



Volunteer Handbook

www.milfordmemories.com

Table of Contents	Page
Introduction.....	3
General Information.....	3
Parking.....	3
Volunteer Information.....	4 - 5
Dress Policy.....	5
Volunteer Areas and Descriptions.....	5 - 7
Frequently Asked Questions.....	7 - 8
Ten Steps to Becoming an Amazing Volunteer...	9

MILFORD MEMORIES SUMMER FESTIVAL

Introduction

The Huron Valley Chamber of Commerce hosts the festival to provide an opportunity for a family-oriented celebration of the Huron Valley community. We celebrate its beauty, its people, and its history, while benefiting the long-term economic development of the businesses, community groups, festival partners and sponsors, and the Chamber of Commerce.

The Chamber is a non-profit organization and monies above and beyond the cost of providing the festival are donated back to the community and used to run the Chamber and provide community events throughout the year. The Chamber of Commerce is located at 317 Union Street, Milford, MI 48381. The phone number is (248) 685-7129. Chamber hours are Monday through Friday 9am – 4:30pm.

General Information

The festival runs for three days, Friday through Sunday. Festival events offer entertainment for age groups ranging from children to adults. Some of these events include the Kids Fishing Tournament, Cold Butt Euchre, Blind Canoe Race, a 10K and 5K run, and may others.

In years past the festival has featured over 250 artists. It has also been attended by more the 200,000 people per year consistently. Because of the size of the festival and the number of events, we are in need for many volunteers to help make the festival a success. Many volunteers are individuals who wish to give back to their community and who want to help ensure a wonderful, successful summer festival in the Huron Valley area.

Location

The festival is located in the Village of Milford on Main Street between Huron and Summit Streets.

Parking / Shuttle Service

Parking is available on public streets where allowed. There is no assigned volunteer parking area.

Shuttle bus service will be available from Holden's Party Store on S. Milford Rd next to Baker's of Milford and from Milford High School. There are three shuttle stops near festival grounds. The locations are:

1. Commerce and Union Streets (Milford Historical Society)
2. Huron and Main (Village Party Time)
3. Summit and Main (corner by the barricades)

Shuttle service will begin at 9:30am and run until one hour after the festival ends each day. Shuttle signs will be posted.

Entertainment

Entertainment is available all three days in various locations all around festival grounds, including the Central Park Beer Tent, Center Street Gazebo, and the Veterans Memorial Stage located in Central Park. Times and more information are available in the Milford Memories Schedule of Events, in the Milford Memories Directory, or on the festival website.

Website

The festival website is www.milfordmemories.com

Volunteer Information

Volunteer work assignments are determined by reviewing the Volunteer Application information. Certain events require adult volunteers, such as the Central Park Beer Tent, while other events utilize younger, high school aged volunteers. Volunteers who wish to work several events or more than one shift during the festival weekend may do so. There is no limit on the amount of time that a person can volunteer for the festival, though in certain situations you may not get all of the shifts that you requested. Shift spaces/times and event volunteers are on a first come first serve basis. Sign up early to get your preferred volunteer job and shift. Shifts will close as they are filled. Volunteer placement is determined by need in certain areas/events. It's essential that you provide a phone number and email address on the volunteer form where you can be reached by the Event Committee to confirm your assignment, if needed. Email is the preferred method of contact, as they may need to reach numerous people in a short period of time. Please check your email often once you submit your volunteer application.

We expect all volunteers to report for their scheduled shift. If you experience an emergency situation and are unable to work, please have someone call the Huron Valley Chamber of Commerce office, 248-685-7129, so that we can notify the event staff. If possible, we ask that you find someone to take your place. We will provide your replacement with instructions and whatever else is needed for this person to work your assignment. Please only call the Chamber office if you are unable to find a replacement for your shift.

Volunteers will receive instructions and training that is required for their assignment. Most events require minimal instruction. Training will be provided at the time you report for your shift. We will make every effort to ensure that you are prepared and comfortable with your assignment.

We will have a volunteer check-in location at the Huron Valley Chamber of Commerce office building, 317 Union Street. **You should plan to arrive at least 30 minutes prior to the start of your shift.** This will allow time for you to receive your nametag, last minute instructions, and volunteer t-shirt. Volunteers must wear the provided festival volunteer t-shirt while working the festival. No matter how many shifts you sign up for you will only be given one shirt. All volunteers should report for their shift no matter what the weather may be. The festival still goes on rain, sun, sleet, or snow!

If you are an evening Central Park Beer Tent volunteer, please report directly to the Beer Tent and you will receive your t-shirt and job assignment at that time. You must be 21 years of age to work in the Beer Tent. No exceptions!

Dress Policy

When dressing to work at the festival please remember the following:

- Dress casually and appropriately for the weather conditions.
- Remember to wear a hat and apply sunscreen on hot sunny days.
- Wear comfortable shoes.....be prepared to stand &/or walk.
- Open-toed shoes and sandals and short shorts are not permitted
- Clothing or hats with a written message or logo on them must not be offensive or promote any political party or candidate in any way.
- Bathing suits or bikini's are not permitted.

