Dear Volunteer,

Welcome to the Philadelphia Folk Festival—three days of music, crafts, and fellowship which is only made possible by your commitment and dedication, along with that of the over 2000 other volunteers that help orchestrate and run this event. Your participation helps to ensure that all of us on site will have a safe and pleasant experience.

The Philadelphia Folk Festival is sponsored by the Philadelphia Folksong Society. The festival is the primary fund-raising event for the society and its profits benefit a variety of cultural programs supported by the society throughout the year. **All volunteer must be PFS members**, and there is a Festival Associate Membership available (for $15.00) if you do not wish to join as a full member. You must have a paid-up member to pick up your badge and access to the Festival. We encourage everyone to become full members of the Folksong Society. Among the many benefits full membership includes admission to the monthly concerts featuring top artists in folk music, discounts to other PFS events and the right to vote for the Board of Directors who oversee the Folksong Society and Folk Festival.

Thank you for being a part of this unique and special event.

The Security Committee Senior Staff:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairman</td>
<td>Les Smalley</td>
</tr>
<tr>
<td>Assistant Chairman</td>
<td>Barbara Blau (Personnel)</td>
</tr>
<tr>
<td>Assistant Chairman</td>
<td>Al Tropiano (Operations)</td>
</tr>
<tr>
<td>Front Desk Director</td>
<td>Norma Bourdon</td>
</tr>
<tr>
<td>Pre-Fest Operations Supervisor</td>
<td>Diane Hull</td>
</tr>
<tr>
<td>Operations Supervisors</td>
<td>Joe Kelly</td>
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<tr>
<td></td>
<td>Lisa Gohr</td>
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<td></td>
<td>Justin Grant</td>
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<td></td>
<td>Ned Bloom</td>
</tr>
<tr>
<td>Security Central Operations Supervisors</td>
<td>Cliff Dilg</td>
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<td></td>
<td>Joe Oberholtzer</td>
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<td></td>
<td>Larry Sipple</td>
</tr>
<tr>
<td>Radio Room Director</td>
<td>Tim Martz</td>
</tr>
<tr>
<td>Annex Director</td>
<td>Kirsten Bourdon</td>
</tr>
</tbody>
</table>

**INTRODUCTION**

As a Volunteer, you are the representative of the festival to the paying customer. It is very important that you have a basic understanding of festival policies, are familiar with the layout of the festival site, and be able to answer patrons’ questions in a friendly and courteous manner. It is a good idea to have a copy of the program with you at all times, so you can assist paying guests with questions about specific performances and workshops.

**UPON ARRIVAL AT THE FESTIVAL**

- First, report to the VOLUNTEERS HQ (adjacent to the Main Gate, opens Wednesday at 3:00 PM) to sign-in with the Volunteers Committee and pick-up your BADGE.
- Then report to the SECURITY FRONT DESK for REGISTRATION, SHIFT SELECTION and your CAMPING WRISTLET. You will not be permitted in the campground without a wristlet!

**REPORTING FOR SHIFTS**

Every Security Volunteer will be required to work three (3) shifts during the four-day weekend. Shift hours and duration vary based on the specific duties involved, but are typically about 6 hours long.

- **Always Wear Your Badge:** It contains the Festival year, your name, number, committee, position, and access codes. Please try not to lose your Badge, it’s difficult, time-consuming and very annoying (to you!) to replace.
- **Crews on shift wear vests:** Pick up at the start and return at end of your Shift at the Security Headquarters.
- If you cannot make a shift for any reason, it is YOUR RESPONSIBILITY to contact the Security Front Desk as soon as possible. Failing to attend your shift without prior notification will result in your Badge being “flagged.” You will lose all of your volunteer privileges and may be requested to leave the Festival, and you will not be asked back to volunteer in future years.
BE PREPARED FOR YOUR SHIFT

- **Be on time:** Arrive for your shift at least 15 minutes before the scheduled start time. Meet at the Security Headquarters immediately in front of the Annex. Look for other crew members, your Group Leader and Crew Chief. Assemble quickly—your fellow volunteers in the field are waiting to be relieved, just as you will be at the end of your shift!

