



VOLUNTEER HANDBOOK

2017

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Have fun!

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Welcome to Folk Fest 2017!

FESTIVAL HOURS

Friday, August 11

Gates Open 5 pm / Gates Close 11:30 pm

Saturday August 12 & Sunday August 13

Gates Open 11 am / Gates Close 11:30 pm

Thank you for volunteering for the Kingsville Folk Music Festival. Please be sure to read all of the information in this handbook to ensure that you enjoy your volunteer experience.

Kingsville Folk Music Festival is a project of the Sun Parlour Folk Music Society, an Ontario registered not for profit organization.

Festival Headquarters: 43 Pearl Street E., Kingsville, ON N9Y 1K3

Email: volunteer@kingsvillefolkfest.org

Please ensure that you read the document entitled "REQUIRED READING FOR VOLUNTEERS 2017" where you can familiarize yourself with the Harassment Policy, Code of Ethics, Rights and Responsibilities, Disciplinary Procedure, and Accessibility Policy.

If you have a problem

It is the responsibility of every volunteer to read and understand the volunteer handbook, harassment policy, rights and responsibilities, disciplinary procedures and accessibility policy.

The disciplinary procedure is designed to deal with problems that may arise during the festival. It protects individual volunteers and provides a chain of command for dealing with unpleasant occurrences.

Anyone who witnesses a volunteer acting inappropriately or violating the code of ethics should contact the coordinator of the volunteer's crew.

Your Volunteer Badge and Wrist Band

Your non-transferable volunteer wristband and or badge is required for access to:

- The Festival Site
- Festival Kitchen

Please make sure every effort is made not to lose your wrist band and name badge. If lost, you must report to the Pavilion immediately.

Replacement is at the discretion of the Society. It can take up to a day to reprint.

Check In for Shifts

Please sign in at Volunteer Services in the Pavilion 15 minutes prior to the beginning of your shift, unless otherwise notified. Those who require special certification i.e. Smart Serve must provide a copy upon check in for your first scheduled shift.

Missing a Shift

In the event an emergency arises and you are going to miss a shift, please call your Crew Coordinator immediately and leave the following information:

- Your name
- The name of your crew
- The name of your Crew Coordinator
- The shift/time you are missing

If you do not notify us, we will assume you have skipped your shift and your access to the Festival will be revoked.

Volunteer T-Shirt

Your Tshirt is your uniform. Wear it with pride whenever you are on shift. Please remove your Tshirt when you are not on shift.

Volunteer Services - Located in Pavilion

All volunteers must sign in and out for each shift at the pavilion.

The volunteer gate is the Access Gate located at the Pavilion entrance. This is the entrance for all volunteers, performers, media, VIP and those with accessibility needs.

The Public Gate is located at Herrington/Division. There is no volunteer access at this gate for 45 minutes before and 45 minutes after gate opening times. Please see above for the gate opening times.

Minors as Volunteers (under 18 years of age)

No children under the age of 12 are to accompany any volunteer on shift. Parents/guardians must pre-arrange childcare. Children under the age of 12 must be supervised at all times by a parent or guardian.

All youth volunteers will be expected to fulfill their duties in order to receive volunteer benefits, and are expected to conduct themselves appropriately.

No minor volunteer may perform any duties involving the handling of alcohol.

Alcohol

We want everyone at the Kingsville Folk Music Festival to have fun and be safe. In the interest of safety, all volunteers need to familiarize themselves with the rules below. You **MUST** alert a member of the security team and/or your Crew Coordinator immediately if you become aware that any of these rules are being broken during the course of the festival:

- No one under the age of 19 years is permitted to drink alcohol at this event.
- No one is permitted to provide alcohol to minors under any circumstances.
- Beer and wine will be served during the following hours:

Friday, August 11	5 pm - 11:00 pm
Saturday, August 12	1 pm - 11:00 pm
Sunday, August 13	1 pm - 11:00 pm

No one may consume alcohol on festival grounds outside of these hours.

- Sale of tickets for alcohol purchase end half an hour before the end of the licensed hours (e.g., on Saturday, sale of tickets for alcohol purchase end at 10:30 pm).
- Patrons can buy unlimited tickets per purchase.
- Patrons may redeem more than 2 tickets for alcohol purchase at a time.
- No alcohol may be consumed outside the fenced-in areas.
- No one may bring alcohol onto the site. All alcohol consumed at the festival must be purchased on festival grounds.
- No illegal substances of any kind will be tolerated on festival grounds.

