

JUNE 7-9
DOWNTOWN
RIVERFRONT

COLUMBUS
ARTS 2024
FESTIVAL



POWERED BY



VOLUNTEER HANDBOOK

2024

*Without our volunteers,
we couldn't be as Artsy — or as Festy.*

We created this book to prepare you for your volunteer role.



About

The 2024 Columbus Arts Festival will take place at the downtown Riverfront on June 7, 8, & 9.

Festival Hours

Friday, 11:00 a.m. – 10:00 p.m.
Saturday, 10:00 a.m. – 10:00 p.m.
Sunday, 10:00 a.m. – 5:00 p.m.

Volunteer Check-in Hours

Thursday, 7:30 a.m. – 4:30 p.m.
Friday, 7:30 a.m. – 8:00 p.m.
Saturday, 7:30 a.m. – 8:00 p.m.
Sunday, 7:30 a.m. – 4:30 p.m.

Volunteers are expected to give a brief update at the end of their shift to incoming volunteers and stick around for a few minutes until everyone is settled in.

Directions to Check-in Location



Check in

Volunteers will check in on the west side of the river, at the southwest corner of Washington Boulevard and Rich St. / W. Town St.

Parking

Parking around Columbus Scioto Mile is PLENTIFUL! There are numerous parking structures, metered spaces on surrounding city streets and surface lots on both the east and west side of the River. Visit: <https://www.columbusartsfestival.org/> for additional information about parking locations.

Public Transportation

COTA will operate regularly scheduled bus service during each day of the Festival.

Bicycle Parking

Franklinton Cycle Works will maintain a Bike Corral at the corner of Civic Center Drive and Rich Street near the bike path on the Scioto Mile. There are also public racks for bike parking throughout the riverfront and downtown. The festival bike corral and the public racks require a bike lock. Bike racks can be found at: Washington and Broad St. and South Civic Center and Town St. and there is a CoGo bike station in Bicentennial Park (At the corner of Main St. and S. 2nd, the SE corner of the park).

Checking In & Out

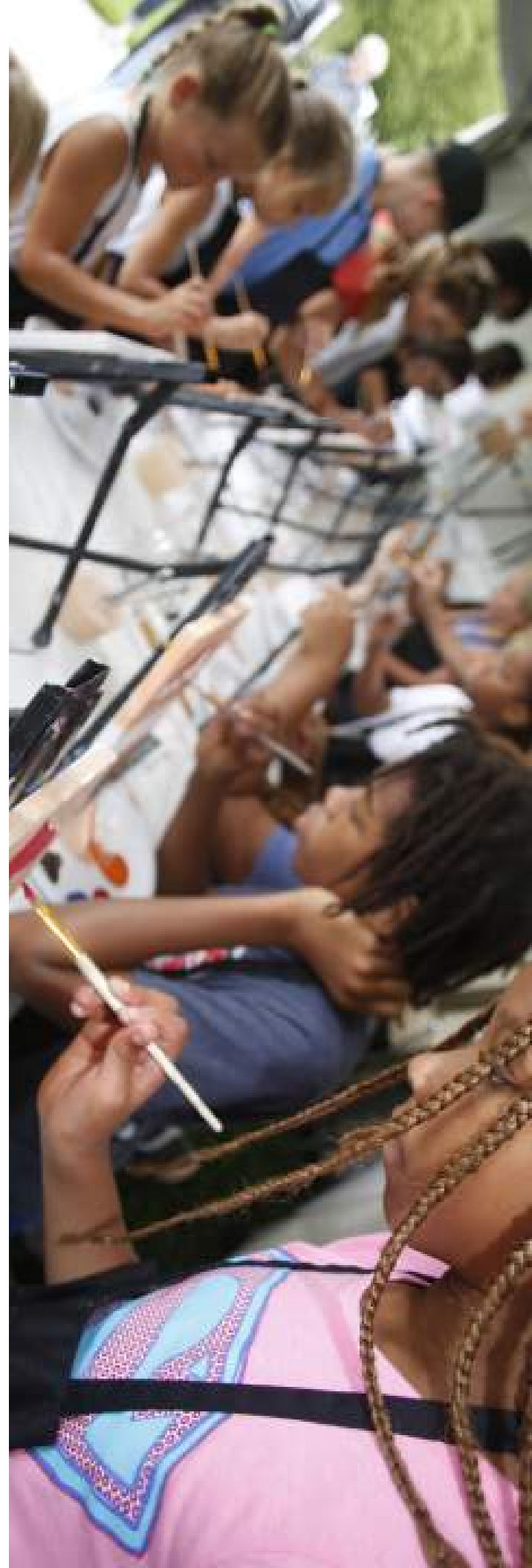
At Check-In

You will receive your volunteer t-shirt as our way of saying THANK YOU for your volunteer efforts. In addition, the t-shirt allows artists and patrons to identify you as a festival volunteer so wearing our shirt is a must. There are restrooms available for changing clothes but you will likely not be able to walk quickly to them and quickly back to your car. We recommend wearing a tank top you can easily throw a shirt over. Dress for Ohio weather and wear comfortable walking shoes (tennis shoes + socks). We can also answer any questions you may have about your position and responsibilities. Bottled water will be available for on-duty volunteers at any beverage station throughout the festival.



