

2009 CHERRY CREEK ARTS FESTIVAL VOLUNTEER HANDBOOK

We at the Cherry Creek Arts Festival sincerely thank you, our volunteers, for all your hard work and dedication in making the 2009 Arts Festival the best ever!

The mission of the Cherry Creek Arts Festival is to provide access to a broad array of arts experiences and support arts education in Colorado. Thank you for helping us meet our mission.

THANK YOU to the behind-the-scenes people that support what the CCAF represents: The Cherry Creek Arts Festival is Denver's premier and highest quality combination of fine art exhibition, free admission and complete family entertainment -- complemented by unforgettable and superior customer satisfaction.

SERVICE WITH A SMILE

Thank you for helping us meet our goal that every guest is greeted and leaves feeling welcomed and valued!

S

Show interest (eye contact, nod), slow down and take your time

M

Make people right by using "Yes, and...."

I

I statements: "I understand your concern", "I appreciate what you're saying", etc.

L

Listen to learn how you can be of service

E

Empathize and ask yourself: How can I make a difference for this person?

And remember to smile. By activating the smile muscles, the body sends chemicals that naturally improve one's disposition. Try it!

TIPS

Drink plenty of water

Make eye contact & smile

Wear comfortable walking shoes

Welcome every guest

Wear sunscreen

Your enthusiasm is contagious. Have fun!!

EARN A 2009 CCAF COMMEMORATIVE POSTER!

Volunteers that work at least one shift on three days (including set-up on Friday) will receive a commemorative 2009 Cherry Creek Arts Festival poster.

FESTIVAL DAYS & HOURS

Friday, July 3

10 am - 8 pm (Festival)

8 - 10 pm

(Festival Nights)

Saturday, July 4
10 am - 8 pm
(Festival)
8 - 10 pm
(Festival Nights)

Sunday, July 5
9 - 10 am
(Accessibility)
10 am - 6 pm
(Festival)

ARTS FESTIVAL RULES

• NO: Bicycles, Glass Bottles, Roller Blades, Skateboards, Large Placards or Signs.
NOTE: All packages are subject to search. PETS are highly discouraged for their safety.

- Alcoholic beverages may not be brought into, or removed from, the site.
- No smoking is permitted within any tent, structure or in any seating area on the site or while on duty as a CCAF volunteer.
- Baby strollers ARE permitted at the Arts Festival.
- Please refer all inquiries to Terry Adams- Executive Director or contact your Committee Chair

VOLUNTEER HEADQUARTERS & CHECK IN

Volunteer Headquarters is located in a retail space near the intersection of 3rd & St. Paul Street: 3000 East 3rd Street, Unit #1. It is the first building just north of the Beer Garden, on the west side of the street. Please check-in at Volunteer Headquarters 30 minutes before your scheduled shift to meet with your committee chair. We rely on your prompt arrival on your scheduled day(s)! Plan time for walking from your parking spot to Volunteer Headquarters.

- Hot beverages will be served every day from 7:00 - 9:00 am
- Snacks will be provided throughout the day
- Restrooms will be available
- Water and soda will be available all day, hosted by Pepsi
- LUNCH & DINNER

Volunteers will receive a meal token for every full shift completed. These tokens may be used at any Culinary Vendor along Culinary Avenue (St Paul between 2nd & 3rd Avenues). They are valued at \$7.00 with NO change given and may not be used for beverages. Beverages are always available at Volunteer Headquarters.

WHAT TO WEAR

Dress comfortably and appropriately for your work area. Wear appropriate shoes for your safety and comfort. The weather is unpredictable in Colorado, so dress accordingly. Whatever you bring must be carried with you while performing your duties. We recommend you carry a fanny pack for personal items.

Virtually all volunteer positions are exposed to the elements. We suggest that you bring sunscreen and some type of rain protection.

VOLUNTEER T-SHIRT

You may obtain your shirt when you check in at Vol HQ. A changing area will be available. If you are working one or two days, you will receive ONE shirt. If you are working all three days you may pick up an additional shirt on your 3rd day at Vol HQ. You must wear your t-shirt whenever you are volunteering at the Arts Festival.

