- Fundraising
- Internet Research (e.g, supplies, merchandise, food, local businesses)
- Logistics/Set-up/Breakdown
- Parking/Traffic control
- Photography/videography
- Recruiting volunteers
- Registered Nurse (for assistance with medical emergencies prior to EMTs arriving)
- Selling merchandise/concessions
- Team leadership
- Ushering

Foreign Languages spoken: _____

10. Are there limitations on your physical activities? Circle “Yes” or “No” and specify if Yes

- No
- Yes (please specify) _____

11. General Availability: Circle "Yes" or "No"

Weekdays: Yes No

Evenings: Yes No

Weekend: Yes No

Volunteer Demographic Data:

Answers to the following questions will be used for internal CFA research and grant applications only.

12. Gender: Circle one or specify in Other

- Male
- Female
- Prefer not to respond
- Other _____

13. Occupation: _____

14. Age range: Circle one

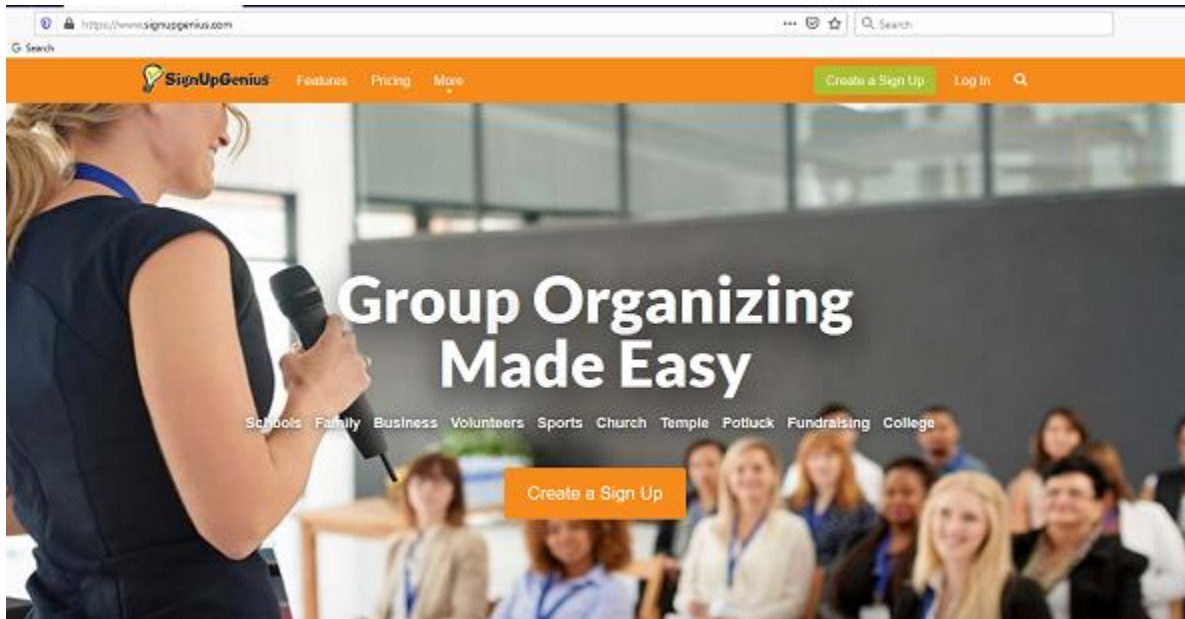
- 18-23
- 24-29
- 30-35
- 36-41
- 42-50
- 51-56
- 57-64
- Over 65