At Check-Out

Many of our volunteers stay at the festival following their shift to enjoy all the festival has to offer—please stay and enjoy yourself! We ask that you check out at the Volunteer Check-In either directly following your shift or before you leave the festival—we will have some swag to share in celebration of a job well done!



Safety & Emergency Protocol

Safety Procedures

Suspicious Activity

Volunteers are the eyes and ears of the festival! If you see any suspicious activity, contact a festival committee member (wearing a MINT GREEN t-shirt and ID badge) or a Columbus Police Officer. If you need to contact Festival Headquarters or a police officer, walkie-talkie radios are available at information booth, souvenir booths, beverage tents and Volunteer Check-in.

Lost Children or Parents

Lost children or their parents should be escorted immediately to the closest EMS station. EMS stations are located on the East and West sides of the festival and are marked on the Festival map. Festival staff should be made aware immediately. NEVER discuss a lost child over the radio or make their status known in a crowd.

Rain or Inclement Weather

The festival does remain open in the rain but may close for severe weather. Artists, volunteers and patrons will be notified in an orderly fashion if the festival has to close. While every effort should be made to clear the festival site and depart, those that are unable to do so may take shelter in COSI or the Cultural Arts Center.

Emergencies

1. Find the nearest person with a radio and report it. Remember: Coordinating Committee members and Beverage Tents have radios.
2. In case of an urgent or life threatening illness, CALL 911!
3. Stay with the person at the site of the emergency until help arrives.
4. After help arrives, please go to Festival Headquarters on the east side (river side) of COSI, under the East Plaza, to file an incident report.
5. Do not talk to the press. Please do not speculate, make statements or comments at the site or to the press about the emergency. If you need to, fall back on the "I'm just a volunteer" excuse.



Code of Conduct

The Greater Columbus Arts Council (GCAC) and the Columbus Arts Festival (Arts Festival) provide a workplace free from all forms of discrimination and harassment based upon race, color, religion (creed), sex, gender expression or identity, pregnancy, age, national origin (ancestry), disability, genetic information, marital status, sexual orientation, political affiliation, military status, or any other characteristic protected by applicable federal, state, or local law in all of its activities or operations.

Based on the attributes listed above, all volunteers must ensure that no festival participant or attendee is subjected to discrimination or excluded from participation. In addition, no volunteer will discriminate against or harass any member of the community or organization (this includes all social networks). Remember you are participating in social networking, please be respectful. You are representing yourself and GCAC.

GCAC and the Arts Festival are committed to maintaining a drug and alcohol-free work place. GCAC forbids employees and volunteers to possess, use, distribute or sell illegal drugs in the work place, or at any GCAC work site, including the parking lot areas. Consumption of alcohol is forbidden while you are volunteering. The distribution and sale of alcohol may occur only on Festival grounds to Festival patrons during the hours of the Festival.

Please review the following Volunteer Policies for additional information prior to check-in...

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1.0 Introduction

1.1 Mission

To support and advance the arts and cultural fabric of Columbus.

1.2 Overview

All Columbus Arts Festival (“Arts Festival”) volunteers shall agree to abide by the policies and regulations of The Greater Columbus Arts Council, Inc. (GCAC). Volunteers are crucial for the success and are essential in the daily tasks of the Arts Festival. Designated staff members are expected to provide supervision, feedback, and leadership for the volunteers. A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of GCAC and the Arts Festival.

1.3 Equal Opportunity

GCAC and the Arts Festival are committed to accepting volunteers without regard to race, color, religion (creed), sex, gender expression or identity, pregnancy, age, national origin (ancestry), disability, genetic information, marital status, sexual orientation, political affiliation, military status, or any other characteristic protected by applicable federal, state or local law. GCAC and the Arts Festival believe that a diverse and skilled volunteer increases its capability to serve the community.

2.0 Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to GCAC and the Arts Festival, its staff, and the community. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their ability and remain loyal to the goals and procedures of GCAC and the Arts Festival.

3.0 Volunteer Programs Procedures/Development

3.1 Application Form

The application form and job descriptions for coordinating committee and various volunteer opportunities can be found on the Festival’s website (<http://columbusartsfestival.org/getinvolved/volunteer>). Every volunteer is required to complete an application for a volunteer position at the Arts Festival.

