

Festival at Sandpoint Volunteer Handbook

Dear Festival Volunteer,

On behalf of the entire Festival at Sandpoint team, we extend a warm welcome and heartfelt gratitude to you for joining us as a valued member of our volunteer community. Your commitment and enthusiasm play a vital role in making the Festival at Sandpoint a vibrant and memorable experience for all.

This Volunteer Handbook has been crafted to provide you with essential information, guidelines, and resources to ensure a seamless and enjoyable volunteering experience. Whether you are a seasoned Festival veteran or a first-time volunteer, this handbook serves as a comprehensive guide to help you navigate your role effectively and contribute to the success of the event.

Inside these pages, you will find details about the Festival's mission and values, an overview of our various programs, and specifics about your role and responsibilities as a volunteer. We have also included important logistics such as contact information, schedules, and emergency procedures to ensure you feel well-prepared and supported throughout your time with us.

The Festival at Sandpoint is not just an event; it's a celebration of community, music, and the arts. As a volunteer, you are an integral part of bringing this celebration to life. Your dedication helps create lasting memories for our attendees and contributes to the cultural richness of our community.

We encourage you to familiarize yourself with the contents of this handbook, and feel free to reach out to our Volunteer Coordinator if you have any questions or need assistance. Your passion and energy are essential to the success of the Festival at Sandpoint, and we are thrilled to have you on board.

Thank you for your commitment to making the Festival at Sandpoint an extraordinary experience for everyone involved. Together, let's create unforgettable moments and build lasting connections within our community.

Welcome aboard, and let the festivities begin!

Cheers,

A handwritten signature in black ink that reads "Ali Baranski". The signature is fluid and cursive, with the first name "Ali" being the most prominent.

Ali Baranski
Executive Director
The Festival at Sandpoint

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About the Festival at Sandpoint

The Festival at Sandpoint (FAS) is a storied, 41-year live music event that has become a signature summer tradition in Sandpoint and the Inland Northwest. The 501(c)(3) non-profit arts organization was founded in 1982 by a group of local volunteers who wanted to introduce symphonic music to the area and provide an economic boost for their community. FAS has been a long-standing contributor to building the new Sandpoint and Bonner County economy, nurturing a robust, year-round tourism industry and recreational financial impact. FAS has a strong educational mission that provides music learning opportunities to over 1,000 children throughout the year. In addition to enhancing Sandpoint's cultural, educational, and recreational environment, the Festival has a conservative direct economic impact of \$3.8 million on the Bonner County economy.

Mission

The Festival at Sandpoint strives to provide a rich music experience, presenting a wide range of concerts in an intimate outdoor setting accessible to local and regional audiences, cultivate culture and ethnic diversity, foster a love of music through ongoing youth education programs, and stimulate economic growth for our community.

Vision

Through the medium of music, we will unite people from different backgrounds, ethnicities, and belief systems and help our community connect, cooperate, and care for each other.

Music For All

The Festival at Sandpoint is committed to making diversity, equity, and inclusion part of everything we do – from the music that graces our stage to our youth music education programs to the talent that makes up our workforce. Like the medium of music, we strive to unite people from different backgrounds, ethnicities, and belief systems and help our community connect, cooperate, and care for each other. Music is for all, and we are committed to leveraging our unique non-profit organization to help create positive change.

Important Festival Contact Information

Title	Name	Email
Operations Manager	Veronica Knowlton	veronica@festivalatsandpoint.com
Marketing & Box Office Manager	Cienna Roget	cienna@festivalatsandpoint.com
Production Manager	Paul Gunter	paul@festivalatsandpoint.com

The Festival at Sandpoint's Guest Service Philosophy

At the Festival at Sandpoint, our guest service philosophy is rooted in the belief that every interaction with our attendees is an opportunity to create positive, memorable experiences. As volunteers, you are the ambassadors of our festival, embodying the spirit of warmth, hospitality, and enthusiasm. We strive to exceed our guests' expectations by fostering a welcoming atmosphere, being attentive to their needs, and providing assistance with a genuine smile. By embracing a customer-centric approach, we aim to ensure that every individual who steps into the Festival at Sandpoint feels not only entertained by the incredible performances but also appreciated and valued as an integral part of our community.

