

CityFolk

Volunteer Handbook
2022

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WELCOME TO THE CITYFOLK FAMILY!

Thank you for volunteering with us! We consider our volunteers part of our folk family and we're delighted to have you join us at this year's musical reunion.

During your time here, we'll make it our mission to ensure that you have the support and resources that you need to make your volunteer experience as fun and relaxed as possible. We've done our best to explain our expectations to you clearly so that you know what we expect from you. In return, we ask that you use those resources whenever possible during your time here and do your best to follow the guidelines as they've been set out.

Speaking of helpful resources, this Volunteer Guide is one of the biggest ones we've got for you, so make sure to read it carefully before your first shift. In addition to reviewing our policies and letting you know just about everything you should expect during the festival, it also lets you know what other resources we've created to help you out and where to find them.

See you soon!

Your Volunteer Services Team

Anna Wood, HR Manager, Volunteer Services

Sarah Speed, Administrative Systems Coordinator, Volunteer Services

Kingsley Swim, Volunteer Services Assistant

LOCATION, LOCATION, LOCATION

Our home is the Great Lawn at Lansdowne Park at 1015 Bank Street. Make sure to take a look at the schedule online: www.cityfolkfestival.com.

IMPORTANT DATES

Volunteer Orientation — Tuesday, September 6 @ 6:30PM — VIRTUAL ONLY

Our online volunteer orientation session gives you the chance to meet with your Crew Leaders, take a virtual site tour, and get some details about your duties before the festival starts. Both new and returning volunteers are welcome. A zoom link and access numbers will be shared with volunteers via email.

CityFolk Festival — Thursday, September 8th to Saturday September 10th, and Thursday, September 15th to Saturday, September 17, 2022

Enjoy 6 days of incredible music, friends and excitement as we celebrate the 26th anniversary of CityFolk!

Volunteer Appreciation Party — Save the Date! Sunday September 17th

Stop by to celebrate your Volunteer time with us and honour Volunteers that have been with us for 5, 10, and 15+ years! Youth welcome! Due to limited capacity, guests are not permitted.

VOLUNTEER PERKS & BENEFITS

Volunteering with CityFolk comes with certain perks including:

- Free CityFolk t-shirt!
- Free meal for every shift you work!
- Free access to shows when you're not on shift, even if you're not working that day!

ALL Volunteers: You have access to shows before your first shift.

Other benefits our volunteers can take advantage of include:

- Access to Volunteer Village
- Volunteer Village is our volunteers-only space next to the Horticulture Building
- Inside the Village, volunteers will find a sitting area, and private washroom facilities

Welcome Centre/Bag & Coat Check:

- This is THE place for volunteers to go for warm beverages
- Volunteers have access to our free & secure Bag & Coat Check for any items they don't need during their shift; any bags entering the festival are subject to inspection, so bring only what you need and leave the rest with us!
- Make sure that all bags and personal items are collected from the Bag & Coat Check before it closes (see Hours of Operation section for more details)

Festival Kitchen:

- All volunteers receive a voucher for a complimentary meal for every festival shift worked.
- Meal vouchers are valid for a boxed lunch at Festival Kitchen OR a volunteer menu option from a festival vendor
- Although best efforts are made to address dietary concerns, not all restrictions can be accommodated

HOURS OF OPERATION*

Gates Open

- 5:00 PM daily*

*Exception September 10th, gates open at 6:30 PM due to RedBlacks Game

Festival Kitchen

- 3:00 - 9:30 PM daily

Festival Food Vendors

- 5:00 PM - close daily

Volunteer Check-In (located in Horticulture Building, entrance at east doors)

- 3:00 - 9:30 PM daily

**Free show check-in: until 9:15PM*

Welcome Centre/Bag & Coat Check

- 3:30 - 11:00 PM daily

**Hours of operation are subject to change until the festival starts; please check online for the most up-to-date information. <https://volunteers.ottawabluesfest.ca/training-cityfolk/>*

GREENING INITIATIVES

Although the leaves are changing colour, here at CityFolk we're still trying to keep things green. Here are some of the ways that you can help throughout the festival:

Bring Your Own Water Bottle—B.Y.O.(W.)B.!

