

Wisteria Work Barter Guide

Hello, and welcome home!

First off, we want to thank you for working with us. Running or hosting an event would be impossible without the enormous contribution of time and effort from all of you. Nobody can do it alone; together we make the magic happen.

You should have received a separate message or email with the following information. If you didn't receive this, please email volunteer@wisteria.org and let us know.

- The department you will be working in
- Your department manager, and how to contact them
- Your department schedule, including your shift days and times
- The day and time of the work barter orientation meeting

We know nobody reads long documents anymore, so, here's a very quick summary (but please read it anyway)

- Orientation meeting is 7PM the day before the event starts, we provide dinner
 - If you can't make the meeting, contact your department manager or MOD when you arrive
- Contact volunteer@wisteria.org or your manager if you'll be late or need to cancel
- If you need to leave, let your department manager or MOD know.
- You get: free admission, two meals a day, wifi, and free admission to Manifest work barter appreciation weekend (on labor day)
- We ask for a 4-6 hour shift daily
 - You'll have days off if we have enough volunteers
 - If there's something special you want to do or see, just ask us! We encourage people to work together to make that happen, and will always try.
- Take care of yourselves and each other
 - Get 3 hrs sleep, 2 meals, and 1 shower daily at a bare minimum
 - Stay hydrated, and dress for warmth in the cooler days
 - Be prepared for camping, weather, and the challenges of nature
 - Be kind to yourself and each other, events can be stressful!
- Practice good radio manners: identify yourself and who you're calling for, speak clearly, keep your cool, and stay off the radio in emergencies (unless you're a responder)
- Stay safe on golf carts! They can be dangerous, even deadly, and repairs are very expensive
- Every department has its pros and cons, we encourage you to find what fits you
- When in doubt, ask us, we're here to take care of you, so that you can take care of everyone else
- We welcome feedback on how we can do better! Link and QR code for anonymous survey is at the bottom of this page

Orientation meeting

Work barter orientation meetings are usually 7PM or 7:30PM the day before the event starts. After the welcome and general announcement period, you'll meet with the other members of your department for specific orientation.

If you can't make this meeting, don't worry! Just reach out to your department manager once you get here, and then show up at your first shift. Also, please make sure you read the information for your specific department below.

Food is always provided at volunteer orientation meetings, with vegetarian and gluten free options available. If you've told us about any dietary restrictions, we'll do our best to meet your needs.

If your schedule changes or you can't make it

If for some reason you can't make it, please let us know as soon as possible by emailing volunteer@wisteria.org. If you know your department, please also let your department manager know as well.

What we provide

Free Admission

As a work barter volunteer, your admission, and one kid age 3-16, are free (kids under 3 are always free). Older kids (16+) are welcome to do work barter with us as well, and it's a great opportunity to meet new friends. If you're a department manager, you will typically receive a free comp you can use to bring in an older family member or friend with you. Otherwise, those traveling with you will need to pay for admission unless you've made special arrangements with us.

As a work barter volunteer you can also arrive the day before the event, and stay the day after.

Free food

Everyone working with us will get fed lunch and dinner at Hestia's Hearth, beginning with the volunteer orientation meeting. Hestia's Hearth typically offers vegan or vegetarian, gluten free, dairy free, and other options. The first day of the event, we'll always have dinner, and usually lunch. The day after the event (usually Sunday), we just have lunch available.

Hours vary by event, but usually lunch is 11:30AM-1PM, and dinner is 5:30PM-7PM (we'll ring the dinner bell when it's ready). We'll make every effort to bring food out to those who are on shift during a meal. The kitchen team is happy to set aside plates for those of you working late shifts, just ask! If for some reason you're not getting fed, let your department manager or the MOD (Manager On Duty) know.

Security can always get free coffee while on shift. Staff always gets a discount on coffee, a discount on beer when it's being sold, and for especially demanding events, we'll give everyone a free coffee per shift.

Manifest - Work Barter Appreciation Weekend

Manifest is our yearly work barter volunteer appreciation weekend, on Labor Day. During Manifest, anyone who volunteered for us in the year prior can come camp for free, and let us take care of you for a change. We'll provide dinner on Saturday night, but make sure you bring food for the other days. Folks usually end up down in Paw Paw drumming, so bring your instruments. It's a great time to get to know folks better without the demands of an event.

