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# Area Coordinator Manual 2019



## NORTHERN LIGHTS FESTIVAL BORÉAL

BUILDING A BETTER COMMUNITY

*Comprehensive Information Manual for Area Coordinators*

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## INTRODUCTION

Since the inaugural festival in 1972, Northern Lights Festival Boréal (NLFB) has taken place, every July, on the beautiful shores of Ramsey Lake. As the longest running outdoor music and arts festival in Northern Ontario, NLFB has become one of the most eagerly anticipated summer events.

From its humble beginnings, the festival has grown and diversified, most notably within recent years, making several exciting updates and changes to reflect new market trends and public interests.

Since 2007, NLFB's volunteer Green Team sprung into action assisting the City of Greater Sudbury with park maintenance and waste reduction. NLFB has also strengthened its commitment to the environment by introducing reusable water bottles for volunteers and drinking mugs for festival patrons.

In the past, the City of Sudbury commended NLFB and its Green Team on being the cleanest and most environmentally conscious event at Bell Park!

In addition to NLFB's Environmental commitments, the development of the Children's Area has transformed the festival into Sudbury's premier summer family-entertainment weekend. The Children's Area now offers popular youth performers, interactive storytelling, comical plays, colourful crafts, and educational workshops, to entertain children and parents alike.

Northern Lights Festival Boréal hosts its 48<sup>th</sup> annual festival in Bell Park July 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> 2019. This year, NLFB hopes to improve on past successes by providing new and exciting family-focused entertainment to the Sudbury community.

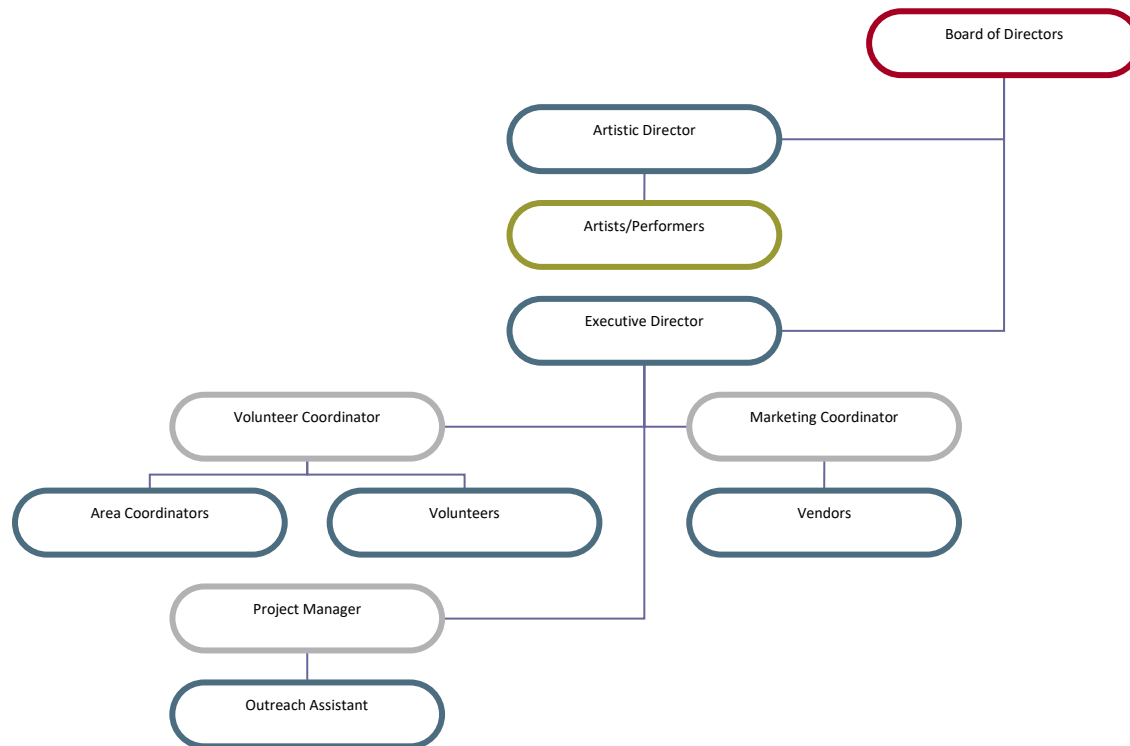
# GENERAL FESTIVAL INFORMATION

The Northern Lights Festival Boréal office operates year-round. A Board of Directors of 11 members and a full-time office staff oversee the organization’s day-to-day operations.

In the spring, additional staff members are hired, and volunteers are recruited to assist with final festival preparations. **Table 1.0.1** lists NLFB’s 2019 Board of Directors and festival staff.

Table 1.0.1 Board of Directors and Festival Staff			
BOARD MEMBERS		NLFB OFFICE STAFF	
<b>Festival Chair</b>	Andy Hills	<b>Executive Director</b>	Max Merrifield
<b>Vice-Chair</b>	Kevin Despot	<b>Planning Assistant</b>	Bailey Cooke
<b>Treasurer</b>	Brenda Rochon	<b>Planning Assistant</b>	Ashley Guenette
<b>Secretary</b>	Julie Houle	<b>Volunteer &amp; Community Outreach Coordinator</b>	Tim Kraft
<b>Directors:</b>	Natasha Condeh-Jahnel	<b>Marketing &amp; Communications Coordinator</b>	Cam Gillespie
<b>Director:</b>	Jesse Brady	<b>Northern Lights Festival Boréal</b> 19 Grey St., Suite 3 Sudbury, ON P3E 3L2 (P) (705) 674-5512 (F) (705) 222-9574 <a href="http://www.nlfb.ca">www.nlfb.ca</a>	
	Doug McAllister		
	Matt Riehl		
	Félix Hallée-Théoret		
	Luckny Zephyr		
	Julian Cote		

## NLFB ORGANIZATIONAL CHART



## NLFB/TICKET INFORMATION

Please see figure below for information on NLFB's 2019 festival headliners, ticket prices, and ticket outlets. Please visit [www.nlfb.ca](http://www.nlfb.ca) for more information on NFB's complete festival line-up.