Please call Carol at 303-668-2322 at your earliest opportunity if you cannot meet your commitment on an assigned day.

PARKING, CARS & BIKES

- Please carpool if possible. Volunteers may park at the Cherry Creek Shopping Center, then proceed to Volunteer Headquarters.

- Volunteers may not park in surface lots at Cherry Creek West or at Bed, Bath & Beyond. Please note that parking is restricted in the Cherry Creek North neighborhood residential areas.

- Please keep in mind that traffic is re-routed due to street closures, and it will take you extra time to park on the days of the Arts Festival.

- There are bike corrals at the corner of 3rd and Steele & at 2nd and Detroit. The cost is \$1.00 and benefits a non-profit organization managing the areas.

Remember: carpooling and public transportation are always encouraged!

GENERAL INFORMATION

- Know your committee chair and communicate with her or him. Please report to your chair when completing your shift, going to or returning from break, and for your meal token.

- There is no drinking of alcohol while working at the Festival.

- Everyone is welcome at the Arts Festival, regardless of age, dress, haircut or personal style. The only requirement is that our guests treat each other with respect.

- While the show opens at 10:00 a.m., we are ready to open earlier, to welcome our guests even if they arrive prior to the scheduled opening.

- Help us keep the event clean. If you see a piece of trash, please pick it up and put it in the nearest trash can. We want our event to be clean and comfortable.

BEHIND THE SCENES

Volunteer Headquarters is located in a retail space near the intersection of 3rd & St. Paul Street: 3000 East 3rd Street, Unit #1. It is the first building just north of the Beer Garden, on the west side of the street.

Quartermaster/Production Headquarters is right next to Volunteer Headquarters.

Festival Office

2 Steele Street, Suite B-100 (Garden Level of the Bank of the West building) corner of Ellsworth & Steele.

SET UP

We would love your help on Thursday, July 2nd to set up the Festival. As you arrive on set-up day please go directly to Production Headquarters. A volunteer will be waiting to check you in and dispatch you to a work area. We need help on all skill levels, from setting up tables and chairs to building decor. Everyone who helps will receive a t-shirt and lunch and/or dinner. Please wear closed-toe shoes, old clothes and bring gloves (if you have a pair).

STRIKE - TAKE DOWN

This event comes down faster than it went up. If you've signed up for an afternoon shift on Sunday July, 5 we need assistance both within your committee and for the entire Arts Festival site. First, please help take down your area. After your area is finished, head over to Quartermaster. The more help we have, the quicker the event will be cleaned up. If you are volunteering only for strike, please go directly to Production HQ. We will be serving a late dinner and it promises to be a lot of fun!

Remember... your enthusiasm is contagious. Most of all...have fun!!

ON SITE INFORMATION

ATM

Nine ATM machines will be located throughout the event site this year.

Accessibility Hour

This is a reserved access time for seniors, individuals with mobility concerns and those requiring less crowded conditions to view the art. Accessibility hour is scheduled from 9:00 a.m. - 10:00 a.m. on Sunday, July 5. The Arts Festival is fully accessible during all other hours to all disabled visitors and seniors.

Diaper Changing

A diaper changing station is located on Artivity Avenue.

Disability Parking

Reserved parking for vehicles with valid disability credentials is available in the Wells Fargo Bank parking lot on 1st & Detroit.

First Aid

Anyone needing medical assistance should go to the First Aid Booth at 3rd and Fillmore. Minor items such as band-aids, sunscreen & aspirin are available at Volunteer HQ.

Festival Stores

Festival Stores are placed at locations throughout the grounds. All of the Festival stores accept credit cards.

Lost and Found

Lost & Found is located at the Information Booth at 3rd & Fillmore. Items not picked up will be taken to the CCAF office after the event.

Lost Parents or Children

Direct lost persons to be reunited at the Rocky Mountain News Information Booth at 3rd and Fillmore.

Rest Rooms

Portable facilities are located throughout the site along 2nd and 3rd Avenues in the alley ways.

EMERGENCY CALLS

Contact the Festival office at 303-355-2787 or call Carol Hiller at 303-668-2322.

Thank you for all you do for the Cherry Creek Arts Festival! We could not do this without you.