



Volunteer Handbook

San Francisco FALL Green Festival 10th Anniversary!!!

November 12-13, 2011

**SF Concourse and Exhibition Center
635 8th Street & Brannan**

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Thank you!

Thank you for being a part of our Ten Year Anniversary. Those of you joining us for the first time, hold on tight, the Green Festival is an amalgam of magical experiences waiting to be had! Veterans, welcome home, we're so glad to see you twice a year!

The Green Festival could not survive without each and every volunteer, which constitute a crew of over 1,000 people in San Francisco. We appreciate your participation and support of the movement towards a socially just and sustainable economy.

We can't thank you enough for your flexibility. Like any large event, at the Green Festival, things are constantly changing. We ask that you are flexible during your shift, as we may have to position you somewhere other than where you were scheduled, if a new need arises. If you are uncomfortable with the task assigned to you, let us know.

If you have questions about volunteering or you're not sure what your shifts are, please email or call Bryan Ting before Friday, November 4th.

Email: volunteer@greenfestivals.org

For more information: <http://www.greenfestivals.org/volunteer> or www.greenfestivalvolunteers.org/sf

Volunteer Benefits

- Free Admission all Weekend
- An exclusive organic cotton t-shirt
- Optional membership to Green America and/or Global Exchange for one year
- A 10% discount at the Green Festival and Global Exchange Stores (*show your volunteer badge to the staff at the store to receive your discount*)
- A Free Coat Check, Snacks and Relaxation in the Volunteer Lounge all weekend

Free Admission

Volunteers receive **free admission** to the event on **both days**, even if you only volunteer for one shift. **If you'd like to get in free to the event before your shift begins** or if you are volunteering on Sunday and would like to come to the Festival on Saturday, please come check in at Volunteer Registration. We will verify that you are scheduled as a volunteer and provide you with your badge so that you can get into the festival easily. ***Your badge is your pass into the festival, so please hold onto it for the duration of the weekend.*** If you don't plan on attending the festival before your first shift, you will be provided with your badge at check in.

Festival Dates and Hours:

Thursday, November 10	10am-8pm (Set-Up Only)
Friday, November 11	8am-8pm (Set-Up Only)
Saturday, November 12	10am-7pm (7-10pm Resource Recovery Only)
Sunday, November 13	11am-6pm (6pm-11pm Breakdown/Recovery Only)

About Green Festivals

The Green Festival is a two-day event produced by Green America and Global Exchange with the goal of supporting the movement towards a socially-just and sustainable economy. The event features over 300 green businesses and a multitude of inspiring speakers representing various social-justice and environmental movements. For more information about the festival or to download the complete Program Guide, you can visit: www.greenfestivals.org.

Directions, Transportation and Parking

SF Concourse & Exhibition Center
635 8th Street & Brannan San Francisco, CA

**Enter on 7th Street to check-in at volunteer registration*

Please NOTE: Early morning volunteers – you may have to enter from 8th Street, there is limited security in the early morning and thus, 7th Street may be locked.

Public Transportation

Exit at the Civic Center station. You can take the six block walk down Eighth Street to Brannan, or take the SF Muni 19 bus which drops you off right outside the Concourse. Additional BART options are available at www.511.org or <http://www.bart.gov/>.

Bus Information

From Fisherman's Wharf, Russian Hill, Nob Hill, or Downtown take the SF Muni 19. From the Marina, North Beach, Downtown, or Embarcadero take the SF Muni 10 (17th and DeHaro). Or for additional bus lines visit www.511.org.

Bicycle Information

From Market Street to the Concourse, there is a bike lane going down Eighth Street. There are bike racks on the Eighth Street side of the Concourse building and a complimentary bike valet open 1 hour before the festival and 1 hour after the festival on festival days only.

Bike Valet Hours: Saturday 9am-8pm; Sunday 10am-7pm. The Bike Valet is located in the parking lot adjacent to the building on 8th Street.

Parking

There is no parking available at the Concourse the weekend of the festival. Street parking is limited but available in the surrounding area.

Volunteer Registration

Please check in before each shift at Volunteer Registration. Volunteer Registration is located at the 7th Street Entrance, upstairs to the left of the main entrance (stairs are across from the restrooms). **Upon entering the Concourse on 7th Street, simply notify security that you are a Green Festival's volunteer, and they will allow you into the building.**

Volunteer registration is located in the Volunteer Lounge. Here we have snacks, water and beverages, and a volunteer-staffed coat check for all volunteers. We invite you to relax here, grab a snack and kick back when you are not "on duty."