### *Headliners, Ticket Prices, and Ticket Outlets*

#### 2019 Headliners

Thursday  
Sam Roberts Band

Friday  
K'NAAN

Saturday  
Bedouin Soundclash

Sunday  
Basia Bulat

#### 2019 Ticket Prices

Thursday  
Advance: \$45  
Gate: \$55

Friday  
Advance: \$35  
Gate: \$45

Saturday  
Advance: \$50  
Gate: \$55

Sunday  
Advance: \$50  
Gate: \$55

Sat. & Sun. 'Flex Pass'  
Advance (only): \$75

Afternoon:  
Gate (only): \$15

Student/Youth Festival:  
Advance: \$60  
Gate: \$65

Full Festival Pass  
Earlybird: \$75  
Advance: \$90  
Gate: \$120

#### 2019 Ticket Outlets

A&J Home Hardware

Old Rock

Jet Landry

Hanmer Home  
Hardware

Walden Home  
Hardware

### **FESTIVAL PASSES/TICKETS 2019**

Except for registered vendors, festival artists/performers, and NLFB volunteers, all persons attending Northern Lights Festival Boréal must purchase a valid festival pass or show ticket to enter music venues.

All offers of free festival passes to businesses/organizations, family members, friends, etc. on behalf of Northern Lights Festival Boréal must be authorized by NLFB Staff and Board of Directors.

***FESTIVAL HOURS OF OPERATION***

Stage x Time	Family Stage	Acoustic Stage	Canvas Cabaret	Main Stage	TowneHouse Tavern	The Lounge
Thursday	Closed	Closed	Closed	5pm – 12am	11pm – 2am	Closed
Friday	Closed	Closed	2:30pm – 11:30pm	6pm – 12am	11pm – 2am	11pm – 1:30am
Saturday	1pm – 4pm	3pm – 4pm	2pm – 11pm	12pm – 2pm & 7pm – 12am	11pm – 2am	11pm – 2am
Sunday	12pm – 4pm	1pm – 4pm	12pm – 11pm	3pm – 11:30pm	11pm – 2am	Closed

**FESTIVAL TRAINING, RESOURCES, AND SERVICES**

***IMPORTANT FESTIVAL MEETINGS AND EVENTS***

Please see the Table below for all upcoming festival meetings and events.

## Orientation Session And Meeting Dates

DATE	EVENT	TIME	LOCATION
TBD	Orientation	TBD	TBD
TBD	Orientation	TBD	TBD
At Orientation	Ticket & Control Booth Meeting	TBD	TBD
At Orientation	Area Coordinators Meeting	TBD	TBD
At Orientation	Site Patrol Meeting	TBD	TBD
At Orientation	Breakfast Team Meeting	TBD	TBD
July 2,3,4	Festival Setup	9am - TBD	Bell Park
July 4	Vendor Arrival	10am – 3pm	Bell Park
July 4-7	<b>Northern Lights Festival Boreal</b>	5pm – 12am 11pm-12am	Bell Park

### ***FESTIVAL HEALTH AND SAFETY\*\*\*IMPORTANT!!***

Due to the potentially hazardous nature of some festival volunteer positions, NLFB will now provide an Occupational Health and Safety information manual to all volunteers and Area Coordinators. NLFB asks that all volunteers read the manual and sign a waiver expressing that he/she has read and understood the information provided by NLFB.

### ***CONFLICT MANAGEMENT AND PROBLEM RESOLUTION***

Though it is uncommon, a festival volunteer may come into conflict with a fellow volunteer, an Area Coordinator, or a festival organizer. All volunteer concerns and conflicts are taken seriously. Area Coordinators are responsible for identifying volunteer conflicts and determining the appropriate course of action. This booklet provides information on how Area Coordinators should attempt to resolve a conflict in a discreet and professional manner.

If an Area Coordinator feels uncomfortable or unable to rectify the volunteer conflict, the Area Coordinator must notify for the Volunteer Coordinator of the issue so that further action may be taken. All volunteer conflicts and complaints must be documented and reported to the Volunteer Coordinator for NLFB records. Please see the end of this manual for a copy of NLFB’s Volunteer Incident Report.

**PLEASE NOTE\*\*\* The NLFB Incident Report assists the Volunteer Coordinator with assessing volunteer files for future festival recruitment. From this documentation, the Volunteer Coordinator can determine whether the volunteer is a suitable fit for the festival or for their previously assigned festival area.**



## ***FESTIVAL COMMUNICATION AND EMERGENCY CONTACTS***

**CELLULAR PHONES:** This year, NLFB will be using cellular phones to facilitate communication at the festival. These cellular telephones will be of NLFB office staff and key festival contacts. Please see table below for a list of contacts.

