

NORTHERN LIGHTS FESTIVAL BORÉAL



Volunteer Manual July 3 - 5 2015

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Please read through the handbook prior to the festival
 & BRING IT WITH YOU!
 It will be your reference throughout the weekend.

OUR MISSION STATEMENT

Northern Lights Festival Boréal's (NLFB) mission is to present music, performing and creative arts through our annual three day music festival and year round activities that support the local artistic and musical talent in Northern Ontario.

OUR MANDATE

Northern Lights Festival Boréal's mandate is:

1. Commitment to reflect the cultural diversity of Northern Ontario in its operation and programming.
2. Commitment to treat all performers and artists and their work with dignity, respect and fairness.
3. Commitment to develop, support and acknowledge the value of local artists and performers.
4. Commitment to develop, support and honour the work of our volunteers.
5. Commitment to develop, support and acknowledge the interest of its audiences and developing their appreciation of the arts.
6. Commitment to build links to the community through cooperation and partnerships with other arts and cultural organizations, umbrella groups and other community groups.
7. Commitment to operate in a fiscally responsible manner with the goals of financial self-sufficiency.

Northern Lights Festival Boréal

19 Grey St. Suite 3
Sudbury, ON P3E 3L2
www.nlfbsudbury.com

**Thank you so much for helping to make this
year's festival a success!**

WELCOME

Welcome volunteers!

First and foremost, **thank you so much** for playing a part in the 44th edition of Northern Lights Festival Boréal. Each and every year, **it is your efforts as volunteers that makes this event a success.**

I am excited to get to know everyone and to see you all shine during the Fest. It is wonderful to be able to be among all of you. **We truly have some of the best volunteers in Sudbury!**

In this manual you will find information on everything you need to be at your best as a volunteer. Remember to **stay safe** and most of all, to **have fun!** We have an **amazing line up** of music, artists, vendors, workshops and more. Be sure to **enjoy as much of it as you can!**

On behalf of the entire organizing team, **thanks for your contribution into making this great festival happen.** We would not be here without you.

Patrick Wright
Volunteer & Outreach Coordinator



VOLUNTEER CHECKLIST

A FEW ESSENTIAL REMINDERS

Things to remember

- Info in this handbook!
- Your schedule
- Your Area Coordinator's Contact Info
- Where to meet your Area Coordinator at the start and end of your shifts

Items to bring

- Your volunteer schedule
- Comfortable shoes to wear during your shift
- Hat, sunscreen, sunglasses and insect repellent
- Rain gear and warm clothes
- Health Card
- An extra shirt for when you are off-duty



MY VOLUNTEER INFO

My Volunteer Area (s):

Name and Phone Number of my Area Coordinator (s):

Location on-site to meet for shifts:

My shift days and times are:

Other Notes:

Reminder

You must sign in/out at the Registration Tent!

RESPONSIBILITIES, BENEFITS & MORE

Volunteer Responsibilities

When on shift, you are representing the festival and the folk fest community. We ask that you be polite, professional and courteous at all times...and of course, have fun!

It is vital that all volunteers take on their responsibility to:

- Follow the volunteer code of conduct;
- Be on time for all meeting and activities associated with your task—this will lighten the load for everyone;
- Inform your Area Coordinator as soon as possible if you are unable to meet any of your festival responsibilities;
- Pick-up your festival volunteer bracelet each day;
- Wear your volunteer shirt while on shift. This identifies you as a volunteer to the festival patrons. Remember you are an ambassador of the festival and should be helpful and courteous;
- Be aware of disabilities and special requests. Not all disabilities are the same or even visible, be very aware of that. If there are any special requests, please bring the matter to your area coordinator;
- You are likely to be asked questions to which you may not have the answers. Please seek out the answers or direct the question to another Volunteer/Area Coordinator or Festival Organizer;
- Each day, before starting your volunteer shift, please sign in at the Registration Tent, please sign out when you are done;
- Contact your Area Coordinator if you have having difficulties, or contact the Volunteer Coordinator if the issues go un-resolved;

Volunteer Rights:

- To be identified as a volunteer, and treated as staff;
- To be treated respectfully and free of all forms of discrimination and/or harassment;
- To be well informed of all festival programs, procedures and volunteer area responsibilities;
- To feel comfortable with tasks assigned;
- To be recognized for your contribution to the festival;
- To have breaks, access to fresh water and protection from the elements.

