



# Hack River Dell

Volunteer's Handbook 2017

[hackriverdell.com](http://hackriverdell.com)

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# Event Organizers

## Sean Kee

Co-Head of Staff, Food Service Coordinator

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Co-Head of Staff, Hacker Experience

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Public Relations & Sponsorships Director

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## Michael Vasile

AV, Webmaster, Devpost Manager

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Event organizers are on-site at all times and are equally qualified to answer any questions and address concerns. Contact them whenever necessary. For questions regarding your role or schedule, contact one of the Staff Heads (Alex Chu or Sean Kee).

## Get Connected

Follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat

# The Basics

## What it means to be a volunteer at Hack River Dell

As a volunteer at Hack River Dell, you are a reflection of River Dell High School, its student body, its district administrators, and its values. Treat every person with respect. Volunteers should be uplifting, cheerful, and eager to help.

Report to the Room 608 (across from Cafeteria) upon arrival. All volunteers are asked to arrive 30 minutes prior to the start time of their first assignment.

## How to answer questions

When someone approaches you, smile and answer their question honestly. If you do not know the answer, use one of the two-way radios to see if other volunteers know the answer. If someone is having a technical difficulty, do not try to fix it. Advise the person to go to the Help Desk (at the Y) or contact Michael Vasile, the event technical director. Direct participants to [hackriverdell.com](http://hackriverdell.com) to see if their question is answered there.

## If someone asks you for help with their hack

If a participant asks you to do something for them on their hack, tell them that you are not allowed to help with hacks. If you are tech-savvy, you may recommend platforms, programs, or websites that could lead the participant in the right direction, but doing anything for participants is extremely prohibited.

## In case of emergency

Use proper judgement in case of emergency. Call 911 if appropriate. If someone comes to you with a minor injury such as a skin wound, do not perform first aid. Tell the person to stay put and inform an event organizer over two-way radio and first-aid support will be sent over.

## Breaks

Each volunteer has between 1 and 2 breaks during each shift. When on break, you can hang out in the Staff Break Room (Room 504), Room 608, or the main hacking spaces to talk to participants. During your break, you may leave the facility, but it is

recommended that you return to the school at least 15 minutes before your next assigned position begins. We ask that you do not bring outside food or drink into the facility (except for water). In order to comply with food allergies and school code, anyone who brings in outside food or drink may be investigated.

## **Seeing something suspicious**

If you see anything suspicious, or someone is making you feel uncomfortable, use proper judgement to inform the event organizers over two-way radio immediately.

Participants are not allowed to reenter the facility. If you see a participant attempt to exit the building without completing the sign-out form, quick instruct them to remain inside. If you see someone leave the facility without completing the sign-out form and existing through the main entrance, inform an event organizer immediately. If someone leaves the facility and forgets personal items inside, do not allow them back inside nor give them their personal items. Inform them that they need to file a claim by emailing [contact@hackriverdell.com](mailto:contact@hackriverdell.com). Any participant who tries to let an a non-participant into the facility is subject to ejection from the premises. Inform an event organizer if someone tries to re-enter.

## **Wear your blue shirt at all times**

Make sure you have your blue shirt on at all times and that it is not covered by a sweatshirt or other article of clothing. The blue shirt is how hackers and event staff will recognize you. This shirt gives you special privileges so make sure you have it on.

## **Using the two-way radio**

1. Press and hold the side button and speak into the two-way radio.
2. Speak slowly and legibly
3. Wait for a response
  - Use the +/- buttons to adjust volume.
  - DO NOT change the channel of the radio unless asked to do so by an organizer.
  - DO NOT leave the radio unattended.
  - Only use the two-way radio for official purposes; no fooling around with it.
  - Two-way radios stay at their labeled posts. Do not take a two-way radio with you to your next station. Leave it at the post.