AREA/POSITION	CONTACT NAME	CELL PHONE
<b>Executive Director</b>	<b>Max Merrifield</b>	<b>705-207-3127</b>
<b>Volunteer Coordinator</b>	<b>Tim Kraft</b>	<b>705-358-7666</b>
<b>Marketing Coordinator</b>	<b>Cam Gillespie</b>	<b>416-835-6948</b>
<b>Outreach Assistant</b>	<b>Bailey Cooke</b>	<b>705-822-9909</b>
<b>Outreach Assistant</b>	<b>Ashley Guenette</b>	<b>705-498-0585</b>

**EMERGENCY PLAN:** The Festival Coordinators and members of the Security Team are trained and prepared for all emergency situations that may arise during festival weekend. Festival organizers and security volunteers have read and understood the NLFB Emergency Plan. The Festival Chair, the Festival Coordinators and the Security Area Coordinator are responsible for executing all emergency protocols if necessary.

However, in the event that the above mentioned parties are not able to execute emergency protocols, please see a copy of the 2019 NLFB Emergency Plan within this manual.

### ***ONSITE FIRST AID SERVICES***

Volunteer medical first responders from St. John Ambulance will be onsite throughout festival weekend providing first aid services. All persons within festival grounds are welcome to use St. John first aid services if required.

In the event of a medical emergency, St. John Ambulance must be notified in order to provide immediate medical care. St. John Ambulance volunteers are responsible for contacting paramedics in the event that one (1) or more persons must be transported to a hospital for further medical attention.

## **REGISTRATION TENT**

The Registration Tent registers all approved volunteers, vendors, artists/performers, media, VIP, government officials, and staff. This tent is the central volunteer information centre at the festival. For complete list of services and supplies offered by the Registration Tent, please see Table below.

<b>Registration Tent Services and Reference Tools</b>	
<b>SERVICES</b>	<b>REFERENCE TOOLS</b>
Registration of all volunteers, vendors, artists, VIP, board members, government officials, and staff.	An NLFB binder created by the Volunteer Coordinator with contact information, training manuals, park area information, maps, organizational lists, and more.
Distribution of Volunteer Packages	NLFB Emergency Plan 2019
• Water Bottle	Occupational Health and Safety Leaflet
• T-shirt, etc.	Conflict Management Guidelines
Distribution of Performer Meal Passes	Festival Cellular Phone Number List
Scheduling and Cancellations	Volunteer Handbooks
Distribution of Daily Volunteer Bracelets	Festival Site Maps
Distribution of Vendor and Performer Bracelets	Area Coordinator Manuals
Volunteer Excellence in Action Cards	Volunteer Satisfaction Surveys

## **NLFB VOLUNTEERS**

### **GENERAL VOLUNTEER INFORMATION**

Northern Lights Festival Boréal is a success each year due to the selfless and tireless work of volunteers throughout the community, who help provide the people of Northern Ontario with quality, family-focused entertainment. As the festival continues to grow, so does the need for volunteers. NLFB is proud to boast a team of over 200 volunteers working in 24 festival areas.

We offer information sessions, area training, and support to ensure volunteers feel comfortable and informed of their festival responsibilities. The festival is a great opportunity for students who are completing volunteer and community service hours. **Volunteers must be 14 years of age or older to participate.** Please see end of manual for Bloom's 2019 Volunteer Application Form.

### **VOLUNTEER PACKAGE**

For a minimum commitment of **4 hours per day**, volunteers will receive a **festival t-shirt**, a **volunteer handbook**, and **one free show**.

NLFB's **Volunteer Handbook** provides volunteers with pertinent volunteer information including park areas and descriptions, volunteer rules of conduct, volunteer rights and privileges, policies and procedures, volunteer meals and drinks, cancellations, contact information, and a park map.

The **Volunteer Handbook** provides answers to some of the most frequently asked volunteer questions and prevents the circulation of misinformation. Volunteer Handbooks are available on NLFB's website [www.nlfb.ca](http://www.nlfb.ca) and is given to all volunteers.

## ***VOLUNTEER RECRUITMENT AND SCREENING***

The NLFB Volunteer Coordinator will contact all past NLFB volunteers, as well as receive new application forms from individuals interested in volunteering at the festival. The Volunteer Coordinator via telephone or via email will contact new applicants if their application is approved.

If applicants select more than one area on their application form, the Volunteer Coordinator will choose an area for the applicant based on the applicant's selections and based on the areas with the greatest volunteer need.

## ***VOLUNTEER ORIENTATION SESSIONS AND AREA MEETINGS***

All festival volunteers, new and returning, must attend one Volunteer Orientation Sessions, hosted by the NLFB Volunteer Coordinator prior to festival weekend. Volunteers will receive important festival information and updates, health and safety training, and a chance to meet their peers and coordinators.

Festival areas that require more than 15 minutes of training must host a volunteer meeting that provides information and training to volunteers prior to festival weekend. All festival area meetings must be communicated with the NLFB office.

## ***VOLUNTEER SCHEDULING AND REGISTRATION***

All volunteers, with the exception of merchandise volunteers, transportation volunteers, and beer tent volunteers, will be scheduled by the Volunteer Coordinator. Volunteers will be scheduled according to their availability and the hours of operation in their designated area. Once availability is determined for all volunteers, a schedule will be drafted by the NLFB office and sent to all volunteers prior to festival weekend.

## ***VOLUNTEER ATTENDANCE AND CANCELLATIONS***

All volunteers are provided with a schedule of their assigned shifts during festival weekend. If a volunteer is unable to attend his/her scheduled shift, they are asked to provide a minimum 12-hour cancellation notice.