Volunteer Benefits

Along with the satisfaction of helping to make this community event a success, perks of volunteering at the festival include:

- Festival Volunteer T-Shirt
- Environmentally-Friendly water bottle
- Meal vouchers during scheduled shifts
- City of Sudbury Bus Pass
- Volunteer/Community Hours Letter
- Festival Weekend Pass (\$95 value)
 - One day pass for every 4 hours of volunteering
 - Weekend pass after 12 hours of volunteering
- Post-Festival Volunteer Appreciation BBQ! **Sunday, August 17.**

Volunteer Code of Conduct

As a member of the Northern Lights Festival Boréal volunteer team:

- I will be a responsible ambassador for the festival and represent the festival in a positive way;
- I will be respectful of festival patron seating needs at all festival performances;
- I understand that my festival admission bracelet and t-shirt are non-transferable and remain the property of Northern Lights Festival Boréal, and can be repossessed under the following conditions:

If I attempt to bring alcohol on site or consume alcohol while on duty;

If I possess or use illegal substances on site;

If I commit illegal, violent or unsafe acts;

If I damage or steal NLFB or City of Sudbury property;

- I understand that if I consume alcohol while off-duty, I am expected to drink responsibly and not wear my volunteer t-shirt;
- I will fulfill all volunteer responsibilities to the best of my ability;
- I will not use Northern Lights Festival Boréal property or monies for personal gain;
- I will maintain confidentiality with respect to all NLFB information and records.
- I will leave all under-age children and pets at home.

Volunteer Meals and Refreshments

- **Meals:** Volunteers will receive (2) \$2 and (2) \$1 vouchers per scheduled shift or for every (4) consecutive hours worked. This voucher is redeemable at any festival food vendor.
- **Refreshments and Snacks:** A mobile water dispensing unit will be onsite, please fill up your NLFB re-usable water bottle as much as you want! Other refreshments and snacks will be available at the Volunteer Rest Area in the upper field under the umbrellas!

Personal Belongings

- Please leave all valuables at home. Northern Lights Festival Boréal is not responsible for any lost, stolen, or damaged items.

City of Sudbury Transit Service

- Northern Lights Festival Boréal will provide festival volunteers with a City of Sudbury bus pass valid Monday July 1st to Wednesday July 9th. **Passes are available at the NLFB office and Registration Tent upon request.**

Bike to the FEST!

- Saturday (noon to 6pm), Sunday (noon to 6pm), Rainbow Routes Association will have a Bike Valet Parking and Bike Racks available onsite.

Parking

- There is NO parking available onsite during festival weekend. Limited parking is available in the parking lots across Paris St. at York St.

IMPORTANT DATES

Volunteer Meeting and Training Dates

Note: All meetings, with exception of Site Patrol and the Breakfast Team, will take place at the NLFB Office.

Volunteer Orientations

Daytime sessions - 11 am

Friday, June 19th 2015

Tuesday, June 23rd 2015

Wednesday, June 24th 2015

Daytime sessions take place at

NISA (Northern Initiative for Social Action)

36 Elgin St., 2nd Floor

(corner of Elm and Elgin)

Evening sessions - 6 pm

Tuesday, June 23rd

Thursday, June 25th

Monday, June 29th

Tuesday, June 30th

Evening sessions take place at

Copperworks Consulting Inc.

128 Larch St, Suite 402 (4th floor)

(Vianet building)

Area Coordinators Meeting

Friday, June 26th

7:30pm

NLFB Office (19 Grey St.)

Ticket, Control Booth & Merchandise Tent Meeting:

Friday, June 26th

6pm to 7pm

NLFB Office (19 Grey St.)

Site Patrol Meeting

Thursday, July 2nd

6pm to 7pm

on site at Bell Park

- **All Festival Volunteers (new and returning), must attend only (1) Orientation,** hosted by the NLFB Volunteer Coordinator prior to Festival Weekend. Volunteers will receive important information and updates, health and safety training, and a chance to meet their peers and coordinators.
- Some festival areas (above noted) will host a volunteer meeting that provides information and training to volunteers on a specified area. Volunteers must attend these meetings if scheduled in the specified areas above.