What to Wear and Bring

Volunteer Attire

You will be given a Green Festival t-shirt to wear during your shift upon checking in for your first shift. Please wear comfortable clothing and shoes as you may be standing and walking for most of your volunteer shift. If you are working on the Green Team, please make sure that you wear clothing you don't mind getting a little dirty.

Green Team Note: As a Green Team volunteer (or if you are signed up to work Green Team Resource Recovery) you may be outside for your shift. Please dress accordingly for the weather!

Food and Drinks

Please bring your own reusable water bottle. Green Festival is a water bottle free event, but there is a water station where you can fill your water bottle or a biodegradable cup with filtered water. The volunteer lounge will also have a water cooler available. Any reusable bottle is highly recommended so that you can keep water on you at all times and refill your bottle as needed.

Snacks will be available in the volunteer lounge, such as fruit, bars, coffee, tea and other goodies to keep you going. If you are not planning on buying food, then we recommend that you bring your meals. Delicious organic vegetarian and vegan meals can also be purchased in the food court at the festival for \$8.00-\$12.00 (most food vendors only take cash).

Other Items

We recommend you pack lightly and bring as little as possible to the festival. Essentially, we recommend that you bring a water bottle, your wallet or purse to keep on you at all times, and a jacket, coat or long sleeve shirt, in case it is cold.

Safety and Emergency Information

First Aid

Green Festival will have EMT onsite. The First Aid station will be located at the main 8th Street entrance and will be staffed during all event hours, move-in and move-out. If you need assistance, please report to the First Aid station. If you are having an emergency, please dial 911.

Lost and Found

All lost and found articles will be taken to the Information Desk in the 8th Street lobby.

Emergencies and Lost Children

In the event of an emergency, please notify the first person you see with a Green Festival Staff Badge. In the event a parent notifies the Green Festival staff that a child is missing, an announcement will be made over the loud speakers, including a description of the child, age and name. If you spot the child, please bring them to the Information Desk located in the 8th Street lobby.

Rideshare and Accommodation Options

Green Festivals does not offer complimentary travel or accommodation for volunteers. Below are some recommendations for both.

SF Green Festivals Rideshare

<http://www.pickupal.com>

Couchsurfing

Are you traveling to SF, looking for somewhere to stay more authentic than the hotel/hostel circuit and interested in meeting like-minded individuals? CouchSurfing.com, is an international cultural exchange network connecting global travelers with members of local communities, who offer free accommodation, a more personal experience with their city and/or advice. Check out their website for more information: www.couchsurfing.com

Hostels in SF

Green Tortoise Hostel

494 Broadway

San Francisco, CA 94133

415-834-1000

<http://www.greentortoise.com/san-francisco-hostel/index.php>

Hostelling International-Union Square

312 Mason Street

San Francisco, CA 94102

(415) 788-5604

<http://www.sfhostels.com/>

Other Accommodation Options in SF

For hotel information and to find out about our hotel rates, please visit www.greenfestivals.org.

Volunteer Job Descriptions

Beer and Wine Garden

Volunteers working here will make sure that people with alcohol do not leave the Beer Garden and that the Beer and Wine Garden is kept clean throughout the event. Volunteers *may* also assist with running the cash register and pouring of beverages. **YOU MUST BE 21 OR OLDER TO VOLUNTEER IN THE BEER AND WINE GARDEN.**

Bike Valet

Volunteers will be working with the Bike Valet Coordinator to manage the bike valet operation and safeguarding bikes throughout the event. Volunteers will tag each bike with a two-piece tag and store bike in valet area. Volunteers will also maintain a secure and clean bike valet area.

Box Office

Volunteers working in the Box Office may assist with running a cash register, serving as a greeter in the lobby of the box office, or working in will call. Please be prepared to handle money and make credit card transactions (you will be trained further at the festival), interface with customers, and be on your feet. You will be able to let our Box Office Manager know what your preference is at the festival. Customer service skills and flexibility are a must!

Breakdown

Breakdown consists of assisting Green Festival staff with breaking down the box office, food court, lounges, signage, stores, green team and other show management areas of the festival on Sunday evening. A large part of breakdown is assisting with the Green Team and ensuring that we reach our sustainability goals. Helping to lift heavy items can be involved. Thank you for helping us late into the night!

Exhibitor Registration

Volunteers working in exhibitor registration must be well organized, patient, and good-humored, customer-service-oriented individuals. All exhibitors are required to check in before entering the event space and to register before setting up their booth. Volunteers are responsible for checking in exhibitors, ensuring that they have provided their completed paperwork, collecting payment, and providing badges and any other relevant exhibitor information.

