



Message from the Volunteer Coordinators

Volunteer Philosophy and Rules

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 an amazing event that helps to make this city a wonderful place to live. 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 helping to provide another phenomenal weekend of music and entertainment at Prince Arthur's Landing!

VOLUNTEER PHILOSOPHY

Volunteers are vital to Thunder Bay Blues Festival. We depend on our volunteers to perform a variety of important jobs. Many times, the jobs seem less than glamorous but they are valuable to the overall success of the event. Thunder Bay Blues Festival organizers cherish their volunteers and have an incredible amount of respect for you and the work that you do. 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
- Volunteer festival T-Shirt
- Public recognition for your efforts
- Great 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 taking part in the Festival as a fan.
- 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.
 - Volunteers are not permitted to set up lawn chairs on-site prior to the main gate opening. Lawn chairs are also not permitted to be set-up and left unattended while you work your volunteer shift. **These lawn chairs will be removed from the Festival Grounds by Site Logistics and will not be returned.**

BE PREPARED

It's hard to be fully 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

Free parking will be available at the Heart of the Harbour Parkade from 6pm Friday and from 4pm Saturday and Sunday. Your ticket to the Festival will be honoured as a transit pass on the days of the Festival. Please make use of this opportunity. **Volunteers will not have to line up with Festival goers. You will wear your Volunteer shirt and display your pass as you make your way to the banding area in the main entrance tent. If you are not wearing your shirt and displaying your pass you will be treated as a non volunteer and will have to line up to get onto the grounds! Also, please be aware of the times that the gates open prior to the start of the Festival each day. If the start of your shift coincides with the start of the Festival, please come to the site in enough time to allow for delays in getting through the gate at these peak times. Paying patrons grow impatient very quickly if they have to wait for a large number of volunteers to get wristbanded before they can enter the main gate.**

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.**

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 **Volunteer Headquarters**

REMEMBER

... that you're here to help bring a festival together, not to make everything run perfectly

... that everything WON'T always run perfectly, but that's OK

... that flexibility is key

... have fun and enjoy the music every once in a while

Volunteer Coordinators - **Joan Stevens- 807-627-9551**

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