

2016 Love Hope Strength Foundation at ACL Ambassador Team Overview Austin Kiddie Limits Team

LHSF Ambassador Role

LHSF Ambassadors on this team will help to spread awareness of the cause and increase registration for the GET ON THE LIST campaign. All Ambassadors understand that they are representatives of Love Hope Strength Foundation and must abide by all rules and regulations outlined by the host venue while supporting the Foundation. Ambassadors must be personable, complete a task assigned by LHSF, and help promote the GET ON THE LIST marrow registration initiative.

Check-In

Check in at Ambassador Grove about 30 minutes before your shift. **Be on time!** Plan for heavy traffic, long lines at the Festival shuttles, heavy pedestrian traffic, etc. See the General Orientation for more check-in details.

What is Love Hope Strength Foundation | Why Is It Important to Get On The List | Details on LHSF Ambassador Role

Read the General Orientation for details on LHSF, the **Get On The List** campaign, and your role as an LHSF Ambassador in promoting the campaign.

Austin Kiddie Limits (AKL)

The Festival is for music fans of all ages! AKL is a festival within a festival for parents who want to share the experience of attending the Festival. AKL is an extremely popular family-friendly destination, open 11 am to 7 pm each Festival day.

Located in a new area of Zilker Park with a special family entrance nearby off Barton Springs Road (see the Festival map), AKL offers parents and kids the opportunity to catch family-friendly music featured on its own stage plus various activities, including creating their own music, arts and crafts, and much more.

Children 10 and under are allowed into the Festival for free when accompanied by a parent or guardian.

The AKL Ambassador Team

This team helps set up the area and assist with various activities as directed. Some team members will “tag” kids by assisting a parent or guardian in registering their child and placing wristbands on youngsters (to help connect them with their parent or guardian in case they get lost). There are three “tag-a-kid” booths: at each of the entrances next to the Information booths and at the new family entrance.

Team members will also answer general questions regarding the AKL area in a friendly, positive, and professional manner.

FAMILY SERVICES

There are two family services tents. This is an area with a small, private portion of an enclosed tent where a parent or guardian can go to change a baby’s diaper, breast feed, or have privacy to use a breast pump. One Family Services tent is located at Austin Kiddie Limits, open from 11 am to 7 pm. The other tent is at the Medical Tent just south of the Barton Springs Entrance and is open from 11 am to 10 pm.

Kids Activities

AKL is where all the fun happens. Kids can get their hair punked out in rockstar doo’s or get temporary tattoos and enjoy “kid-friendly” musicians and other types of shows. The AKL team assists with whatever is assigned: helping take photos, assisting at the drum circle, etc. Visit the Festival’s AKL section where

you can learn about all the exciting areas and become familiar with the activities featured at the Festival.

Interacting with Children and Parents/Guardians

Be friendly. Children can be shy and may not want to participate in activities unless their parents are a part of the fun too. There will be a good variety of activities, but if a child just wants to run around in the grass with their parents or guardians, that's cool, too. Always be friendly, smile, and share your excitement and enthusiasm!

If a child has a minor accident or injury (such as a scraped knee or a bug bite), the parent or guardian is in charge of the situation. Note that there is a small first aid kit in the AKL/Family Services booth

If any situation requires professional medical attention, report to a team lead immediately and the team lead will handle the situation. There are medical stations at the Festival to handle medical emergencies. Do not attempt to medically intervene.

If a child gets separated from their parents or guardians and has a Tag-A-Kid wristband, bring them to the nearest Tag-A-Kid booth ASAP. One of your team leads will assist you in getting the child's information to contact the adult they came with. If a child is lost and doesn't have a wristband, still bring the child to a Tag-A-Kid booth so that the process can begin to find their parent or guardian.

How Can I Prepare?

Visit the Festival's Website. In order to be a successful LHSF Ambassador at ACL, take the time to prepare for your team role. Visit the Festival's website (www.aclfestival.com) to review the Festival map, and become familiar with the Festival layout, such as stage locations, Information booths, the Access Center, etc.

As you review the Festival map, start to get your bearings. The Festival covers a large area and no matter which team you are on, a patron may turn to you for directions. It really helps to walk in having a good sense of direction (the Samsung Stage is East; the Honda Stage is West, the Access Center is west of the Barton Springs entrance, etc.).

LHSF Booth Location in ACL Cares: Study the Festival map and the LHSF Ambassador General Orientation and are clear as to the exact location of the Love Hope Strength Foundation booth in ACL Cares. **It's just east of the Barton Springs entrance.** As an Ambassador for LHSF, knowing where to direct patrons and Ambassadors to GET ON THE LIST is essential! Ask your team lead if you have any questions.

The LHSF Mission: Make sure you understand the GET ON THE LIST campaign by reading the Ambassador General Orientation, or by visiting the LHSF website for more information (www.lovehopestrength.org). You should be prepared to easily relay the "4 Steps to Save a Life" message to any patron or Ambassador.

We are hoping all Ambassadors will GET ON THE LIST by signing up for the international marrow registry. Take a few minutes to sign up at a special station in Ambassador Grove or visit the LHSF booth in ACL Cares. See how easy it is to sign up and know that this small action could help save a life, or give the gift of time, to someone in need.

Questions: email us at lovehopestrength@aclfestival.com.

See you soon!