

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 14 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.phassociation.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 25, 2017. 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 2017
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:

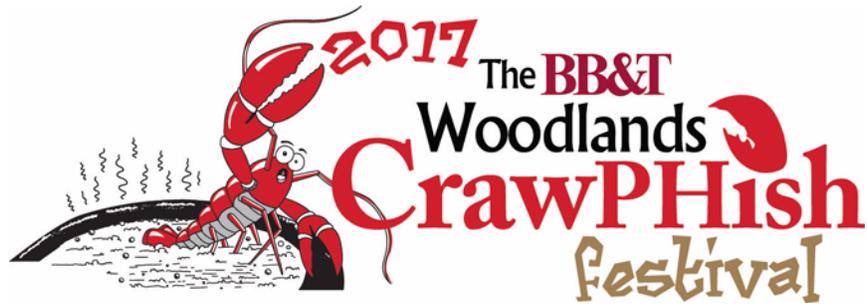
- This disease affects 10-15 people in every million including children and adults of all ages.
- PH happens to be more common among women than men with the average age of diagnosis being 36.
- Often, PH is commonly misdiagnosed and it can take up to 3 years for a correct diagnosis.
- On average there 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 14 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.



Volunteer Hand Book

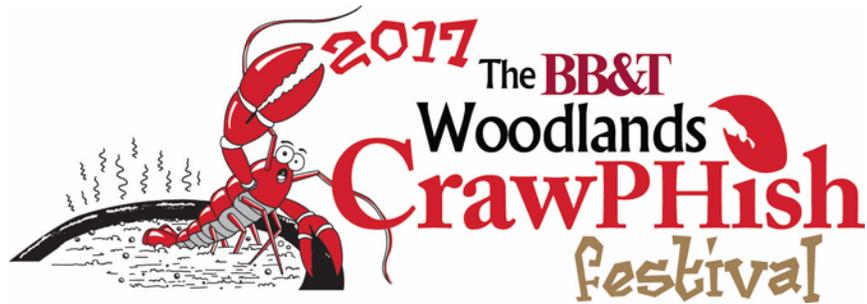
Please remember that even though you are a volunteer you are representing not just The Woodlands CrawPHish Festival but also the Pulmonary Hypertension Association, our patients, caregivers and community. We do expect all volunteers to act in a professional manner, help where it is needed, remain positive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

- I. There will be **NO CONSUMPTION OF ALCOHOL BEVERAGES** during volunteer shifts. This is keeping with policy and for the safety and integrity of you, the Festival and Pulmonary Hypertension Association

- II. 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

- III. Attire
 - All volunteers need to wear jeans, black or khaki shorts, at least fingertip length. You will be given a volunteer t-shirt 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.

- IV. 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, volunteer lanyard and a festival admission wristband. 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 wristbands 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 wristband 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.
- You may not leave your station unless given permission by your captain. If you need to use the restroom please ask your Captain so that he/she can have a runner/floater fill in for you while you are absent.

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** at the Volunteer tent.
- Those individuals working the morning shifts are welcome to stay and enjoy the festival following their shift.

V. 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.

VI. 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.

VII. 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, lost or stolen; however, we do collect the items left and will be at the Chamber for collection. Items will be held one month and will be disposed of after that time.

VIII. VOLUNTEER BEVERAGES

- Tea and Water will be available for all volunteers wearing their volunteer t-shirt. You will not need to use your festival drink tickets for the complimentary water. Your volunteer t-shirt is what will give you unlimited access to the water.
- There will be **NO CONSUMPTION OF ALCOHOL BEVERAGES** during volunteer shifts.

IX. 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)
- The recommendation is to arrive 20-30 minutes before your check-in time to allow for parking.
- **DO NOT PARK AT H-E-B Market Street or South Montgomery County Library- THEY WILL TOW!!**

X. 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. If you are in need of the golf cart and have been waiting please call Cyndi on her cell: (713) 417-6989

XI. Kids' Activities: Kids activities to include – face painting, cotton candy, inflatables, crawfish races, Painting with a Twist, and rock wall.

- Child food tickets can be redeemed for a child's plate which will include chicken tenders and fries.
- Cotton candy is available to children in exchange for a pink ticket.



FREQUENTLY ASKED QUESTIONS

How much does it cost to get in?

- Day of prices are:
 - \$35 per person for ages 13 and up
 - \$25 for ages 6 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, fried Catfish or BBQ)
 - Five (5) and younger are free (admission only – does Not include food or beverages).
- There is also a **Festival Entry Only** ticket for those that wish to access the park during festival hours:
 - \$20 for ages 6 and up
 - Five (5) and younger are free (admission only – does Not include food or beverages).
 - 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?

