

## Drive-In Training Questions

Tuesday, July 28, 2020

1. What happens if a volunteer is late getting to their shift due to being stuck in traffic?  
We will check them in when they arrive and assign them to their team after check in. No penalties
2. Just to confirm, volunteers that are not on shift cannot see a free show...if they want to see a show, then they must have a shift  
Correct, or purchase a ticket
  - a. Mini follow-up about this...once a volunteer is done their shift and the show is not over, can they stay and watch the show?  
Yes they can stay
3. Will patrons be able to view the concert screens properly if the sun is coming down?  
Good Question. Our technical team will have taken this into consideration
4. Does the Operations Team have to wear safety toe footwear while on shift?  
No, just close toed shoes. If you are more comfortable in steel toed shoes in the event you are moving barricades, it is up to you.
5. If a volunteer has a medical license for medical marijuana use, will they be ok to come on site with it or not?  
Yes, they will be ok to come on site with it, however will be asked to adhere to any restrictions in terms of smoking onsite. There may be a designated space.
6. Can volunteers bring in their own water bottle with water in it or will they have to empty it upon arrival on-site like we do at Bluesfest?  
Yes, they will not be asked to empty it
  - a. If so, can they refill their own bottle with the provided water bottles?  
Yes, definitely.
7. What OC Transpo bus routes bring you to the site?  
STO routes 34 and 35 stop on Laurier just outside of the site
8. Is there parking on-site or near the site for volunteers with a disability vignette/pass for their vehicle?  
no, unfortunately there is no parking in or around the site. Only lots that I have previously sent around
9. Is free Wifi available to volunteers and patrons on-site?  
There is no public Wi-Fi on the grounds. There is accessible Wi-Fi at the VolOps area at the Condo and in Hospitality area adjacent to the Condo.
10. Radios for Area Leaders:
  - a. Who gets them, each area?
  - b. How many radios does each area get?
  - c. If an Area Leader is managing more than 1 area, do they get 2 radios?  
We will be in contact with area leaders directly with radio allocation onsite. You may notice that you do not have the same access to resources as you do at Bluesfest and Cityfolk.
11. Will shift reminders to volunteers be sent the day prior to their shift or the day of their shift?  
The day of their shift at 8:00 AM
12. Will there be signage that indicates that "volunteer" designated washrooms are "for staff only"?  
Yes
13. What is the policy/process for patrons wearing face masks in the Hospitality Suite?  
Masks are mandatory indoors, and signage will be posted

- a. How will it be controlled?  
Patrons can be asked to wear a mask, and maintain social distancing
14. Incident Reports:
- a. Will they be emailed to volunteers or to Area Leaders only?
  - b. Will they have to be completed on paper or by email/online?
  - c. If emailed to the Area Leaders, would they have to print copies and provide to volunteers?
  - d. Or will paper copies be provided for each area like we do at Bluesfest?
- Good questions. Incident documentation can be emailed to either Anna [volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca) or Mike [mrouleau@ottawabluefest.ca](mailto:mrouleau@ottawabluefest.ca) If necessary we email an electronic copy of our incident report form for more details. A staff member or supervisor can also take note and submit them via email.
15. Is there an “egress” plan for the end of a night to let cars out of the space?  
Yes, although not as strictly guided as the beginning of the night. Cars would exit in an orderly fashion from the front of the site to the back, much like what is done at a Sens game. The police will take over the intersection and flow the cars out without stopping. Cine-Parc, the movie drive in that is operating on the same site is clearing their vehicles in approx. 20 minutes
16. What is the procedure if a patron parked their car and then wants to leave the site on foot?
- a. Example: parking is first-come-first-serve but they don’t want to see the first part of the show but wanted to get a good parking spot...can they leave the site on foot, go for a walk or dinner and come back after to watch the “late” show?
- not allowed. People are not supposed to exit their vehicles except for washrooms and concessions. That is a provincial order. If someone leaves (pushes through), then they are out and can’t return in until after the event to get their car. This is included in the FAQs and in the “know before you arrive” emails to patrons.
17. What is the procedure for volunteers when it comes to people wanting to leave the site on foot but were told “no they can’t”?
- a. Who does the volunteer turn to, supervisor, security or police?  
Supervisor or Security
18. What is considered an oversized vehicle?  
Varies, and will be determined on the night by onsite staff.

## Q & A: July 26 Session

*What should volunteers do if we notice someone smoking marijuana in the car?*

-Volunteers should alert staff and security. There should be no smoking marijuana in cars. It’s TOERSA’s responsibility to enforce security issues - drinking, smoking, exiting the car, etc.

*Are guests allowed out of their cars?*

-No. They are allowed to get out to use the washrooms and to grab a snack at concessions.

*Will there be food on site?*

-There will be some refreshments and light snacks like granola bars and fruit for volunteers. We suggest bringing any snacks you would like.

*Are breaks built into the schedule? What will that look like? Will there be someone to replace you if you need to use the restroom?*

-There will be a break area for volunteers to watch some of the show. Break times will be decided by your Area Leaders. There will be someone to replace you if you need to use the restroom, that is built into the schedule.

*Will there be water refill stations?*

-There will be no refill stations due to Covid concerns but we will have bottled water on site. Bottled water is free for volunteers, and will be distributed at our concession stand.

*Will there be a place to put backpacks?*

-There will not be a secured area for backpacks.

*What about the weather? If it's super rainy how could you see the show? Or if it's super hot you would need your car on for A/C?*

-If the weather is bad, the show will likely just be delayed until it clears up a bit.

-We will have everything set up through an FM station so the cars will not need to be on and not too sure about A/C.. may be able to have it on without the car running as well. Hopefully it won't be too hot that day.

*Coloured tags for VIP vehicles - What are they - our Parking Crew Leader will have this information onsite*