If a volunteer fails to notify the Volunteer Coordinator or the Registration area of a cancellation, his/her volunteer file may be **red flagged**. Consequently, the volunteer may be denied entrance to the festival for the remainder of festival weekend unless they have already completed 12 hours of volunteer work or they purchase a festival pass.

**PLEASE NOTE\*\*\*Entrance to NLFB will be determined each day as volunteers arrive for their scheduled shifts. Volunteer bracelet colours will vary each day. If a volunteer fails to attend his/her scheduled shift, the Registration Booth will be advised, and the volunteer will be denied access to the venue unless 12 hours of work have already been completed by the volunteer or the volunteer has chosen to purchase a festival pass.**

## ***VOLUNTEER PERFORMANCE***

Volunteers are expected to follow all Area Coordinator directions and perform their area responsibilities to the best of their ability. If a volunteer has any limitations or restrictions to the tasks they are asked to perform at the festival, they must notify their assigned Area Coordinator prior to commencing their duties.

If an Area Coordinator feels that a volunteer is neglecting his/her responsibilities, the Area Coordinator must notify the Volunteer Coordinator for further action.

## ***VOLUNTEER STANDARDS OF CONDUCT***

As a valued member of the NLFB volunteer team, all volunteers and Area Coordinators are asked to abide by the following:

- Be a responsible ambassador for the festival and represent the festival in a positive way;
- Understand that a volunteer festival admission bracelet and t-shirt is non-transferable and must remain the property of Northern Lights Festival Boréal. These items will be repossessed under the following conditions:
  - If a volunteer attempts to bring alcohol on site, or consumes alcohol while on duty;
  - If a volunteer possesses or uses illegal substances on site;
  - If a volunteer commits illegal, violent, or unsafe acts;
  - If a volunteer damages or steals NLFB property;
- Understand that if a volunteer consumes alcohol while off duty, he/she is expected to drink responsibly and not wear a Bloom volunteer shirt;
- Will fulfill all volunteer responsibilities as assigned by the Volunteer Coordinator or an assigned Area Coordinator;
- Will not use Northern Lights Festival Boréal property or monies for personal gain;
- Will maintain confidentiality with respect to all Northern Lights Festival Boréal information and records;
- Will leave all under-age children and pets at home.

## ***VOLUNTEER RESPONSIBILITIES***

As mentioned above, volunteers are asked to fulfill their festival responsibilities to the best of their abilities. General festival responsibilities are as follows:

- Follow the NLFB Volunteer Standards of Conduct;
- Be on time for all area meetings, activities, and scheduled shifts – this will lighten the load for everyone;
- Inform the Volunteer Coordinator or and Area Coordinator as soon as possible if unable to meet one or more assigned festival responsibilities;
- Pick-up a festival volunteer bracelet at the Registration Tent each day;
- Pick-up a festival t-shirt and bus tickets at the Registration Booth prior to the first scheduled shift;
- Wear a volunteer t-shirt while on shift. This identifies volunteers to the festival patrons. Volunteers are ambassadors of the festival and must be helpful and courteous to ALL festival patrons;
- Volunteers are likely to be asked questions to which they may not have the answers. In such a case, volunteers are asked to seek out the answers or direct the question to another volunteer or Area Coordinator/Festival Organizer;
- Each day, before starting a volunteer shift, volunteers must sign-in at the Registration Tent;
- Volunteers are asked to contact the Volunteer Coordinator or an assigned Area Coordinator if they are having any difficulties with their assigned tasks, a fellow volunteer or a superior. All complaints are handled seriously.

## ***VOLUNTEER RIGHTS***

Northern Lights Festival Boréal respects the rights all persons participating as a volunteer during festival weekend. All NLFB volunteers are entitled to the following:

- To be identified as a volunteer, and treated as staff;

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

## MUSIC VENUES AND COORDINATORS

AREA	COORDINATOR
TBD	TBD

## SITE SETUP AND CONSTRUCTION SAFETY

During site setup and tear-down for NLFB, a number of physical labour jobs are required. The use of tools can be very dangerous, especially if the user is inexperienced, nervous, or distracted. In order to prevent injuries during site setup and tear-down, participants must adhere to the following guidelines:

- Wear safety glasses and gloves;
- Always work in pairs;
- Pay close attention to the task at hand;
- Use extreme caution with tools and equipment;
- Never attempt to lift or hold objects beyond your physical capacity to support;
- Never stand under unsteady objects;
- No horseplay is to take place on festival grounds during site setup and tear-down;
- If an accident occurs, seek medical attention immediately.

## VOLUNTEER RECOGNITION PROGRAM

### GENERAL INFORMATION

This program is designed to recognize and reward festival volunteers for their efforts prior, during and after the festival.

The Volunteer Recognition Program is hoped to encourage Area Coordinators and volunteers to nominate peers, who have provided outstanding service and leadership at the festival, for special recognition at NLFB's post-festival Volunteer Appreciation Party. Volunteer nominations and awards will be based on attitude, behaviour and effort.

In 2008, NLFB initiated the program by presenting certificates to volunteers who provided exceptional service to the public and excelled in their festival responsibilities. Since 2009, we have been increasing the program's incentives in order to encourage volunteers and Area Coordinators to observe and nominate their peers for a job well done. The program has since become a permanent annual reward system.

The festival would not be possible without the help and support of the many volunteers who willingly and enthusiastically offer their time. This program is simply a small gesture for us to say "Thank You".

