

# VOLUNTEER Handbook



Redmond  
Parks and  
Recreation



# WELCOME!

## THANK YOU FOR JOINING TEAM REDMOND!

Hello, and thank you for volunteering for City of Redmond Events. Our events would not be possible without your contribution and we are grateful for your volunteerism. We look forward to working with you and hope that you have an wonderful experience volunteering with us!

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# GETTING STARTED



## SIGNING UP ON SHIFTBOARD

1. Visit [www.Shiftboard.com/RedmondVolunteers](http://www.Shiftboard.com/RedmondVolunteers)
2. Log in or Create an Account
3. Join teams of interest
4. Go to Calendar view and view July (Derby Days Shifts), August (So Bazaar Shifts), or **December (Redmond Lights Shifts)**.
5. View and reserve shifts
6. Mark your Calendar!
7. Await communication from our staff regarding your shift & plan for your volunteer shift

## VOLUNTEER WAIVER

- All volunteers must sign a waiver
- Volunteers under 18 must have their waiver signed by a parent or guardian
- Volunteers under 11 must also be accompanied by an adult during the entire volunteer shift
- Our volunteer waiver can be found on Shiftboard.
- A completed waiver covers you for the entire calendar year—no need to submit one for each event in the same year.



# PREPARING FOR YOUR SHIFT

## WHAT TO WEAR

- Dress for the weather. Please remember that you are representing the City of Redmond at a family friendly event.
- Depending on which event you are volunteering for, you may be asked to change into a volunteer t-shirt when you check in.
- Closed toe shoes are mandatory.

## PARKING

- DERBY DAYS – City Hall Garage
- SO BAZAAR – Redmond Town Center or nearby street parking
- **REDMOND LIGHTS**—*City Hall*

## ARRIVING AT YOUR SHIFT

- Plan to arrive at least 150minutes prior to your shift.
- Please be aware that while there are no official breaks during volunteer shifts, you are always encouraged to take breaks as necessary, and we will have snacks and water available at Volunteer Check-In.
- Please bring only what you need to the event. Small bags/coats can be stored in the Volunteer room, but we ask that you keep your valuables on your person (Phone, wallet & keys especially!) While we aim to always have a staff member monitoring Volunteer room we cannot guarantee the safety of your belongings if you are to leave them unattended.

# WHAT TO EXPECT



## VOLUNTEER CHECK IN

- All volunteers must enter through Volunteer Check in. At this time, you will sign in and turn in your completed Waiver.
- Volunteer Check in Locations:
  - DERBY DAYS—Redmond Senior Center
  - SO BAZAAR—Information Booth
  - REDMOND LIGHTS— *Volunteering Location Dependent*
    - Redmond City Hall—City Hall Lobby
    - Down Town Park—information booth
    - Redmond Town Center—City of Redmond Info Booth
- Once Checked in, City Staff provide you with a volunteer badge. Volunteer staff will tell you about your position and take you to the location where you will be volunteering.

## VOLUNTEER CHECK OUT

Upon completing your volunteering shift, please return to the Volunteer Room, and sign out so we can accurately track your hours.

## FOOD

- The City will provide various snacks, protein snack boxes small and water.
- If your shift will be taking place during/through a meal time, you may choose to pack your own lunch/dinner if you have dietary restrictions .



# THINGS TO REMEMBER

## **PLEASE BE FLEXIBLE**

Like any large event, City of Redmond Events are constantly changing, as are our volunteering needs. 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, please let us know and we will happily find you an alternative task.

## **GENERAL EVENT SUPPORT VOLUNTEER DISCLAIMER**

If you are signing up for a General Event Support position, the tasks you may be asked to perform are varying and could include (but are not limited to) helping with setup, vendor load in, waste management, cleanup tasks etc. This shift is specifically designed to be flexible and is much more fluid than other volunteering positions.

## **WE ARE COUNTING ON YOU!**

All of our events are Rain or Shine! If you've signed up for a shift, please make every effort to follow through with your commitment. If your plans change and you are unable to attend, please adjust/delete your Shiftboard reservation.

# QUESTIONS?



## **Can't remember what shift(s) you signed up for? Need to adjust or delete your reservation?**

- Shiftboard is your best resource for confirming, adjusting or deleting your shift. Before contacting us for support, please log in to your Shiftboard account and attempt self-service.
- Shiftboard is very user friendly and keeps track of your reservations, allowing you to change or remove shift reservations. Because Shiftboard is so comprehensive, you will likely discover the solution to your problem quicker than we can respond to email/voicemail.

## **Still experiencing technical difficulties after troubleshooting on Shiftboard?**

- Not to worry, if you're having trouble operating Shiftboard and need to speak with a representative from our team, we are more than happy to help you ensure that you are signed up for your chosen volunteering shift. We are also able to adjust or delete your reservation on your behalf.
- For Shiftboard support, please email [events@redmond.gov](mailto:events@redmond.gov)

## **Have more questions about the event or volunteering requirements?**

- Contact the Event Team : [events@redmond.gov](mailto:events@redmond.gov) or call 425-556-2349