15. Race/ethnicity: Circle one or specify in Other

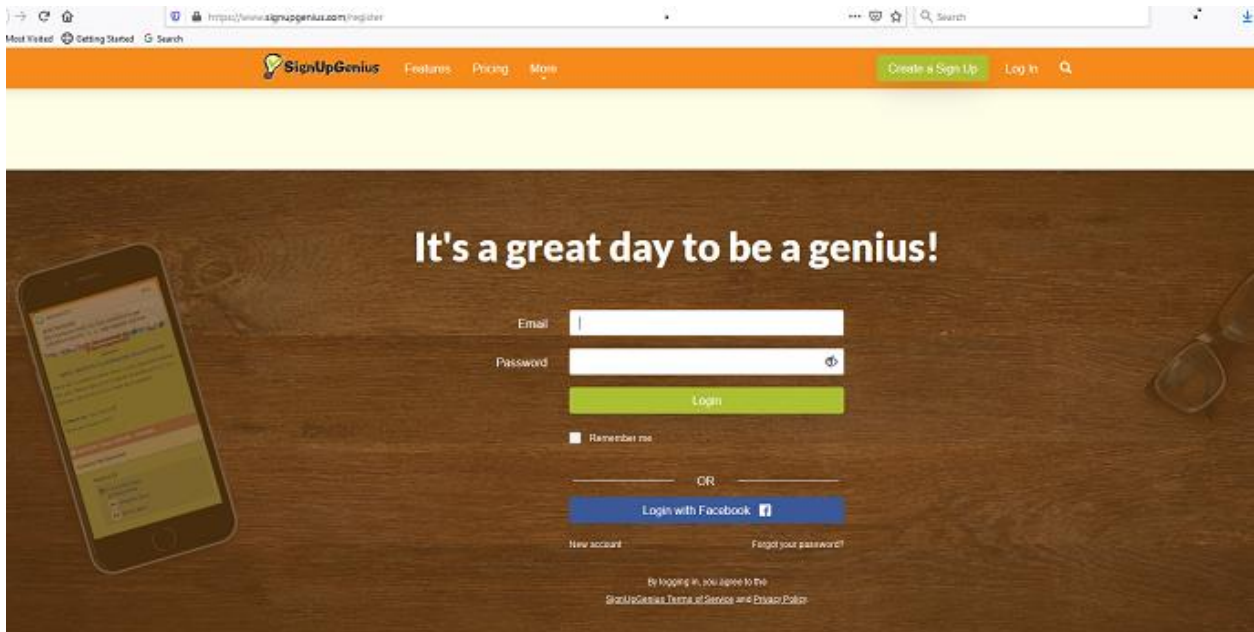
- White, non-Hispanic
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or another Pacific Islander
- Hispanic/Latino
- Multi-racial
- Prefer not to respond
- Other (please specify) _____

Appendix C: Signing up for Specific Volunteers Positions (Screen Shots from SIGN UP GENIUS Web-based Application)

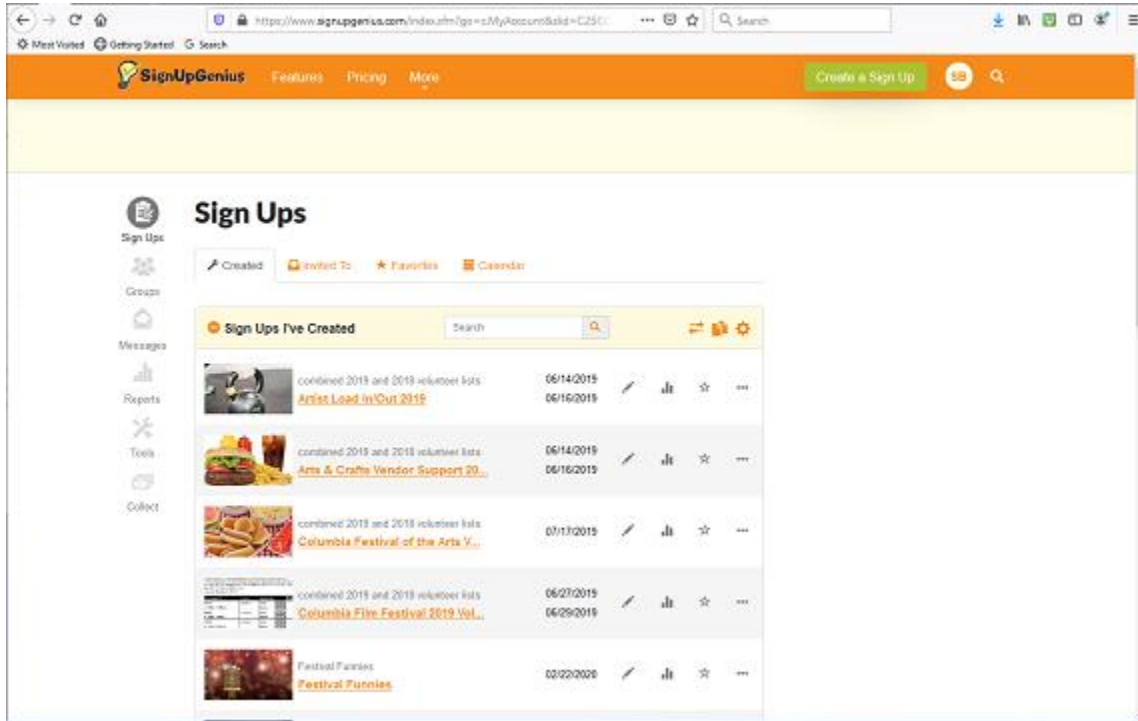
1. Navigate to the web-based application, Sign Up Genius. [Note: if you are accessing Sign Up Genius from an email inviting you to sign up, just select the button in the email and it will take you to the application and specific Sign Up listing.] The next three screen shots will not apply if you enter Sign Up Genius from an email invitation. However, it is highly recommended you get a Sign Up Genius account. Having an account allows you to change or delete the activities for which you register.