- **Plan Ahead:** Pack a small knapsack/hip pack with your water bottle, jacket, hat, sunscreen, insect repellent, rain gear, working flashlight, snacks, etc. Once on shift, you will not be permitted to return to your campsite for supplies. Nor, can you store anything at the Annex or Front Desk.

- **Wear appropriate shoes:** The grounds are rocky. Flip-flops and bare feet are NOT permitted while on shift.

- **Plan your meals:** Eat before coming on shift. With very few exceptions, you will not be able to get a meal at the food tent while on duty. The shift schedules have been designed so that no shift completely overlaps the Food Tent schedule.

- **Be of Sound Mind and Body:** Be alert and presentable. You represent the Festival while on shift. You cannot use or be under the influence of either illicit drugs or alcohol while on duty. If you are, these are grounds for your immediate removal from the Festival and you may be turned over to the state police.

- **Basic Expectations:** Be sure you understand what is required of you at your post and the name of that location. ASK YOUR CREW CHIEF if they don’t tell you first! Know where the two closest Field Telephones are and how to use them. If you need immediate assistance, pick up the phone, ask for the Security Back Desk, inform the dispatcher of your name and location, and briefly describe the situation. Inform your Crew Chief as soon as possible of the problem and tell them you called it in to the Back Desk. It is a good idea to have a copy of the program, so you can assist paying guests with questions about specific performances and workshops.

YOUR RESPONSIBILITIES

1. CONTROLLING ACCESS

Sometimes your assignment will be to stay at a position and check people passing through that point. This is done by checking wristlets, badge numbers and badge icons.

**GATES:** Around the perimeter and between different areas.

- Sensitive areas are more tightly secured (i.e., Back Stage, Hospitality, our Headquarters and the service compound or the Exec Trailer). Entrance to these areas is permitted only to Badge Holders and only if their Badge has the proper access code symbol.

- **Different symbols** (e.g. 'F', 'E', 'B', 'H') are used to indicate approved access through different gates or to other restricted areas.

- When assigned to control a Gate, check the sign posted nearby to see which symbols are permitted access to that area. If in doubt, ask your crew chief when you are posted at a location about access codes allowed. You must enforce the access restrictions!

- You will also be checking every Badge Number against a “Hot Sheet” (see below).

**BRIDGES:** DULCIMER GROVE BRIDGE and CAMP PATH BRIDGE (shared with Camping)

- Controlled access between the CONCERT AREA and CAMPING AREA

- Most hours: Anyone with a valid, intact CAMPING WRISTLET may pass over bridges

- Individuals with Volunteer Wristlets must also display a valid Badge

- During Sweeps: Dulcimer Grove Bridge closed to EVERYONE, including Volunteers

- When stationed at a Bridge, check to know exactly what is status and who can/cannot pass

**CHECKING BADGES AGAINST THE HOT SHEET**

- **HOT SHEET** – a list of Badge Numbers, which is periodically updated and distributed to all control points. It is the often only way to get in contact with one of the nearly 2500 Festival Volunteers. You have to check the Badge number of every badgeholder - volunteers, vendors, craftsmen, etc.

- **If Badge Number does not appear** on the Hot Sheet, the Volunteer is OK to pass as long as they have the right access code.

- **If Badge Number does appear** on the Hot Sheet, confirm it as either a **YELLOW FLAG** or **RED FLAG**:
  
  - **If it is a YELLOW FLAG,** inform the Badge Holder there is a message waiting for them at their committee headquarters and that they should communicate with or report to their headquarters immediately. Notify your Group Leader or Crew Chief so the HOT SHEET can be updated before its next scheduled redistribution.

  - **If it is a RED FLAG,** this person's Badge – for whatever reason – is no longer valid. This
Volunteer will need to have a new Badge re-issued and MUST BE ESCORTED DIRECTLY TO THE SECURITY BACK DESK. Contact your Crew Chief (or use the near-by Field Telephone). Alert them of the Red Flag, and they will determine how to handle the escort.