Volunteer Scheduling and Cancellations

- Volunteers are provided with a schedule of their assigned shifts during festival weekend. If you unable to attend a scheduled shift, please notify your Area Coordinator or the Volunteer Coordinator as soon as possible.
- If you fail to notify NLFB of a cancellation, you may be denied entrance into the festival unless you have already completed 12 hours or you have purchased a festival pass.

VOLUNTEER INFO

Volunteer Appreciation Party

Keep your eye on your e-mail to hear all about our awesome volunteer appreciation party. There will be all sorts of entertainment, prizes and free food as well as volunteer awards.

Volunteer Satisfaction Survey

Don't forget to fill out our online survey– we want to hear how we did and how we can improve. www.nlfbsudbury.com/volunteers

Highschool Volunteer Hours

All Festival Volunteers will receive a completed Community Hours Form post-festival. If you have a specific form that must be filled out, bring it to the NLFB Office at your convenience. Volunteers must visit the Registration Tent before and after every shift to ensure your hours are accounted for.

Conflicts or Issues

If you have a concern, or find yourself in conflict, please bring it to the attention of your Area Coordinator. If it is not resolved, please contact Festival Organizers Patrick Wright, Felix HT or Max Merrifield. Each of us are ready to listen and explore solutions.



GENERAL PUBLIC FAQs

When wearing your volunteer t-shirt, you are identified as an ambassador for the festival and may be approached by the general public to answer any number of questions. Below is a cheat sheet to help! **If you don't know the answer to a question that is asked, please help the festival-goer find someone who does.**

Festival Hours of Operation

Friday, July 3rd: Park opens at 5:00pm

- Evening Concerts: 6:00pm to 12:00am
- Off-site Venue: Townehouse Tavern 12:00am until 2:00am

Saturday, July 4th: Park opens at 11:00am

- Daytime Concerts: 12:00pm to 5:00pm
- Evening Concerts: 6:00pm to 12:00am
- Offsite Venue: Townehouse Tavern 12:00am until 2:00am

Sunday, July 5th: Park opens at 11:00am

- Daytime Concerts: 12:00pm to 5:00pm
- Evening Concerts: 6:00pm to 12:00am
- Offsite Venue: Townehouse Tavern 12:00am until 2:00am

Festival Program: available for FREE at Ticket Booth

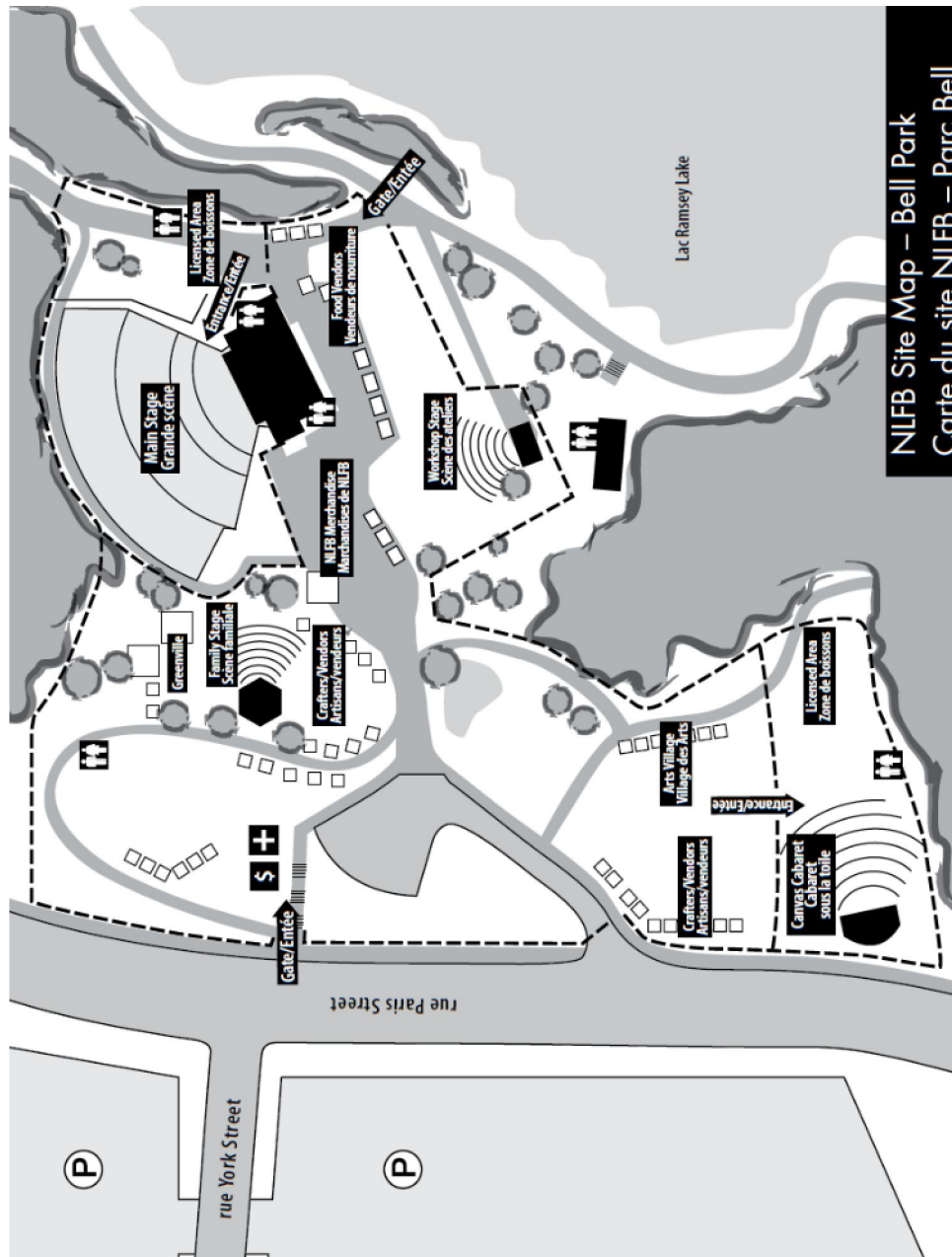
Pets: Pets are allowed. Owners must adhere to standard park and city regulations. Leashes are required. Pets are not permitted in the amphitheater during evening concerts.