All volunteers who work a shift will receive a t-shirt, a snack, and a bottle of water.

Drug and Alcohol Policy

Consumption/possession of illegal drugs is forbidden while working the Milford Memories Summer Festival or while on festival grounds.

If a volunteer is found to be intoxicated during their volunteer shift, they may be asked to leave the volunteer program and may be referred to the Milford Police Dept for further action. Intoxication during your volunteer shift can result in your not being allowed to volunteer for the Festival in the future.

Volunteer Areas and Descriptions

All volunteers are the eyes and the ears of the festival. Any problems or concerns should be reported to a Milford Memories Committee member.

Street Patrol

Summit & Main

Commerce & Main

Liberty & Union

Canal & Union

Water & Main (and Milford Glass)

Huron & Main

Upper Parking Lot – Central Park

You will work these intersections helping to guide local traffic around the festival and answering questions from festival guests and vendors. You may also hand out schedule of events and direct people to where they can park in the local area of your intersection. Some more specific area duties: Summit & Main: Prevent festival guests from parking in the Rite-Aid parking lot. Commerce & Union: Make sure that no vehicles enter festival grounds from Commerce. Liberty & Union: During festival setup help with vendor traffic control on Liberty and making sure that the intersection is clear for traffic to proceed

forward on Union. Canal & Union: Here you will have to allow traffic to go down Canal only if they are going to Klancy's or Dr. Clark's Vet office. Also make sure that no one parks on Canal. Water & Main: Here you might have to deal with possible traffic to Milford Glass. If you have a vehicle wanting Milford Glass they can park here and walk. No thru traffic is allowed on festival grounds. Make them wait and you will help other escort the vehicle to Milford Glass. Huron & Main: Make sure that no vehicles enter festival grounds from Huron, unless it is during setup or teardown of the festival. Upper Parking Lot – Central Park: Here only allow approved vendors and entertainers to park. No other traffic is allowed in this parking area. Also make sure that people who do park do not block in the semi-trucks parked in this lot or block in the trash dumpsters. A list of approved people to park in that lot will be provided.

Other Areas

Central Park Beer Tent

Must be 21 or over to work this area. Job duties may include pouring and distributing beer, selling drink tickets, checking ID's, and/or general cleanup.

Kids Central

Job duties may include working with the children who come to the Kids Central area, helping them build crafts, and other items in the tented area. Also help keep the area clean and safe for the children coming and going. Look out for the safety of the children.

Trash Patrol

Job duties may include traveling around the festival pickup up loose and bagged trash from the trash boxes. Taking trash to the dumpster and depositing the trash into the dumpster. Wear good shoes as you will be walking the entire time during your shift.

Information Booths

Job duties may include distributing information regarding the festival to guests, such as the schedule of events and the promotional booklet. Selling bottled water. Be friendly and help guide guests to where various vendors and/or businesses are located. Become familiar with the schedule of events, event map, and vendor listing.

Chamber Office

Job duties may include answering the Chamber of Commerce office phones during the festival. Relay information to various Event Committee members over the radio system. This position should have good phone skills and will be sitting for the entire shift. Also help put letters into sandwich board signs for the current day of the festival. You also must be familiar with the Huron Valley area.

Milford Memories 5K, 10K, and 1 Mile Fun Run

Job duties may include assisting with the management of the different run/walk events we have on the Sunday of the festival. Help with check in, deliver water/snacks to runners, help with placement of different direction and mileage signs for the events. You will also be the eyes and ears of the festival for any issues that may occur in your section of the festival. Report all issues to the event coordinator.

Kids Fishing Tournament

Job duties may include assisting the children taking part in the fishing tournament. Help with holding poles, putting worms on hooks, removing fish from the hooks, and helping children actually fish.

Ice Cream Eating Contest

Assist with the management of the ice cream eating contest by getting children seated into the seats. Help scoop ice cream; put toppings on ice cream, timing, determination of who the winners are, and helping with setup/clean up of area.

Cold Butt Euchre

Assist with the running of the Cold Butt Euchre contest. Hand out cards. Read rules to tables, determine if there was a rule violation or not with event coordinator, deliver beverages from the beer tent to the area of play, help move ice blocks to the area of play before the contest begins, help move ice blocks into the river after play is over.

Hot Pepper Eating Contest

Assist with the running of the hot pepper contest. Help hand out peppers to contestants. Setup/clean-up of the event.

Equipment Truck Loading/Unloading

Help load/unload the equipment truck before the start of the festival and after the completion of the festival. This position does require some heavy lifting and the ability to lift heavy objects over your head. The ability to lift more the 50 pounds is required. Help organize the equipment truck before it leaves the storage area so that festival staff knows where certain event equipment is stored.

