

# *City & Folk*

OTTAWA, ON SEPTEMBER 13-17 | 2023

CityFolk 2023

## Volunteer orientation

A Guide for Success at the  
Festival

# CityFolk

OTTAWA, ON SEPTEMBER 13-17 | 2023

## CityFolk Volunteer Training Agenda 2023

- Summary of VTBB Code of Conduct
- Perks of being a CityFolk Volunteer
- CityFolk 2023 Site Map
- Getting Ready for your Shift Tips
- Shift Check-In Instructions
- Volunteer Meal Options
- Emergency Protocols

## What is CityFolk?

Located at Lansdowne Park, CityFolk is a multi-day celebration of music, dance, and community featuring an eclectic mix of musical performances on various stages. We are family-friendly, community-focused, culturally diverse and committed to eco-friendly initiatives.

# Volunteer Code of Conduct

Please remember at all times that as a volunteer you are considered a representative of CityFolk 2023. As such, we ask that you PLEASE do the following:

- **Attend ALL your scheduled Volunteer Shifts.**
- **If you cannot attend one of your shifts, please, let your CityFolk Crew Leader know A.S.A.P.**
- **Be kind and respectful to ALL people on site, patrons, staff, volunteers included**
- **NO DRINKING OR CANNABIS USE WHILE ON SHIFT!**
- **Read & Follow ALL Policies and Codes of Conduct when can be found on at <https://volunteers.ottawabluesfest.ca/training/>**

# CityFolk 2023 Volunteer Top 10 Tips

Know what you've signed up for and what is expected of you.

Report to your Crew Leader when you arrive for your shift.

Adhere to policies about Drugs & Alcohol

Use Technology Appropriately

Respect Patrons, Artists & Fellow Volunteers

Be Present

Please notify your Crew Leader ASAP if you are unable to attend your shift.

Respect the privacy of others & the confidentiality of festival information

**NEVER** share your wristband!

**HAVE FUN!!!**

# Perks of volunteering at RBC bluesfest

**FREE shows and festival access!**

**Welcome Center & Snacks  
(open 3:30 PM-11:00 PM)**

volunteer bag check  
(open 2:30-11:30PM)

FREE bag and coat check located  
on Volunteer Village

Also, studies have shown that those who volunteer for events they care about have increased personal well-being & a stronger connection with their community!



# CityFolk

SEPTEMBER 13-17, 2023

-  WHEELCHAIR ACCESSIBLE
-  INFORMATION
-  FIRST AID
-  REST ROOMS
-  FOOD
-  WATER STATION
-  MERCHANDISE
-  SILENT AUCTION & 50/50
-  BEER TENT 
-  STAGE
-  PARKING
-  PARA TRANSP0

MAP IS APPROXIMATE AND IS SUBJECT TO CHANGE WITHOUT NOTICE

# Volunteer Check-In Reminders



These are non-negotiables when you check-in for a shift!



You **MUST** have a photo ID!

**ALWAYS** bring a government issued photo ID with you when volunteering.

## Youth Volunteers

Volunteers aged 14-17 years old **MUST** bring their signed parental permission form upon **FIRST** check-in



# Volunteer Meals

You may choose to receive a wrap **OR** a vendor meal of the day

The voucher is redeemable at any of the CityFolk 2023 Food Vendors

You may pick one or the other each shift you work.

Snacks and refreshments will be available for you to grab & go, daily at the Welcome Center from 3:30 PM - 11:00 PM

Your meal & break times will be determined by your Crew Leader or Supervisor.

# TIPS FOR EVERY SHIFT

Get Physically & mentally prepared for your shift daily

**ALWAYS** check the weather and come prepared!

Please wear (or bring to put on) your Volunteer T-Shirt. This makes you easily identifiable on site!

Make sure you have your photo id & permission slip if applicable

Walk, Bike, or Bus (or use another means if necessary) to the festival

Sign in for your shift Volunteer Check-in located in the building at Volunteer Village!

**STAY HYDRATED, GREEN, & SAFE!!!**

**HAVE FUN!**

The background of the entire image is a repeating pattern of light pink footballs. Each football is oriented vertically and features a series of small 'x' marks representing laces. The pattern is consistent across the top and bottom of the page.

# ***volunteer appreciation***

**This year to show ALL CityFolk  
2023 Volunteers are invited to an  
Ottawa Red/Blacks game! Please  
join us on September 22nd, 2023  
for this special event!**

Crew	Location
customer support (a-team, info, box office)	at box office
green team	at GT tent/compound
backstage hospitality	backstage
beer tents	Beer 1
cashiers	Beer 2
site services	compound
signage	first aid tent
5050	fundraising tent
silent auction	fundraising tent
festival admin	Horticulture building
photography	Horticulture building
it team	Horticulture building
suites	in suites
transportation	in transpo trailer
volunteer check in	in vol check in
welcome centre	in welcome centre
general store	Merch tent
floaters	VV Tent
gates	VV Tent (eating area)