Fair Trade Pavilion

Volunteers working in the fair trade pavilion will assist a staff member with keeping time for the speakers, facilitating question and answer sessions, and running errands as necessary.

Global Exchange Store

Volunteers working here on Friday will assist the Global Exchange Store with setting up their booth, folding clothing, and booth design. Volunteers scheduled for Saturday or Sunday will assist the store with sales, security, folding, organizing, and stocking. Retail experience is very important for volunteers in this position.

Green America Booth

Volunteers working in the Green America booth will assist Green America staff with greeting and educating visitors to the booth about the organizations mission. Volunteers will also assist with taking photographs and downloading images into a laptop for immediate view on a large screen. Volunteers must be friendly, ideally knowledgeable about Green America, and good with digital cameras and laptops.

Green Festival Cafe

The Green Festival Cafe is part of the Green Festival Store. Ideally, volunteers with cafe or barista experience are preferred here. Volunteers will be making and serving coffee and baked goods. You must be comfortable using a cash register and have basic customer service skills.

Green Festival Store

Volunteers working in the Green Festival store will assist with selling Green Festival merchandise, such as t-shirts, bags, canteens, books, beverages, and other merchandise to attendees. Volunteers will also provide security to the store space, including the bookstore area and cafe. Retail and sales experience are a must.

Green Kid's Zone

Green Kid's Zone volunteers will help facilitate kid's programs throughout their shift, and make sure parents do not leave their children unattended (parents must stay in Kid's Zone with children). Volunteers should be comfortable working with children and with assisting in implementing various children's programs. Volunteers may also help focus attention on presenters, welcome presenters, and will assist the Green Kid's Zone Manager as needed. Professional teachers are encouraged to volunteer.

Green Team - Please see pages 9-10 for a complete description.

Information Desk

Volunteers working at the information desk must become very knowledgeable about the event as they will be asked a variety of questions and must be able to communicate special requests to event staff. Customer service skills are very important. Volunteers will be provided with all relevant information, including a map and an information binder. Volunteers will also be in charge of keeping track of lost and found items. The Information Desk will also be where lost children are brought for parents to meet them. A staff person will be available to assist

Main stage

Room hosts for the main stage, will greet attendees at speaker room doors, ensure that attendees have a wrist band/badge, and will assist in seating attendees so that speakers can start in a timely manner. Volunteers will also provide assistance with AV problems, as well as keep the rooms orderly after each speaker is finished. A Green Festival staff member will be working in each speaker room to train and guide volunteers.

Media Registration

Volunteers will sign in members of the media and provide them with the appropriate badge. Volunteers will also provide press passes, hand out necessary information and answer questions as needed. Please note the volume of media registering throughout the day varies. Because of this, we ask that you only sign up for this position if you are comfortable with some 'non-activity' during your shift. You're welcome to bring reading materials with you for this position.

Media Upload Assistant

The Media Upload Assistant will man the Marketing and Media Laptop in the Media/Speaker/Partner Lounge and assist media volunteers in uploading their images and/or video to make the material available to the Marketing team for distribution to Media Outlets. Volunteers for this position should be comfortable with computers and feel they can "catch on quick" to instruction related to this role. The volunteer will assist the Media Volunteer with connecting their equipment to the computer, downloading the images or video then filing it as instructed to ensure easy access and photographer/videographer credit.

Miscellaneous

Are you flexible and willing to help wherever we are in a pinch? Volunteers scheduled as miscellaneous will assist Green Festival staff where needed, and must be very flexible and ready to do anything! Please be prepared to run errands or fill in wherever the need arises.

Partner Registration/Lounge

Volunteers working in partner registration will assist with checking in partners, providing partners with badges and answering questions as needed. Customer service skills are very important. Volunteers working in the partner lounge will restock food and drink, greet partners and answer questions, provide a warm and welcoming atmosphere, and will keep the area neat and clean.

Partner Material Distribution

HEAVY LIFTING IS INVOLVED! Volunteers who sign up for this position should be prepared to lift heavy boxes of magazines, snacks and beverages. Do not sign up for this position unless you are comfortable with heavy lifting. Volunteers will help distribute partner materials throughout the show floor and will help stock racks and shelves with materials during their shift.

Setup

Please note that setup often involves heavy lifting! Setup volunteers will assist staff with preparing for the event on Thursday and Friday. Tasks include creating and placing signage (includes the use of some simple tools), setting up registration areas, distributing event magazines and materials for partners, setting up greening stations and signage, and preparing different areas in the event hall. If you are not comfortable with heavy lifting, you should choose another volunteer position.

Speaker & Performer Registration

Volunteers working here will be assisting a Green Festival staff person with welcoming speakers and performers in a friendly and helpful manner and providing a badge. A radio will be available, and a Green Festival staff person will be there to assist with any questions.

