



# ANNUAL ARIZONA DRAGON BOAT FESTIVAL

North Beach, Tempe Town Lake Marina

Paddles Up! Dragon Boat Festival Volunteers!

We thank you a thousand paddle strokes over for choosing to volunteer for the Annual Dragon Boat Festival in support of diversity recognizing the importance of recreation, leisure and competitive opportunities that contribute to quality of life to anyone that wants to be an athlete.

This year's festival will offer cultural entertainment, food vendors, on-going music, a KIDZ Dragon Lair and the biggest out-of-state team turn out we've had since the 2004 Dragon Boat Inaugural. With close to 2,000 paddlers from all over the United States, we're expecting a large crowd of spectators and want the volunteers to help keep the madness to a minimum. We ask that all Volunteers act as representatives for the Arizona Dragon Boat Association (AZDBA), while being friendly and courteous to make your experience the most memorable and successful.

## Volunteer Coordinators

volunteers@azdba.org

Binal Patel 612-384-2902

Desiree Simmons 623-326-5954

Diane Escalante 480-212-3573

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## Here's your Volunteer 411 Information / FAQs / Job Descriptions

- **PARKING:** Parking is free and could park at the marina on Friday only. Parking map of different locations to park will be provided close to the festival. The Parking Attendant can also direct you to offsite Parking/Shuttle lots when you arrive at the race site.
- **CHECK IN:** Upon arrival, report to the Volunteer Headquarters/Information Central Booth to receive your Volunteer T-Shirt, assignment, and training instructions (if needed). If you're working with friends, please meet them at the Volunteer Headquarters Booth before you proceed.
- **DRESS:** Required uniform is yours Volunteer T-Shirt and it's yours to keep. Wear comfortable clothing and shoes that you doing mind getting dirty and wet since most shifts require you to be on your feet and near water most of the shifts.
- **PERSONAL ITEMS:** There is no secure place for personal items (i.e., purses and other loose items that can interfere with your volunteer tasks), so we recommend wearing a fanny pack or carrying your valuables in your pockets.
- **WHAT TO BRING:** Water is available all day at the Volunteer Headquarters Booth. Sunscreen will be provided, but you may prefer your own brand if you have sensitive skin, etc.
- **FOOD AND BREAKS:** Refreshments and snacks will be available during your shift; however, feel free to bring your own snacks and/or purchase from the event food vendors. Lunch will be provided to those working more than 4 hours and/or ending their shift at lunch time per the racing schedule.
- **CHECKOUT:** Once you've completed your shift, please make sure you sign out at Volunteer Headquarters Booth and get your certificate.

## Volunteer FAQ's

### **How do I get there?**

The North Beach Tempe Town Lake Marina is located on the North shore of the lake. The Marina is located on the North shore (west of Rural Road and south of the 202, or between Mill Avenue and Rural Road) Or from east and west bound of the 202, exit at Scottsdale Road and go north, then take first left on East Gilbert Drive. If you miss East Gilbert Drive, make left at the major light which is Curry Road then turn left (south) on College Avenue. Then just follow the signs to the Marina. You can also check out the AZDBA.com website for details as well. **If you are at Tempe Beach Park you are not at the correct place!!!**

### **Where do I park?**

You will be notified each day where to park. Parking is free and potential parking at the marina. Parking map of different locations to park will be provided close to the festival. The Parking Attendant can also direct you to offsite Parking/Shuttle lots when you arrive at the race site.

### **Where do I check in?**

Please check in at the Volunteer Headquarters/Information Central Booth.

### **Is there an age requirement?**

Yes, volunteers that are 14 and 15 years of age must have parental consent and be accompanied by parent or adult. However, if you are under the age of 18 to 16, you'll need parental consent but not have to be accompanied by an adult.

### **Do you allow groups to volunteer?**

Yes, we do. Please reach out to the volunteer's coordinators @ [volunteers@azdba.org](mailto:volunteers@azdba.org)

### **How many shifts do I have to work?**

Shifts have been scheduled for 4 hours increments: 6-10am, 10-2pm, 2-6\*pm (**\*this times varies**). When the registration comes out you must choose where and what time you want to volunteer.

### **Can I work the entire day?**

Absolutely and there is an option on the registration for all day.

### **I need a more flexible schedule; can it be accommodated?**

Because we so appreciate everyone's effort to come out and volunteer, just let us know and we'll try to accommodate your request.

