

VOLUNTEER GUIDE 2023



COME GROW WITH US!



Dear Volunteer,

Thank you for being an integral and vital part of ArtFields®. YOU will be the key to our success by serving as an ambassador for the largest art competition in the Southeast. You will be expected to perform a variety of jobs, both big and small, that are crucial to the success of ArtFields.

You are appreciated and respected for your contributions to ArtFields. In turn, you are expected to be committed to the role that you play within the overall operation of this phenomenal art competition. Your hospitality to our guests, visitors, tourists, businesses, community members, and students will harvest great benefits for everyone. This packet of information will serve as your official ArtFields Guide for Volunteers. For additional information please visit the ArtFields website at www.artfieldssc.org or your Volgistics calendar.

Again, you are to be commended for your commitment to this event. The ArtFields 2023 Team looks forward to having you as an ambassador. We hope that your involvement will provide you opportunities to learn, grow, and be lovers of the arts!

Please feel free to contact me with any questions at any time at carla@artfieldssc.org or (843) 374-0180.

Sincerely,

Carla Simon Angus

Director of Community Engagement

ArtFields is a program promoted by the Lake City Creative Alliance, a federally recognized 501 C (3) in Lake City, SC. The Lake City Creative Alliance believes the arts hold transformative potential for individuals, communities, and society. Through the exposure to the creative arts, the quality of life for all citizens is enhanced.

VOLUNTEER ROLES AND RESPONSIBILITIES

Volunteer Roles

During Pre-ArtFields, volunteers assist with the following:

- Distribute promotional materials/posters for ArtFields
- Prepare packets for guests and sponsors
- Assist in the ArtFields office
- Assist with monitoring venues during artwork drop off
- Solicit attendance to the ArtFields event and activities
- Recruit additional volunteers
- Attend one official volunteer training

During ArtFields, volunteers can choose to work with the following:

- **Information desk and booths:** In these areas volunteers greet guests/visitors, answer questions, direct guests and visitors to venues and other locations, and distribute ArtFields Field Guides
- **Directional Team:** Give directions, check areas for litter and recyclables, communicate with team leaders about needs noticed
- **Event Support:** Take tickets, issue wrist bands if needed, hand out programs, escort people to seats, collect guest satisfaction surveys
- **Merchandise/Sales:** Assist with the on-site sale of tickets or merchandise
- **ArtFields Venue Docent:** Assist with managing venues, assist with art sales, greet guests, and assist with showcasing venue's artwork
- **ArtFields Jr. Educational ArtWalk Docent:** Supervise, work, and facilitate activities with students in grades 5K-12th (Background check required)
- **ArtFields Welcome Center/Registration + Voting Center:** Assist guests as they register and vote on selected artwork (some computer skills are required)

After ArtFields, volunteers assist with the following:

- De-installation of artwork in ArtFields venues (only selected volunteers)
- Writing thank-you notes to supporters of ArtFields
- Removal of signs, materials, and general clean-up of designated areas
- General office duties at the ArtFields office
- Inventory of ArtFields supplies

VOLUNTEER RESPONSIBILITIES

- Lavish your Southern hospitality and smiles on our guests!
- Prior to reporting to assigned stations/venues, please take time and carefully review the ArtFields visitor information such as the ArtFields Field Guide, calendar of events, Venue Manual, ArtFields District map, ArtFields Voter Registration and Voting Guide, ArtFields Jr. Voting Guidelines and location of public restrooms.
- Sign in and out at the volunteer computer station located at the ArtFields office each time you volunteer unless otherwise noted on your assignment. *Incentives will be awarded based on information from the Volgistics calendar.*
- Sign up for shifts by noting your availability and interests on the *Volunteer Schedule*. All schedules and volunteer opportunities are available on the Volgistics calendar. The calendar and volunteer application is accessible at <https://www.artfieldssc.org/volunteer/>.
- Contact us immediately if you are not able to volunteer during your assigned shift.
- Understand that each shift is a minimum of 3 hours.
- Report 15 minutes earlier than your shift begins.
- Remain in your assigned spot until your relief arrives. If they haven't arrived within 15 minutes, please contact the Volunteer Manager.
- Be understanding and flexible if you are re-assigned at the last minute when event changes must be made. **BEING FLEXIBLE INCREASES YOUR SMILE-SPAN!**

VOLUNTEER PARKING

- Parking will be available at The ROB at 245 Church Street, Lake City, SC, and/or the parking lot near the Caboose at 104 East Thomas Street, Lake City, SC., East Main Drive or near the Volunteer Check-In.

PRE-ARTFIELDS VOLUNTEER CHECK-IN

- If you are volunteering PRE-ArtFields, please check-in at the ArtFields office, at 118 Sauls St., to receive your identification, attire (if needed) and instructions.

DURING ARTFIELDS VOLUNTEER CHECK-IN

- Volunteers are asked to arrive at the Volunteers' Station at least 15 minutes prior to their designated time of service. *Note: The Volunteer Station for ArtFields 2023 is at 103 West Main Street.*
- A Volunteer Team Leader will issue all ArtFields-approved identification and additional attire to volunteers.

