

2019 Volunteer Training Video Script

SLIDE 1 – Volunteer Training Intro

Welcome to the Indy Pride 2019 Festival Training. I'm Robert Patrick the Festival Director and I will walk you through the training.

SLIDE 2 – Indy Pride

First off, a little bit about Indy Pride:

Indy Pride, Inc. produces events which educate, honor our history, and celebrate the diversity of the Indianapolis Lesbian, Gay, Bisexual, Transgender, and Queer community.

We exist to unite and serve our members and the LGBTQ+ community of Central Indiana through leadership development, educational programs, and community events.

Now on to the training!

SLIDE 3 – Festival Theme

The theme this year is "A Million Moments of Pride." This is InterPride's World Pride Theme and InterPride has encouraged other Pride's to use it as a show of solidarity. A Million Moments of Pride is the celebration of all the moments of Pride in our lives. This is the story of our people.

The #MyIndyPrideMoment will be our official hashtag for all of the events this year. This hashtag can be used for our community members to share their story, share their history.

This coincides with the 50th Anniversary of the Stonewall Riots, the birth of our pride celebrations as we know it today. The history of Stonewall and the events leading up to it are fascinating and I encourage all of you to read up on it and help celebrate, maintain and spread our history. So much of our history has been lost to time and it is important that we safeguard what is left.

SLIDE 4 – The Events

The Pride events have grown over the years. We start in May and continue into June. Listed here is a list of our events. Of course, you don't need to memorize this. I just wanted to show the 20+ events that we are now responsible for. You can find more details on our website.

SLIDE 5 – Signing In

The details of your volunteer sign-in and responsibilities will vary by event. You will receive emails that will have more detailed information for sign-in and times. A few notes, the festival volunteers will report to the information tent located just inside the main gate. Volunteers for festival setup and tear-down will report to me or Chris Handberg at the park. Parade volunteers will have more info emailed to you, but you will be working with Jeremy Turner and will report at the marshalling area. For all other events, you will report to your event director. Those details will be sent out.

Tickets, parking passes and t-shirts will be available at the park from 8am to 8pm, June 5th through 7th. (That's Wednesday to Friday before the festival). Day of the festival, tickets can also be picked up at the main gate box office and t-shirts at the information booth. However, for those of you working the festival, you will need to pick up your parking passes in advanced. If you do not, then you are responsible for your own parking. We will not be able to reimburse and we will not have passes available the day of.

If you need to change your volunteer times, cannot make your shift, running late, etc., please let Tanner, the volunteer director, know. He can be reached via email at volunteers@indypride.org. Tanner will greatly appreciate knowing!

SLIDE 6 – Who's In Charge (Green Shirts)

The folks in green t-shirts are part of the festival leadership. The following will be the key personnel at the festival.

- Chris Handberg, Executive Director.
 - His responsibilities will focus on sponsor relations
- Robert Patrick, Festival Director
 - His responsibilities will focus on the overall running of the festival and events.
 - Available by radio or by dispatcher
 - Available for any questions/concerns that you may have
- Jeremy Turner, Parade Director
 - Responsible for the overall running of the parade
- Tanner Alexander, Volunteer Director/Staff
 - Tanner and his staff will be your main point of contact at the festival and will assign your work detail.
- Todd Shelton & Nick Dunlap, Logistics Directors
 - They are responsible for the logistics of the park setup and operations.
- Manager on Duty (MOD)
 - The MODs are generally members of the Indy Pride Board of Directors.
 - They will be at key positions and will also patrol the park
 - Can assist with any general questions and find the answers to any questions that they don't know.
- Jack Shepler, Entertainment Director

- Responsible for the entertainment decisions

SLIDE 7 – Parking

- For Volunteers:
 - At the Festival :
 - Parking is available on IUPUI’s campus
 - Again, You MUST get your parking vouchers ahead of time.
 - If you haven’t arranged for the voucher before the festival, then you will be responsible for the parking fees to IUPUI or other parking lot owner.
 - At the Parade:
 - Street parking in the general area of the parade marshalling area.
 - You should be able to find parking fairly easily if you arrive on time.
 - Remember that much of Mass Ave will be closed and to arrange a few extra minutes to get to the area.