Water onsite: Northern Lights Festival Boréal is water bottle free! A mobile water dispensing unit is available to all festival volunteers and patrons to fill out their re-usable water bottles. If you forgot yours, you can purchase bottles at the Merchandise Tent.

Lost and Found: located at the Ticket Booth

Cash Back: unlike previous years, the Ticket Booth will not do cash back. We have a few ATMs available on site to provide this service to festival-goers.

SITE MAP



VOLUNTEER AREAS

Arts Village: Volunteers will assist the Area Coordinator with set-up and tear-down of various supplies and equipment. Good customer service skills are an asset.

Beer Tent: Volunteers are responsible for selling and serving alcohol. **NOTE: Servers must have Smart Serve certification.** Ticket sellers and beer stein sellers do not require any certification; however, good customer service skills are an asset.

Breakfast Team @ College Boreal: Volunteers will prepare a breakfast for artists and vendors during their stay at College Boréal. Volunteers should have good customer service skills.

Charity Bingo: Charity Bingo runs from September to May and volunteers are responsible for following the Bingo Schedule for that session and remaining available to run to anyone that calls ' Bingo! '. You then clearly call out the number to the Bingo Caller and verify. Bingo volunteers are always scheduled in pairs. Each Bingo volunteer is asked to work one Friday shift per month (2 hours) unless additional shifts are requested - your help is always appreciated!

Children's Area: Volunteers will assist the Area Coordinator in organizing and executing various crafts, activities, and games for our young festival patrons. Volunteers must be friendly, courteous, patient, and enjoy having fun! Experience working with children is an asset.

NOTE: A Police Record Check is required to work in this area.

Consumer Surveys: Volunteers will survey festival patrons and collect valuable consumer information and feedback. These volunteers should be knowledgeable about the festival and have excellent customer service skills. Bilingualism is an asset.

VOLUNTEER AREAS

Control Booth: Managed by the Treasurer, the Control Booth handles all monetary transactions during festival weekend.

NOTE: Accounting experience and a Police Record Check are required for this area.

Green Team: Volunteers are responsible for keeping the park clean at all times. Since the festival has implemented a number of “green initiatives”, volunteers in this area should recycle as much as possible, and keep all park areas clean and free of garbage.

Hospitality (Onsite): Volunteers primarily act as hosts to artists who are dining in this area. Volunteers are responsible for ensuring all food and beverages are organized, fully stocked, and clean.