Other things we provide

You'll get free wi-fi internet covering the duration of the event. We'll give you a voucher for one device, but if you need more for work, or if you have trouble getting online, ask us at the office or at Mercury's Market. Most of the campground left of crossroads (on the way to the Pavilion and Stone Circle) is covered. Coverage to the right of crossroads (out to Grand Field) is incomplete and sometimes unpredictable, but it's pretty good at least to Pirates' Cove.

If you need your vehicle for your work barter, for medical reasons, or because you have to work, we'll provide you with a parking pass. Otherwise, please park in the parking area once you've unpacked your camp. Please don't drive your car around once you've parked! The land here is very fragile and easily rutted or damaged, especially when it's wet. You can also buy a parking pass if you want, though please be considerate of our guests who will need camping space.

There is limited electric service available. It's free for those with medical needs, and sometimes available for purchase. Email us at volunteer@wisteria.org if you want or need power. Water spigots are located throughout the campground, and all water is safe to drink. A filtered water tap is available on the outside of Caffeina's Cafe.

Ice and wood are available at a discounted staff rate at Caffeina's Cafe or Mercury's Market.

If your job requires a radio, we will provide one. Batteries will be available in First Aid or the Market. Wisteria currently uses FRS channel 3, but will be switching to a commercial licensed frequency soon; at that time, any consumer walkie-talkies will no longer work.

What we ask from you in return

Work barter shifts are 4-6 hours, depending on the department. We try to make sure everyone will work about the same amount, with time off to enjoy the event. Have fun and go wild on your time off, but please show up on time, sober and rested enough to do the work. If you don't, it just makes it harder on everyone else.

We expect you to follow the campground rules and all laws when you're here. The campground rules apply to everyone; please familiarize yourselves with them. Federal, state, and local laws apply here too, even the stupid ones.

A lot of what we do here is "vibe management". That starts with managing yourself. Whether you're happy and chill, or angry and frustrated, your vibe will spread to others, and the vibe can make or break a festival. Remember, you can always ask us for help if you're feeling stressed or need something.

What to bring (and what not to bring)

Bring everything you need to camp: a tent, air mattress or similar, beverages, cooler, etc. If you forget or need something, or something breaks, Mercury's Market sells some camping gear, and you'll often find friends and neighbors willing to help you. Just don't be a wook.

Bring plenty of clothes, good shoes, and some kind of rain gear, especially if you're working FAST (First Aid / Security Team), Facilities, or Parking. In colder months, have some non-cotton clothing available; cotton is dangerously useless when wet.

Make sure you pack bug repellent and sunscreen, *and use them*. We have ticks here that carry Lyme disease, Rocky Mountain Spotted Fever, and some that can make you dangerously allergic to red meat. Permethrin spray on clothes works better than DEET (just don't spray it on your skin).

Don't bring firearms, fireworks, wood from more than one county away, or anything illegal. We have a zero tolerance policy for drug dealing, and yes we really mean it. This is a sacred space, and we don't want to put it or anyone else at risk.

What you need to know

Take care of yourselves and each other

Our real job here, everyone's job, is taking care of ourselves, each other, and our guests.

Many of the events we host or run can be amazing, intense, powerful experiences. It's tempting to try to do everything. Every one of us here has experienced FOMO, stayed up way too late having too much fun, and crashed and burned at some point. We get it. We all had to learn the hard way that you'll have more fun not trying to do everything.

We like the 3-2-1 rule: get at least three hours of sleep, two meals, and one shower, every day (we strongly recommend you get much more sleep than that, but we're also realistic). If you find yourself getting spun out, angry, frustrated, or overwhelmed, that's a good sign you're not doing enough self-care. Take breaks, talk to your department manager if you're on shift.

Hydrate, you beautiful people! Water and gatorade are available by First Aid and at cooling stations in hotter weather. Don't overheat or overwork yourself. Remember, you're at a festival in the woods, it's supposed to be fun. Come to First Aid if you're feeling unwell.

