



BOYS & GIRLS CLUBS
OF DETROIT LAKES & PERHAM

FREQUENTLY ASKED QUESTIONS

GENERAL VOLUNTEER QUESTIONS

Who do I contact if I have questions about my WE Fest VIP volunteer service?

Lisa McLeod – 218.204.0494 – wefestvip@bgcdl.org

Raina Askin – 701.371.2787 – wefestvip@bgcofdl.org

Mike Scolley - (week of WE Fest only) 619.241.1374

Where is WE Fest and how do I get there?

WE Fest is held at the Soo Pass Ranch located at 25526 County Highway 22, Detroit Lakes, Minnesota. During the festival, Highway 59 bordering the west side of the concert grounds will be two-way traffic – but County Road 22 bordering the east side of the concert bowl is one-way traffic, southbound only beginning on Thursday, August 5. Roads will be marked and law enforcement will be directing traffic.

When can I arrive at WE Fest?

You can begin arriving at WE Fest on Tuesday, August 3 at 8:00am. If you wish to arrive on Tuesday, make arrangements ahead of time with Lisa or Raina.

Where do I check in to get my festival/shift wristband, and also camping/parking credentials?

Check-in will be on Wednesday, August 4 between 12pm-8pm. If you arrive outside of the hours or day listed above, you will need to contact one of the staff listed above directly AHEAD of time to schedule a time to pick up your credentials.

To get your festival and camping/parking credentials, you must check in with Boy's and Girl's Club WE Fest staff with a valid photo I.D. card (e.g., driver's license or other government I.D. or student I.D.). If you are a minor that does not have a photo I.D., please check in with the adult who will be responsible for you at WE Fest.

Volunteer check in is located immediately inside the east entrance to WE Fest off of County Highway 22. When you turn into WE Fest from County Highway 22. A Boy's and Girls Club tent with a banner will be on your right.

At check you will:

- Get volunteer t-shirts
 - You will receive one t-shirt for each shift worked. T-shirts are an added expense for the Boys and Girls Club, so if you are able to wash and wear it again, please let us know!

- Sign needed waivers, if not already completed online
- Receive wrist band and parking/camping/shuttle credentials
- Verify shifts you are working

If you are coming from out of town and are running *slightly* late to make it before credential distribution, please call Lisa or Mike.

What kind of credentials will I receive from WE Fest?

If you are RETURNING 3-Day volunteers (camping or working all three festival days), you will receive WEEKEND staff wristband and your camping or WEEKEND parking pass. Weekend staff will only need to check-in for credentials ONCE with Boys and Girls Club VIP Staff.

If you are NEW 3-Day volunteers (camping or working all three festival days), you will receive DAILY staff wristbands and your camping or parking passes. First-time weekend volunteers will need to check in with Boys and Girls Club VIP Staff each day before your shift for credentials.

If you are DAILY staff (not camping and working less than all three festival days), Boys and Girls Club VIP Staff will give you a DAILY staff wristband credential and a parking pass for your FIRST DAY only. Daily staff must check-in with Boys and Girls Club Staff EACH DAY to receive a new DAILY staff credential and parking pass.

Keep in mind that not everyone receives the same credentials because they differ for each individual depending on shift, days working, transportation, etc. Lisa and Raina have requested the specific credentials you need for your individual situation. If you have any questions about the credentials you receive, please contact Lisa or Raina. You must meet with Lisa, Raina, or Mike before your first shift to sign a volunteer waiver and receive the t-shirts you will wear to your volunteer shifts. If you requested a shuttle pass instead of a parking pass, Lisa, Raina, or Mike will provide you with your shuttle pass when you check in with them.

Once I get my credentials, then what?

If you are NOT camping but are working all three festival days, once you have received your credentials, parking pass, signed your volunteer waiver and received your volunteer t-shirt(s), you are all set until it is time to report for your first shift.

If you are NOT camping and are working less than all three festival days, once you have received your first day's staff wristband, first day's parking pass, signed your volunteer waiver and received your volunteer t-shirt(s), you are all set until it is time to report for your first shift. If this is your situation, remember that you must check-in 10 minutes before your next shift at the VIP tent with Boys and Girls Club VIP Staff to get your new daily staff wristband and daily parking pass before your next

shift(s). Please give yourself ample time to park your car and arrive at your shift on time.

If you **ARE** camping at WE Fest, once you have received your weekend staff wristband and weekend camping pass, you can proceed to Oatfield Campground on 130th Ave. Campground staff will check your credentials when you arrive there and lead you to our volunteer camping area. Your vehicle camping pass must be displayed in your vehicle at all times and you must be wearing your staff wristband. Please carry an I.D. with you at all times.

Credentials, camping, and parking are in exchange for your volunteer service. If you do not complete your volunteer obligations, your credentials will be cut off and all pass privileges revoked.

What do I need to know about WE Fest staff/volunteer parking?