Volunteer Check-In/Check-Out

Assist with the check-in of volunteers when they come into the Chamber office at the start of their shift. Be able to explain what the duties of the all of the volunteer positions. The ability to multi-task is required. Hand out name tags and volunteer t-shirts. Be friendly and courteous to volunteers, guests, and Milford Memories staff members. Collect name tags upon check-out. Able to sort name tags by alphabetical order during check-out. Ability to answer questions pertaining to the festival and volunteers.

Frequently Asked Questions

1. How do I become a Milford Memories volunteer?

The first step in volunteering for the festival is to complete and return a volunteer application to the Huron Valley Chamber of Commerce. You can obtain an application by visiting our website at www.milfordmemories.com or by stopping by the Chamber of Commerce office between 9am and 4:30pm Monday through Friday at 317 Union St in downtown Milford.

2. How do you decide volunteer assignments?

Volunteer assignments are determined on a first come, first serve basis. The sooner you turn in your application the better chance that you have of working the shifts, times, and days that you request.

3. Can I volunteer to work more then one shift and/or event?

Yes, we have several volunteers who work more then one shift or more then one day. We are always pleased to have volunteers who can dedicate more time to work the festival activities. Please note that if you do work more then one shift, you will only receive one volunteer t-shirt.

4. How do I know what shift/time/event I am assigned to work?

You should plan on attending the volunteer open house in late July each year to find out what your assignment(s) are. You will be sent a postcard informing you of the date of the open house in early July. The open house is held at the Huron Valley Chamber of Commerce office located at 317 Union St in downtown Milford. Light refreshments are provided at the open house. Any assignment not picked up will be mailed.

5. When and where do I check-in at the day of my shift?

If you are working any event besides the evening beer tent shifts, you will check in at the Chamber of Commerce office. The office is open extended hours for this purpose and for the purpose of running the festival. If you are working an evening beer tent shift, you will check in at the beer tent with the beer tent supervisors. They will give you your volunteer shirt there.

6. Are there any clothing restrictions?

Volunteers must wear the festival volunteer t-shirt provided. Open-toed shoes and sandals and short shorts are not permitted. Dress casually and appropriately for the weather conditions. Remember to wear a hat and apply sunscreen on hot sunny days. Don't forget to wear comfortable shoes. We ask that you use "good judgment" if you choose to wear hats or clothing that have writing or logos on them. Clothing or hats with a written message or logo on them must not be offensive or promote any political party or candidate in any way. Bathing suits or bikini's are also not permitted.

7. When do I receive my volunteer t-shirt?

You will receive your shirt when you arrive 30 minutes before your shift.

8. Who do I notify if I cannot show up for my shift?

We ask that you please do your best to show up for your shift that you have been assigned. If for some reason you cannot the shift assigned to you at the last minute, please do your best to find a replacement. If a replacement is not available please contact the Chamber of Commerce office at (248) 685-7129 and let the festival staff know that you will not be working your shift so that we can adjust other volunteers to fill your spot.

Ten Steps to Becoming an Amazing Volunteer!

1. *ALWAYS BE ON TIME*
2. *ALWAYS BE ON TIME*
3. *ASK QUESTIONS* If you are in need of assistance or need direction, ask. We love questions! Members of the Event Committee are always around to give you a hand.
4. *TREAT EVERYONE AND EVERYTHING WITH RESPECT* All Milford Memories volunteers, committee members, vendors, and guests should be treated with respect at all times. The Festival's, Villages, and local businesses equipment and facilities should also always be treated with care. We are how people will remember the festival.
5. *BE AN ADVOCATE FOR MILFORD MEMORIES* Tell your friends, tell your mom, tell the guy who calls to try to sell you something about the amazing events, vendors, and businesses that we have here at Milford Memories. Bring your friends and family to see the events and help spread the word about volunteering.
6. *HAVE A GOOD IDEA? TELL SOMEONE* Milford Memories has been influenced by volunteers since the very first festival. Cold Butt Euchre, the kids Fishing Tournament, and the Volunteer Open House, along with many more events and things, have all come about because of volunteer suggestions.
7. *SAFETY* Whether its working trash, working Street Patrol, running the Kid's Central area, or selling water at one of the Information Booths the safety of you and the safety of the guests should be priority number one. Please use caution at all times when volunteering and never be afraid to ask for help.
8. *FOLLOW DIRECTIONS AND FOLLOW THROUGH* All volunteer work at Milford Memories is vital to the success of the festival. We rely on volunteers to complete tasks ranging from answer phones, picking up trash, to helping guests with parking and traffic issues. If an event committee member gives you directions, please follow them. Additionally, if you start a project please remember to follow through with cleanup after you finish. Please help keep the festival and our community clean.
9. *ALWAYS BE ON TIME*
10. *HAVE FUN!* Having fun is the key to having a great festival. Have a good time and enjoy yourself. That is what Milford Memories is all about! Thank you for volunteering!