We recognize that the success of our festival hinges on the dedication and passion of our volunteers. Your commitment to exceptional guest service contributes to the overall enjoyment of the event, leaving a lasting impression on attendees. Whether you are guiding guests to their seats, offering information about the Festival, or simply sharing your enthusiasm for the arts, your efforts play a crucial role in fostering a sense of community and leaving a positive impact on the Festival at Sandpoint experience. Together, let us uphold our commitment to outstanding guest service and create an environment where every festival-goer feels the magic of Sandpoint.

When one person's attempt to have a good time infringes on another's, conflicts may arise. Be calm, polite, and professional. If you need assistance from a security person, do not hesitate.

As a Festival volunteer, you will be asked numerous questions. If you don't know the answer, try, "Let's find out how we can help you..." and then assist in whatever way you are able.

Give Our Guests Your Undivided Attention

A positive, cooperative, friendly attitude, not only for our guests but also for your colleagues, promotes a pleasant environment for all. Treat our audience members as you would want to be treated.

Dress Professionally

A clean, professional appearance is important in promoting the Festival's image. Any clothing may be worn (with the exception of jeans with large rips, crop tops, swimwear, or cut-off jeans), and footwear of any kind is appropriate. You may, at times, be required to wear a FAS Volunteer t-shirt, which will be provided. Do not wear any clothing or accessories that could be considered offensive.

Volume

Audience members pay to hear and enjoy the performance. Background noise is irritating and generates complaints each year. Please refrain from chatting until intermission and be aware of always using appropriate language.

Code of Conduct for Volunteers

Volunteer Definition

As a nonprofit, the Festival is grateful to our volunteers who generously donate their time to allow our organization to exist. Per FAS nonprofit bylaws, volunteers of the Festival cannot be compensated or profit in any way in connection to volunteering. This means that any tips given to volunteers should be communicated to the fan that it is a donation to the Festival as a nonprofit. If any money is given to a volunteer for this purpose, it should be given to the volunteer chair, who will give it to the Box Office. Additionally, volunteers cannot sell items or services at the Festival for personal profit.

Rights & Responsibilities

As a volunteer, you have rights and responsibilities. The Festival at Sandpoint believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

Volunteers have the right to:

- Work in a safe and healthy workplace, to know about unsafe work, and to refuse unsafe work
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Have their say about their work and ideas regarding their role or program
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs in order to complete essential tasks of the role

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization and its work
- Act responsibly and with integrity
- Fulfill the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies in place
- Notify their supervisor if they are unable to fulfill their duties or miss a shift
- Recommend suggestions and changes if they determine any

General Policies

Volunteers must notify their direct supervisor if they will be unable to fulfill a commitment for any reason; if the supervisor cannot be contacted, contact Cienna Roget at volunteers@festivalatsandpoint.com.

Volunteers are required to attend an orientation to the organization and training relevant to the needs of their role to ensure they can perform their duties safely and effectively. If a volunteer doesn't receive this training, they should contact the general volunteer administrator.

Volunteers must complete the Emergency Contact Form to ensure that FAS has important information on file in the event of an emergency. By signing this form, volunteers consent to this information being stored for the duration of the volunteer's engagement and only used in emergency situations.

Workplace Violence & Harassment Prevention

FAS is committed to providing a work environment free of harassment, discrimination, and retaliation. FAS expects everyone to behave professionally and respectfully in the workplace. FAS will not tolerate any type of harassment, discrimination, or retaliation against and/or by applicants for employment, employees, seasonal employees, temporary employees, interns, independent contractors, trainees, volunteers, vendors, or clients on the basis of any Protected Characteristic as outlined in the Equal Employment Opportunity policy.

Definitions

Discrimination means any form of intentional or unintentional unequal treatment based on a protected ground of the Equal Employment Opportunity policy that results in disadvantage, whether imposing extra burdens or denying benefits. Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made.

Unlawful discrimination is the act of differentiating among volunteers and/or applicants for volunteers or other covered individuals on the basis of any Protected Characteristic.

Harassment means a course of comments or actions that are known or ought reasonably to be known to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome.

Unlawful harassment includes unwelcome verbal, visual, or physical conduct based on a Protected Characteristic that creates an intimidating, offensive, or hostile working environment or interferes with work performance.

