



*“Celebrating and Connecting Community Spirit of Greater Seattle”*

## **2011 VOLUNTEER HANDBOOK**

## **INTRODUCTION**

Seafair was established in 1950 as an important tourism draw in Seattle and an opportunity to celebrate the City's maritime community. Now Seafair is the largest festival in the Northwest and Seattle's premier celebration, reaching well over two million people through event attendance, marketing, media and public relations. Seafair employs seven full time employees and another fifteen seasonal staff during the summer months. Seafair is governed by a forty member volunteer Board of Directors and administered by the President/CEO. Seafair also has a charitable Foundation, 501(c)(3), which supports our educational, environmental and community events programs.

Over 5,000 volunteers who manage areas and perform provide support for Seafair tasks required to successfully produce our complex events. We greatly appreciate your commitment to Seafair and your desire to making our community a better place. Thank you for giving your volunteer time, energy and talents to ensure Seafair continues to serve this important role in our region.

Now that you've committed to Seafair, we will provide you with consistent year-round communication, a positive working environment and great event experiences. Volunteers are rewarded for your efforts through incentives, awards and celebration events. We hope your time is enjoyable. Along the way, we think you'll gain a sense of satisfaction from playing a role in our success and contributing to our community.

## **2011 EVENT SCHEDULE**

Saturday, June 25      Rock 'n' Roll Seattle Marathon & 1/2 Marathon – a Seafair Signature Event

### Official Kick-off Weekend to Seafair

Saturday, July 9      Seafair Pirates Landing on Alki Beach  
Saturday, July 16      Pirate's Booty Milk Carton Derby at Green Lake

Sunday, July 24      Benaroya Research Institute Triathlon at Seafair

### Torchlight Night

Saturday, July 30      Taste of Torchlight at Seattle Center, 2pm – 6pm  
Saturday, July 30      Michelob Ultra Torchlight Run at Seafair  
Saturday, July 30      Miss Seafair Scholarship Program for Women Coronation  
Saturday, July 30      Alaska Airlines Torchlight Parade

### Seafair Fleet Arrival

August 3 – 7      Seafair Fleet Week presented by Boeing  
August 3      Parade of Ships, featuring the Centennial of Naval Aviation (1:45 – 2:15 pm)

### Seafair Weekend

August 5 – 7      Albert Lee Cup at Seafair & Boeing Air Show featuring U.S. Navy Blue Angles and special attractions Hyperlite Wakeboard Competition and Vintage Hydroplane Exhibition

### Seafair Foundation Programs

Year Round      High School Ambassador Program (8 students)  
June – August      Miss Seafair Scholarship Program for Women (11 participants)

June – August Seafair Community Events Presented by Boeing (30 events)  
Sunday, December 5 Seafair and 76 Special People’s Holiday Cruise

## **WHY VOLUNTEER?**

As a volunteer at Seafair you will be a part of more than sixty years of tradition. You will have a front-row seat for the most entertaining events of the summer. You will be a big part of our goal to connect and celebrate our diverse communities. Seafair is exciting! Thanks for being part of the action.

In a true sense of the word, Seafair volunteers work for the community and for the benefit of the festival **because they choose to do it**. You embrace the festival and believe in the positive impact it has on our city. Thank you!

As Seafair volunteers, you are not compensated, though we reimburse pre-approved expenses. You represent Seafair to the general public; however, you are not official Seafair employees. There are breaks and times to catch some of the action. We hope you enjoy your time and have an opportunity to meet Seafair staff, board members and family groups. We encourage a positive working atmosphere and there will be celebrations that recognize your efforts and our success.

## **EXPECTATIONS**

Volunteers have responsibilities to understand our goals and to produce the highest-quality event. We count on great customer service and a positive attitude. For certain positions, we will require waivers, physicals, licenses, insurance, background check, age requirements, etc. Some positions are more physically demanding than others. It’s important to identify your strengths and limitations when you complete your volunteer registration form.

Because each event venue has its own unique layout and diverse audiences, festival-wide volunteers will have to be flexible and work extra hard to be informed. Please use your best practices for dress, behavior, and maintaining a positive attitude. Remember to be alert and work as a team to anticipate and avoid any problems.