Never accuse a Red Flagged Volunteer of doing anything wrong, simply explain there's a problem with the Badge (such as duplicate Badge numbers) and you need to arrange an escort to Security Back Desk where everything will be cleared up.

When stationed at a Bridge or Gate, use your common sense. Try to remember faces. If a person walks in and out several times, their Badge Number is not on the Hot Sheet, and their access code is cleared for entrance, there is no need to check their Badge every time, until a new Hot Sheet is issued.

2. CROWD CONTROL

FIRE LANES
- The seating layout is planned to maximize the visibility and enjoyment of the entire Audience.
- Pathways must remain clear to allow Medical Personnel and others to move about freely.

Guests walking up or down the hill, or dancing along to the music are OK, however they can not stop or stand alongside a fence, block others' view or drop blankets or chairs in the pathway.

Be firm, but polite when asking people to move along.

END OF CONCERT SWEEPS
- The concert area must be cleared of EVERYONE & EVERYTHING. We clear everyone from the area; the Sanitation/Recycling Committee clears everything else
- All Security Volunteers (except those on shift) are welcome and needed!
- Meet at the TANK STAGE, join hands, walk forward in one long line, and funnel out guests. Senior staff members will be there directing you. The end of concert sweep is performed after Evening Concerts (about midnight on Friday & Saturday, and approximately 10:00 pm Sunday)

3. DEALING WITH INDIVIDUALS

MEDICAL EMERGENCIES
- There is a “triage” tent staffed by the Medical Committee by the entrance to Security’s headquarters to handle minor issues when the public is permitted in the concert grounds.
- The Concert Side Medical Tent is located behind the Security HQ, just outside the Cattle Gate. Non-volunteers must be escorted through the Service area if they need to visit the Med Tent.
- Field medical assistance: contact your Crew Chief or use a Field Telephone. A Medical Team will be dispatched ASAP. Keep the crowd back from the injured person, and watch for Medical Team (you can see them a whole lot better than they can spot you in the crowd!).
- Campground Area Medical Tent is inside the main Camping Entrance, near the General Store.

LOST CHILDREN (or Parents)
- Arrange immediate escort to the Information Booth/Lost and Found, inside the Main Entrance. The Main Stage will be contacted, an announcement will be made, the families will be reunited.
- Do not leave your post unattended. Contact your Group Leader or Crew Chief to arrange an escort.

FENCE JUMPERS, SHOPLIFTERS, NON-BADGED “VENDORS” & ROWDY GUESTS
- The selling or distribution of merchandise, literature/pamphlets, or any other items anywhere on the Festival Grounds is expressly prohibited without the prior written permission of the Festival management.
- No unauthorized audio or video recording is permitted.
- Rowdy or drunk guests – stay calm, speak quietly, and defuse the situation in a polite, professional manner.
- DO NOT CONFRONT these individuals directly.
- Specially trained personnel (Security Central) will handle these difficult situations.
- Get a good description of the offending individuals and keep them in sight if possible.
- Telephone the Back Desk for assistance, or contact a Crew Chief for help.

PLEASE NOTE: SMOKING IS NOT PERMITTED IN THE CONCERT GROUNDS OTHER THAN IN THE DESIGNATED AREAS: BY THE SPOT-A-POTS OR OUTSIDE THE MAIN GATE.
**SUPPORT SERVICES & PRIVILEGES**

**Field Telephones:** Throughout the grounds are emergency telephones. When you go on Shift, note the location of the phone box nearest you. If you don’t see a phone, ask your crew chief or group leader to point out the closest one. If there is an emergency, pick up the phone. Ask the operator to be connected to Security Back Desk, or follow the directions on the inside of the box. Calmly describe the problem and your location. Listen for and follow instructions.

**Food Tent and Security Annex:** Throughout the Festival (Thu-Sun), Volunteers are provided with two free meals per day. Your Badge is your meal ticket. Plan to eat before or after your shift – Do not expect to be able to go eat at the Food Tent during your shift. The Annex provides all volunteers (not just the Security volunteers) with light snacks and drinks during their shifts and throughout the day. Crew Chiefs may use the Annex to bring their Crew Members cold drinks, coffee, soup, etc.

