

ELF - First Stage VOLUNTEER FAQs



What is this event?

Kapco's Kids2Kids Christmas Wonderland is Wisconsin's new, ultimate, drive-thru holiday destination in Grafton. This family-friendly event is more than a light show, it is bringing communities together to collect toys for children in need and spread holiday cheer with one-of-a-kind attractions. Experience millions of lights, three mesmerizing light tunnels, hundreds of inflatables, lighted water features, a live nativity scene, Santa's Workshop with live reindeer and a bustling Christmas Village.

How am I helping?

By volunteering to perform in the 2020 Christmas Wonderland you will be showcasing your acting talents to the 100's of families who will attend this event daily. Adding your unique talent to entertain and bring joy during the holidays will ensure that all attendees leave with lifted spirits.

Why is Kids2Kids important?

Kids2Kids Toy Drive launched in 2006 with the goal of collecting 1,000 toys donated by area children to distribute to low-income children. Now, 14 years later, the toy count tops well over 20,000 toys annually and just as importantly, several thousand children actively participate in this cause by volunteering and contributing toys. With the impact of the pandemic our 2020 toy drive is needed now, more than ever.

Where do all the toys collected go?

All toys collected are distributed to children in need throughout Southeastern Wisconsin through 30 different charities serving children and families.

Who benefits from the ticket sales for the Kids2Kids Christmas Wonderland?

Proceeds from ticket sales are used to purchase more toys to be distributed to children and families in need.

Will it be safe to volunteer during the pandemic & what safety protocols are in place for Covid-19?

Following the CDC guidelines, we have strategically planned out this event to meet or exceed all recommendations for social distancing. Masks are required, volunteers will be at least 6 feet apart, outdoor event, indoor spaces allow for plenty of space and air exchange, hand sanitizers in all volunteer areas, event attendees stay in their own vehicles, gloves provided for all money and toy handlers.

Why do I have to report or check in 45 minutes before my shift starts?

This 45 minutes allows for check in, costume checks and distribution (as needed), discuss roles and expectations, review safety procedures for this event concerning traffic, weather and Covid-19, address any questions you might have, and time to get to your position for the beginning of your shift.

Where do I check-in/check-out at the event?

Check-in/Check-out will take place in the "Wonderland Toy Workshop" located inside our distribution center located on the corner of Cheyenne Avenue and Hwy 60 in Grafton. Look for "VOLUNTEERS" signs to direct you. It is also a place to warm up and safely wait for a ride.

Can my parent drop me off?

Volunteers younger than 16 years old will need an adult chaperone to volunteer alongside them. Any volunteer who is 16 years or older can drive themselves or be dropped off and picked up. Volunteer parking and drop off/pick up is at Grafton High School.

Why am I asked to volunteer with family members or roommates?

Due to safety concerns during the ongoing pandemic we are hoping that families or roommates will volunteer together. We want actors to feel comfortable not wearing their masks once they are in their staging area. Keeping family or household members together meets our new safety protocols.

Why am I asked to volunteer with my actor who is under 16 years old?

While this event is a safe for all volunteers, given there is slow-moving traffic and other considerations, it is important to have an adult accompany children under 16 years old.

Where do I park at the event? Where do drop off and pick up take place at the event?

Volunteer Parking, drop off, and pick up are all at Grafton High School. Proceed on the sidewalk along HWY 60 to Cheyenne Ave, Traffic Directors will assist at the crossing, continue to the event lot to the “Wonderland Toy Workshop” by following the “VOLUNTEERS” signs.

Why am I asked to sign a liability waiver?

This is required by the event’s insurance as a safety measure to protect the volunteer and the companies sponsoring the event. Abiding by the guidelines and procedures will ensure everyone’s safety and health on site.

Who should I contact if I can no longer volunteer due to illness or Covid-19?

Any changes need to be confirmed with Sara Dunlap via email or text: dunlap@kapcoinc.com 262-689-3299

I’m volunteering as an Elf, what is my role?

Elves are asked to be high energy, maintain a cheery disposition, actively wave and interact with attendees with large and dramatic gestures. Might be asked to pretend to make toys in Santa’s Workshop. Training video will cover this in detail. Link to video will be emailed directly to volunteers. (available mid-Nov)

How will I get my costume?

Elf Hats will be supplied by Kids2Kids to all Elves. Elf Hats will be distributed and adjusted at check in. We ask that you wear something red or green as your outermost layer, along with red, green, or white gloves. Please arrive on time.

How will costumes be handled concerning Covid-19?

Only Elf Hats will be supplied by Kids2Kids unless otherwise communicated. We ask that you wear something red or green as your outermost layer, along with red, green, or white gloves. Elf Hats will be one-time use and will not be laundered or reused by Kids2Kids.