2. To get a Sign Up Genius account, select Login in the top right of the screen.



3. If you have previously signed up for activities for CFA or another organization, the first site you will encounter will display a list of all the different open activities for which you have been invited. [Note: the activities may appear horizontally across the top of the screen and appear as tabs as opposed to this vertical list. To select the Team for which you want to sign up, simply click on the tab (for horizontal display) or the orange Team title (for the vertical display).



4. Select the activity you want to view. You will be taken to the specific activity so that you can register. This is one CFA Team example.

5. If you do not have a Sign Up Genius account, you can enter Sign Up Genius from the invitation email you will be sent by the Volunteer Coordinator by clicking on the link inside the email. This method will take you directly to the website for whichever team the email mentioned, or to the overall Columbia Festival of the Arts 2020 site with all teams listed.

The example on the next page shows one Team Sign Up example.

volunteer manual

Arts and Crafts Vendor Relief

Volunteers assist visual artists that are participating in the Arts & Crafts Show by providing them with relief breaks. Must be 18 or older and comfortable interacting with customers. 3-4 volunteers needed per shift.

[Note: If you sign up for Waiting List/Back-up Volunteer positions, you would be notified as soon as possible, preferably a day or two in advance, whether you would be needed at the time selected.]

Date: 06/19/2020 (Fri.)

Location: Lakefront

Created by: SB Susan Boucher

Time (EDT)	Available Slot
4:30pm - 6:45pm	<p>Volunteer (4)</p> <p>2 of 4 slots filled</p> <p>MS Marge Simpson</p> <p>BS Bart Simpson</p> <p>Sign Up <input checked="" type="checkbox"/></p> <p>Waiting List/Back-up Volunteers <input type="checkbox"/></p>

Submit and Sign Up

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6. This Team example has only one volunteer position and a Waiting List in case any of the volunteers cannot make their shift. The volunteer position has two of four slots filled.

To sign up, you select the box next to the word Sign Up for the position you want. You will be taken to another screen to provide your name and phone number. If there are multiple positions, dates or times for this Team you may register for other positions or shifts by selecting additional Sign Up boxes on this page. If you need to remove a checkmark in a Sign Up box, simply click on that Sign Up box a second time.

When you are done selecting all positions for this Team, select the Submit and Sign Up button at the bottom of the page. You will be taken to another page where you are asked to add your name and phone number. Only your name will be displayed. You can register for multiple positions by repeating that procedure. Be sure to press the Submit and Sign Up button at the bottom of the page when you are finished signing up for all the positions you want for that specific team.

7. When finished registering for all teams and positions, don't forget to log out of Sign Up Genius.

APPENDIX D: Columbia Festival of the Arts Volunteer Liability Waiver



Statement of Release from Liability

I am a free-will volunteer for the Columbia Festival of the Arts and I release Columbia Festival, Inc., its employees, trustees, sponsors, and donors from any and all liability relative to injury to myself or damage to or loss of my personal property, effective the date of this signing and for as long as I continue to volunteer, unless withdrawn by me in writing.

I further understand that the Columbia Festival, Inc. does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance.

I further understand that the Columbia Festival, Inc. does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health or disability benefits or insurance.

I grant the Columbia Festival, Inc. all right, title and interest in any and all photographs, images, video, or audio recordings of me while volunteering.

Printed Name

Signature

Signature of Parent/Guardian (if volunteer is younger than 18 year)

Date