Help us to reduce waste and show the earth some love by bringing your own water bottle. We have refill stations around the park if you need a top-up and you don't want to feel guilty about how much plastic you're using.

HOW TO VOLUNTEER AT CITYFOLK

Step 1: Start on your reading list

Go to <https://volunteers.ottawabluesfest.ca> to see the resources that all of our volunteers should read before the festival, including:

- **Volunteer Handbook:** This is your go-to for what we expect from you and what you should expect from us during the festival.
- **Job Descriptions:** Know what you'll be doing before the festival and avoid being surprised on your first day.
- **Volunteer Code of Conduct & Harassment Policy** This is our very clear and concise explanation of what behaviours are and aren't acceptable, as well as how we deal with inappropriate behaviour.
- **Volunteer FAQs:** Have a question that wasn't covered in one of the other resources? Take a peek at our FAQs and see if we've already covered it.

If you have any questions or need any clarification about anything you've read, feel free to email us at volunteers@ottawabluesfest.ca

Step 2: Take care of any outstanding business

- We require all volunteers to complete the online [Accessibility Standards Customer Service Training](#) before the festival. It's free and takes about 45 minutes.

- After you're done, make sure that you've updated your file to let us know that you've completed the training. Go to <http://accessforward.ca/front/customerService/> to complete the free online training.

Step 3: Join Volunteer Orientation on Tuesday, September 6, 2022

- Connect with on via Zoom for our Volunteer Orientation Session on Tuesday, September 6, 2022 at 6:30PM
 - o Although attendance is not mandatory, all volunteers (new & returning) are strongly encouraged to attend.
 - o In addition to getting a virtual tour of the new site, you'll also meet your Crew Leader, get some information about your duties, attend specialized training sessions (if necessary) and meet some of your crew-mates.

Step 4: Get ready, get set...

- Check your email to review what time your shift starts at and to read any new emails that you've received from Volunteer Services and/or your Crew Leader(s)
- CHECK THE WEATHER!
- Pack what you need for your whole shift. You're going to be onsite for at least 4 hours and September weather can be fickle, so consider bringing the following:
 - o Sunscreen for those hot September afternoons
 - o Sweater, scarf, mitts & hat for those chilly September evenings
 - o Umbrella/poncho and an extra pair of socks for September thunderstorms
 - o A pair or two of appropriate footwear (e.g. runners, non-slip closed-toe shoes, work boots, rain boots, etc.)
 - o Reusable water bottle
 - o A piece of photo ID (you'll need it to check into Volunteer Check-in)
 - o Signed [Parental Permission Form](#) (you cannot volunteer if you do not have it with you)
 - o Any medication that you may need during your shift
 - o Once you've received your volunteer t-shirt, add that to your list of things to bring!

Step 5: ...GO!

- Head on over to Lansdowne! Check out our "Transportation to the Festival" section to see the different ways to get here.
- Check in at the Volunteer Check-In (located in the Horticulture Building, enter through east doors) before your shift (make sure you have your ID!)
 - o If you're coming to see a free show, make sure to check in by 9:15 PM
- Pop over to the Welcome Centre and drop anything you don't need off at the Bag & Coat Check.
- Stop by Festival Kitchen for your complimentary meal so that you're not working on an empty stomach.
- Meet up with your Crew Leader and the rest of your team and put your best face forward!

Step 6: Get some closure

- Attend our Volunteer Appreciation Party (Save the Date, September 11, more details to follow) and revel in all the good times we had at this year's festival.

Step 7: Repeat next year!

TRANSPORTATION TO THE FESTIVAL

Lansdowne is in a fairly central location and is very accessible to the public, so getting down to the festival should be a breeze!