## **SEAFAIR CORE VALUES**

1. Provide *fun, quality and safe entertainment* to visitors and the people of Greater Seattle.
2. Show *outstanding customer* service to all Seafair guests, fans, sponsors, and participants.
3. Respect Seafair’s rich history and tradition, while bringing *new and relevant activities* to support our events.

## **VOLUNTEER BEST PRACTICES**

### **Have fun and love what you do!**

- You are making a difference in your community. Your support and great attitude positively impacts the lives of all other Seafair volunteers, core staff, and most importantly, participants, and attendees. **Thank you for volunteering!**

- Pass along any suggestions, complaints, or compliments to Festival Staff or your Team Leader. You are our best eyes and ears during the Festival. Tell us what works and what we can improve upon anytime of the year. You can do this by filling out our surveys and sending it in to: [info@seafair.com](mailto:info@seafair.com).

### **Represent Seafair Well!**

- Every volunteer represents Seafair in a public way. Your actions, words, and body language determine whether the customer experience is positive or negative.
- Seafair is proud of its reputation in the community for producing a first-class, high-quality festival, and volunteers play a strong role in sustaining this.
- Maintain a professional, respectful appearance in your dress and actions during all contact with the crowd.
- If problems occur with which you are not comfortable, please do not hesitate to contact a Festival staff member.
- Treat all Festival equipment and supplies as you would your own valuable property. Loss or damage to equipment can be a source of high cost to Seafair, and we ask for your support to limit unnecessary expense.
- **If you don't know, or are unsure, ASK!** There are a tremendous number of questions asked at Festival events and we do not expect you to know the answer to all of them. However, we do want to provide correct information to our event attendees and participants. So please check with someone if you can't answer a question accurately.

### **Safety is Priority!**

- *The safety of visitors and volunteers is our highest priority.* Every effort should be made to ensure public safety at all Seafair events, and report all incidents to your supervisor immediately.

### **Effective Customer Service**

- Listen well & remain calm!
- Acknowledge the customer's concern & your desire to help.
- Try to fix the problem, be solution-oriented.
- If you are unable to help, direct them to someone who can.
- Follow the Golden Rule! Treat other volunteers, staff and guests as we would like to be treated.

### **Staff and Leadership in Collaboration**

- Work and communicate effectively with your team. Talk about what your goals and objectives are and what you are going to do to get there.
- Rely on each other for support. Ask for help if you do not know how to do a task. Many of our volunteers carry years of experience and expertise.
- Refer to your nearest Seafair Staff Member or Volunteer Team Leader if there is a situation that begins to escalate.
- Follow-up. If the incident escalates to a level that requires post-event, follow-up, please pass on contact information to the event producer. Assure the customer that Seafair (the event producer or PR) will follow up.
- Pass along any suggestions, complaints, or compliments to Festival Staff. You are our best eyes and ears during the Festival. Tell us what works and what we can improve upon.

## **Personal Care**

- Get rest
- Eat right
- Hydrate
- Wear sunscreen
- Dress appropriately
- Prepare mentally and physically for the day's work ahead. We rely on our volunteers to give their best in everything that they do.
- While our goal is to have fun and provide entertainment for others, sometimes the actual implementation of this work can be stressful. If you find yourself overwhelmed, take a deep breath and remember the bottom line is to create a fun and safe atmosphere and if needed, withdraw from interactions to allow yourself to regain composure and perspective.
- If you observe extreme stress in others, try to help them by being supportive and looking for solutions to the dilemma.

## **PRE-EVENT COMMUNICATION**

Volunteer Registration on [seafair.com/volunteer](http://seafair.com/volunteer) provides us with your contact information, area of expertise, desired event and work limitations. Once your online application is submitted and accepted, we will send you a specific job itinerary. We will also send you information about your on-site contact, work location, parking, transportation and scheduled hours of work.

Volunteers will be provided a schedule of recommended training sessions to assure that we all can do our job safely and maintain high performance standards.