### **What type of training is provided to a volunteer?**

Volunteers are expected to arrive 30-minutes before your scheduled shift at which time you be instructed on what to do for your assigned shift.

### **What if a volunteer cannot attend his/her assigned event shift?**

Volunteers will be given a schedule indicating where and when they are to report to their assignments. It is very important that volunteers keep their assignments; however, none of us have control over unforeseen circumstances. So, if a volunteer must cancel due to illness or family, please contact the volunteer coordinator.

### **What are my responsibilities as a Volunteer?**

Maintain strict confidentiality on all matters relating to their volunteer activities except in the case of child abuse or safety issues for the person or the volunteer; provide feedback, suggestions, and recommendations regarding their activities to the appropriate people; treat the people with whom they are working with respect; be themselves and have tons of fun.

### **I'll be there volunteering with friends, can we work together?**

We aim to please and will make every effort to accommodate your request, so please just let us know and we'll try to accommodate as best we can.

### **Will food and beverages be provided for volunteers?**

Refreshments and snacks will be available during your shift, but feel free to bring your own snacks, or you're welcome to purchase from the food vendors. Lunch is provided to those who work four or more hours (for those with special dietary needs, please note on sign-up form, so we can have something appropriate for you to eat).

### **Can family members and friends join me on my shift?**

No, family members or friends are not allowed while volunteering during your assigned task, unless they are scheduled to work at the same time.

### **What do we need to do prior to event?**

We will email confirmed Volunteer Schedule a couple of days before the races. Then please review and advise if there are any discrepancies and/or changes for when we are expecting you or your group. When you register you will get a email receipt showing you what you choose.

### **Can I change my position before I start to volunteer?**

Yes, you can. But if you need to show anyone where and what you did make sure that it matches what you choose during registration and on your receipt once you have applied you can edit your registration.

### **Will I be able to get documentation for the volunteer hours that I put in?**

Yes, if you need verification for school or other service organization, please note when checking out at the Volunteer Headquarters tent after you've completed your assignment that you need your certificate. If you forget you can email the Volunteer Coordinators @ [volunteers@azdba.org](mailto:volunteers@azdba.org). Either way, we can provide the certificate for you based on our checking in and out sheet.

**I'm vegetarian; will there be something for me to eat?** Absolutely! Just let us know at the time you sign-up via the form in the comment section.

### **Are there jobs that are not physically strenuous?**

Absolutely! We can find you the appropriate job; just let us know when you check in.

## **Volunteer Event Job Descriptions**

### **Pre Set-Up (Friday prior to Festival)**

Volunteers help Festival Staff with early morning race and dragon boat preparation, equipment setup, clean up, set up stage, support parking lots with traffic cones and signage, offsite event signage, timing booth, setting up tents, etc.

### **Pre Set-Up (Saturday/Sunday)**

Volunteers assist Festival Staff and vendors with early morning equipment set up, check that stage is set-up with flowers, dragon head, and chairs, set-up coolers for boat launchers/refs, start and finish tents, marshaling area, and water stations, prep volunteer food and area, etc.

### **General Volunteer Crew**

Volunteers assist with miscellaneous tasks which may include:

- ✓ interacting with teams and spectators at Volunteer Coordinator's request
- ✓ replacing volunteers during breaks
- ✓ assigning/scheduling shifts
- ✓ helping serve lunch to volunteers and/or deliver food to other volunteers on duty
- ✓ help vendors, make runs, repair, and set up miscellaneous items
- ✓ picking up trash, emptying and relining trash bins and keeping festival site clean
- ✓ clean-up festival site through the day
- ✓ report any suspicious activity
- ✓ keep all water coolers at the start, finish, and docks replenished with ice, water, and Gatorade.

### **Volunteer Headquarters/Information Booth**

Volunteers will assist with all operations based out of the booth that may include:

- ✓ check volunteers in and out at beginning or end of shifts
- ✓ issue Volunteer T-Shirts and additional information to volunteers
- ✓ assist visiting dragon boat teams
- ✓ greet media, special guests and visitors.
- ✓ distribute water, snacks and lunches to volunteers.
- ✓ maintain an organized booth area
- ✓ make sure toilet paper for port a potties
- ✓ keep booth area clean and safe
- ✓ provide/hand out festival information and goodie bags
- ✓ direct teams and public to specific event areas
- ✓ handle lost and found

### **AZDBA Information Booth**

Volunteers (preferable covered by paid members of AZDBA Volunteers) assist with all operations regarding AZDBA that may include:

- ✓ AZDBA membership, getting involved
- ✓ joining an AZDBA team
- ✓ promote Open Paddle
- ✓ handling out information
- ✓ answering questions

### **KIDZ Dragon Lair**

Volunteers work and encourage children to get involved with playing games and completing arts and crafts.