# Roles & Procedures

## Check-in

See "Check-in Flow" diagram on page 11

- Pre-checker
  - You will stay near the check-in line to inform participants that they must have **a valid ID (School ID or Driver's License) and a signed waiver** before they will be allowed to walk up to one of the check-in desks.
  - Any participant who is missing ANY of the required documents should be instructed to move to the back of the line.
  - You will also distribute blank waivers to those who need them.
- Check-in Official
  - When you are ready, inform a pre-checker at the front of the line that you are ready to check-in the next team.
  - Greet every participant with a smile and say, "Welcome to Hack River Dell, could you please show me ID and waiver"
  - Check that the ID and waivers match the name of the participant as they appear on the online staff access panel. Also ensure that every page of the waiver is signed and that the signatures are valid.
  - Once the participant has provided both a valid ID and valid waiver, you will "check-in the participant by clicking the green CHECK IN button next to their name in the online staff access panel.
  - Once they have been checked in, hand the participant an event badge. Highlight that it is crucial that a participant keeps this on at all times.
  - Once done, direct the checked-in participant to the swag distribution table
  - Invite the participant to follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat for updates.
  - If a participant does not appear on the staff access panel list, call over one of the staff heads by using the two-way radio, or by signaling them over. The event organizer will take over from here.
  - If a participant who is not on the online staff access panel list is using force or intimidation to try to enter the facility, please contact an event organizer right away.
  - When in doubt, ask the event organizers.

- Swag Distributor
  - Once a participant is checked in, they will come to the swag distribution table. Ask them what their shirt size is, and allow them to take ONLY ONE shirt of their corresponding size.
  - Note: there are no women's sized shirts, all shirts are unisex and there is no guarantee to the participant that their shirt size will be available.
  - Once the participant has their t-shirt, direct them to take a seat in the auditorium.
- Escort
  - If a participant has large, bulky, or inconvenient baggage, they may place their items down in one of the two hacking spaces (library or auditorium).
  - If a participant makes this request, please escort them to the hacking space of their choice, allow them to place their items down, and escort them back to the auditorium where they will take a seat.

## Hall Monitoring and the Help Desk

The job of a hall monitor is to sit in their post and ensure that no participant trespasses space prohibited to them. Constantly assess the scene for suspicious behavior. If someone is using intimidation or force to try to get past you, use proper judgement to inform event organizers via two-way radio. You may be asked questions, reference *How to Answer Questions* (page 4). If you see anything suspicious, use proper judgement to inform event organizers via two-way radio or, if absolutely necessary, call 911.

You are allowed to use your laptop or phone, but do not let it distract you from doing your job.

## Overseeing Workspaces

When you oversee workspaces, you are looking to see if anyone needs help. Walk around and feel free to talk to participants about their projects. Reference *Seeing Something Suspicious* (page 5) to assess any situations.

Using laptop or phone is advised against in this position unless you are referencing the volunteer's handbook or [hackriverdell.com](http://hackriverdell.com).

## Discord

The purpose of Discord is to answer any questions from participants. Be casual but informative.

- The Discord link is: <https://discord.gg/aQRkad8>
- When someone logs onto the chat, join the conversation and greet them by saying, "Hi, my name is <name>. How can I help you?"
- Don't be confrontational and tell someone they are flat out wrong. For example, if someone asks, "The grand prize is a PS4 right?", do not be confrontational and respond by saying, "No the grand prize is a Myo Armband." Instead, respond by saying, "As it turns out, the grand prize is a Myo Armband."
- Be excited to help and answer questions.
- Use the volunteer's handbook and [hackriverdell.com](http://hackriverdell.com) to answer any questions you do not know the answer to.
- If you need time to check an answer or do not know an answer, say "Let me check on that for you." and ask an event organizer or another support chat agent.
- If someone is harassing you one online chat, use proper judgement to inform the event organizers.

After you have successfully answered all of the participant's questions, invite them to follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat for updates.

## Photography + Videography

Photographers and videographers are not confined by shifts. You may come and go as you please. The event organizers trust that you will take sufficient photos/videos of the event. Use your artistic skills to make every shot look stellar. You must be taking pictures during these activities:

- Opening Ceremony
- Main Hacking Time
- Activities
- Workshops
- Closing Ceremony
- Awards



## Frequently Asked Questions and Answers

### **How do I submit my hack?**

Participants can submit their hacks by visiting [submit.hackriverdell.com](http://submit.hackriverdell.com). Submissions will open at about 6:00 AM on Sunday and will close at 8:00AM. Any hacks submitted after 8:00AM are not eligible for a prize.