Any volunteers found to be breaking these rules, whether or not they are on shift, will be relieved of their duties immediately, asked to leave the festival grounds, and all volunteer privileges will be revoked.

Stage Seating

As a volunteer, please respect paid attendees and ensure they have prime seating in front of the stages. The paying public will have the first opportunity to select prime seating in front of the stages before volunteers.

- Blue tarps are provided for those with additional needs at the stages.

Kitchen Hours

Friday, Aug. 11	4:00 p.m. - 7:00 p.m.
Saturday, Aug. 12	11:00 a.m. - 2:00 p.m. AND 4:00 p.m. - 7:00 p.m.
Sunday, Aug. 13	11:00 a.m. - 2:00 p.m. AND 4:00 p.m. - 7:00 p.m.

- Plates are not to be removed from the dining area.
- No take out unless your Crew Coordinator has made alternate arrangements. If you are working a double shift you will be relieved for a meal and washroom break. Your crew coordinator will make arrangements for you.
- No alcohol while on shift and you must arrive sober.

ALLERGIES - You must be diligent about monitoring your own food. If you are unsure of ingredients, please ask. If you have severe allergies, please bring your own food.

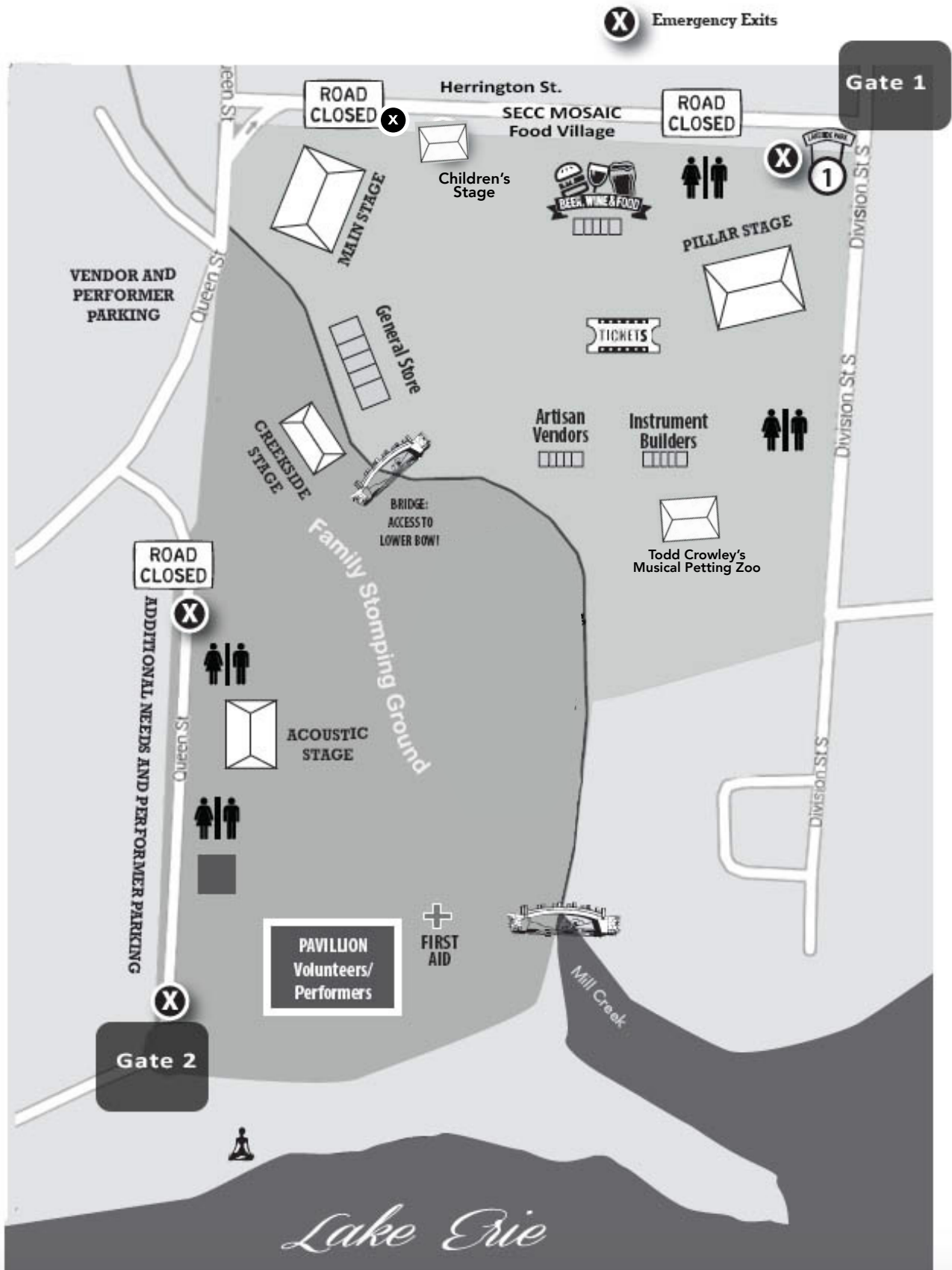
Only Festival Kitchen volunteers and authorized personnel are allowed into the Festival Kitchen work area.