Staff parking is located in the Oatfield Campground area off County Road 22 and Nodaway Drive/250th Ave (see map). When you arrive, you will be directed where to park. It is within walking distance, but a Wefest shuttle is provided between 7am and 1am to and from Oatfield to the EAST entrance. (There is no set shuttle schedule so allow time for transportation.)

Be sure to fill in any information requested on the parking pass (name, license plate number, phone number). If an Employee ID is requested, write "Boys & Girls Club". Failure to complete the information requested and properly display your parking pass will result in your car being towed. Please follow the directions carefully.

If you have a DAILY staff parking pass (e.g., Friday parking only), your vehicle cannot remain in staff parking overnight. If it is left here, it will be towed and you will be responsible for retrieving it and paying any towing and impound fees.

Remember that County 22 will be changed to a southbound only one-way on Thursday, so after that time you must enter the staff parking lot from the north.

What do I need to know about the free shuttle?

If you have requested a shuttle band from Lisa, Raina, or Mike instead of a parking pass, they will provide that to you. The WE Fest Credential Office does not have shuttle passes. If you need a shuttle pass and haven't received one, please contact Lisa, Raina, or Mike.

The shuttle begins running from the Becker County Fairgrounds(or any other shuttle locations) at Noon on Wednesday, Thursday, Friday, and Saturday. You may park your car in the fairgrounds parking lot for free.

If your volunteer shifts at WE Fest begin earlier than 1:00pm, you should request a parking pass from Lisa and Raina and drive to WE Fest instead. If you are riding

the shuttle, please give yourself plenty of time to ride, disembark, and walk to your check-in/work areas so you can begin your shift on time.

The shuttle stops running each day after the concerts are over. If you miss the last shuttle back to the Becker County Fairgrounds, you will be on your own to get back to town.

Is our volunteer group camping altogether? Who else is in our campground? Is there electricity? What about showers and bathrooms? How secure are my things?

Our group will be camping in the same general vicinity near the entrance to Oatfield Campground. Campground staff will request that you park in a specified area. Oatfield Campground will also be home to other festival goers - please be respectful of your neighbors. There is no electricity in any Wefest Campgrounds. If you require electricity, you must provide your own generator. A portable shower trailer will be available and it is our understanding that access to the shower will be available round the clock. Porta Potties are also available, Boys and Girls Club is trying to secure a private porta potty for our volunteer camping area. As for security, keep in mind that there will be many people in the campground at all hours of the day. Be sure to secure your items by locking them in your vehicle or camper

What do I need to bring to my shifts?

You will be supplied with everything you need to succeed during your shift. You will have access to soft drinks and water while you work, so there is no need for you to bring anything along to drink. If you think you might need a snack during your shift, feel free to bring along a ready-to-eat item like a granola bar, a piece of fruit, etc. If you must bring a purse or bag with you, be sure it is something you can manage because we do not have a secure locker or area to store things for you. Please do not bring lawn chairs to your shift because there is nowhere for them to be stored while you work. Please carry an I.D. with you at all times when you are at WE Fest.

What should I wear to my shifts?

All volunteers must wear the Boys & Girls Club t-shirt issued at check-in to their shifts. **Please remember that you are representing the Boys and Girls Club, so attire must be respectable, which will be at the discretion of the Boys and Girls Club Volunteer Coordinators.** Be sure to wear comfortable shoes as you will be on your feet for the entirety of your shift. If you are working in VIP Dining or Employee Dining, please wear closed-toed shoes.

Where do I report for my volunteer shift?

For FOOD SERVICE and BEVERAGE shifts go directly to your work area and report to the Boys and Girls Club Shift lead in that location. **You must check-in**

when you arrive and check-out when your shift is completed. Please arrive 10 minutes before the start of your shift.

- VIP Hospitality is located to the east of the stage in a big white tent. Enter the area just to the south of the VIP Hospitality tent. Security may ask to see your credentials – so just be sure to have your staff wristband ready to show them. VIP Hospitality volunteers please look for the Boys and Girls Club shift lead in the bright yellow shirt.
- Staff Dining is located in tents to the north side and directly behind the Saloon.

Why do I need to sign in and out for my shifts?

Signing in and out for your shifts is important because food and beverage managers and Boys & Girls Club managers need to account for volunteer attendance and also keep close track of all volunteer hours completed. Remember that the club is paid for each volunteer hour so we need to make sure records are accurate!

Will I receive a break? What if I have to use the restroom?

You will receive short breaks during your shift, if needed. If you need to use the restroom or leave your work area, please let the manager know before leaving your area.

What do I do if I need to leave my shift early or can't work my shift at all?

When you committed to volunteering, we placed you on a schedule that WE Fest caterers and beverage managers are counting on being fulfilled. We – and your fellow volunteers – need you to show up for your shifts on time and work until you are dismissed at the end of your shift. Please make every effort to do so. However, we do understand that emergencies occur – so if something happens to prevent you from working some or all of your shift, call Lisa or Raina immediately to talk it over with them.

Am I allowed to use my cell phone during my shift?

Cell phones are permitted, but please keep use to a minimum. You will be busy during your shifts. Please take care of phone calls, texts, etc. before or after your shift.