Don't change up your meds while you're here! Wisteria can certainly be a healing space, but sometimes folks think that means they don't need their meds anymore, and that usually goes spectacularly wrong.

Safety is everyone's job

Yeah, yeah. It's true, though. We have to look out for each other and for our guests. Wisteria is a beautiful place, but it's also the woods. There's dangerous ravines, stinging insects, mosquitos, ticks, and venomous spiders and snakes. It's also a festival, and while it's less common here, there's sometimes thieves, creeps, and other folks with ill intent.

Keep an eye on each other. If you run across an environmental danger, such as "whoops I just pissed off a buncha ground bees", radio for Facilities, or Security if they aren't available. If you see a snake, the radio code is "we have a visitor at <location>" (most of the snakes folks find here are harmless, but we do have copperheads, and we try not to freak people out).

If someone is injured, passed out, or even seems "off", call First Aid. They may be fine, they may have heat exhaustion, or they may be in serious trouble.

If you see suspicious or bad behavior, call Security. This doesn't mean they'll get into trouble, sometimes we just need to make sure they're safe. This includes folks wandering into ravines or weird places (they're probably not sober, and we want to make sure they don't get hurt), people going through others' campsites, or generally acting suspicious. **Always report predatory behavior, consent violations, and anyone taking photos of minors that are inappropriate or without parental consent.**

Radio etiquette

To use the radio, push down the talk/transmit button, wait a half second, speak, and then wait another half second before letting go of the button. That keeps you from being cut off. To call for someone, say your name, then who you're calling for (name or department), such as "This is Alice calling Bob", or "Alice for Security". If you're responding, say "go for security" or "this is Bob". Please stay off the radio while other folks are talking, it doesn't work when multiple people transmit.

Check in and out at the beginning and end of your shift, e.g. "This is Alice signing on to First Aid" ... "this is Bob signing off First Aid".

If there is an urgent situation, call for Security or First aid. Don't panic, but let them know it's urgent: "Could you come down to Grand Field **promptly**, please?" (or "as soon as possible" or "quickly"). On the other hand, if it's not urgent, say "no rush" or "no hurry" or something of the sort. **If there is an emergency call and you are not immediately involved, stay off the radio until all clear is given**

Do your best to be professional on the radio, you never know who's listening. Or at least, keep your cool, and don't be a jerk.

Golf Cart Safety

You may use a golf cart for your work barter (note, you must have a driver's license to drive a golf cart). Drive 5pm or less, and be mindful of kicking up dust. If you need gas, radio for Facilities (if you *are* Facilities, and haven't been trained on gassing up carts, ask the facilities manager or MOD). When you're done with your shift, hand your golf cart key over to the next shift, or if there is no next shift, leave it in the drawer at First Aid.

If your cart doesn't have blue (or other colored) painter's tape over the headlights, ask Facilities for some, so you don't blind folks at night.

Yes, the golf carts are fun (trust us, we know), but they're still vehicles, and they can still maim or even kill someone. They are also stupid expensive to rent, repairs are even worse, and they scratch if you look at them funny. What seems like minor body damage can cost us thousands of dollars, and no, that's not an exaggeration. Please, please don't fuck them up, or do things that are likely to fuck them up. Besides, Pam will give you a disapproving look, and you definitely do not want that.

When in doubt, ask!

Got a question you don't know the answer to? Need help with something? Don't understand how to do something? We're here for you! Ask your department manager, then the MOD.

Specific departments

Security

Security runs 24/7, usually from before the event begins to after it ends. Security shifts are typically 6 hours (2 to 8 / 8 to 2), but you'll have fewer shifts overall than the 4-hour shift jobs. If we have enough staff, we'll add folks on a staggered shift (such as 5-11 / 11-5). Most security incidents can be handled with a cheerful attitude and good people skills. You will usually have a golf cart, but it's a good idea to walk around and talk to people too.

Security meets at the First Aid station. Wear good shoes, keep an eye on the weather, and bring a reliable flashlight.

Security is also responsible for lighting the (filled) tiki torches, and serving as a backup for Facilities when they're not on shift.