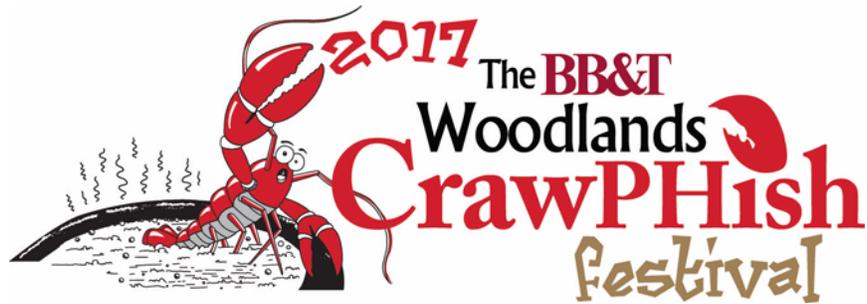
- Good Entertainment, Food and benefiting a Good Cause.

How much crawfish comes on the plate?

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

What other food options are there?

- Rudy's BBQ



- Catfish Plate
- Chicken Fingers and French fries for children

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 \$5 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](tel: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. Crawlie's Kids Corner - Captain is *Brittani Buress*

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.

I. Ticket Booth/Will Call - Captain is *Matacha Saul*

This area is located at the front of the park and includes the following assignments: Ticket Purchasing and Will-Call volunteers will be selling festival tickets and assisting guests needing to pick up wristbands or working with sponsors that wish to leave tickets to be picked up. Volunteers here will be handling money and questions guests may have upon arrival.

II. Food & Beverage Tickets & T-Shirt Sales – Captain is *Dawn Candy*

Volunteers will be selling tickets for extra food plates, beverages and t-shirts inside the festival. Volunteers will be handling money and distributing tickets for guest purchases.

III. Front Entrance Gate & Exit Gate - Captain is *Chris Elmi*

Volunteers will be stationed outside the Front Entrance and Exit Gate. Front Entrance Gate volunteers will be scanning tickets and wrist banding guests before allowing them to enter the festival. Exit Gate volunteers will stand at the Exit Gate and stamping hands for any guests leaving the festival, should they wish to return. The



Exit Gate is not to be used as an entrance and all guests needing to enter the park will be directed to the entrance gate. You will be standing and in the sun so please wear sunscreen, comfortable shoes, hat/visor and sunglasses.

IV. Volunteer Check-In- Captain is *Cyndi Alvarado*

Volunteers will be stationed at Volunteer Check in Tent and will be checking in of volunteers, handing out volunteer t-shirts and lanyards, as well as checking out volunteers. All Volunteers will check in at the Volunteer Check-In Tent and with the help of the floaters will make sure all areas of the festival are adequately staffed. These volunteers will provide festival assistance where needed.

V. Beer Band station-shirts - Captain is *Chris Elmi*

Volunteers will be checking identifications and banding those individuals who are 21 years of age or older. They will also be selling t-shirts those guests who would like to purchase them.

VI. Food Tents

a. Rudy's BBQ- Captain is *Richard Saul*

b. Crawfish- Captain is *Kristy Villarreal*

c. Catfish - Captain is *Paco Rivera*

- i. They will be serving fried Catfish and children's chicken tenders and french fries

VII. Beverage Stations - Captain is *Joey Lackey* and *Randy Lovelace*

Volunteers will be handing out beverages in exchange for beverage tickets. There will be standing and direct sunlight. You must be physically able to pick up and handle 30# bags of ice and cases of beer/soft drinks. You will be refilling the beverage bins and handing the requested beverages to the bartenders. This will require heavy lifting, bending and working in ice and ice water.

VIII. Runners/ Floaters - Captain is *Carla McDaniel*

- o Runners will be helping deliver volunteers to their stations throughout their shift. They will also be helping with delivering messages, delivering food, ice, drinks, paper towels, etc. based on requests from other stations. Wear comfortable shoes as you will be "running" ☺
- o Floaters are volunteers that will be filling in where needed at varying stations. You need to make sure you wear comfortable shoes, sunscreen etc. as you



may be inside a tent, helping at a food booth, “running”, or working the Kids Zone.

- IX. **Parking Lot** – Captain is ***Callie Painter***
Volunteers will be helping with picking up and dropping off individuals parking out in the parking lot that may need help getting to and from the event site.

- X. **Entertainment** – Captain is ***Jenny Taylor***
Volunteers will be working with entertainment crews in setting up for performances, helping with entertainment food and beverages and security.

- XI. **PHA Tent**- Captain is ***Jack Stibbs / Susan Cellura***
PHA volunteers will be spreading awareness about this disease and handing out information about PHA and about Pulmonary Hypertension.

- XII. **Security**- Captain is ***J.J. Hollie***

- XIII. **Logistics** - Captain is ***Keaton McDaniel***