Will I receive meals or drinks?

Volunteers **WILL** receive staff meals after their shift is completed (or as scheduled by Volunteer Coordinators). We strongly encourage volunteers to eat before their shifts or to bring along a small snack in case you become hungry during your shift. All volunteers are expected to report for their shifts sober and ready to work. Alcohol is strictly prohibited while you are working. Volunteers are not allowed to hang out in the VIP Hospitality area when they are not working.

If I am camping, can I go into town?

Yes. If you'd like to go into Detroit Lakes, you can drive your car there. If you do leave the campground with your car, be sure that your camping/vehicle credentials are on your vehicle before you leave or you will not be able to get back into the campground. If you don't have access to a vehicle to drive into town, talk to the Volunteer Coordinators about a shuttle pass.

Can I keep my volunteer t-shirts?

Yes. You are welcome to keep them – however, Boys & Girls Club staff will collect t-shirts that volunteers do not wish to keep so that they can be washed and put away for next year. If you do not wish to keep your t-shirts, returning them will help our Club save money when we do this again next year.

What time do I need to leave the campground on Sunday?

There is no rush for you to leave WE Fest on Sunday. Some campers will move out early, while others will take their time packing and saying goodbye to their friends. Most campers will leave WE Fest by early to midafternoon.

BEVERAGE SERVICE QUESTIONS

Is ID/compliance training required this year?

WE Fest will have managers on-duty in the VIP Hospitality bar at all times. A WE Fest manager will provide our beverage servers with all of the information needed about checking IDs and compliance as well as oversee compliance throughout all beverage shifts.

Where do the tips go?

Tips received at point-of-service or in the tip buckets are used by Boys & Girls Clubs of Detroit Lakes & Perham to support afterschool and summer programs for 850+ local kids. Periodically, a representative of the Boys & Girls Club will empty the tip jars. Make some noise to thank patrons when they leave a tip – let them know their support for kids is appreciated! **At no time do volunteers keep any tips - tips are property of the Boys and Girls Club!**

QUESTIONS ABOUT BOYS & GIRLS CLUBS

What is the mission of Boys & Girls Clubs of Detroit Lakes & Perham?

The mission of Boys & Girls Clubs of Detroit Lakes & Perham is “to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.”

What programs and services are offered by Boys & Girls Clubs?

Club programming is focused on three areas: academic success, healthy lifestyles, and good character and citizenship. Our professional, caring staff seek to help children develop competence, usefulness, belonging, and influence in order to enhance their self-esteem – ultimately helping them achieve their full potential as young men and women. Through fun, engaging programs and activities, kids

attending our Clubs can be successful at home, at school, and in all areas of their lives.

During the school year, our Clubs arrange transportation from our local schools to our Clubs each day. We offer a healthy afternoon snacks at both of our locations, as well as a full, nutritious dinner each evening at our Detroit Lakes location. During the summer, our Clubs provide breakfast, lunch, and an afternoon snack to all children each day.

In addition, our Clubs support families and children through its mentoring program, family engagement activities, partnerships with community support agencies, and its referral network. Our Clubs also encourage older members and families to get involved in volunteer opportunities at our Clubs and throughout the community.

Who can attend Boys & Girls Club? Is the Club only for disadvantaged youth?

Any child between the ages of 5 and 18 is welcome to attend Boys & Girls Club. Our Clubs do not discriminate on the basis of gender, race, ethnicity, color, national origin, ancestry, religion, sexual orientation, socioeconomic status, language, disability, or immigration status in admission to our educational programs or activities.

It is a common misconception that Boys & Girls Clubs only serve children who come from low-income families. While many Clubs have a higher percentage of members who come from low-income families, single-parent homes, and other disadvantaged backgrounds than children from affluent homes, all kinds of kids and families make use of Club afterschool and summer programs. The phrase in our mission “especially those who need us most” should be interpreted broadly – in fact, we believe that every child needs us most. Some kids may need a safe place and a meal, while others may need a mentor, a tutor, or a friend. Every child can benefit from the Boys & Girls Club experience, and every child is welcome at our Clubs.

When is the Club open?

During the school year, our Perham Club is open weekdays before school – and both of our Clubs are open each weekday afterschool. During the summer, our Clubs are open Monday through Friday from early morning until late afternoon. Our Clubs are also open on some school days out (e.g., school holiday breaks), but if school is closed due to bad weather, our Clubs are also closed.

How much does it cost for a child to attend Boys & Girls Club? Is any financial help available?

Each child who attends Boys & Girls Club must be a member. The annual membership fee is \$75 per child. Our Clubs do not charge any additional fees during the school year. During the summer, our Clubs charge a flat fee of \$20 per day, per child. Scholarships are available to help families cover the cost of membership fees and summer daily fees.

What other volunteer opportunities or events do Boys & Girls Clubs of Detroit Lakes & Perham host?

There are several opportunities for volunteers to get involved or for individuals to participate in special events throughout the year. For more information about opportunities to engage with our Clubs, visit our website at bgcdl.org.