AFTER ARTFIELDS VOLUNTEER CHECK-IN

- If you are volunteering AFTER ArtFields, please check-in at the ArtFields office at 118 East Main St. to receive your identification, attire (if needed), and instructions.

VOLUNTEER CHECK-OUT

- At the end of your assigned shift(s), please report to where you checked in to return your ArtFields identification, attire (aprons), and materials to the Volunteer Team Leader.

VOLUNTEER ATTIRE

- Neat, business casual attire (**dark, black, tan, or white pants, jeans, or skirt**) is appropriate for ArtFields events. Please wear comfortable and sturdy shoes. Depending on your volunteer role, you will be asked to wear the ArtFields volunteer t-shirt, apron and/or waist apron. Your team leader will inform you of the appropriate attire and it is also indicated on the volunteer calendar.
- Please wear your official ArtFields identification card during your assigned shift that is on the lanyard provided.
- Please be prepared to remove volunteer attire after your shift has ended in an effort not to confuse guests unless you will remain in "volunteer" capacity.

ArtFields SAFETY AND SECURITY

Visitor and staff security is of paramount importance to ArtFields. While primary responsibility for ArtFields guests resides with the City of Lake City Police Department, the facilities, venues, and their contents are a responsibility shared by all of us. Personnel are located at designated areas of The ROB and other ArtFields venues and event locations. The First Responders station will be announced during the Volunteer Training. First Aid kits are available at The ROB, TRAXvac, and the ArtFields Welcome Center.

- To assist in safety and security, be alert for situations that may threaten the safety or security of guests, the facility, artwork, or the venue property.

- Security will be provided and coordinated by the City of Lake City Police Department. Security will ensure the safety of guests at official events during ArtFields. Any emergencies or significant safety issues should immediately be reported to an officer on duty, and then to the Volunteer Manager
- **Trust your instincts.** If you get a feeling that something is not right, there is likely a reason. It is far better to err on the side of safety and security than to regret not acting should a situation warrant itself.
- Do NOT put yourself at personal risk.
- To assist with artwork security, please report any leaks or artwork security issues to the ArtFields Team.
- Read Venue Manual.

Examples of Possible Safety/Security Threats

- An unattended package/backpack/bag/etc...
- An apparent heart attack or other acute physical distress
- Lost child
- Smoke or fire
- An accident involving a guest
- A visitor in an agitated state that is attracting the attention of other guests
- Display of a weapon of any kind, including scissors or pocket knives
- Threat/damage to the artwork, including water leaks, etc...

WHEN IN DOUBT, CONTACT A SECURITY/POLICE OFFICER OR DIAL 911.

LOST AND FOUND

- The lost and found area is located in the ArtFields Welcome Center.
- Before returning lost property to a guest, the guest will need to describe the item.

HOSPITALITY THINGS TO KNOW

- ❖ Location of restrooms
- ❖ Layout of ArtFields events and location
- ❖ ArtFields District for Competition Artwork on View
- ❖ All exits, including emergency exits for buildings
- ❖ Locations of telephones

- ❖ Parking, especially for those with Handicapped Parking Permits
- ❖ Location of first aid station(s) in the ArtFields District
- ❖ Storage is limited so it is best to leave your valuables (purses, computers, etc.) at home. Please do not leave valuables or personal items unattended in vehicles or hospitality desks/stations.
- ❖ Please enjoy your food and beverages before and after your assigned shifts. For volunteers that volunteer full days, Volunteer Manager will work with you to select a lunch time that works for you.
- ❖ Bus schedule
- ❖ ArtFields Field Guide and Venue Manuals provide answers to many questions
- ❖ Volunteer questions/concerns Pre-ArtFields and during ArtFields: call Volunteer Manager Teresa Cusaac at (843) 687-6941. All other times and after hours contact Director of Community Engagement Carla Angus at 843-687-4493.

TIPS ON HANDLING DIFFICULT SITUATIONS

- Give a warm smile
- Listen carefully to the guest
- Remain calm
- Respond with meaningful comments

Examples:

- * "I can appreciate your problem/concern."
- * "I understand that you want to bring your water balloon into the ArtFields venue, however we do not permit them."
- * "Let's see what we can do."

VOLUNTEER CODE OF CONDUCT

You are an ambassador for ArtFields. We aim to give our guests excellent customer service and expect our volunteers to help us accomplish this goal. While volunteering with ArtFields, alcohol, drugs, abusive or profane language are all grounds for dismissal without warning from the ArtFields Volunteer Team.

On behalf of ArtFields, we would like to express our gratitude in advance for your assistance. Your time, effort, and enthusiasm are great assets to ArtFields and will make an unmistakable mark on our community, families, guests, and tourists. Thank you and enjoy ArtFields!

ARTFIELDS PROMISE

I promise to KNOW, GROW, and GLOW ArtFields!