Volunteer information will be distributed regularly to keep you in touch with meetings, training sessions, event promotions, personnel and anything new at Seafair. You can always check out [seafair.com](http://seafair.com) to see the latest news.

## **VOLUNTEER POLICIES AND REGULATIONS**

The Seafair Festival continues to be one of the top summer events in the nation due to the tremendous volunteer and community support. We truly value and appreciate your time, talent and efforts and we want your volunteer experience to be fun and rewarding. In utilizing such a large number of individuals with diverse skills, personalities and motivations, it is crucial that the volunteers operate under specific policies and regulations designed to safeguard the people we work with and around. In an effort to continue our success, we ask that all volunteers adhere to the following Seafair Policies.

### **UNLAWFUL HARASSMENT POLICY**

Seafair is committed to providing a work and festival environment that is free of all discrimination. In keeping with this commitment, Seafair maintains a strict policy prohibiting unlawful harassment, including sexual harassment. This policy applies to all Seafair guests, agents, sponsors, staff, volunteers, vendors, participants, fans and employees. It prohibits harassment in any form including verbal, physical and visual harassment.

Sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either (1) submission to conduct is an explicit or implicit term or condition of employment or participation in Seafair; or (2) submission to or rejection of such conduct is used as the basis for employment decisions affecting the individual; or (3) such conduct results in a hostile work environment; or (4) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive environment.

Any volunteer who believes he or she has been harassed by a co-worker, supervisor, customer, sponsor, professional staff member, volunteer, vendor, participant, fan, government official or agent of Seafair, has the responsibility to promptly report the facts of the incident or incidents and the names of the individuals involved to the Leader of your Volunteer Team and Seafair Staff Risk Management team. If the volunteer is uncomfortable making a report to the President, he/she may report incidents to any volunteer member of the Seafair Board of Directors or to the current Seafair Chairman. Seafair will investigate all such claims, and, in sole exercise of its discretion, decide what action should be taken.

Please distribute and discuss this policy with your respective Seafair co-participants.

## **ALCOHOL AND DRUGS POLICY**

Seafair is strongly committed to maintaining a safe and productive work and festival environment. We are also committed to providing the best possible service. We recognize that persons who are unable to conduct their best service in a safe manner due to the effects of drugs and/or alcohol, interfere with our commitments and goals.

We expect the support of all staff and volunteers in meeting our commitments to safety and excellent service. Reporting for duty or working while under the influence of drugs or alcoholic beverages is strictly prohibited.

Sale, possession, distribution or use of illegal drugs on premises or during Seafair events or activities is prohibited. Reporting for duty, volunteering or working while under the influence of illegal drugs is prohibited.

## **DRINKING AND DRIVING POLICY**

At any Seafair event or function in which a person is participating in an official Seafair capacity, Seafair maintains a "do not drink and drive" policy. All volunteers must be aware of the danger of drinking and driving as well as the extreme negative public relations impact on the Festival that could develop through the practice.

## **SMOKING POLICY**

Smoking is now prohibited in all public buildings, including Seafair offices, conference rooms or restrooms. Seafair personnel and volunteers are expected to observe all non-smoking rules, for the sake of everyone's health.

While smoking is allowed in public parks, please be observant of appropriate places to smoke, and ensure all tobacco products are safely and properly disposed.

## **FESTIVAL VEHICLES POLICIES**

All vehicles driven by Seafair employees, interns, volunteers, sponsors and miscellaneous personnel for Seafair activities, must be properly insured and licensed. This includes both privately owned, leased or loaned vehicles. You are not authorized to drive an uninsured vehicle on Seafair business. **No one under age 21 or without a valid driver's license is allowed to drive a Seafair Festival rental vehicle.**

Seafair volunteers are expected to obey all laws and "Rules of the Road" while on Seafair business. You will have to fill out a Seafair Driver Form and be approved by Seafair Staff, if you are driving a Seafair loaned vehicle. Seafair does not endorse illegal parking or driving practices. Regardless of the urgency of time, you are not authorized to speed, drive illegally or park illegally. *Seafair will absolutely not reimburse for driving citations or Parking tickets.*

Volunteers driving Seafair official vehicles may be required to pay for the cost of and repair resulting from damage incurred while he/she was responsible for that vehicle. Should damage occur to an official Seafair vehicle, the volunteer must report the incident to the Seafair office immediately.