Sexual harassment is specifically defined as unwelcome sexual advances (verbal, visual, or physical), requests for sexual favors, or other verbal or physical conduct of a sexual or gender-based nature when:

- submission to that conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- submission to or rejection of the conduct is used as a basis for employment decisions affecting the individual; or
- such conduct has the purpose of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Workplace is any area where tasks are carried out on behalf of an organization. This can be an office, a private residence during times when tasks for an organization are taken on, or a public area during times when staff or volunteers are carrying out activities related to an organization.

Workplace violence is the exercise of physical force by a person against a worker (volunteer, guest, or staff member), an attempt to exercise physical force against a worker, or a statement or behavior that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Complaints

Volunteers who lodge good-faith complaints may do so without fear of retaliation or reprisal. Alleged retaliation or reprisals are subject to the same complaint procedures and discipline as complaints of discrimination and harassment. Complaints will be kept confidential, with disclosure only occurring if deemed necessary to adequately resolve issues.

Complaints issued that are found to have been made in bad faith will be subject to disciplinary action, up to and including dismissal.

Responding to Complaints of Harassment or Discrimination

Volunteers who feel they have been the target of harassment or discrimination have three options for managing the concern:

1. Direct Communication – With little intervention from FAS, the complainant can communicate directly with the person who behaved inappropriately
2. Informal Complaint – With assistance from FAS, the complainant can lodge an informal complaint and not communicate directly with the accused
3. Formal Complaint – With assistance from FAS, the complainant can lodge a formal complaint with the possibility of taking legal action against the respondent

Detailed information can be found in the Workplace Violence & Harassment Policy.

Retaliation is defined as punishing job applicants or employees for asserting their rights to be free from volunteer discrimination, including harassment. Asserting these Equal Employment Opportunity (EEO) rights is called "protected activity." For example, it is unlawful to retaliate against applicants or volunteers for:

- filing or being a witness in an EEO charge, complaint, investigation, or lawsuit
- participating in a complaint process
- communicating with a supervisor or manager about employment discrimination, including harassment
- answering questions during an employer investigation of alleged harassment
- refusing to follow orders that would result in discrimination
- resisting sexual advances, or intervening to protect others
- requesting accommodation for a disability or for a religious practice
- asking managers or coworkers about salary information to uncover potentially discriminatory wages

Specific examples of conduct prohibited under this policy are presented below. These examples are provided to help employees better understand what types of actions might be considered unlawful harassment and to illustrate the kind of conduct prohibited by this policy. This list is not exhaustive.

- Verbal conduct such as epithets, derogatory jokes, comments, or slurs based on an individual's protected characteristic(s).
- Unwanted sexual advances, invitations or comments, comments about a person's sexuality or sexual experience.
- Visual conduct such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, or gestures.
- Physical conduct such as assault, unwanted touching, pinching, patting, grabbing, brushing against, poking, blocking normal movement, or interfering with work because of sex, race, or any other Protected Characteristic.
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors; and/or
- Retaliation for having reported or threatened to report harassment.

Please note that more than just sexual harassment is prohibited by this policy. Harassment based on any Protected Characteristic is expressly prohibited by this policy.

Procedures for Making, Investigating, and Resolving Discrimination, Harassment, and Retaliation Complaints

Everyone at FAS is responsible for helping to ensure that the work environment is free from unlawful harassment, discrimination, and retaliation. If you believe you have been subjected to harassment, discrimination, or retaliation in violation of this policy, you should immediately report the facts of the incident to the ED. Complaints of acts that violate this policy will be accepted in writing or verbally. Volunteers who believe they may have been unlawfully harassed, discriminated against, or retaliated against may also file a complaint with the Equal Employment Opportunity Commission (EEOC) or other state agencies.

Anyone who has observed harassment, discrimination, or retaliation should also report such conduct immediately to the ED.

Reported incidents of harassment, discrimination, or retaliation will be promptly, thoroughly, and impartially investigated by qualified personnel, and the investigation will provide all parties with appropriate due process. The manner of the investigation is at the sole discretion of FAS. All employees and volunteers must cooperate with all investigations conducted according to this policy. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. Upon completion of the investigation, FAS will consider appropriate options for remedial measures against any person who has engaged in conduct in violation of this policy if FAS determines such measures are necessary. These measures and corrective action may include disciplinary action, up to and including termination.