If you are asked about parking by people who want to attend the festival and/or parade:

- For Attendees:
 - Parking is available on IUPUI’s campus for \$10
 - Parking for the festival site.
 - Gate Ten Events will have parking and shuttle service for parade and festival attendees.
 - Parking passes can be purchased at goindyevents.com
 - Parking starts at \$15
 - This is a good option for those who want to shuttle to attend the parade, shuttle to Military Park for the festival and then shuttle back to their car.

SLIDE 8 – Non-Smoking Event

- The festival is sponsored by QuitNowIndiana.com to be a non-smoking festival.
 - This is our second year as a non-smoking festival
- If you see someone smoking keep the following in mind:
 - We are not required to enforce behavior and do not have the staff to do so.
 - If you see someone smoking, and feel comfortable approaching them, you may politely remind them that we have set up designated smoking zones in the NW and SW corners of the park. If you choose to ignore it, that’s ok too.
 - DO NOT be judgmental or “preachy”
 - DO NOT wait for them to put the cigarette, e-cig, cigar, etc. out
 - DO NOT become confrontational
 - Quickly and politely extract yourself from the conversation if it starts to escalate.

SLIDE 9 – Volunteer Code of Conduct

The Volunteer code of conduct has been put together as a guide for our volunteers – it is also the same code for staff and the festival leadership.

Most of this is pretty much common sense.

- No alcohol or illegal drug use
 - (if you are under the influence for your shift or during your shift, you will be immediately released.)
- No inappropriate language
 - (Be aware that you are surrounded by people, including children, and may accidentally offend.)
- No asking for autographs/selfies while on your shift
 - (if you are not on the entertainment group, you will not be allowed backstage. If you do run into one of the performers, please do not ask for an autograph or photo - they don't have the time for that.)
- Smoke in the designate areas only
 - (we are officially smoke free, please smoke in the designated areas)
- Avoid confrontational behavior and remain respectful
 - (Don't get yourself into a bad situation, if someone is escalating a situation, be polite and then call for assistance.)
- Do not leave your post until relieved
- Please keep your phone/devices put away
 - (If you are distracted, then you won't be paying attention to your surroundings and responsibilities).
- Please check out with the volunteer director
 - (Let Tanner know when you are leaving as a volunteer, so he can mark you off of his active list. We want to make sure we know who is on duty at any time for accountability reasons).
- Please pick up after yourself - keep the park clean

SLIDE 10 – Dress Code

Before and after your shift, please wear your own shirt. This will allow you to freely enjoy the festival. If you have on the volunteer shirt, then you need to follow the shift rules. Main thing is no drinking while wearing the shirt.

Remember you will be on your feet all day between your shift and hanging out at the festival. Wear comfortable clothes including comfortable shoes. However, if you just have to look amazing, then go for it.

And as a fair skinned, redhead...use a hat and sunscreen. It will be hot and the June sun is no joke for sunburns. And, just because you are a person of color doesn't mean you can't get a sunburn or skin cancer. Please protect yourself!

SLIDE 11 – What to Bring

- Smiles, energy and a positive attitude
- Your mobile phone; for emergency use only
- Any medication that you may need throughout the day

SLIDE 12 – What NOT to Bring

- Valuables
 - Indy Pride does not have the storage space or capacity to watch your bags, etc. during your shift
- Weapons
 - Absolutely no weapons at the events!!!
 - TRAINED law enforcement officers are specifically hired to provide protection
- Pets
 - even at Pet Pride the volunteers are often too busy to appropriately pay attention to and care for their pets and volunteer at the same time

SLIDE 13 – Off Limit Areas

We have some areas that are off limits to volunteers and most staff.

- At the festival grounds:
 - Bar areas
 - Bar staging area
 - The bars are contracted out and we are not allowed in those areas
 - Back stage areas (unless you are a designated entertainment volunteer)
- At events, please follow the directions of the event supervisor
 - We are guests at many of these locations and need to respect the venue's wishes

SLIDE 14 – Radios (Part 1)

We rent radios to help with communications and the smooth running of the festival.

Lost or damaged radio will cost us about \$600 each not including the microphone or surveillance ear piece.

The channels will be listed on the front of the radios. When you are given a radio, you will be told the channel to use for your assignment - Probably channel 1.

Most of you won't need to change channels, but if you do please announce it so that we can keep communications open with everyone. If you need to use the emergency channel you do not need to worry about announcing that you are leaving the current channel. Do what you have to in an emergency.

There are some examples on your screen of moving channel announcements.

Please remember that people in the area of a radio can hear what you are saying – keep it clean.

Always follow the operator's (base station) instructions

SLIDE 15 – Radios (Part 2)

Here are some tips on using the radios.

- Keep broadcasts short and to the point.
 - Empty channels can be used for long conversations.
- Compose your message in your head before you push to speak.
 - No one wants to “hear” you think.
 - Once you push the talk button you are controlling the frequency and no one else can be heard.
 - Speak slowly and clearly. Your normal speaking voice and pattern is probably too fast for radio use.
- Identify yourself and the recipient of your message.
 - Angie, this is Robert, over. (Robert wanting to speak to Angie only)
 - All stations, this is Robert, over. (Robert about to give an announcement).
- Take a short pause before speaking once you hit the talk button.
 - There is a bit of a delay before the broadcast and your first word or two might be cut off.
- A few key words for effective radio communication:
 - Over – I have finished speaking
 - Say Again – Please repeat your last message, I did not hear/understand
 - Stand-by – I know you need me, but I can't respond at the moment
 - Go ahead – I'm ready to talk, please send your message.
- Make sure that the talk button is protected and not being accidentally pushed.

Last year we had to change the operations channel due to a “hot mic” because someone was leaning on the talk button.

SLIDE 16 – The Media

This is pretty straight forward

- Interviews and media inquiries are handled by Chris Handberg, Indy Pride Executive Director. If Chris is not available, then Larry Stribling, the board president, will handle the media inquiries.
 - No volunteers, staff or contracted employees are authorized to speak to the media on Indy Pride's behalf.
- If you are approached by the media as a festival attendee, please be off shift and in your own clothes (no volunteer t-shirts)

SLIDE 17 – Photos/Social Media

- While on shift, please refrain from social media posts and photos.
 - We ask that you are completely present for your shift and responsibilities.
- Off shift, we hope that you take a lot of photos and make a lot of social media posts!
 - We want you to have fun too!
 - Please use #MyIndyPrideMoment

SLIDE 18 – Security Concerns (Part 1)

What to watch out for.

- Follow the See Something, Say Something rule
 - Report unattended bags, packages, strollers, etc.
 - Report suspicious persons or activity
 - Describe specifically what you observed, including:
 - Who or what you saw, when you saw it, where it occurred, why it's suspicious
 - Trust yourself - if it doesn't look/feel right, it probably isn't
 - DO NOT APPROACH!!!
 - Report to law enforcement, dispatcher or manager by radio, operations number or staff/volunteer with radio
 - (At smaller events, report issue to assigned officer or event director)

Remember, safety first – including your own.

SLIDE 19 – Security Concerns (Part 2)

What to do.

- What to do in an Emergency
 - First off - Remain Calm - festival attendees will look to you for help and leadership
 - If you aren't calm, then they won't be calm.

- Know your surroundings,
 - Where are the exits
 - Where are the first aid locations
- Contact management team via radio, or use the operations number (317-210-3680) or just tell a nearby staff/volunteer person with a radio
 - The operations number will go to our radio dispatcher who can find a manager.
 - Our operator will be next to the police dispatcher and can relay emergency messages.
 - (At smaller events, report issue to assigned officer or event director)
- Follow instructions from the radio dispatcher, manager or law enforcement
- Help those around you to safety - pay close attention to those around you with hearing/vision/mobility issues that may need assistance
- In case of evacuation, all volunteers are to report to the volunteer director at The Herron School of Art and Design.
 - This is how we will know you are safe
- These IUPUI buildings will be available in case of shelter needs:
 - Herron School of Art - aka Eskenazi Hall (NW corner of park)
 - Science and Engineering Laboratory Building (1 block NW of park)

SLIDE 20 – Military Park Map and Evac Buildings

Here you can see the map with Heron/Eskenazi Hall (Building marked HR) & the Science and Engineering Lab (Building marked EL). Both buildings have a red star next to them.

SLIDE 21 – Security Concerns (Part 3)

- Reporting an Emergency
 - Describe specifically what you are reporting, including:
 - What type of emergency is it; medical, fire, etc.
 - Where it occurred; and be as exact as you can be
 - Your location
 - What actions have been taken
- Contact management team/Law enforcement via radio, operations number or nearby staff/volunteer with a radio
 - (At smaller events, report issue to assigned officer or event director)

SLIDE 22 – First Aid

- For minor issues the sick or injured can be taken or sent to the Red Cross First Aid stations.
 - First Aid tents are located in the Family Fun Zone and by the Information Tent
 - EMS services are located by the Information Tent

- For major issues, please contact management team via radio, or call the operations number (317-210-3680) or flag down a nearby staff/volunteer with a radio.
 - Please remember that this number is for voice calls only, it does not have text messaging.
- You can also send someone to find a green or yellow shirt with a radio to call the information booth to request help.
- If a life threatening emergency arises and a radio is not readily available, then call 911 and then notify the management team.
 - (At smaller events, report issue to assigned officer, event director or 911)

SLIDE 23 – Lost Items

- Children
 - If you find a lost child, take them to the information booth immediately.
 - The staff at the booth will take care of reporting the situation from there.
 - (At smaller events, report issue to assigned officer or event director)
- If a lost child incident is reported to you:
 - Where was the child last seen?
 - What was the child wearing?
 - How tall, hair color, any marks that stand out?
 - What is the child’s name and or nickname that the child would answer to?
 - Take the parents/guardians will proceed to the IEMS Command Van located on the NW Corner
 - Notify the Festival Director via radio or the Information Tent of the incident
- Other stuff of importance...
 - Any lost and found items can be turned in to the information booth
 - Remember to treat unattended bags, packages, etc. as dangerous
 - (At smaller events, turn items into the event director)

Every year we end up with a box of cell phones, keys, wallets, etc. Also, last year we had two incidents of parents reporting lost kids. Thankfully both were found playing with friends, but we treat each incident by the book.

SLIDE 24 – Sexual Violence & Awareness

Please watch this short video on sexual violence and awareness. The video is subtitled.

SLIDE 25 – Incident Reports

Here you can see a sample of a blank report. Blank copies can be found at the information desk.

At the smaller events, the blank copies will be in the membership/info kit that Indy Pride brings to set up the event table.

Please make sure that if you fill one of this out due to an injury, property damage, etc. that you hand it over to the Compliance officer (Chad Watson) at the festival or the event director at the smaller events. Please make sure that it is readable and that the contact information is correct. These may be used to respond to insurance claims, etc. and will be a big help to us to have the proper information.

SLIDE 26 – The End

We couldn't do this without your help!

(Your continued support keeps Indy Pride going. The festival is our biggest fundraiser of the year and your help directly supports our mission and our ability to serve the community.)

If you have any questions, please email them to volunteers@indypride.org.

Please take the short quiz (it's not hard) to show that you have completed the training. The link would have been on the same email that sent you to this training. Otherwise, you can go to indypride.com/volunteer-confirmation-questions.

The quiz submission will send the volunteer director an email to show that you had the training.

Again, thank you for your time and support. Have fun and Happy Pride!