First Aid

First aid, like security, runs 24/7 and usually on 6 hour shifts, with staggering if there's enough staff. We always try to have at least one person with Red Cross first aid and other certifications available at all times. First Aid folks may be at the First Aid station, or may be in a golf cart.

FAST

At smaller events or with fewer staff, we'll combine these two into the First Aid Security Team. There will usually be a security person and a first aid person in the cart at all times, working together.

Facilities

This covers everything grounds-related: trash / recycling, tiki torches (except security lights them), cleaning the showers, etc. Facilities usually runs a morning shift and an evening shift. The good news is, your shifts aren't that long; you may be done in a couple hours. The bad news is, you'll probably be wet and/or dirty by the time you're done.

Fire Tribe

Fire Tribe is an institution that extends beyond Wisteria, including other venues and festivals, with its own traditions and culture. Fire tribe manages the larger bonfires at Paw Paw and other areas, as well as preparing fires for ceremonies and workshops. Working large fires can be physically challenging, hot, and even dangerous, and you'll also be acting as security and crowd control. But if you love fire, this is the place for you.

Hestia's Hearth Kitchen

The kitchen crew prepares and serves the food at Hestia's Hearth. Kitchen experience is encouraged but not required. Like a restaurant kitchen, it can be chaotic and fast-paced at times, but unlike a lot of restaurant kitchens, we strive to make it a kind, supportive environment. There are usually three kitchen shifts: lunch (starting around 10am), dinner (starting around 4pm), and after-dinner dish/cleanup (which runs as late as it needs to). Kitchen almost always needs help with dish; if you're looking for something to do, even if you're not in that crew, ask if they need help.

Shifts tend to be 4 hours. Wear comfortable shoes, you'll be on your feet. If you have a knife roll, feel free to bring it, but it's not required (and if you do bring your own knives, you'll need to wash them and keep track of them!). Finally, note that we take sanitation seriously. The last thing we want is to make people sick, so make sure you understand and follow all health code guidelines.

Caffeina's Cafe

The cafe serves coffee, soda and other beverages, pre-packaged items, baked goods, brats, etc. We usually serve both flavored and unflavored coffee; please make an effort to keep them separate in the grinders and carafes. The cafe is also where most people go to buy ice and wood.

Shifts are typically 4 hours. You won't be on your feet the whole time, but you'll still want to wear good shoes. Cash register experience is a plus, but not required. This is a great place for extroverts; you'll meet a lot of people and make them very happy.

Mercury's Market

The market sells camping items, sundries, supplies, Wisteria swag, and a few food items like freezy pops. Market usually runs two shifts of one person each.

Green Man

The Green Man tavern is open for some events, and operated by Tent City Boosters Club. When open, Green Man serves local beer, and may also serve local cider and wine, or cocktails. Tent City Boosters Club is a non-profit; all revenues from alcohol sales go towards direct expenses, and all remaining profit goes towards the charitable mission of promoting harm reduction and safety at events.

Green Man shifts are 4-5 hours, typically 4-8 and 8-midnight. It's a fun job, but responsibility and situational awareness are important to keep folks safe.

Gatehouse / Check-In

Depending on the size of the event and number of staff, we may do check-in at the gatehouse, or we may do it at the market. Gatehouse shifts tend to be a lot of waiting with bursts of activity as folks tend to arrive in bunches. Familiarity with computers and cash registers, and being a little detail-oriented, is a plus here. It can be slow at times, but you'll be mostly out of the rain, there's AC in the summer, and the wi-fi is solid.

Kid Village / Child Programming

If you enjoy working with kids, this is the place for you! We staff Kid Village during larger events. This includes the fenced in play area, and may also include child or teen/tween programming. Please note, volunteering for kid village may require a background check (we don't care about that time you smoked the devil's lettuce, we care about the safety of our friends and families).

We welcome your feedback

If you'd like to leave us feedback about how we're doing and how we can do better, we have a Google form you can fill out. It's anonymous, though, you're welcome to give us your name and contact info if you want us to get back to you. Use the QR code below or this link:

<https://forms.gle/Jj9ur3oxoBqEdpJ57>