3.2 Interviewing/Screening

If an applicant applies for a Coordinating Committee volunteer position, the applicant will submit an application which will be reviewed by GCAC staff members to determine if the applicant is a good fit for the desired position. The applicant will be notified on the status of their application.

3.3 Orientation/Training

Positions requiring special training (e.g. beverage sales, merchandise sales, etc.) will have training sessions supervised by the Arts Festival Coordinating Committee. These positions are filled by organizations whose members are required to attend the training sessions before they are allowed to participate. The Coordinating Committee members, in turn, receive training from the Arts Festival staff in order to fulfill the requirements of their role. The content of these training sessions are reviewed and approved by the Arts Festival staff in advance.

During the Arts Festival, the volunteer groups dedicate a “team lead” to supervise the work of the members. The team lead reports to a member of the Arts Festival Coordinating Committee, who has the authority

to escalate any issues to the Arts Festival staff as necessary. Additionally, beverage group team leads and beverage committee members are required to attend the ASK training hosted by the Division of Liquor Control before the Arts Festival each year.

3.4 Placement

Every attempt will be made to place volunteers in positions that meet both their needs and the needs of GCAC and the Arts Festival. Individuals not placed in a position for which they applied for may be recommended for other positions, and may request reassignment.

3.5 Supervision

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

3.6 Feedback

Coordinating Committee chairs shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

3.7 Opportunities for Advancement

Exemplary volunteers will be made aware of other volunteer opportunities available for which they may be interested in participating, and will be given opportunity for advancement for other volunteer positions.

3.8 Recordkeeping System

A system of records will be maintained on each volunteer by the organization. The record will include volunteer application, volunteer agreement, emergency information, dates of services, and position held.

4.0 Volunteer Conduct

4.1 Job Description

A job description will be specifically defined for each volunteer or group of volunteers. Detailed descriptions of responsibilities for each position can be found on the volunteer web page: (<https://columbus.rosterfy.com/portal/event/21405939/view>). Each volunteer will be briefed on their specific position and role when they arrive at the Festival.

4.2 Work Standards and Ethics

All Arts Festival volunteers are expected to maintain high degrees of professionalism, cooperation, attendance and efficiency while fulfilling their volunteering duties.

Every volunteer is responsible for the integrity and consequences of their actions. Volunteers must hold themselves to the highest standard of honesty and integrity while participating in any activity sponsored by GCAC and the Arts Festival.

No volunteer, under any circumstances, may participate in any activity while at the Arts Festival or any type of activity dealing with GCAC that is or appears to be illegal, inappropriate, or immoral that could in any way harm the organization or the image of GCAC and the Arts Festival.

4.3 Absenteeism

Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the person in charge of the event or your supervisor at least 24 hours before you are expected to work or as soon as possible, so that alternate

plans can be made.

4.4 Dealings with the Public

In all contacts with the public, employees are required to conduct themselves in a professional and business-like manner, in act and appearance, and treat all persons equally without regard to race, color, religion (creed), sex, gender expression or identity, pregnancy, age, national origin (ancestry), disability, genetic information, marital status, sexual orientation, political affiliation, military status, or any other characteristic protected by applicable federal, state or local law.

4.5 Political Activity

GCAC is the recipient of funds from the city of Columbus, Franklin County, state of Ohio, and Federal Government.

No volunteer has the authority to represent GCAC and the Arts Festival in political matters. As a designated 501(c)(3) non-profit organization by the Internal Revenue Service, GCAC is able to advocate for legislation or ballot issues, but NOT for candidates.

Volunteers of GCAC and the Arts Festival are not permitted to advocate election of candidates or potential candidates to other volunteers, employees, constituents, or the general public while performing official GCAC and the Arts Festival business. There should always be a clear distinction that you are not representing GCAC or the Arts Festival.

Failure to comply could result in immediate termination due to the seriousness of a violation of this policy.

4.6 Open Door Policy

Volunteers are encouraged to voice their concerns, if any shall arise, in regard to the policies of GCAC and the Arts Festival or any aspect of their volunteering experience. GCAC and the Arts Festival have an open door policy which provides access to any Coordinating Committee member within a volunteer's area of activity and to whom the volunteer wishes to express a concern. If the volunteer is not satisfied with how they are treated concerning any aspect of the volunteer work, or anything related to it, the volunteer must take the initiative to speak to their coordinating committee supervisor. Additionally, if they feel that the issue or complaint was not properly or adequately addressed, they are encouraged to reach out to the Arts Council President or the Festival Director.

4.7 Discontinuation of Service

Either GCAC or the volunteer may initiate the conclusion of the volunteer's services. If the volunteer wishes to end their volunteering services, they are requested to give as much prior notice as possible when leaving.