### VOLUNTEER RECOGNITION SYSTEM

Area Coordinators, volunteers, festival organizers, and board members are encouraged to observe volunteers and recognize a job well done by filling out a **Volunteer Excellence in Action (VEA)** card, which will be located in your registration package. Individuals interested in nominating a volunteer are asked to complete a VEA card during or immediately following the festival. A VEA ballot box will be located at the Registration Booth for submissions. All VEA cards submitted after the festival must be mailed or delivered to the NLFB office.

On the VEA card, the nominator will provide the name of the volunteer and a brief description of the volunteer's accomplishments during festival weekend. The nominator may remain anonymous.

All submitted VEA cards will be reviewed by the Volunteer Coordinator. The Volunteer Coordinator, along with direction from the Board of Directors, will select three (3) volunteers to receive a special award at the Volunteer Appreciation Party.

The Volunteer Recognition Program will be heavily promoted to volunteers, Area Coordinators, and festival organizers during festival weekend; information will be posted on the NLFB website, the NLFB Facebook page, and the NLFB mysudbury.ca page; and a section of the Volunteer Handbook will focus on the new award program.

#### AWARDS AND PRIZES

The NLFB office is currently working to secure large and enticing awards to encourage participation in the project. The final prize selection will be announced post-festival.

#### VOLUNTEER SATISFACTION SURVEY

NLFB has created a Volunteer Satisfaction Survey to receive feedback on how volunteers feel about the services they receive from Northern Lights Festival Boréal and offer us suggestions on how we can serve volunteers better.

Volunteer Satisfaction Surveys, in both official languages, will be included in your registration package and on the NLFB website at [www.nlfbsudbury.com](http://www.nlfbsudbury.com). Please see the end of booklet for a copy of the 2019 Volunteer Satisfaction Survey.

#### POST-FESTIVAL VOLUNTEER APPRECIATION EVENT

Every year, NLFB hosts a post-festival Volunteer Appreciation Party for all festival volunteers, Area Coordinators, board members and staff. The location and activities of the event vary from year to year, but the purpose remains the same – to graciously thank all of the volunteers who generously offered their time during festival weekend.

## Health & Safety

Northern Lights Festival Boréal's Bloom is a three-day music and art festival that takes place March 8, 9, 10, 2019 in Downtown Sudbury.

#### POLICY STATEMENT

Northern Lights Festival Boréal accepts its responsibility for providing and maintaining, so far as is reasonable, at all times during the setting up, running, and tearing down of the festival, an environment that is both safe and healthy for all.

To this end, Northern Lights Festival Boréal will take all steps within its powers to meet its responsibilities under The Ontario Occupational Health and Safety Act and all other legal requirements for Health and Safety. NLFB actively seeks the full and understanding co-operation of all persons involved in the festival for their commitment to the same.

Northern Lights Festival Boréal will annually review this policy as required by the Ontario Occupational Health & Safety Act.



## **RESPONSIBILITIES OF FESTIVAL BOARD OF DIRECTORS**

The festival Board of Directors shall have overall responsibility for all aspects of Health and Safety and shall, so far as is reasonably practicable, ensure that everybody under their control is familiar with the Northern Lights Festival Boréal Safety Policy and arrangements. The festival Board of Directors will encourage at all times the co-operation of all volunteers, contractors, vendors, performers, staff, and members of the public for their commitment to the same.

## ***RESPONSIBILITIES OF SAFETY OFFICER***

The Safety Officer shall be responsible in conjunction with the festival Board of Directors for preparing and revising (as appropriate) the Health and Safety Policy for the Northern Lights Festival Boréal and in addition shall:

- Provide guidance and advice on Health and Safety matters;
- In conjunction with the festival Board of Directors shall promote safety consciousness at all levels;
- Liaise with Medical, Fire Authority, Local Authorities and other appropriate bodies both before the festival and as appropriate during the festival and afterwards;
- Carry out pre festival inspection of the site (If possible, in conjunction with the enforcing authorities);
- Carry out audits with the appropriate members of the organizing committee;
- Be available during the festival to monitor compliance with the Festival's safety requirements and to be the point of contact for health and safety matters;
- Investigate and record all accidents/incidents and provide statistics for the festival Board of Directors;
- In addition to the above, the Safety Officer has the authority to require the
  - Cessation of unsafe practices where this is considered essential;
  - Where a requirement to stop an unsafe practice is not complied with, the Safety Officer will liaise with the Board Chair to deal with the problem.

These persons have specific responsibilities as listed below and, in addition, will assist with the implementation and enforcement of the Health and Safety Policy and arrangements, and will liaise with other committee members, Safety Officer and the Board Chair in dealing with emergencies and major incidents at the Northern Lights Festival Boréal.

## ***SITE SETUP AREA COORDINATOR***

- To ensure that all contractors on site abide with the Health and Safety Policy;
- To ensure that all contractors provide suitable and sufficient risk assessments and method statements for work to be carried out (in conjunction with the Safety Officer);
- To ensure that all building work is compliant with relevant legislation;
- To ensure that that all fire precautions are in place and have been agreed with the local fire authority;
- To ensure that a suitable number of sanitary facilities are provided.

## ***VOLUNTEER COORDINATOR***

- To ensure that all volunteers are aware of the safety procedures for the festival;
- To ensure that an accurate register of volunteers on site is maintained;
- To ensure that all accidents/incidents are recorded;

- To provide suitable personnel protective equipment when required;
- To ensure that all Area Coordinators are aware of the responsibilities for emergency procedures.

