



VOLUNTEER HANDBOOK

Northern Lights Festival Boréal 2023

CANADA'S LONGEST CONTINUOUSLY
RUNNING OUTDOOR MUSIC FESTIVAL

July 6-9, 2023
Bell Park, Sudbury
www.nlfb.ca

Welcome!

Thank you so much for playing an important part in the 2023 edition of Northern Lights Festival Boréal! Each and every year, it's your efforts as volunteers that makes this event a success.

We're 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 NLF'B volunteer. We have an amazing lineup 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!

Staff



Tessa Balaz
Executive Director



Lou Hayden
Volunteer & Office Coordinator



Max Merrifield
Artistic Director



Jude Alexander
Marketing & Communications
Coordinator



Brandon Lefebvre
Event Logistics Coordinator



Kailin Kohls
Events Coordinator



Trinity Thibault
Events Coordinator



Drew Maki
Site Coordinator

Mission Statement

The Northern Lights Festival Boréal's mission is to present performance, creative and musical arts through our annual four day 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, performers and volunteers.
- Commit to develop support and acknowledge the interest of its audiences and develop 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 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 meetings 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 unresolved.

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
- Meal vouchers during scheduled shifts
- City of Sudbury bus pass for the day of volunteer shift
- Volunteer Hours Letter
- One day pass for every 6 hours of volunteering
- Festival pass after 12 hours of volunteering
- Post-Festival Volunteer Appreciation Party!

CODE OF CONDUCT

As a member of the NLFB 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 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 NLFB property or monies for personal gain.
- I will maintain confidentiality with respect to all NLFB information and records. I will leave all underage children and pets at home.

I understand that my festival admission bracelet and t-shirt are non-transferable and remain the property of NLFB. They 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 the City of Sudbury property.

Things to Remember

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

Things to Bring

- Health card
- Comfortable shoes
- Hat
- Sunscreen
- Insect repellent
- Rain gear
- Warm clothes
- Extra shirt for when you're off
- Smart serve if applicable

Personal belongings can be left at the Registration Tent with the Registration volunteers. Please leave all valuables at home. Northern Lights Festival Boréal is not responsible for any lost, stolen, or damaged items.

Meals

Volunteers will receive one meal per 6-hour shift. These vouchers are redeemable at these festival food vendors. See below!

Snacks and Refreshments

A mobile water dispensing unit will be onsite, so please fill up your reusable water bottle as much as you want! Other refreshments and snacks will be available at the Volunteer Tent.

Food Vendors

M&M Meats
The Food Truck Fire
Flame Jerk House
LA BOÎTE À LUNCH
Damascus Restaurant
and others TBC

Transit

Northern Lights Festival Boréal will provide festival volunteers with a City of Sudbury transit pass for the day of your shift. Details will be emailed to you upon request.

Bicycle

Bike racks are available near the Registration Tent from Thursday until Monday. Supervision is only provided on Saturday & Sunday from 11:00 am-6:00 pm. Please use bike racks at your own risk. NLFB is not responsible for lost, stolen or damaged bicycles.

Taxi

This year Aaron Taxi is our Transportation Sponsor. If you are working a late shift or have mobility issues, please contact Volunteer Coordinators for a ride.

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 them 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

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: Lou Hayden or Brandon Lefebvre. Each of us are ready to listen and explore solutions.

GENERAL FAQ'S

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: we are not printing paper programs this year. Programs are available as digital app 'Northern Lights Festival Boréal 2023' available on your device.

Pets: Pets are allowed for festival patrons. 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.

Phone charging booths: phone charging stations will be available.

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

Ticket Refunds: No refunds are available.



Site Map

*subject to changes