**Security Central:** Security Central is a specially prepared and trained team within the Security Committee to relieve you of the responsibility of handling difficult situations. They are dispatched from the Security Back Desk and can be contacted through your Crew Chief or via a Field Telephone. They are also available to help with any situation where you just need some extra bodies (very heavy crowds in Fire Lanes or around stages, for example).

**Bathrooms:** For Volunteers only, a special air-conditioned trailer is brought in that includes men’s & women’s facilities. Access to the Service Area where the trailer is parked is by valid Badge only. There are plenty of Spot-a-Pots in both the campground and concert areas.

**Communications:** The Communications Committee equips the Crew Chiefs, Operational Supervisors and Security Central personnel with Field Radios. They also maintain and answer all Field telephones and answer outside calls. If there is an emergency and someone not at the Festival needs to contact you, tell whomever that they should call the Festival at 610-287-7818, ask for the Security Back Desk and that you work for the Security Committee.

**Front Desk & Registration:** The Security Front Desk is where you register, pick-up your schedule, camping wristlet, etc. Upon arrival at the Festival, immediately after picking up your badge at the Volunteers Committe HQ (right next to the Festival’s Main Gate), your next stop should be the Security Front Desk to confirm your arrival with us, select (or verify) your work scedule, and pick up your camping wristlet prior to entering the Campground.
WHAT TO BRING TO FEST

1. Prepare for the Heat, Cold, Rain, and Shine. (and everything in between)
   - Rain Coat / Poncho & Boots
   - Sun Screen
   - Insect Repellent
   - Hat / Sunglasses
   - Good walking shoes.
   NO FLIP-FLOPS OR BARE FEET WHILE ON SHIFT. YOU MUST WEAR SHOES TO GO ON SHIFT

2. Variety of clothes for all types of temperatures – it can drop below 40° at night, and climb to 100° in the day!

3. Backpack, knapsack or hip pack.


5. Flashlight and batteries.
   YOU MUST HAVE A WORKING FLASHLIGHT TO GO ON DUTY IN HOURS OF DARKNESS.

6. Alarm Clock – battery powered or wind-up: there is no electric power provided in the campground.

7. Camping equipment, cooking goods, food (if you don’t wish to go to the Food Tent or have been granted pre-fest access and are on-site before the Food Tent opens)

8. Musical Instruments – you can store these in the designated Instrument Check truck in the Campground when you go on duty. But be sensible – don’t bring your antique dulcimer, instead bring an “everyday” instrument.

9. A GOOD ATTITUDE

A FEW THINGS TO REMEMBER

1. Security Committee phone number: 215-739-4995

2. Call us if there is a problem or delay!

3. If there is an emergency, and you need to have someone contact you at the festival, the phone number for the Festival Site is 610-287-7818. Tell them to ask the Festival operator for the SECURITY BACK DESK.
   There are pay phones for you to call out from the Festival located on both the Campground and Concert sides of the site.

4. The Campground opens Wednesday @ 4:00 pm for Volunteers (Thursday @ 10:00 am for general ticket holders - but the line to get in starts much earlier!)
   Pre-Festival camping is only for those volunteers that have specific pre-fest assignments and everyone entering early must have a pre-fest camping pass from the Committee Chairman. Absolutely no exceptions at the gate.

5. You must register and pay all fees before you will receive your volunteer badge and camping wristlet to permit entering the campground.

6. General Registration opens Thursday at 9:15 a.m.

7. Meal Schedule:
   Pre-Festival (Wednesday)                      Festival (Thursday – Sunday)
   Breakfast  8:00–9:00 a.m.                   Breakfast  8:15–11:00 a.m.
   Lunch     12:00 noon–1:00 p.m.              Lunch/Dinner 4:15–9:00 p.m.
   Dinner    5:30–6:30 p.m.
CAMPERS CHECKLIST

This may be your first festival, or even your first time camping, so we have prepared this checklist of goodies to bring with you. It has proved invaluable to our volunteers in the past, and we hope it will be of help to you.