FAS will not tolerate any form of retaliation against any employee or volunteer who engages in a protected activity, such as opposing an employer's unlawful practice, making a good faith complaint, or cooperating in a lawful investigation or proceeding. Volunteers who believe they have been subjected to retaliation must immediately report the matter to the ED. All complaints of retaliation will be investigated in the manner described above. Anyone found to have violated the FAS's policy against retaliation will be subject to disciplinary action, up to and including termination.

FAS complies with all applicable laws requiring training for managers and employees related to identifying, preventing, and responding to harassment. Voluntary failure to attend the training may result in disciplinary action, up to and including termination.

Accessibility Statement

Volunteers will be trained and effectively prepared to:

- Allow clients with disabilities to use assistive devices to access our services and provide other measures wherever possible and when needed
- Welcome guide dogs or other service animals to accompany guests in any area of the venue open to the public
- Encourage anyone with a disability to have their support person accompany them to attend an event performance – support persons are welcomed and should have their own valid admission ticket
- Communicate with people with disabilities in a manner that takes into account the person's disability, including alternate forms of communication (verbal, written, digital) based on individual need

Alcohol and Drug Policy

Individuals under the influence of drugs and alcohol on the job pose serious safety and health risks not only to themselves but also to other volunteers, staff, and our guests. If a volunteer is suspected of being under the influence, they may be asked to leave the venue. A volunteer may also be asked to leave the venue at any time if they are displaying inappropriate behavior of any type. The Festival reserves the right to remove a volunteer from the field for any reason at any time. Volunteers may not consume drugs or alcohol while wearing FAS-provided uniforms, name tags, or other affiliated branded identification.

Inappropriate Volunteer Conduct

No Shows — Volunteer fails to show up for a scheduled performance.

Last Minute Cancellations — When there is inadequate time to find a substitute. Bona fide emergencies are the exceptions. Please notify your chairperson.

Failure to abide by established Volunteer Guidelines — or other inappropriate conduct as determined by staff, board members, or volunteer managers.

The following are considered grounds for immediate dismissal:

- Illegal, violent, and/or unsafe acts (may also involve Sandpoint Police Services)
- Theft of property or misuse of FAS funds, equipment, or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behavior that causes harm to others
- Refusing to fulfill the duties of the volunteer position or take direction from the department chair, supervisors or staff.

Prohibited Conduct

In accordance with these purposes and as a condition of employment, all volunteers are absolutely prohibited from unlawfully manufacturing, distributing, dispensing, possessing, or using illegal drugs, controlled substances, and alcohol while on the job, on the premises of FAS, performing business on behalf of FAS or while operating FAS equipment. Volunteers are also prohibited from having any alcohol, illegal drugs, or their metabolites in their bodies at any time while on the job, on the premises of FAS, performing business on behalf of FAS, or while operating FAS equipment. Additionally, volunteers must not be under the influence of prescription medication that impairs their ability to perform their duties safely and effectively. Compliance with this policy is considered an essential job qualification for all employees and volunteers.

Be On Time and Be Dependable

The success of the Festival depends on responsible volunteers who are reliable and on time. If you must cancel, please give as much advance notice as possible so we can find a replacement for you.

If there is a problem with your schedule, please call your chairperson as soon as possible. Do not find your own replacement.

Uniforms

Your identification as a volunteer and your orderly conduct on the grounds promote a positive image of efficiency and allow the public and security to identify someone in an official capacity. Certain volunteers are required to wear aprons, crew shirts, or the appropriate uniform until the performance ends or until they are relieved of their duties.

Concert Entry Policy for Volunteers & Duty Stations at Doors

All volunteers must enter through the Volunteer Gate unless otherwise directed by their volunteer chairperson. Your chairperson will let you know when to be at the venue, and you can plan accordingly. Volunteers not confirmed for shifts will not be given access to the venue. It is the responsibility of the volunteer to confirm shifts and Festival schedule with their department chair.