Situations may also arise in which the volunteer will be required to no longer provide their volunteer services. GCAC reserves the right to release an individual at any time, without prior notice, for any reason, including but not limited to the following:

- Restructuring or elimination of the volunteer position in which the individual serves;
- Discrimination against or harassment of any individual within or associated with the Arts Festival or GCAC, including the general public;
- Consumption or possession of alcohol, drugs, narcotics, or weapons while serving as an Arts Festival volunteer;
- Theft, fraud, or other forms of dishonesty;
- Gross Negligence;
- Derogatory attacks made to or against anyone associated with GCAC or the Arts Festival, including the general public;
- Other forms of immoral, unethical, or otherwise unprofessional conduct;

- Failure to perform the tasks requested of the volunteer by the job description or refusal to comply with GCAC or Arts Festival policies.

4.8 Drug Free and Alcohol Free Workplace

GCAC and the Arts Festival are committed to maintaining a drug and alcohol-free work place. GCAC forbids employees and volunteers to possess, use, distribute or sell illegal drugs in the work place, or at any GCAC work site, including the parking lot areas. Consumption of alcohol is forbidden while you are volunteering. If you stay after your volunteer shift, please remove your volunteer t-shirt before you consume alcohol. The distribution and sale of alcohol may occur only on Festival grounds to Festival patrons during the hours of the Festival.

Reasons for testing or dismissal from service may include:

Reasonable Suspicion: In cases when a volunteer's supervisor, manager or other staff member has grounds to believe that the volunteer possesses or is under the influence of drugs and/or alcohol.

Possession: In cases where an employee or volunteer is found to be in possession of physical evidence, i.e. drugs, alcohol, or paraphernalia possibly connected with the use of an illicit drug, or if illicit drugs and/or alcohol are found in the employee's or volunteer's immediate work area.

4.9 Discrimination, Harassment and Retaliation

GCAC and the Arts Festival provide a workplace free from all forms of discrimination and harassment based upon race, color, religion, sex (including pregnancy), sexual orientation, national origin, age (40 or over), disability, genetic information, veteran's status, and any other characteristic protected by applicable federal, state, or local law.

Harassment and offensive conduct will not be tolerated by GCAC or the Arts Festival. It is unacceptable to harass a person (an applicant, employee, or attendee) because of that person's race, color, religion, sex (including pregnancy), sexual orientation, national origin, age (40 or over), disability, genetic information, veteran's status, or because of any other characteristic protected by applicable federal, state, or local law. Prohibited harassment includes "sexual harassment" or unwelcomed sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Harassment in the workplace or at the Arts Festival by anyone toward a GCAC employee, intern, volunteer, or attendee should immediately be reported to the President or Arts Festival Director. Any volunteer who violates this policy will be subject to the appropriate action, up to and including termination or release from volunteer service.

GCAC and the Arts Festival are committed to provide a safe and secure workplace and environment free from physical violence, threats, and intimidation. All incidents should be immediately reported to the President or Arts Festival Director. Workplace violence is defined as ANY physical assault, threatening behavior, or abusive remarks that are made in the workplace which includes, but is not limited to:

Abusive Remarks – Any remarks issued with the intent of creating fear or intimidation in another individual or group of individuals.

Physical Abuse – any intentional movement, which may include touching, gesturing, pushing, striking or stalking, or any unwanted intrusion of "reasonable space" of an employee.

Creating a Hostile Work Environment – Any intentional actions that can be considered intimidating or harassing with the intent of creating an environment that has the purpose or effect of unreasonably interfering with an individual's performance or where behaviors create a hostile or threatening environment, are not appropriate.

Harassment can take many forms and includes, but not limited to, impeding another's movement or

otherwise physically interfering with normal work, assault, making comments, jokes, gestures, pictures, drawings or cartoons based on an employee's race, color, religion, sex (including pregnancy), sexual orientation, national origin, age (40 or over), disability, genetic information, veteran's status, and any other characteristic protected by applicable federal, state, or local law.

It is against GCAC and Arts Festival policy for anyone to retaliate against an employee, intern, volunteer, or attendee (a) for complaining about discrimination, harassment, or other retaliation; (b) for otherwise opposing any discrimination, harassment, or other retaliation; or (c) for participating in investigations of discrimination, harassment, or retaliation. Any volunteer who engages in retaliation will be subject to the appropriate action, up to and including termination or release from volunteer service.

4.10 Dress Code

When volunteers are working on behalf of GCAC and the Arts Festival, each individual serves as a visible representative of our organization. Please be sure that your dress reflects a clean and neat appearance. Each volunteer will be provided with a volunteer t-shirt upon checking in with their contact person. When engaging in volunteer service for GCAC and the Arts Festival, you must always wear your volunteer t-shirt.