Clothing – layering your clothing works better than bringing a heavy coat! A jacket, sweater or sweatshirt and long sleeve or t-shirt will keep you just as warm, and as the temperature changes, you can add or take off layers and still be comfortable.

Extra shoes – We cannot stress strongly enough that the festival is held on ROUGH TERRAIN – heavy hiking boots, shoes, boots or GOOD sneakers are definitely called for. Platform shoes, wedgies, dress shoes or sandals are almost a sure invitation for a foot/ankle injury. All Security Volunteers MUST wear proper footgear during work shifts — NO BARE FEET ALLOWED!

Ziploc bags and ‘rubbermaid’ tubs are probably the greatest boon to campers ever invented. Store clothing in them, and even in the heaviest downpours, if your tent floods, you have dry items. Trust me - when everything else is wet, putting on a pair of dry socks is like going to heaven!

<table>
<thead>
<tr>
<th>Absolute Essentials:</th>
<th>E. Clothing</th>
<th>G. Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Tent or shelter</td>
<td>1. Light jacket</td>
<td>1. PHOTO ID &amp; cash/credit card (you see how many</td>
</tr>
<tr>
<td>1. Tent</td>
<td>2. Sweater / sweatshirt</td>
<td>cool merchants there are, plus you'll surely</td>
</tr>
<tr>
<td>2. Stakes</td>
<td>3. Long sleeve shirts</td>
<td>want to grab some CDs of favorite performers)</td>
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<tr>
<td>3. Rope (plus extra)</td>
<td>4. Tee-shirts</td>
<td>2. Instruments</td>
</tr>
<tr>
<td>4. Ground cloth</td>
<td>5. Socks</td>
<td>3. Chair / blanket</td>
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<tr>
<td>7. Lantern</td>
<td>8. Undies</td>
<td>6. Citronella candles or other insect repellent</td>
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<tr>
<td>(battery / propane)</td>
<td>9. Boots / shoes</td>
<td>(e.g. bug coils not sprays!) for the campsite</td>
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<tr>
<td>B. Sleeping gear</td>
<td>10. Sun hat</td>
<td>7. Rain tarp / sun fly</td>
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<tr>
<td>1. Sleeping bag</td>
<td></td>
<td>8. Knapsack</td>
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<tr>
<td>2. Air mattress or Sleeping pad</td>
<td></td>
<td>9. Laundry bag</td>
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<tr>
<td>3. Blankets</td>
<td></td>
<td>10. ziplock bags / waterproof container</td>
</tr>
<tr>
<td>4. Pillow</td>
<td></td>
<td>11. Garbage bags! You are responsible for cleaning</td>
</tr>
<tr>
<td>C. Raingear:</td>
<td></td>
<td>up your campsite completely!</td>
</tr>
<tr>
<td>1. Raincoat or slicker</td>
<td></td>
<td>Everything you bring to Festival goes home with</td>
</tr>
<tr>
<td>2. Waterproof hat</td>
<td></td>
<td>you or must be placed in (not next to!) the proper</td>
</tr>
<tr>
<td>3. Waterproof boots / shoes</td>
<td></td>
<td>recycle/trash containers provided.</td>
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<tr>
<td>D. Cooking equipment:</td>
<td></td>
<td>Leave Nothing</td>
</tr>
<tr>
<td>1. Pots &amp; pans</td>
<td></td>
<td>But Footprints – EVERYTIME!</td>
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<tr>
<td>2. Eating utensils</td>
<td></td>
<td></td>
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<tr>
<td>3. Plates &amp; cups</td>
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<td></td>
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<tr>
<td>4. Propane or white gas stove or BBQ</td>
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<td></td>
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<tr>
<td>5. Extra propane, white gas, charcoal</td>
<td></td>
<td></td>
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<tr>
<td>6. Food and beverages PLEASE - No Glass!</td>
<td></td>
<td></td>
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<tr>
<td>7. Cooler / ice</td>
<td></td>
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