



**THE TEAM  
BEHIND  
BLUESFEST**

## **OTTAWA FALL FESTIVALS VOLUNTEER FAQs**

### **I want to volunteer with the upcoming Ottawa Fall Festivals 2021 - when and how can I sign up?**

In light of the COVID-19 pandemic and current public health guidelines, our upcoming festival will require a small fraction of our usual volunteer team. While we can't wait to welcome you all back at our events in 2022, this upcoming event has limited opportunities and we will be reaching out to specific teams to fulfill our volunteer requirements. Check back in the spring of 2022 to find out more about our upcoming opportunities.

### **What are the public health guidelines for this event?**

All volunteers for this event must be double vaccinated and will be required to present a provincially-certified vaccine certificate (digital or hard copy) during volunteer on-site check-in.

In addition, all patrons eligible for a vaccine who are attending Ottawa Fall Festivals must be fully vaccinated per [Provincial Health Guidelines](#), there are no exemptions (religious or medical reasons) without proof, and will be required to prove status at the gates either through a digital or printed copy.

If you have questions about the COVID-19 vaccines or need resources to find a vaccination location near you, please check out this link [Ottawa Public Health](#).

### **Am I required to wear a mask while volunteering at the Ottawa Fall Festivals 2021?**

EVERYONE must wear a mask on-site at all times. Removal of a mask is allowed as per provincial guidelines are when you are eating, drinking, or for other medical needs.

### **As a volunteer, do I get access to free shows at the Ottawa Fall Festivals 2021?**

Yes, as all of our volunteers for this event are early bird eligible, you have access to see free shows during the event while not on shift, even before your first shift is scheduled.

### **Will there be an orientation session for the Ottawa Fall Festivals 2021?**

Yes! We will be hosting two virtual orientations via Zoom on Wednesday, September 15th at 6:30 PM and Wednesday, September 22nd at 6:30 PM. We will go through the site map, volunteer code of conduct, festival policies (including our health policy), emergency plans, tablet training and a smart serve refresher.

### **How old do I have to be to volunteer?**

We have limited positions in general and only a few youth positions at the Ottawa Fall Festivals 2021. Most positions require that you be at least 16 years old by the beginning of the festival, with a few exceptions being open to at least 14 years old by the beginning of the festival. Because most of the volunteers for this event will be returning volunteers, we may need to welcome you for your first festival next year when we anticipate opening up again to all the new volunteers.

### **Why can't I volunteer in more than one Area?**

Having our volunteers work all their shifts in one Area helps us to keep things consistent and means that you don't have to learn the ropes for a new activity every time you come in. Our Area Leaders also depend on the experience of their team to keep things running smoothly, and to help new volunteers get the hang of the day-to-day activities and expectations of their Area.

### **Can my time spent volunteering count for high school hours?**

Yes! Make sure to bring your school-issued form with you and have your Area Leader sign it immediately following each shift.

### **What does the festival do with tips?**

Tip money collected at the beverage areas of the festival supports volunteer appreciation initiatives, including things like a boxed lunch with each shift and a custom volunteer t-shirt made just for this event.

## **What is Accessibility Standards Customer Service Training? Why do I have to do it for the festival?**

Accessibility Standards for Customer Service is a provincially-driven act created to increase awareness and services for people with disabilities. All organizations that provide goods or services directly to the public are affected by this act, and that includes volunteers for RBC Bluesfest.

## **Do I have to complete the Accessibility Standards Customer Service Training before registration? Where do I have to go to do it?**

The training can be completed anytime between when you register and when the festival starts. The training takes approximately 45 minutes and is available for free online at:

**<https://accessforward.ca/customerService/>**

Please note, although there is a certificate for completing the training available, we do not require that you send it in to us. If you've done the training before, you do not need to do it again.