### **What are the prizes?**

Check out [hackriverdell2017.devpost.com](http://hackriverdell2017.devpost.com) to see all the prizes

### **What do I need for the expo?**

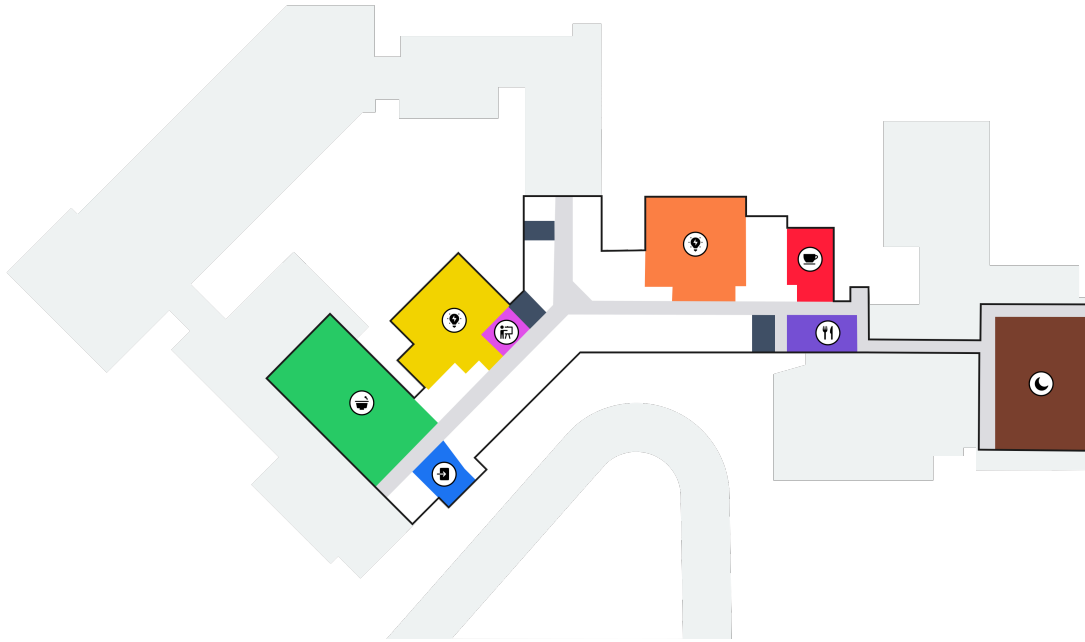
Participants should have some sort of demonstration of your hack during the expo (e.g. PowerPoint presentation, hands-on demo, or whatever is applicable for your hack).

After you answer a question, invite the participant to follow @HackRiverDell on Facebook, Twitter, Instagram, and Snapchat for updates.

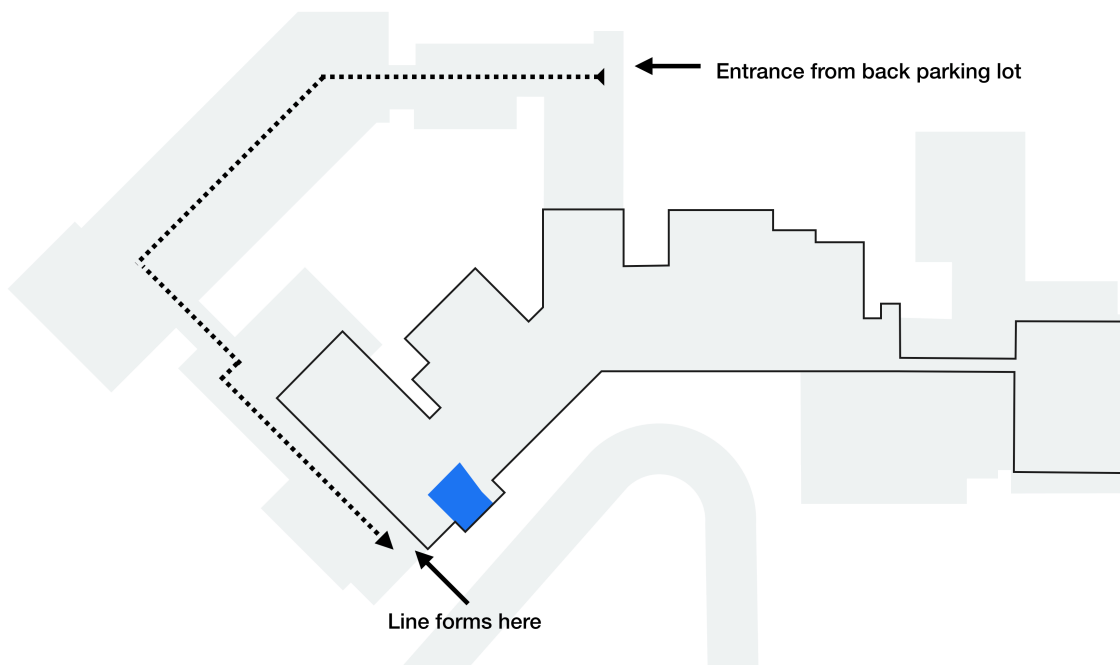
Check out [hackriverdell.com](http://hackriverdell.com) for more questions and answers