Volunteer Registration

Volunteers working in volunteer registration will assist with giving out t-shirts, making sure volunteers sign the volunteer waiver, and running the volunteer coat check in the volunteer lounge. Volunteers may also run errands and escort other volunteers to their respective areas.

Review of Important Information

- Please arrive on time for your volunteer shifts! Do not arrive any earlier than 5-10 minutes for your shift if possible (especially for morning shifts). It's a good idea to give yourself plenty of time to get to the Concourse. Plan ahead for traffic and travel on public transportation. Do your best to be on time!
- Please make sure you check in at volunteer registration before each shift. Volunteer registration is located upstairs on the 7th Street entrance. Enter on 7th Street and follow the stairs across from the restrooms upstairs.
- Please inform your staff manager when you need a break. Please do not leave your area without letting your staff manager know you need a break!
- Please return to volunteer registration if you can't find your volunteer area of assignment! We'll help you get there.
- We're really counting on you. If you've signed up for one or more shift, please show up for those shifts. We can't have a successful event without each and every one of you!
- Please only wear your t-shirt when you are volunteering.
- If you are not volunteering for one of the breakdown shifts on Sunday night (Green Team or Breakdown), you must leave the festival show floor at the closing of the show at 6pm on Sunday night. Thank you for your cooperation.

Thank you for volunteering! It is because of your participation as a volunteer and commitment to catalyzing the green economy that the festival is possible!

Important Green Team Information

An in effort to prepare you for your shift on the Green Team, we've prepared some information for you below. Please take a moment to read it if you are volunteering on the Green Team so that you can become familiar with our greening process. Thank you!

If you are volunteering on the Green Team, please make sure you wear good, slip resistant shoes and pants that you don't mind getting dirty. Please plan to wear clothing that is appropriate for the weather and dress accordingly.

Green Team volunteers who are sorting will be provided with gloves, hand sanitizer and a hand washing station.

What is resource recovery?

- The collection, sorting, and diversion of all 'resources,' such as compostable, recyclable, and reusable items from the landfill. At the Green Festival, 'resources' are items that serve another purpose other than typically being considered 'trash or landfill.' These items are an asset and resource to people and to the planet.

Why does the Green Festival do this?

- To minimize our impact on the landfill from the event by maximizing resource recovery.

What are our goals?

- To divert 93%-98% from the landfill at the Green Festival.

What is *my* job?

- Green Team members educate Green Festival's attendees about what we are doing, and why we are doing it. You are critical in the communication line and in making sure that each can (compost, recycling, mixed paper, and landfill) stay 100% uncontaminated. You are here to make sure everything goes in the proper can, therefore ensuring a high resource recovery rate and to reduce sorting in the back-of-the-house.

Recycling

- Plastics #1-#7 (#7 that is not PLA, cornstarch, biodegradable, compostable)
- Aluminum foil, cans and trays, metal caps and lids from cans and jars, empty and dry paint cans, empty spray cans, steel cans
- Glass (all colors)
- Mixed paper (non-soiled)

Composting

- Food waste, compostable cups, cutlery, plates, bowls (all food service products are compostable. You can verify by looking on the bottom, they are often labeled biodegradable, compostable, nature or earth friendly, PLA and generally #7).
- Napkins and paper towels, soiled paper and cardboard, soil, plants or plant materials, wood.
- Note: please put liquids in the provided liquids buckets!
- Grease DOES NOT go into compost bins or into the debris box!

Cardboard

- All cardboard should be broken down at your station and neatly stacked behind the station or placed between cans neatly. Thanks for keeping your station looking GREAT!

- Clean paper should go into the recycling can. Soiled paper should go into the compost can.

Miscellaneous Recyclables

- Please place all miscellaneous recyclables in a bag behind your station.
- We found a home for a variety of miscellaneous recycling items that would otherwise be put into the landfill. These items include:
 - Shrink Wrap
 - Clif Bar Wrappers
 - Corks
 - Honest Tea Drink Pouches

Landfill

- Tetrapaks (containers that are both foil and paper, like a soy milk carton or boxed soup carton)
- Styrofoam
- Any other material or item that cannot be composted or recycled

E-waste

- E-waste we can collect includes: CD's, cell phones, batteries, lap tops, light bulbs, and hand-held electronics.
- E-waste is generally collected at the main e-waste collection station located in the lobby on the 8th Street entrance at the Information Desk.
- If someone brings e-waste to your station, you may take it. Place it in your miscellaneous recyclables bag behind your station. It will sorted out in the back of house.