



# NORTHERN LIGHTS FESTIVAL BOREÁL

CANADA'S LONGEST CONTINUOUSLY  
RUNNING OUTDOOR MUSIC FESTIVAL

Volunteer Manual

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March 8-10 2019  
Sudbury, ON  
[www.nlfb.ca](http://www.nlfb.ca)

# Staff



Marketing/  
Communications  
Coordinator

Izzy Ahrbeck  
647-968-1561



Volunteer/ Outreach  
Coordinator

Tim Kraft  
705-358-7666



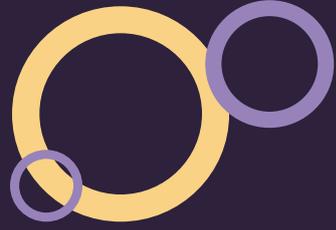
Executive/ Artistic  
Director

Max Merrifield  
705-207-3127



Marketing/  
Communications Coordinator

Cameron Gilesie  
416-835-6498



# Area Coordinators

March 8 The Grand  
Brenda Rochon

March 8 The Little  
Montreal  
Jeff MacIntyre

March 8 Townehouse  
Tamara Kraft

March 9 Parkside  
Julie Houle

March 9 Townehouse  
Telana Arseneau

March 9 Zigs  
Keven Shawanda



# Welcome!

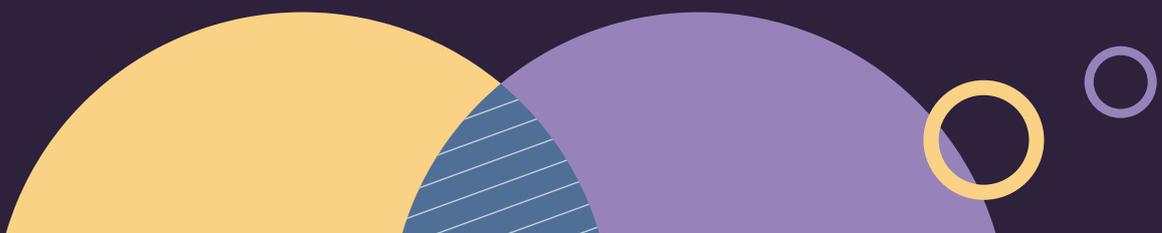
Thank you so much for playing an important part in Northern Lights Festival Boréal's first ever Bloom music festival. Each and every year, it's your efforts as volunteers that make this event a success.

I'm excited to get to know everyone and to see you all shine during the festival. We truly have some of the best volunteers in Sudbury!

In this manual you will find all the information you need to be an NLFB volunteer. We have an amazing line up of music, artists, vendors, workshops and more, so be sure to enjoy as much of it as you can!

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

Remember to stay safe and most of all, to have fun!

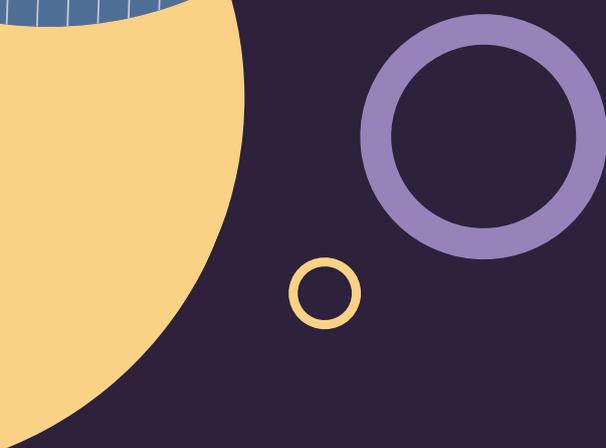


# Mission Statement

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

## Mandate

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



# Your 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:

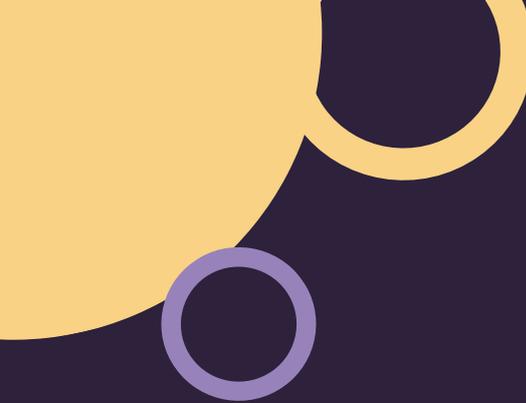
- Follow the volunteer code of conduct;
- Be on time for all meeting and activities associated with your task —this will lighten the load for everyone;
- Inform your Area Coordinator as soon as possible if you are unable to meet any of your festival responsibilities;
- Pick-up your festival volunteer 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 and 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;