## **SITE SETUP AND CONSTRUCTION SAFETY**

During site setup and tear-down for Northern Lights Festival Boréal, a number of physical labour jobs are required. The use of tools can be very dangerous, especially if the user is inexperienced, nervous, or distracted. In order to prevent injuries during site setup and tear-down, participants must adhere to the following guidelines:

- Wear safety glasses and gloves;
- Always work in pairs;
- Pay close attention to the task at hand;
- Use extreme caution with tools and equipment;
- Never attempt to lift or hold objects beyond your physical capacity to support;
- Never stand under unsteady objects;
- No horseplay is to take place on festival grounds during site setup and tear-down;
- If an accident occurs, seek medical attention immediately



NORTHERN LIGHTS  
FESTIVAL BORÉAL

## NLFB Personal Injury Waiver

19 Grey St. Suite 3 • Sudbury, ON • P3C 3L2 • 705-674-5512 • www.nlfb.ca

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I, \_\_\_\_\_ (full name – please print) have read and understood all information contained within the Northern Lights Festival Boréal Health and Safety Manual. I have been given full opportunity to discuss implications of this consent of my own free will and my decision is not based upon representations or advice by representatives of NLFB.

I understand that it is my responsibility as an NLFB volunteer to act safely and responsibly in my festival duties. I assume all risk of personal injury, including death and damage to personal property sustained prior or during Northern Lights Festival Boréal.

Print Name: \_\_\_\_\_  
Signature: \_\_\_\_\_



NORTHERN LIGHTS  
FESTIVAL BORÉAL

## NLFB Conflict Resolution Guidelines

19 Grey St. Suite 3 • Sudbury, ON • P3C 3L2 • 705-674-5512 • www.nlfb.ca

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### UNDERSTANDING CONFLICT

Conflict is the natural tension that arises from differences. What does this mean? It means that conflict is normal when different perspectives are present; we experience a “tension” that we call conflict. This can be an internal self-to-self process such as when we are exposed to new ideas that contrast with currently held views. It can also be external self-to-others process.

### WHAT IS CONFLICT RESOLUTION?

Conflict Resolution is a problem-solving approach to conflict. A “mediator” walks the complainants through a discussion of the conflict to help them solve their differences. There is a standard procedure that is taught when students are not in conflict so when they end up in one, they know the procedure.

### GUIDELINES FOR CONFLICT RESOLUTION

#### **PERSON #1: TELL YOUR SIDE OF THE STORY**

- Only give the facts;
- Describe WHAT happened...NOT WHY it happened;
- Use “I” statements;
- Be respectful

#### **PERSON #2: LISTEN ACTIVELY**

- Can ask questions to clarify a point;
- When the person is finished, repeat what you heard;
- DO NOT change, or add information

**REPEAT STEP #1 WITH ROLES REVERSED**

**MEDIATOR CLARIFIES THE CONFLICT**

- Checks with a witness (if available) to verify information;

**EVERYONE EXPRESSES FEELINGS (TAKE TURNS)**

- What did/do you feel?
- How would you rather feel?
- What are your needs? Hopes?

**HOW CAN WE SOLVE THIS PROBLEM?**

**SELECT A WIN/WIN SOLUTION**

**AGREE ON FOLLOW-UP**

- Discuss consequences
- Checking back to be sure the solution works



NORTHERN LIGHTS  
FESTIVAL BORÉAL

## NLFB Incident and Accident Report

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**DATE OF INCIDENT:** \_\_\_\_\_ **DATE REPORTED:** \_\_\_\_\_

**TIME OF INCIDENT:** \_\_\_\_\_ **TIME REPORTED:** \_\_\_\_\_

**SPECIFIC INFORMATION:** \_\_\_\_\_

**REPORTER NAME:** \_\_\_\_\_

**PHONE NUMBER(S):** \_\_\_\_\_

**POSITION:** \_\_\_\_\_ **AREA:** \_\_\_\_\_

**WITNESS NAME:** \_\_\_\_\_

**INCIDENT DESCRIPTION:** \_\_\_\_\_

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**INCIDENT DESCRIPTION (WITNESS, IF AVAILABLE):** \_\_\_\_\_ 20

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PREVENTABLE: YES  NO

SUGGESTED CORRECTIVE ACTION: \_\_\_\_\_

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SIGNATURE OF REPORTER: \_\_\_\_\_ DATE: \_\_\_\_\_

SIGNATURE OF WITNESS: \_\_\_\_\_ DATE: \_\_\_\_\_

REPORT APPROVAL: \_\_\_\_\_ DATE: \_\_\_\_\_

# NLFB Emergency Plan

**\*\* The following contacts and procedures are to be followed in the event of an emergency at NLFB, July 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>, 7<sup>th</sup> 2019 at all music venues in the City of Greater Sudbury.**

**CITY OF GREATER SUDBURY EMERGENCY SERVICES**

Fire Department	9-1-1
Police	9-1-1
Ambulance	9-1-1
St. John's Ambulance	705.524.7223
City of Greater Sudbury	705.674.4455 ext. 2446
Festival Site contact	TBD

**TAXI CONTACTS**

Aaron Taxi	705.523.3333
ABC Taxi	705.522.2859
City Taxi	705.673.9999
Lockerby Taxi	705.522.2222

Note: Aaron Taxi is our sponsor.