- **Walking:** Our Bank Street location means that volunteer pedestrians will have sidewalks and street lights to make their trek to and from the festival a safe and pleasant experience
- **Biking:** There are a number of bike paths leading directly to the festival site. Please take a look at this [Cycling Map](#) from the City of Ottawa to explore possible routes. You can also use Bike Ottawa's [Interactive Routing Map](#) to plan your best route.
- **Bus*:** OC Transpo has service on the 6 Greenboro/Rockcliffe and 7 Carleton/St-Laurent routes during event hours. There are no 450-series routes for this event. Use the [Travel Planner](#) to chart your journey. Bus stops are approx. 3 minutes walk from the festival main gate.
- **Para Transpo:** The accessibility drop-off location is along Exhibition Way, near the South-West corner of Aberdeen Pavilion.
- **Car drop-off:** There are a number of spots around the festival site where you can arrange to be dropped off for your shift and picked up after.
- **Driving:** We highly recommend taking one of the other modes of transportation listed here, as there is no parking onsite for volunteers.

****Please note that free OC transpo is not available for volunteers for this event***

YOUTH VOLUNTEERS

We have a number of crews that include youth volunteers: 50/50 Raffle, Festival Kitchen, Floaters, General Store, Green Team, Silent Auction, Volunteer Check-In, and Welcome Centre. All information and policies provided to our volunteers applies to our youth volunteers, as do the following;

High School Volunteer Hours Tracking Form

Volunteering at CityFolk is a great way to get some of those high school volunteer hour requirements out of the way as soon as school starts. Make sure to get your Crew Leader to sign off on your hours at the end of each shift.

Parental Permission Form

If you are a volunteer between the ages of 14 and 17 years of age when the festival starts (September 8th, 2022) you must print off and have your parent or legal guardian fill-out and sign the [form](#).

All Youth volunteers must bring the completed permission form to the Volunteer Trailer on their first shift in order to attend their shift.

MORE USEFUL INFORMATION

- **Cancelling a shift:** If you need to cancel a shift, you need to let your Crew Leader know as soon as possible. Your Crew Leader will provide you with their particular requirements for cancelling a shift (e.g. text, email, call), so please contact them by their preferred method.
 - If you cannot contact your Crew Leader for any reason, please email volunteers@ottawabluesfest.ca with your (i) name; (ii) crew; (iii) shift time; (iv) location; (v) reason for cancelling.

- **First Aid:** We have roving First Aid teams throughout the festival site.
- **Lost & Found:** During the festival, all lost items that have been found will be held at Customer Support, located next to our main gate.
- **Assisted Volunteering:** If you are a volunteer who requires assistance, please arrange to have your support worker with you. They do not need to register (unless they're planning on volunteering separately) and they will be offered complimentary access to the festival when they check-in with you at the Volunteer Trailer.
- **Customer Support (Accessibility, Info Booth, Ticket Help):** We're proud to say that Lansdowne is a very accessible site; most patrons should not have any issues accessing any of the programming onsite, regardless of their level of mobility. That being said, our Customer Support team is available for any volunteers or patrons who have any issues with access.
- **Project Soundcheck:** Project SoundCheck was a project which launched in 2015 to address sexual violence at large gatherings, and specifically focused on music festivals. It focused on training music festival volunteers in bystander intervention. You can follow the links below to access more in depth information and training.

Project SoundCheck Volunteer Manual, English:

https://cityfolkfestival.com/wp-content/uploads/2019/09/ProjectSoundCheck_Eguide_2019.pdf

VOLUNTEER CODE OF CONDUCT & HARASSMENT POLICY

The Volunteer Code of Conduct can be found here:

<https://volunteers.ottawabluesfest.ca/vbf-content/uploads/2022/03/2022-March-Volunteer-Code-of-Conduct.pdf>

The Volunteer Harassment Complaint Form can be found here:

https://docs.google.com/document/d/1DAFdNnL5Zqw81vheclwMp_13_EqxImST/edit?usp=sharing&oid=102313948415681622749&rtpof=true&sd=true