# Your 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.

# Your Benefits

- Satisfaction of helping to make this community event a success
  - Festival Volunteer T-Shirt
  - Environmentally-Friendly water bottle
  - Volunteer Hours Letter
  - One show pass for every 4 hours of volunteering
  - Post-Festival Volunteer Appreciation Party! Date and location TBD.
- 



# 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.
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# Things to Remember

- Information in this handbook
- Your schedule
- Your Area Coordinator
- Your work location

# Things to Bring

- Your schedule
  - Comfortable shoes
  - Hat
  - Sunscreen
  - Sunglasses
  - Insect repellent
  - Rain gear
  - Warm clothes
  - Health Card
  - An extra shirt for when you are off-duty
- Personal belongings can be left at the Registration Tent with the Registration volunteers or for a \$10 deposit they can be put in a storage locker. Please leave all valuables at home. Northern Lights Festival Boréal is not responsible for any lost, stolen, or damaged items.

# Taxi

This year Aaron Taxi is our Transportation Sponsor. If you require a taxi please call 705-670-0000.

# Parking

There is NO parking available on festival grounds from Thursday to Sunday and limited parking is available in the York St./ Paris St. parking lots.



# Volunteer Nominations

Did you notice a volunteer who strived to make the Festival amazing? Someone who was determined to volunteer their time and expertise to help NLFB? Nominate him or her for a NLFB Volunteer Award to celebrate their passion, dedication and community impact. Ballots are available at the Registration Tent during the festival.

# Volunteer Hours Letter

All Festival Volunteers who have indicated the need proof of hours worked will receive a completed Volunteer Hours Letter 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 / 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 Telana Arseneau, Izzy Arhbeck 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 inquiries. Below is a cheat sheet to help! If you don't know the answer to a question, please find someone who does.

**Festival Programs:** 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 Grace Hartman Amphitheater with the exception of service animals.

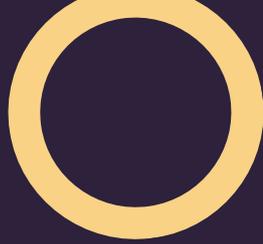
**Water onsite:** Northern Lights Festival Boréal is plastic water bottle free! A mobile water dispensing unit is available to all festival volunteers and patrons to fill up their re-usable water bottles. If you forgot yours, you can purchase bottles at the Merchandise Tent.

**Lost and Found:** located at the Ticket Booth

**Cash Back:** Ticket Booth will not provide cash back. We have a few ATMs available on site to provide this service to festival patrons.