### **Parking Attendants (Marina main entrance)**

Works directly with Parking Coordinator to communicate status of Marina parking lots and Team Overflow parking locations at all times. Responsible for controlling and issuing Parking Passes for authorized vendors, entertainers, VIPs, dignitaries, festival staff and volunteers to park on Marina parking lots; directs/redirects traffic to other offsite parking/shutting locations; and monitors open/closed Marina spaces via radio with Parking Assistants staged at different Marina parking areas.

### **Parking Attendants (Entrance to Reserved Parking)**

Works directly with Parking Coordinator to communicate status of Marina parking lots and Team Overflow parking locations at all times. Responsible for controlling and issuing Parking Passes for authorized vendors, entertainers, VIPs, dignitaries, festival staff and volunteers to park on Marina parking lots; directs/redirects traffic to other offsite parking/shutting locations; and monitors open/closed Marina spaces via radio with Parking Assistants staged at different Marina parking areas.

### **Parking Attendants (Wilson Electric)**

Works directly with Parking Coordinator to communicate status of Lot 3 designated for Team Overflow parking only at all times. Responsible for allowing only Teams to park in Clear Channel Communications parking; directs/redirects traffic to other offsite festival parking/shuttle locations and monitors open/closed spaces via radio with Parking Attendant Lead at Marina main entrance.

### **Parking/Shuttle Assistants**

Works and takes direction from Parking Coordinator; greets and ensures passengers board shuttle safely, communicates any suspicious activity to Parking Coordinator.

### **Timing Runner**

Volunteers support Timing Tent and post-race results at scoring area.

### **Dock Master**

Manages, directs, and instructs Marshal/Staging and Dock Management and is responsible for ensuring the safety of everyone within the dock loading and unloading areas. Since there is a 30-minute overlap between 1<sup>st</sup> and 2<sup>nd</sup> shift start times, volunteers have an opportunity to get hands on training. Dock Master will train the 1<sup>st</sup> shift scheduled to arrive as per email on what is expected of Marshal/Staging and Dock Management. Then the 1<sup>st</sup> shift will train the 2<sup>nd</sup> shift that arrives at 9:00am.

### **Marshal / Lead**

Volunteer dedicated to assist Dock Master. Volunteer Assistant will assist in supportive role and go-between person to communicate back and forth with Start and Finish Line via radio. Also acts as Start/Finish Cheerleader encouraging, clapping and cheering on our teams and spectator participation to get excited about the races.

### **Marshal / Staging Crew**

Volunteers work and take instructions directly from the Dock Master regarding marshal staging activity which would include: tracking down teams after announcement over PA system to get to the marshal staging area, assembling teams in the designated area to be ready to board fifteen minutes before the time of its race and marshal team to dock to board the boat. Verify that the team has the appropriate count for their division. Have the race rules on hand if question come up.

### **Dock Crew Hands**

Load and unload teams from the boats. There are two dock crew volunteers per boat each responsible for loading and unloading teams safely from the boat and make sure boats are tied securely to the dock before loading or unloading paddlers. Dock crew hands must remain on the dock at all times unless instructed by Dock Master to do differently. All Dock Crew must wear PFD (Personal Flotation Device) at all times. We have three dock station. #1 main dock; #2 west dock; #3 east dock.

### **Survey Greeters**

Volunteers advise guess to complete an Event Survey Questionnaire via our website by walking throughout the festival interacting with spectators and teams to gather their opinions regarding festival likes and dislikes.

### **Cleaning Crew**

Volunteers patrol festival, walk around picking up trash near bus/shuttle pick-up and drop-off, near the docks, in the marshaling area and near the stage, remove trash bags to dumpster, and put in toilet tissue if needed in porta potties, and answering questions and report potential safety issues and/or incidents.

### **Water Stations**

Volunteers will watch over water coolers making sure that they stay full of water and ice around the festival.

### **PFD and Paddle Station**

Volunteers make sure that everyone that is in the marshalling area gets a paddle and PFD if needed and will make sure the paddle and PFD is returned to the pile. Bring any broken paddles back to the volunteer area.