# Diagrams

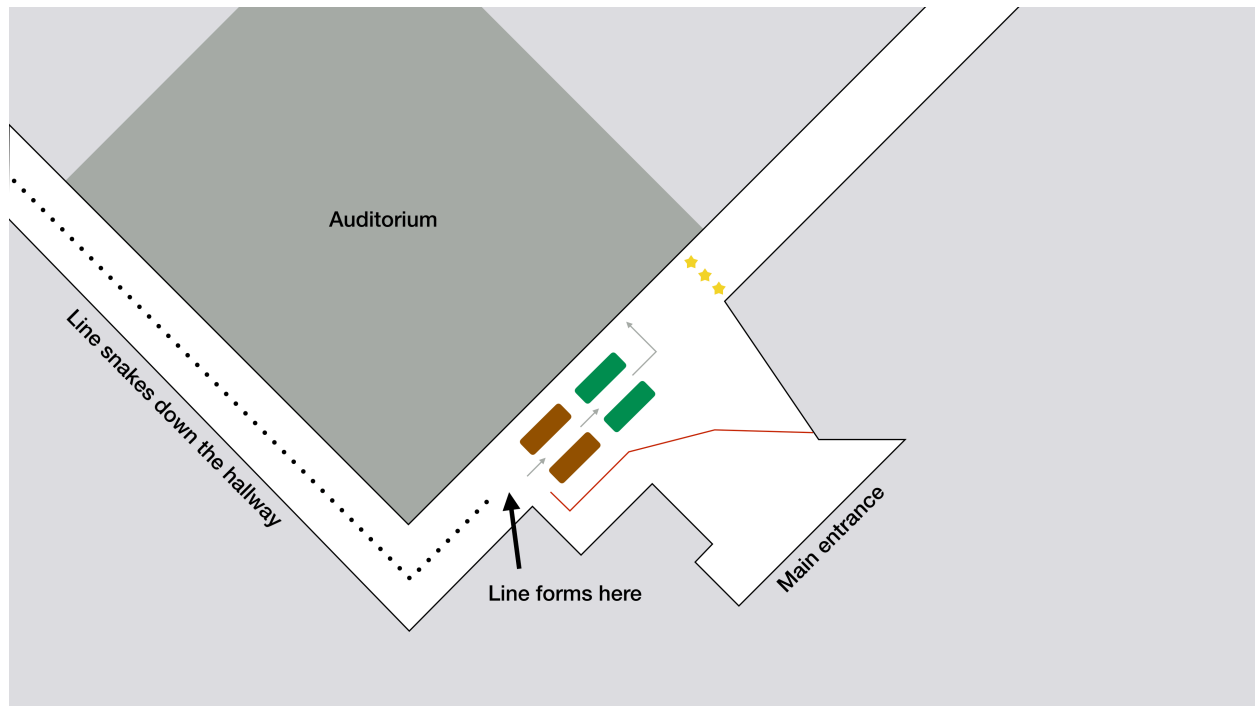
## Map of Event Available Space



## How participants enter from back parking lot



## Check-in Flow



Registration check and badge distribution



Swag distribution



Divider



Escorts