Water refills are free at the Water Buggy.

Remember, the Festival Kitchen Crew works very hard and provides wonderful service. Please be courteous to them!

Smoking

There is absolutely NO SMOKING whatsoever allowed anywhere in Lakeside Park. Should you see a patron or volunteer smoking, please politely advise them that smoking is not permitted anywhere in Lakeside Park.



Parking

Volunteer parking is available at the the municipal lots beside Kings Landing and across from the Park. Handicapped vehicles can park in the Pavilion lot.

Bike Lock Up

Supervised bike lock up will be located at Public Gate 1 from:

Friday	3:00 p.m. - 11:30 p.m.
Saturday	8:00 a.m. - 11:30 p.m.
Sunday	8:00 a.m. - 11:30 p.m.

We are not responsible for bicycles not picked up by end of day.

All remaining bicycles will be taken to Folk Fest Headquarters Monday morning.

Lost Child & Found Child

Lost children will be taken to the Volunteer Pavilion. Any enquiries by patrons about lost children should be directed there as well. If you bring a child to the Pavilion, it is not necessary to wait with the child. Please alert the appropriate volunteers in the Pavilion and then return to your posting immediately.

First Aid

All personal medical emergencies, including reported injuries, must be referred to First Aid, located beside the Pavilion, who are medical professionals. In a medical situation, First Aid will determine the course of action. Except in the case of a potentially life threatening emergency, calls for an ambulance are to be made by First Aid personnel only.

**No bug spray or sunscreen will be available at the first aid area.

Accessibility

The Kingsville Folk Music Festival is committed to being accessible.

If you require any accommodation, please contact 519-997-7777 or info@kingsvillefolkfest.org

- Parking is available in the Queen Street lot at the Pavilion entrance for those with a valid handicap parking permit (first come, first served).
- There is a drop-off area for those with mobility challenges at the Pavilion entrance.
- There are accessible porta-potties located within the bank of washrooms as well as at the permanent washroom beside the Pavilion.
- There are packed dirt roads or fine gravel trails leading right to most of the attractions on the festival site. The site has hills.
- See the site map for the locations of accessible parking, toilets and trails.
- Blue tarps are provided for those with additional needs at the stages.

The Sun Parlour Folk Music Society has an up to date, comprehensive Accessibility Policy available and on the web site.

Evacuation Procedures

All persons utilizing radio communication in an evacuation situation will remain calm and quiet and communications will be directed away from the general public.

EVACUATION EXITS

Evacuation exits include all entrance gates: the Division/ Herrington Gate and the Access Gate at the Pavilion, as well as an evacuation exit at access parking lot and upper parking area on Herrington (fencing will be removed).

MINOR EVACUATION (E.G. IMPENDING SEVERE WEATHER)

We will be monitoring weather at all times. Volunteers with radios will be notified by Command of an event requiring evacuation. Command will issue direction to these individuals who will notify all Crew Coordinators. Crew Coordinators must have communication with all of their crews via cell phone. Evacuation procedures will be relayed to all crew members with specific details regarding exit routes.

MAJOR EVACUATION (E.G. A POTENTIALLY LIFE THREATENING SITUATION)

In addition to the above procedures, an announcement will be made from all stages. At this time, on-duty volunteers are expected to gather in front of the Main Stage, lower bowl. Once there, follow the directions of OPP, Security, Crew Coordinator or other official.

INDOOR ALTERNATE VENUES

The Festival is a “rain or shine” event. If the decision is made to move to an indoor alternate venue, Command will follow Minor Evacuation procedures (see above). We rely on our volunteers to provide assistance, wherever required, to patrons and vendors to secure or pack up their belongings in the event of inclement weather. Safety of all is imperative.