Blanket Policy

Volunteers are not allowed to put blankets down for themselves or for others. If you plan to sit with someone in the audience after you are done with your shift, they must wait in line and put their own blanket down when they arrive. Abuse of this policy will result in being banned from volunteering for the Festival in the future.

Record Keeping

Volunteers are required to keep track on a daily basis of the number of hours spent volunteering at FAS using Volunteer Local. Training on the Volunteer Local software will be provided, and the system can be accessed at home or during volunteer shifts. Record keeping is necessary to ensure required hours are being met, and reference letters and/or certificates, if available, accurately depict the number of hours completed.

Speaking on Behalf of the Festival at Sandpoint

No volunteer may act as an official spokesperson for FAS without designation by the Board of Directors or Executive Director. Volunteers are encouraged to promote FAS's work in formal and informal settings, which do not include media interviews. If volunteers are asked to speak about their work with FAS at a formal event, they shall inform a staff member.

Authorized FAS employees in Public Relations and Marketing are administrators of all FAS social media channels, including but not limited to Facebook, Twitter, YouTube, Instagram, Pinterest, TikTok, blogs, and LinkedIn channels. No employee or volunteer may post as a FAS administrator without prior approval from FAS's ED. Authorized FAS employees also are administrators of FAS's Glass Door, Indeed, Yelp, Google, and other business review social channels. Designated respondents are dedicated to monitoring and responding to postings about FAS on those sites.

Employees or volunteers who are not FAS social media administrators who would like to share content as a representative of FAS must follow the parameters set forth in the Social Media Policy.

Social Media Statement

Volunteers are encouraged to share their experience with friends, family, and networks. FAS can be found on Facebook, Twitter, Instagram, TikTok, and LinkedIn - and social media is a great place to share experiences. Follow, like & tag FAS, and share photos & status updates to show the world what it's like to volunteer at FAS.

"Social Media" means technology tools, websites, and other online spaces for integrating and sharing user-generated content to engage constituencies in conversations and allow them to participate in content and community creation. Volunteers may maintain personal websites or web blogs on their own time using their own facilities. FAS considers personal websites or web blogs to be a personal endeavor; however, volunteers must ensure their social networking and blogging activities do not create a conflict with FAS policy or interfere with their work. FAS encourages volunteers to be genuine and use their best judgment. Volunteers must remember that all rules regarding Confidential Information apply to social media use, and FAS maintains the right to monitor, access, copy, report, and act upon all social media external website use via FAS' network.

General Information for all Volunteers

Do not call 911 unless it is a life-threatening situation or a fire. Notify the proper direct department supervisor immediately.

Accident Reports

These are required for every incident, no matter how minor. Forms can be obtained from the security chairperson. Every incident should be reported immediately to the Production Manager and Security. An example form is located at the end of this document.

Intoxicated Audience Members

The Festival is a concert venue where ticketholders may bring in alcohol as well as purchase it at the Festival bar. It is likely some audience members may be intoxicated, and some may become overly intoxicated. For the safety and comfort of all concertgoers, please keep your eyes open for dangerous or disruptive behavior possibly precipitated by alcohol. If you do identify an audience member who is overly intoxicated and disruptive to the others around him/her, please notify security immediately. Do not confront an audience member who appears to be intoxicated.

Audience Members Leaving the Grounds

All FAS performances are no re-entry. Guests will not be allowed to re-enter the venue upon leaving. The Festival at Sandpoint does not provide hand stamps or re-activate/scan performance tickets after the first scan and entrance of the performance.

Customer Service

We want every guest to have a blast while attending the Festival at Sandpoint. While hosting over 23,000 attendees in eight days, there may be opportunities for guests to feel like we have missed the mark. Try your best to rectify the problem by remembering BLAST - Believe, Listen, Apologize, Satisfy, Thank. If you cannot solve the problem easily, inform the nearest supervisor or security team member, who will assess the situation and handle it accordingly.

Blanket Size

Blankets must be 8 feet x 8 feet or smaller, and only one blanket is allowed to be thrown per person. If you believe someone is using a blanket that is spread out larger than 8' x 8', please politely ask the audience member to fold the blanket to make it the appropriate size.

Dancing

Audience members may dance on their blankets. If you receive a complaint, please explain that the Festival does not require people to be seated on their blankets or in their chairs. We understand it may impede views when seated. You may suggest the grandstands as an alternative seating location that has excellent acoustics and sightlines.