## ***EMERGENCY PLAN PROCEDURES***

### **IN CASE OF A FIRE**

In the event of a fire at any facilities (vendors, tents, trailers, etc) during the Festival, the following procedures will be followed:

1. Security volunteers will notify the NLFB Security Coordinator that a fire is occurring in area xx
2. The safety of Festival patrons is paramount and security volunteers will evacuate the area using designated exits or safe routes or as directed by emergency personnel or the NLFB Security Coordinator.
2. Security volunteers will direct patrons to an area well away from the fire site and ensure patrons stay away from the area.
3. The NLFB Security Coordinator will ensure that the fire department has been notified and provide the fire department with the following information:
  - a) Location, i.e. Bell Park Main Stage Amphitheatre
  - b) Specific area where fire is occurring, i.e. Main Stage Loading Zone
  - c) Details of fire (grease, electrical, etc.)
  - d) Security Coordinator name and telephone number
4. The NLFB Security Coordinator will also notify the NLFB President and Volunteer Coordinator of the situation.
5. If medical attention is required by any patron the Security Coordinator will notify on-site St John's Ambulance personnel or direct a reliable security volunteer to notify St. John's Ambulance that medical aid is required. As they are able security volunteer(s) will provide assistance to anyone requiring assistance and stay with the person(s) until emergency medical personnel arrive.

## *EVACUATION*

If for any reason an area such as the concert stage areas must be evacuated due to an emergency situation the following procedures will be carried out:

1. Security volunteers will notify the NLFB Security Coordinator and begin evacuation procedures immediately.
2. Patrons will be provided with instructions by security volunteers including:
  - Follow instructions given by emergency or security personnel.
  - Remain calm and evacuate the area in an orderly fashion.
  - Use the designated exits for evacuation to a safe area.
  - Remain in the safe area and wait for the all clear signal that it is safe to return
3. Security volunteers will provide assistance to anyone requiring it and stay with the person(s) until emergency personnel arrive. In the event that special provisions must be made for occupants who are unable to walk or others who might require assistance, security volunteers must recruit at least two (2) capable persons for each person requiring assistance. These persons are to stay with the person requiring assistance until emergency personnel arrive. If the situation warrants it, the person should be relocated to a different area away from danger.
4. Once patrons are in a safe area the NLFB Security Coordinator will ensure that the fire department, on-site St. John's Ambulance medical personnel and on-site police are notified and provide the following information to them:
  - a) Location, i.e. Bell Park Main Stage Amphitheatre
  - b) Specific area where evacuation is occurring, i.e. Main Stage Amphitheatre Loading Zone
  - c) Details of incident causing evacuation (fire, tent collapse, etc.)
  - d) Security Coordinator name and telephone number
5. If necessary, security volunteers will clear the way for the fire department or other emergency personnel.
6. The NLFB Security Coordinator will also notify the NLFB President and Volunteer Coordinator of the situation.

## ILLNESS OR INJURY

If an illness or injury occurs to a patron attending the NLFB of a:

### **NON-CRITICAL NATURE**

1) Security volunteer or other volunteer will seek the help of a qualified first aider (on-site St. John's personnel). The NLFB Security Coordinator will be notified of the incident via walkie-talkie. If necessary, the NLFB Security Coordinator will assist in arranging for transport of the person home or to the nearest hospital.

### **CRITICAL NATURE**

1. Security volunteer or other volunteer will immediately seek the help of a qualified first aider (on-site St. John's personnel) by notifying the Security Coordinator via walkie-talkie that medical assistance is required or if no radio is available, by directing another volunteer or capable person to immediately obtain help from the on-site St. John's Ambulance personnel.

2. The following information is to be relayed to medical personnel:

a) Location of victim

b) Details of illness or injury if known

3. It is important that the security volunteer or other volunteer not move the ill or injured person(s) unless there is a danger of further injury. The volunteer will try to make the victim as comfortable as possible.

4. The security volunteer will remain with the victim until medical personnel arrive.

## INCIDENTS

### **HARASSMENT/THREATS**

1. If any of the volunteer staff of NLFB become aware of patrons or volunteers of NLFB being threatened or harassed they are to notify the NLFB Security Coordinator or closest on-duty local police officer and provide the following information:

a) Location where harassment/threat is occurring

b) Details of harassment

The on-duty police officers and NLFB Security Coordinator will address the situation.

### **AGGRESSIVE INDIVIDUALS**

1. In the event of an aggressive, intoxicated or threatening individual the NLFB Security Coordinator as well as on-duty police officers will be notified via walkie-talkie by a security volunteer or directly by a volunteer observing the incident.

2. The NLFB Security Coordinator and assigned police officers will address and diffuse the situation and if necessary remove the individual from the Bell Park grounds in a safe manner.



## **MAJOR INCIDENT**

1. In the event of a large incident (i.e. fight, etc) involving many people the NLFB Security Coordinator as well as on-duty police officers will be notified via walkie-talkie or by a responsible security volunteer of the incident
2. Any music or entertainment will be stopped as will the serving of alcohol.
3. The NLFB Security Coordinator will call 911 to have officers dispatched immediately to Bell Park.

The NLFB Security Coordinator will provide details on:

- a) The location of the incident
  - b) The nature of the incident
4. The NLFB Security Coordinator and security volunteers will take steps to ensure the safety of patrons not involved in the incident by moving them away from the area.
  5. Once the incident has been resolved the NLFB Security Coordinator will confer with City of Greater Sudbury on-site representative(s) and on-duty police officers as to the continuance of the event.
  6. The Security Coordinator will generate an Incident Report outlining details of the incident and provide that report to the City of Greater Sudbury Festival contact within 24hrs.