Official Seafair vehicles are not a guarantee each year and should be viewed as a privilege. Because Festival vehicles are well known and identifiable, vehicles must be operated in a courteous and safe manner at all times.

## **EVENT RESPONSIBILITIES POLICIES**

Seafair wants every staff, volunteer and participant to enjoy a fun, positive *and safe* experience. In order to promote safety at our events, it is recommended that staff and volunteers consider the following:

- Check your area of responsibility upon arrival for unnecessary debris, hazards or foreign containers that are not clearly marked.
- Notify a Seafair Staff Manager or Security of suspicious packages, people or activities.
- Never try to handle a security-related action yourself. Work together as a team!
- Use common sense and good judgment!

Even with the best of plans, you may encounter accidents or other event problems. Volunteers, staff and participants may play a vital role in implementing safety measures and minimizing delays arising from unexpected events. The following "do's and don'ts" should help enable those at the scene to handle a situation in the best and most effective way:

### DO:

- STAY CALM!
- Immediately notify the nearest Festival staff member or your Team Leader.
- Enlist the help of other volunteers to assist you.
- Keep the area clear of spectators in order to allow authorities or emergency equipment to enter the area.
- If there is any likelihood of injuries, notify appropriate medical services.

- Refer media to a Festival Staff member, only if and when media approaches you.
- Write up a brief description of the incident details including names of those involved, witnesses, testimonies what occurred, time, date and location of incident.

#### DON'T

- Speculate on cause, fault, or outcome to anyone, *especially the media*
- Attempt to handle a situation by yourself, notify a Festival Staff member immediately.
- Attempt to move an injured person who is not able to move on his or her own.

### **GRIEVANCES**

If you have an issue with an event situation, a safety issue, a Festival staffer, a customer or another volunteer, please report these verbally to your immediate Team Leader. If the behavior or situation persists, you may be asked to complete a written description of the action or problem by filling out an “Incident Report” form.

Seafair believes in a safe, positive working environment and we value the time and energy our volunteers contribute to the success of our events.

### **FAILURE TO PERFORM**

Volunteers who do not adhere to the policies and procedures provided above will be asked to leave the job site. It is important to avoid violations that affect our festival operations, customer service goals and the positive working relationship we promote in our volunteer groups.

### **VOLUNTEER THANK YOU**

When each event is over, there will be time to provide feedback and celebrate your successes. When the Festival is complete, all volunteers will be invited to join us for a Volunteer Celebration. This will be a great opportunity to socialize with your new and old friends, have some fun and tell some stories. We will recognize key volunteers and those who put in a tremendous effort.

### **EMERGENCY INFORMATION**

The Festival will implement an Emergency Information System should the decision be made to cancel or change an event or if there is a crisis or emergency situation that warrants such a decision. Authority to place the System into effect is delegated and limited to the Festival President & CEO, Beth Knox.

It is not the policy of the Festival to cancel an event. Should a cancellation be necessary, then only the President & CEO shall make the decision in concert or individually.

### **Thank You!**

Volunteers are the core of Seafair’s success and our connections with the community!  
We appreciate your efforts!



### **Receipt of Volunteer Handbook**

By signing below, you acknowledge that you have received a copy of Seafair's Volunteer Handbook, and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. In addition, as a Team Leader, you agree to advise volunteers under your supervision of all policies contained herein.

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Please print your full name

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Volunteer Affiliation

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Signature

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Date / Year

*Please sign and date this notice and return it to Kyle Brown, Seafair Volunteer Program*

**Kyle Brown**

**Seafair**

**Volunteer Program**

Work: (206) 728-0123 ext. 117

Fax: (206) 728-9506

[kyle@seafair.com](mailto:kyle@seafair.com)

2200 Sixth Ave., Suite 400

Seattle WA 98121