

MESSAGE FROM THE VOLUNTEER COORDINATORS

Thank you SO much to all of the volunteers who are stepping up yet again to put together this year's Blues Festival. Every year, the Thunder Bay Blues Festival volunteer force helps create one of the most amazing events that make this city a wonderful place to live, and this year is no exception. Through your commitment to Thunder Bay as a community, to the arts as a way of bringing people together, and to the Thunder Bay Blues Festival as a way of uniting people and musical genres, you are providing another phenomenal weekend of music and entertainment at Prince Arthur's Landing!

***Please note:
only those volunteers selected will be contacted.
We thank you for your interest.***

Pat Gregory & Paul Schihl

VOLUNTEER PHILOSOPHY

Volunteers are vital to Thunder Bay Blues Festival. We depend on our volunteers to perform a variety of jobs that would otherwise go uncompleted. Many times, the jobs seem less than glamorous but are valuable to the overall success of the event. Thunder Bay Blues Festival organizers cherish their volunteers and the staff has an incredible amount of respect for and devotion to you. We cannot stress enough how important it is for you to be committed to, aware and conscious of your roles. As volunteers, you should take pride in being a part of the production of this event.

VOLUNTEER BENEFITS

- 10 Volunteer hours earn you a weekend pass to the festival
- Annually designed souvenir Volunteer festival T-Shirt
- Public recognition for your efforts
- More volunteer experience to put on your resume
- Amazing memories, and a great weekend in the sun
- A brand new way to see the Thunder Bay Blues Festival

VOLUNTEER CODE OF CONDUCT

- Always represent Thunder Bay Blues Fest in a positive manner, both in your behavior and in the way you talk about it
- Use of alcohol and illegal substances **before** and while on duty is strictly prohibited. Change out of your volunteer T-shirt before imbibing.
- Harassment is not allowed. It is unacceptable to harass others on the basis of sex, age, ethnicity, national origin, religion, marital status, citizenship, disability or other personal characteristics.
- Report any questionable medical or security related activity and/or situation to a police officer or Apex security personnel who are on the grounds at all times.

BE PREPARED

It's hard to really be prepared for an experience like the one you're sure to have at the Thunder Bay Blues Fest. Some more practical ways to be properly equipped for the festival are:

- Wear comfortable shoes
- Dress for all weather: bring a hat and sunscreen, but also a sweatshirt and long pants
- Bringing bug repellent will make you a hit with everyone who forgot, but not with the mosquitoes
- Make sure to ask questions! Read all the information you get from your team leader, and find out anything you don't understand.
- Know when all of your volunteer shifts are

Note: Anyone working in an area requiring Smart Serve certification must ensure that it is up-to-date, have their certificate with them at all times and be prepared to produce it if asked.

YOUR VOLUNTEER POSITION

We ask that you be aware of the time commitment and responsibilities expected of you. If you are unable to commit to your volunteer shift, please let us know in advance so that we can make arrangements to find a replacement. Once you are placed in a role, please make sure you make contact with your Team Leader and advise them of any uncomfortable situations or limitations you have.

WHO TO CALL IF YOU CAN'T MAKE YOUR SHIFT

If at any time, you are unable, due to an emergency, to make your shift, or will be arriving late, please phone your Team Leader or the Volunteer Coordinators. If you do not show up for a shift without letting anyone know, your pass will be revoked and you will NOT be allowed free access to the grounds.

TRANSPORTATION AND VOLUNTEER ENTRANCE

Parking is available at the Thunder Bay Community Auditorium parking lot. Shuttle buses will be running every 20 minutes between the TBCA and the Pagoda on Red River Road from 3pm to Midnight Friday and 11am to Midnight Saturday and Sunday. Free parking will be available at the Heart of the Harbour Parkade from 6pm Friday and from 4pm Saturday and Sunday.

VOLUNTEER HEADQUARTERS

Volunteer Headquarters is your hub for information, schedules, questions, lost items or children and anything else you might need at the festival. It should be your first stop whenever you get to the festival site. It's also where you sign in when you arrive on site for your volunteer shifts. You need to sign in Friday, Saturday and Sunday before you enter the grounds. There will be a message board at Volunteer Headquarters, as well as contact information for everybody on site that you may need to talk to. Please stop by if you have any questions or concerns about your volunteer job or if you need anything.

REFRESHMENTS AND MEALS

Refreshments (water, and light snacks) will be available at Volunteer Headquarters, but you are responsible for your own meals. We have a great selection of food at the concessions.

ATTIRE, etc.

T-Shirts and I.D. cards will be issued prior to the festival weekend. You will be contacted by your team leader about the details. You must obtain your daily wristbands at the main gate.

ALCOHOL AND ILLEGAL SUBSTANCES

Alcohol and illegal substances are not permitted on the festival site. Purchase of alcohol is permitted in the **Beer Tent ONLY**. Once your shift is over you **MUST** change out of your Volunteer T-shirt before partaking. Under no circumstances are patrons allowed to bring their own alcohol onto the grounds.

EMERGENCIES

With many visitors during the event, we could experience minor first aid problems like cuts, bruises, heat exhaustion, etc. or, occasionally, more serious medical problems such as heart attacks or broken bones. The following is a step-by-step instructional guide on effectively managing emergency situations:

1. If you stumble onto a medical emergency, deal with the injured person first. This is your number one priority.
2. At the first available moment, locate a security member or a police officer with a radio and have them radio St. John's Ambulance on site to provide first aid
3. Please stay with the injured person until an attendant releases you. The safety and well-being of our staff, volunteers and patrons is our highest priority. In any emergency situation, there are a few important things to remember:
 - Deal with the situation first
 - Remain calm. Getting excited, overreacting and yelling doesn't help anyone, and is frightening for the injured

LOST CHILDREN & HAZARDOUS SITUATIONS

A child separated from their parents is terrifying for both the child and the parent. Please be sensitive to their concerns and assist them as much as possible. Locate your supervisor and let them know of the situation. A lost child can be brought to Volunteer Headquarters. Report any unusual or potentially hazardous situations such as wasp nests, broken glass or faulty electrical lines to a security member or to Volunteer Headquarters. If possible, remain at the scene until it is taken care of to ensure that no one comes across it unexpectedly or is hurt.

PRESS INQUIRIES

If you receive a specific inquiry from a member of the media while on duty, as a volunteer, please direct them to the Blues Festival Coordinator Trevor Hurtig . He can be reached through the VHQ.

REMEMBER

... that you're here to help bring a festival together, not to make everything run perfectly
... that everything WON'T run perfectly, and that's all right
... that flexibility is key
... to stop and listen to the music every once in a while