## **THEFT**

If a security volunteer witnesses, becomes aware of or is notified of a theft on the grounds of Bell Park during the NLFB they are to:

- 1) Notify the NLFB Security Coordinator & Volunteer Coordinator immediately of any reported theft. The NLFB Security Coordinator will contact on-site police.
- 2) The security volunteer should ensure that the crime scene remains undisturbed until police arrive to investigate.
- 3) The security volunteer should be prepared to provide information (if required) and descriptions of persons committing theft and nature of stolen items i.e., merchandise, equipment, credit cards, etc. to the on-site police and NLFB Security Coordinator.
- 4) The NLFB Security Coordinator will complete an Incident Report for acts of theft during the NLFB.

## **DESIGNATED DRIVER ACTION PLAN**

The services of Aaron Taxi in Sudbury, ON will be used as the Designated Drivers for the Northern Lights Festival Boréal (NLFB). Contact numbers that will be advertised are for Aaron Taxi. In the event that a patron is unable to drive their own vehicle home or has to be removed from the Festival grounds as a result of consuming too much alcohol, NLFB security staff will ensure that the patron gets home via Taxi.

A record of any such occurrence will be retained. The listed Taxi companies in Sudbury, ON will be in regular contact with NLFB staff to act on any requirements.

## Discrimination & Harassment Policy

Every person has a right to freedom from discrimination in the areas of:

- Services, goods and facilities
- The occupancy of accommodation
- The occupancy of accommodation
- Contracts
- Employment
- Membership in vocational associations and trade unions
- On the grounds of: race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, association, political belief, sex, sexual orientation, gender identity, disability (physical or mental), dependence on alcohol or drugs (employment only) age (18-65 years in employment, 16 years and over in accommodations, 18 years and over in other areas) marital status, family status, social condition, source of income (in accommodation only) or record of offences. (employment only).

### Discrimination

Is defined as: any action or behavior, which negatively affects the status of any employee or volunteer based on a prohibited ground, as identified in “Prohibited Grounds” above.

### Harassment

Is defined as: a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. For the purpose of this policy, harassment may include comment or conduct linked to the prohibited grounds initiated by one person towards another, which cause humiliation, offence or embarrassment. Single acts of sufficient severity may constitute harassment.

Harassment includes, but is not limited to:

- (a) inappropriate or insulting remarks, gestures, jokes, innuendoes or taunting about a person’s racial or ethnic background, colour, place of birth, citizenship, ancestry, creed or disability;
- (b) unwanted questions or comments about the private life of an employee or others who have interaction with NLFB;
- (c) posting or display of materials, articles or graffiti etc. which may cause humiliation, offence or embarrassment on Code-prohibited grounds.

### Sexual Harassment

Sexual harassment means unwanted or unwelcome actions or comments of a sexual or gender-related nature. For example, someone who makes unwelcome sexual or gender-related remarks and gestures by:

- (a) touching inappropriately
- (b) making offensive jokes or remarks about women, men or sexual orientation
- (c) making sexual requests or suggestions
- (d) staring at or making unwelcome comments or gestures about a person’s body
- (e) displaying sexually offensive pictures
- (f) being verbally abusive to a person about their gender

**NLFB has an absolute zero tolerance policy for all forms of discrimination and harassment.**

NLFB will have a designated safe space in case individuals experience any form of discrimination and or harassment. At the designated safe space will be individuals who will contact area coordinator should any event of discrimination or harassment take place. The area coordinator will then contact the Volunteer & Community Outreach Coordinator, who under advice of all NLFB Staff and Board, will appropriately assess the situation and carry out the necessary further steps.

If at any time there is threat of harm, patrons, volunteers, staff and board are expected to call emergency response via 9-1-1.

## Volunteer Satisfaction Survey 2019

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Please select your gender:

Male       Female       Other

Please select your age group:

- 15-25  
 26-35  
 36-45  
 46-55  
 56 and over

How long have you been an NLFB volunteer?

- First Year  
 1-5 Years  
 6-10 Years  
 11 + Years

Please indicate the area(s) in which you volunteered:

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Please indicate your level of satisfaction with the following items:

Item Description	Very Unsatisfied	Unsatisfied	Content Satisfied	Very Satisfied
Volunteer Application Process				
Orientation Sessions/Training				
Volunteer Handbook				
T-Shirt, Water Bottle and Bus Pass				
Accreditation/Volunteer Registration at Park				
Volunteer Meals				
Volunteer Experience				
Volunteer Appreciation Event				

What improvements would you suggest for the NLFB volunteer program?

How did you find out about volunteer opportunities with NLFB?

- Friend/Neighbour/Relative
- Newspaper/Radio Ad
- College/University
- Secondary School
- Board/Staff Member
- Other

Please indicate the aspects of the festival you enjoyed:

Please indicate any suggestions you may have regarding how NLFB could improve upon the festival next year:

Would you be interested in volunteering with NLFB again?

- Yes             No             Maybe

Would you recommend volunteering for NLFB to your friends and family?

- Yes             No             Maybe

Providing the following information is optional.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Province: \_\_\_\_\_  
Postal Code: \_\_\_\_\_ Telephone: \_\_\_\_\_

Would you like someone to contact you regarding your responses on this survey?

- Yes             No

Thank you for taking the time to fill out the NLFB survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.

# SITE MAP