**Weekend Passes:** those who purchased weekend passes are able to attend the entire festival, including Thursday.

**Ticket Refunds:** no refunds.



# Festival Schedule

**March 8**

**The Grand**

The Battle of Santiago: 7:00pm - 8:00pm

Shad: 8:00pm - 9:00pm

Bombino: 9:00pm - 10:30pm

**Little Montreal**

Catherine Taddo: 11:00pm - 12:00am

Mehdi Cayenne: 12:00am - 1:15am

**Townehouse**

LAL: 11:00pm - 12:00am

Gurpreet Chana: 12:30am - 1:30am

**March 9**

**Parkside**

Kobo Town: 1:00pm - 3:00pm

Greyson Gritt: 5:00pm - 6:00pm

The Young Novelists: 6:00pm - 7:00pm

**Townehouse**

Nadjiwan: 10:30pm - 11:30pm

JUMPLE: 12:00am - 1:00am

**Zig's**

OONGA: 11:00pm - 11:55pm

DJ Chippynonstop: 12:30am - 1:30am

**March 10**

Meltdown at the Townehouse

1:00pm - 6:00pm

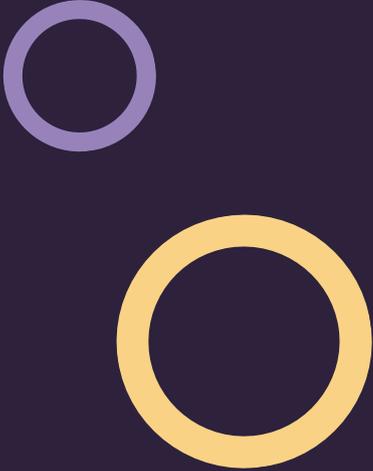
TowneHouse

Pierre Kwenders

8:00pm - 10:00pm

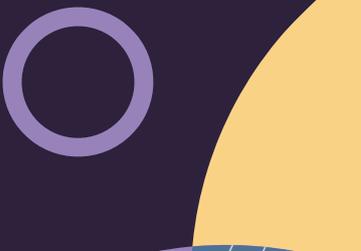


# Festival Tickets

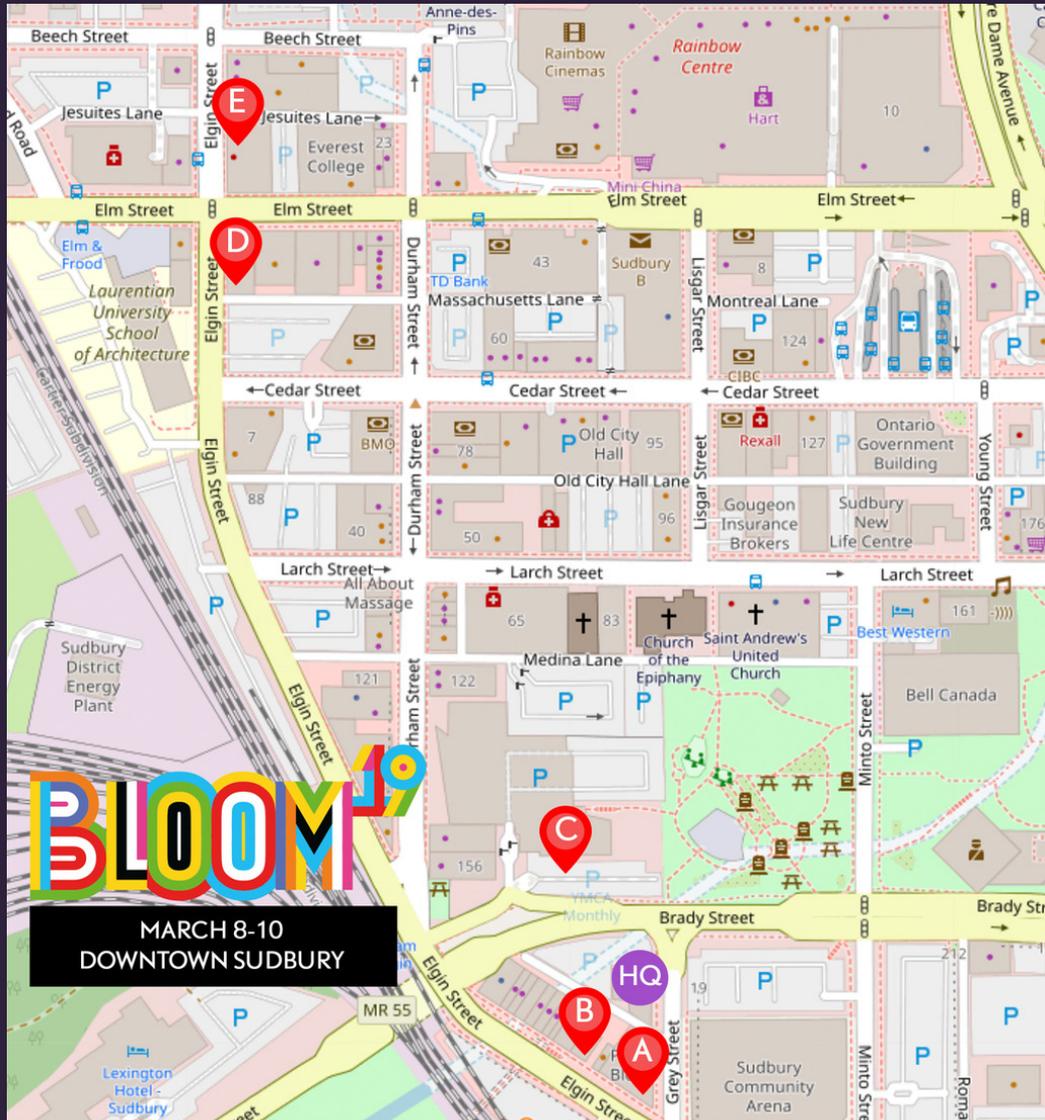


**Visit our website for  
updates on ticket pricing**

[www.nlfb.ca](http://www.nlfb.ca)



# Site Map



**BLOOM 19**

**MARCH 8-10  
DOWNTOWN SUDBURY**

**VENUES**

- A** TOWNEHOUSE TAVERN
- B** LITTLE MONTREAL
- C** PARKSIDE CENTRE
- D** ZIG'S BAR
- E** THE GRAND THEATRE



**Northern Lights Festival Boréal**  
3-19 Grey St.  
(t) 705-674-5512

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Toss us a like?

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Instagram: @NLFB\_festival

Twitter: @NLFB\_festival

#Bloom2019

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Download it on the Apple  
or Google Play Store.

NORTHERN LIGHTS FESTIVAL BORÉAL

PRESENTS



BOMBINO SHAD KOBO TOWN

THE BATTLE OF SANTIAGO MEHDI CAYENNE

GREYSON GRITT THE YOUNG NOVELISTS

NADJIWAN CHIPPY NONSTOP

GURPREET CHANA LAL JUMPLE

OONGA CATHERINE TADDO

MARC MERILÄINEN

LISTEN TO THE WORLD

MARCH 8-10