Instrument Lock-up: Volunteers must ensure all artist equipment is safely stored during the festival weekend. A large container is available for storage and a key is provided to the Area Coordinator. Volunteers must be able to lift and move equipment.

Membership Booth: Volunteers are responsible for offering NLFB Memberships to the general public. Volunteers are asked to explain the benefits of an NLFB Membership to patrons upon entrance to the park before the purchase of a festival ticket. Excellent customer service and sales skills are required.

Merchandise: Volunteers are responsible for selling all festival, artist, and performer merchandise. Good customer service and organizational skills are required for processing monetary transactions and taking inventory. Bilingualism is an asset.

VOLUNTEER AREAS

NLFB Fundraising Events: Volunteers are responsible for assisting with fundraising events throughout the year. Tasks and responsibilities will vary.

Pizza Booth: Volunteers are responsible for selling pizza and beverages to the general public. Volunteers must keep the booth clean; keep the pizza warm; handle money; and alert the Area Coordinator when stock is low.

Posters and Signs: Volunteers are responsible for hanging and distributing all NLFB posters, banners, and promotional material in designated areas of the city and at the festival site. This crew is also responsible for taking down all signage post-festival and returning it to the NLFB office.

Registration: Volunteers will greet and register all artists, performers, media, board members, staff, government officials, and VIP guests entering the festival site. Excellent customer service skills and organizational skills are required.

Runners: Volunteers are responsible for a number of festival errands and tasks that arise during festival weekend. Tasks are assigned throughout the weekend as assigned by the Volunteer Coordinator.

Site Patrol: Volunteers in this area must be knowledgeable of the festival program, the park layout, NLFB Emergency Protocol, and festival rules and regulations. This crew must ensure the safe and secure conduct of all persons at the festival and respond to inquiries in a pleasant and courteous manner. Volunteers are stationed throughout the park and overnight.

Site Setup/Tear Down: Volunteers are responsible for setting up and tearing down tents, fences, and all equipment used at the festival. Volunteers in this area work before and after festival weekend. Experience with manual labour an asset.

VOLUNTEER AREAS

Sponsor Village: Volunteers are responsible for ensuring all food and beverages are organized, and clean for the sponsors of the festival. Smart Serve may be needed.

Tent Rental Team: Volunteers are responsible for helping set up and tear down tents at various events during the year.

Ticket Booth: Volunteers in this area are responsible for selling festival passes to the general public. Volunteers must be well informed on the program, ticket prices, and the park layout. Experience handling money, good customer service skills, and organizational skills are required.

Transportation: Volunteers are responsible for the transportation of volunteers, artists, and performers to and from the festival site. Vehicles are provided by the festival. A valid "G" class license is required.



CONTACT INFO

2015 Area Coordinators and Co-Coordinators

Beer Tent	Andy Hillis
Breakfast Team @ College Boreal	TBD
Children's Area	Tanya Majer, Stacy Duhaime
Control Booth	Linda Guitard, Stephen Atkinson
Hospitality (on-site)	Tracey Whitehou
Instrument Lock-up	Duke Gauthier, David Cai
Merchandise Tent	Lonnie Doherty, Janik Guy
Snack Booth	TBD
Registration Tent	Charlene Sabourin,
Site Patrol	Andy McLellan
Site Setup	Bart Bateman, Derek Young
Site Tear-down	Bart Bateman, Derek Young
Ticket Booth	Julia Lovsin,
Transportation	Paul Gatza
Volunteer Hospitality / Resting Area	Bernard Duveau, Linda Duveau

CONTACT INFO

2015 NLFB Board of Directors

Chair: Kevin Closs

Vice-Chair/Communications Director: Stephen Atkinson

Treasurer: Linda Anne Guitard

Secretary/ Communications Committee: Cathy Orlando

Sponsorship Committee: Chris Swayne

General Member: Jesse Brady

General Member: Kevin Despot

General Member: Ralph Dominelli

General Member: Lonnie Doherty

General Member: Janik Guy

General Member: Deanna Nebenionquit

General Member: Chris Swayne

Artistic Director, Sponsorship Committee: Paul Loewenberg

NLFB Staff

Executive Director: Max Merrifield

Volunteer & Outreach Coordinator: Patrick Wright

Community Relations Assistant: Felix HT

Outreach Assistant: Krishna Patel



NOTES