What should I wear under the costume to stay warm?

Winter coat, gloves, boots, thermal layers under clothes, snow pants, scarf, etc. Don’t forget your mask. Santa’s Workshop is covered but still exposed to the wind.

Will there be a training meeting or video?

A short video will be available in November that will review our safety protocols concerning the event site and Covid-19. There will also be a series of training videos. You will need to confirm you have watched and understand the Safety video as well as the Actor video.

How does my character safely interact with people in cars?

All actors must wear a mask during check in, check out, and on the grounds until they are in position. Actors will be staged throughout the event at least 10 ft from any moving vehicles. Actors will have no reasons to approach vehicles. All interactions will be from a distance as elves pretend to make toys, wave to passenger in vehicles, and improvise with little dances (if desired) to make attendees smile and laugh.

What are you doing for make-up and hair?

At this time, you are welcome to decide on and provide your own hair and make-up for your elf role. Keep in mind that hats are provided as part of your costume. Feel free to add rosy cheeks, glitter and sparkles to hair and skin, and eye make-up. Hair should be out of your face and fit under a hat. Take weather and wind conditions into consideration as well when styling your hair.

Will there be a secure area to leave a change of clothing or a bag?

Secure bins behind the check in area will be available for volunteers to store personal items. A staff member should be in the building at most times. Storing items is at your own risk but safer than leaving out in the large room, unsecured.

Will I get paid for my time in character?

Unfortunately, no. This is a fundraising event to support our Kids2Kids Toy Drive. All the volunteers who donate their time and talents make this event possible, we couldn’t do it without you!

Will I get free tickets to see the light show for a day I’m not volunteering for the event?

As a member of the First Stage family, you will receive one free pass for your family or friends to use. (One free pass per family)

Are all the volunteer opportunities outside?

Yes, all volunteer roles are outside.

Are you handing out hand warmers to volunteers?

We are looking for a donor/sponsor to supply hand warmers. If secured, hand warmers will be distributed at check in.

Will there be an area I can warm up during my shift?

No. We will distribute hand warmers at check in and we are limiting volunteer sessions to be less than 2.5 hours outside. Please dress accordingly for your session: Winter coat, gloves, boots, thermal layers under clothes, snow pants, hat, scarf, etc. Our check in/check out area will be heated and a place to warm up prior to and after your session. However, if a volunteer is experiencing any issues or concerns we will make adjustments and accommodations as needed. Don't forget your mask.

How do I safely collect toys from cars concerning Covid-19? (Most likely placement for Adult Chaperones)

All toy collectors must wear a mask. All toy collectors must wear the provided gloves. Vehicles will enter the drive through Santa's Workshop via the west side. Once a vehicle reaches the DROP OFF ZONE they will be asked to come to a complete stop and hand their toy donation through their window. Once the car is completely stopped and the toy is outside of the vehicle you can collect it. The vehicle will then advance through the Workshop to exit out the east side.

I have a friend or family member I want to volunteer with, how can we sign up for the same shift?

Due to safety concerns during the ongoing pandemic we are hoping that families or roommates will volunteer together. All volunteers are asked to sign up through SignUp Genius: https://www.signupgenius.com/go/ELVES_Kids2Kids You'll be able to see what sessions have multiple spots open, simply sign up for the same session date, time, and role. Any questions about this or you have a group of people please contact Sara Dunlap: dunlap@kapcoinc.com 262-689-3299

Can I sign up for multiple days or the same shift for multiple weeks?

Absolutely!

How many shifts can I sign up for?

As many as you'd like. We don't recommend that you sign up for 2 sessions on the same day as breaks are not built in nor the ability to warm up between sessions...it's cold outside!

Will snacks or beverages be provided?

Water bottles will be available to all volunteers in the check in/check out area. We are looking for donors/sponsors to supply individually wrapped snacks and hot beverages (coffee, hot chocolate, tea). If secured, snacks and beverages will be available in the check out area.

Are restrooms available for volunteers?

There will be Port-A-Potties available outside with wash stations and sanitizers. There are indoor restrooms at check in/check out. Please use the facilities before or after your volunteer session, not during.

Have more questions?

Contact Sara Dunlap: dunlap@kapcoinc.com
call/text:262-689-3299



To EVERY volunteer, THANK YOU!

We cannot thank each and every volunteer enough. We are overjoyed with the power of our community and the willingness to support each other during this time.

We've had 14 successful years of our Kids2Kids Toy Drive but 2020 is shaping up to be our best year yet! YOU are an integral part of that success. The pandemic has challenged everyone and in response, our re-imagining of Kids2Kids has provided an opportunity to do more, be more, impact more.

Here's to **MORE** with **GRATITUDE!**