Lawn Chair Area

Only short chairs are allowed in the blanket area with back legs 4 inches or less and back rests not higher than the top of the shoulder.

Lost and Found

Lost articles should be turned in to the Box Office immediately upon being found or turned in by an attendee. The Box Office Supervisor shall document all found items and report lost items in the Lost and Found Log. Found articles will be available for guest retrieval at the venue through the final performance, then at the Festival office during standard business hours through September 30.

Pet Policy

No pets, except for service animals trained for persons with disabilities. Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability. No guest shall bring any animal, bird, fowl, fish, reptile, and/or any pet of any kind onto the premises at any time.

Service Animal/ Pet Script:

In situations where it is not obvious that the dog is a service animal, staff may ask only two specific questions:

(1) is the dog a service animal required because of a disability?

(2) what work or task has the dog been trained to perform?

- Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.
- The dog must be trained to take a specific action when needed to assist the person with a disability. For example, a person with diabetes may have a dog that is trained to alert him when his blood sugar reaches high or low levels. A person with depression may have a dog that is trained to remind her to take her medication. Or, a person who has epilepsy may have a dog that is trained to detect the onset of a seizure and then help the person remain safe during the seizure.

Are emotional support, therapy, comfort, or companion animals considered service animals under the ADA?

- No. These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as service animals under the ADA.

Smoking Policy

Smoking is not allowed at any time on the turf, in food and beverage areas, or in the grandstands.. There is one area where smoking is permitted on the grounds on the lakeside of the field. This area is clearly marked with a **Smoking Area** sign.

Volunteer Confidentiality Pledge

In my capacity as a volunteer at the Festival at Sandpoint, I may learn personal facts about staff, volunteers, clients, and member agencies. I may become aware of confidential information related to the operation of the organization. I understand that I must exercise due diligence and caution in any discussion related to FAS and its business. I understand that confidential information may be disclosed to me in the course of my duties and will not be divulged unless I believe that it is necessary, and would only do so to my immediate supervisor. I also understand that confidentiality is not limited to my current affiliation with FAS and that it continues in perpetuity.

Signature:

Name:

Date:

Supervisor:

Date:

Volunteer Emergency Contact Information

Name:

Address:

Phone Number:

Email:

Contact person:

Relationship:

Home Phone:

Work Phone:

Cell Phone:

Work Phone:

Please feel free to list any additional information that you think may be helpful in the event of contacting an individual about an emergency situation:

Signature:

Date:

Volunteer Feedback Survey

Incident Report

An “incident” is a circumstance serious enough to require immediate attention from a volunteer, client, or staff member. Incidents can occur because of a volunteer’s actions or instead in the presence of a volunteer. This can include breaking boundaries or rules, failing to follow instructions, near-accidents, or any occurrence that is problematic.

Date:

Time: AM/PM

Location:

Name(s) of individual(s) involved:

Details of incident:

Signatures:

Individual(s):

Date:

Supervisor:

Date:

Accident Report

An “accident” is an unforeseen or unexpected occurrence that could lead to bodily harm or injury and/or damage to property. Accidents are without apparent or deliberate cause and can happen to anyone involved – volunteers, clients, staff, and/or community members.

All parties present during an accident – volunteers and/or staff – are required to fill out an accident report form. Use the following format:

Date & Time:

Location:

Report Completed By (& Contact Info):

Names of individual(s) involved:

Nature of Accident:

Medical Emergency / Physical Injury / Property Damage / Assault or Violence / Other

Details of Accident:

Circumstances Leading to the Accident:

Was there a supervisor present (and who was it?):

Action Taken (by you or another individual):

Who was contacted?:

Signature(s):

Acceptance of Role & Responsibilities for Volunteers

I fully understand and agree to abide by the policies of the Festival at Sandpoint as outlined in the Orientation and Training Session and policies and statements provided in this handbook. I further agree to represent FAS in a professional and courteous manner that reflects the organization's key messages and core values. I agree to consult with a FAS staff member should any situation arise during the event which requires clarification, consultation, or appropriate input before making a decision.

Signature:

Name:

Date:

Supervisor:

Date: