Dear Volunteers,

The Woodlands CrawPHish Festival is an event benefitting the Pulmonary Hypertension Association. Pulmonary Hypertension often referred to as “PH” is a rare heart and lung disease with no cure. This disease has no boundaries as it affects all ages, genders and ethnicities with life expectancy once diagnosed being 3-5 years. Currently we have 12 FDA approved treatments for adults fighting this disease, but there are no treatments for children.

PHA is a unique organization with one mission: to find ways to prevent and cure pulmonary hypertension, and to provide hope for the pulmonary hypertension community through support, education, research, advocacy and awareness. Every day we work to end isolation, provide education, and never losing hope for a cure. For more information please visit www.PHAware.org

PHA and The Woodlands Area Chamber of Commerce have created a Volunteer Hand Book with guidelines for you to read prior to the event. This is for you. Please take the time to read this Hand Book as it provides important information regarding preparation and expectations for our upcoming event. If at any time please feel free to contact us to discuss concerns and answer questions as we want all of our volunteers to feel prepared and ready to help the day of our event.

On behalf of the Woodlands Area Chamber of Commerce and Pulmonary Hypertension Association we would like to thank you for registering to volunteer for The Woodlands CrawPHish Festival that will be held Saturday, March 28, 2015. We are looking forward a great event which could only be made possible with volunteers like you!

If you have any questions regarding the festival, please do not hesitate to email me. We are excited to have you as a volunteer and look forward to an incredible day of family fun while raising funds for pulmonary hypertension.

Thank you for your contribution to this great event!

Cyndi Alvarado
Volunteer Coordinator - The Woodlands CrawPHish Festival 2015
CELL (713) 417-6989
PULMONARY HYPERTENSION, or PH, is high blood pressure in the vessels of the lungs that can lead to heart failure.

PH Facts:
- This disease affects 10-15 people in every million including children and adults of all ages.
- PH happens to be more common among women than men with the average age of diagnosis being 36.
- Often, PH is commonly misdiagnosed and it can take up to 3 years for a correct diagnosis.
- On average there is a 50% survival rate of just 3-5 years once diagnosed with PH.
- 15,000 deaths/year are attributed to PH
- There is no way to prevent PH

Common Symptoms of Pulmonary Hypertension include:
- Breathlessness on exertion
- Chest pain (also called angina pectoris)
- Dizziness upon standing, climbing stairs, straightening up from a bent position, or even while just sitting
- Fainting (also called syncope)
- Loss of energy
- Swollen ankles and legs (also called edema)
- Depression
- Dry cough
- Raynaud’s Phenomenon (chalky white and/or dusky blue fingers that may be painful and can sometimes be provoked by the cold)

PH Treatment Options
- Currently, there is no cure for pulmonary hypertension but there are 12 different medications which offer a variety of treatment options for adults.
- For children with PH, there are no current medications available but we have hope that this will soon change.
- Depending on the severity of PH, heart, lung or heart and lung transplant may also be an option.
In 2014, for the eleventh consecutive year, PHA received a Four Star rating from Charity Navigator, the premier evaluator of charities in the United States. This designation indicates that PHA "adheres to good governance and other best practices that minimize the chance of unethical activities and consistently executes its mission in a fiscally responsible way," - Charity Navigator.

From four women around a kitchen table in 1990, PHA has evolved in size and complexity staying true to its roots, vision and ingenuity. Pulmonary Hypertension Association is a young, 501 (c)(3) non-profit organization that is changing the history of an illness.

Silver Springs, MD is home to PHA’s national Headquarters. Four PHA Chapter Offices, located in New York, Houston, Chicago and San Francisco, work tirelessly with support groups and families hosting events in order to raise funds for research, promote awareness and education. PH is an illness that knows no boundaries which is why PHA not only helps support over 240 support groups within 49 states, Puerto Rico and the District of Columbia but PHA also serves as a hub for approximately 50 national PH associations around the globe, facilitating an exchange of ideas and information.

PHA also provides educational opportunities within the medical community. Supporting cutting-edge research through three distinct research programs, e-Learning events, PHA Online University, and PHA on the road, PHA has a comprehensive medical outreach program with the goal of all medical professionals, including those who may encounter PH patients but lack the know-how, to properly diagnose and treat PH.

What truly sets PHA apart from other organizations is the true support given to our patients and families that are currently suffering or have suffered with this disease. PHA offers multiple channels for our patients and families to find support, hope and friendship which ends the isolation that this disease causes. PHA PHriends offers a patient-to-patient support line which is staffed by patient survivors who are there to help our patients and families with questions, needs, and a person to listen. This program also offers online support groups, social media support groups and then local support groups so that no matter where a patient might be in their disease they will have access to others.

PHA is a unique organization with one mission: to find ways to prevent and cure pulmonary hypertension, and to provide hope for the pulmonary hypertension community through support, education, research, advocacy and awareness. Every day we work to end isolation, provide education, and never losing hope for a cure.

www.PHAware.org
Volunteer Hand Book

Please remember that even though you are a volunteer you are representing not just The Woodlands CrawPHish Festival but also the Pulmonary Hypertension Association, our patients, caregivers and community. We do expect all volunteers to act in a professional manner, help where it is needed, remain positive and remember to have fun.

I. SHIFT Times
   - Set Up- 7am-10:30am
   - 1st Shift- 10:30am-2:00pm
   - 2nd Shift- 1:30pm-4:30pm
   - 3rd Shift- 4:00pm-7:00pm

II. Attire
   - All volunteers need to wear jean or kaki shorts, at least fingertip length. You will be given a volunteer t-shirt upon check in which is required to wear during your shift so you may want to wear a tank top.
   - Please wear athletic shoes as assignments vary with walking, standing, lifting etc.
   - Sunscreen- please apply before the event to prevent sunburns!!
   - Those volunteers with long hair need to have it pulled up as you might be asked to help with food and beverages at any time.
   - Hats/Visors may be worn and of course sunglasses

III. Volunteer Check-In
   - 30 minutes prior to your shift time, all volunteers should report to the Volunteer Tent, located at the entrance of Town Green Park, to check-in. Please make sure that you’ve used the restroom beforehand so that you will be ready to go once you check in.
   - You will be given your Volunteer t-shirt and a festival admission ticket. Every volunteer must check-in personally. Your signature will be our verification that you have arrived and received your shirt and ticket. **We will not release t-shirts or festival tickets to anyone but the actual individual signed up as the Volunteer.**
   - After checking in you will be taken to your assignment where you will meet your Volunteer Captain. This is who will be overseeing your area and letting you know what you will be doing during your shift. Questions, problems, concerns all need to be directed to your Volunteer Captain.
   - Afternoon (3rd shift) Volunteers
You may pick up your ticket starting at 1pm but you will not be given your volunteer shirt until 30 minutes prior to your shift. You will need to come back to the volunteer tent at 4pm to officially check in.

Volunteer Check-Out
- Once your shift is over and the next volunteers arrive you will check out with your Volunteer Captain and turn in your name badge.
- Those individuals working the morning shifts are welcome to stay and enjoy the festival following their shift.

IV. COMMUNITY SERVICE CREDIT
- If you require documentation of volunteer hours for community service, please let me know in advance. These letters will be available for pick-up at the Volunteer Check-in Tent with advance notice only. You will not receive credit until after your shift has ended and you have checked out with your Volunteer Captain.

V. Cell Phones
- During your shift please keep cell phone use to strictly emergency use only. There will be a lot going on and we need everyone to be focused on the event. Those in the Children’s Zone this is extremely important as there will be lots of kids running around and you need to be aware of what is going on around you. After your shift you are more than welcome to use your phones as much as you’d like but we need every one to be attentive and ready to jump in when needed.

VI. Personal Belongings
- There are no secure areas to store your belongings, no lockers, no special bag check area. If you bring personal items, you will need to take them with you to your volunteer tent. We cannot be held responsible for any items that are left lying around.

VII. VOLUNTEER BEVERAGES
- Tea and Water will be available for all volunteers throughout the day. You will not need to use your festival drink tickets for the complimentary tea and water. Your volunteer t-shirt is what will give you unlimited access to these beverages.
VIII. **Parking**
- There will be five, free parking lots color coded with corresponding pathways. Entrances to all five lots are located on Timberloch Place, one block North of Woodlands Parkway. Yellow, Orange, Green, Blue and White lots is accessible from Grogan’s Mill Road. (see map)
- **DO NOT PARK AT H-E-B Market Street or South Montgomery County Library- THEY WILL TOW!!**

IX. **Paid Parking**
- Waterway Square Parking Garage (between Fountain Plaza and Woodloch Court)
- 24 Waterway Parking Garage (corner of Fountain Plaza and Lake Robbins Dr.)
- Surface Parking (corner of Waterway Avenue and Timberloch Place)
- Surface Parking (corner of Six Pines and Lake Robbins Dr.)
- For those needing assistance, please park in the Town Center Garage located on Six Pines Dr. just south of Lake Robbins Dr. A golf cart will be available to take you to and from the park.

X. **Kids’ Activities:** Kids activities to include – snow cones, popcorn, cotton candy, inflatables, crawfish races, Painting with a Twist, Video Gaming.
- Rajun Cajun will be giving out plates of chicken tenders to each child in exchange for their food ticket.
- Cotton candy, snow cones and popcorn available with ticket

XI. **Entertainment Lineup:**
- **EMCEE**
  - Benny
  - 11am-2pm
- **Jean Pierre and The Zydeco Angels**
  - 3pm-4 pm
- **Scooter Brown**
  - 4pm
- **Zack Jones- Woodlands Idol Winner**
  - 4:30 PM and Headliner
- **Jack Ingram**
FREQUENTLY ASKED QUESTIONS

How much does it cost to get in?

- Day of prices are:
  - $35 per person for ages 13 and up
  - $20 for ages 8 to 12.
    - The adult ticket is for one plate of food (crawfish or BBQ) and two beverages (non-alcoholic or alcoholic for 21 and over;
    - Child ticket is for one plate of food and one beverage (yes a child’s ticket can be used for crawfish, or BBQ
   - Seven (7) and younger are still Free (admission only – does Not include food or beverages).
- If you would like to purchase additional tickets at the Discounted Pre-Purchased prices you may do so at The Woodlands Area Chamber Offices; Stibbs & Co., The Information Center at The Woodlands Mall, The Concierge at Market Street and online at www.woodlandscrawfish.com. We do not honor those prices the day of.
- There is also a Festival Entry Only ticket for those that wish to access the park during festival hours:
  - $20 for ages 11 and up
  - $10 for ages 10 and under.
  - The Festival Entry Fee only allows you access to the park during festival hours and does NOT include any food or beverage tickets.

NO REFUNDS

Where do I obtain my beer band to purchase alcoholic beverages?

- The Beer Banding is located on the backside of the Registration tent.

What do I get for the price of the ticket?

- Good Entertainment, Food and benefiting a Good Cause.

How much crawfish comes on the plate?

- Approximately 3 lbs of crawfish, 1 potato, 1 corn on the cob, 1 scoop of jambalaya.

What if I want to purchase another plate of food or additional beverages?

- You can do that. The adult ticket plate is $15, child is $10. Adult beverages is $4 for beer or wine and $2 for water or soda.
Please review your volunteer assignment in the attached alphabetical list. If for any reason you are not able to make your shift, please notify me as soon as possible via email during the week and via text message the day of the festival at 713-417-6989.

Volunteer Assignments: *These are still being written up and will include what is required per assignment, if there is heavy lifting etc.*

I. **Kids Zone**
   This area is fun for kids of all ages. Face painting, popcorn, snow cones and jump houses!
   - Volunteers will be needed to hand out pop-corn and snow cones with exchange for ticket (1 ticket for each treat per child). (KIDS ONLY GET THESE)
   - Adult volunteers needed to chaperone the bounce houses and keep it a safe environment.

II. **Front Entrance/Ticket Booth**

III. **Exit Gate**

IV. **Volunteer Check-In**

V. **Beer Band station/T-shirts**

VI. **Food Tents**

VII. **Runners/ Floaters**

VIII. **Parking Lot**

IX. **Entertainment**

X. **PHA Tent**