

CityFolk

Volunteer Handbook

2024

Table of Contents

- Welcome to the CityFolk Family
- Location, Location, Location
- Important Dates
 - Volunteer Orientation
 - CityFolk Festival
 - Volunteer Appreciation Party
 - Volunteer Survey
- Volunteer Perks & Benefits
 - T-shirt, meals & shows
 - Welcome Centre and Bag & Coat Check
 - Festival Kitchen
 - Bike Park
- Hours of Operation
- Greening Initiatives
 - Bring your own reusable waterbottle
- How to Volunteer at CityFolk
 - Step 1: Start on your reading list
 - Step 2: Take care of any outstanding business
 - Step 3: Get a pre-festival tour of our site at Lansdowne
 - Step 4: Get ready, get set...
 - Step 5: ...GO!
- Transportation to the Festival
- Youth Volunteers
 - Parental Permission Form
 - High School Hours Tracking sheet

- More Useful Information
 - Canceling a Shift
 - First Aid
 - Lost & Found
 - Assisted Volunteering
 - Accessibility Team
- Volunteer Code of Conduct & Harassment Policy

WELCOME TO THE CITYFOLK FAMILY!

Thank you for volunteering with us! We consider our volunteers part of our folk family and we're delighted to have you join us at this year's musical reunion.

During your time here, we'll make it our mission to ensure that you have the support and resources that you need to make your volunteer experience as fun and relaxed as possible. We've done our best to explain our expectations to you clearly so that you know what we expect from you. In return, we ask that you use those resources whenever possible during your time here and do your best to follow the guidelines as they've been set out.

Speaking of helpful resources, this Volunteer Guide is one of the biggest ones we've got for you, so make sure to read it carefully before your first shift. In addition to reviewing our policies and letting you know just about everything you should expect during the festival, it also lets you know what other resources we've created to help you out and where to find them.

See you soon!

Your Volunteer Services Team

Keanna Louis-Charles, HR Manager, Volunteer Services

Jamine Ackert, Volunteer Services Assistant

Hannah Steeds, Volunteer Services Assistant

LOCATION, LOCATION, LOCATION

Our home is the Great Lawn at Lansdowne Park at 1015 Bank Street. Make sure to take a look at the schedule online: <https://cityfolkfestival.com/>

IMPORTANT DATES

Volunteer Orientation — Tuesday, September 10 at 6pm

Our Orientation and Training evening will be taking place at Lansdowne Park on Tuesday, September 10th 2024 at 6pm. This will be your opportunity to get some general festival information, meet your crew leader and fellow volunteers, as well as get some initial training in your crew. **All are strongly encouraged to attend, especially if this is your first year volunteering with us!**

We will be meeting at The Great Lawn - 1525 Princess Patricia Way, Ottawa, ON K1S 5J3.

CityFolk Festival — September 11-15, 2024

Enjoy 5 days of incredible music, friends and excitement at CityFolk 2024!

Volunteer Appreciation — September 21, 2024

We are excited to offer our volunteers tickets to attend the Ottawa Redblacks game at TD place on Saturday, September 21. Each volunteer who is in Good Standing will have the opportunity to **RSVP by emailing volunteers@cityfolkfestival.com**. This offer is good for one ticket per volunteer, no guests.

VOLUNTEER PERKS & BENEFITS

Volunteering with CityFolk comes with certain perks including:

- Free CityFolk t-shirt!
- Free meal for every shift you work!
- Free access to shows when you're not on shift, even if you're not working that day!

ALL Volunteers: ALL volunteers can have access to free shows starting on the first day of the festival, no need to complete a shift beforehand! To keep your access to free shows throughout the festival, you must attend all of the shifts that you sign up for and make sure that you otherwise stay in good standing.

Welcome Centre/Bag & Coat Check and Snacks:

- Volunteers have access to our free & secure Bag & Coat Check for any items they don't need during their shift; any bags entering the festival are subject to inspection, so bring only what you need and leave the rest with us!
- Make sure that all bags and personal items are collected from the Bag & Coat Check before it closes (see Hours of Operation section for more details)
- Our Welcome Center will have snacks, as well as sandwiches as an alternative to vendor meal options for your daily free meal.

HOURS OF OPERATION*

Gates Open

- September 11-15: Open at 5:00pm

Festival Food Vendors

- September 11-15: Open at 4:00pm

Volunteer Check-In and Free Show Check-In (located in Horticulture Building, entrance at east doors)

- 2:00 - 9:30pm

Welcome Centre/Bag & Coat Check

- 3:30pm - 11:00pm

**Hours of operation are subject to change until the festival starts; please check online for the most up-to-date information. <https://volunteers.ottawabluesfest.ca/training-cityfolk/>*

GREENING INITIATIVES

Although the leaves are changing colour, here at CityFolk we're still trying to keep things green. Here are some of the ways that you can help throughout the festival:

Bring Your Own Water Bottle—B.Y.O.(W.)B.!

Help us to reduce waste and show the earth some love by bringing your own water bottle. We have refill stations around the park if you need a top-up and you don't want to feel guilty about how much plastic you're using.

HOW TO VOLUNTEER AT CITYFOLK

Step 1: Start on your reading list

Go to <https://volunteers.ottawabluesfest.ca/homepage-cf/> to see the resources that all of our volunteers should read before the festival, including:

- **Volunteer Handbook:** This is your go-to for what we expect from you and what you should expect from us during the festival.
- **Job Descriptions:** Know what you'll be doing before the festival and avoid being surprised on your first day.
- **Volunteer Code of Conduct & Harassment Policy** This is our very clear and concise explanation of what behaviours are and aren't acceptable, as well as how we deal with inappropriate behaviour.
- **Volunteer FAQs:** Have a question that wasn't covered in one of the other resources? Take a peek at our FAQs and see if we've already covered it.

(More details coming soon!)

If you have any questions or need any clarification about anything you've read, feel free to email us at volunteers@cityfolkfestival.ca

Step 2: Take care of any outstanding business

- We require all volunteers to complete the online Accessibility Standards Customer Service Training before the festival. It's free and takes about 45 minutes.
- After you're done, make sure that you've updated your file to let us know that you've completed the training. Go to <http://accessforward.ca/front/customerService/> to complete the free online training.

Step 3: Join Volunteer Orientation (September 10, 2024)

- Our Orientation and Training evening will be taking place at Lansdowne Park on Tuesday, September 10th 2024 at 6pm. This will be your opportunity to meet your crew leader and fellow volunteers, as well as get some initial training in your crew and important festival information. All are strongly encouraged to attend, especially if this is your first year volunteering with us!

We will be meeting at The Great Lawn - 1525 Princess Patricia Way, Ottawa, ON K1S 5J3.

Step 4: Get ready, get set...

- Check your schedule on Bloomerang (formerly Initlive) to review what time your shifts start at and check your email to read any new emails that you've received from Volunteer Services and/or your Crew Leader(s)
- CHECK THE WEATHER!
- Pack what you need for your whole shift. You're going to be onsite for at least 4 hours and September weather can be fickle, so consider bringing the following:
 - Sunscreen for those hot September afternoons
 - Sweater, scarf, mitts & hat for those chilly September evenings
 - Umbrella/poncho and an extra pair of socks for September thunderstorms
 - A pair or two of appropriate footwear (e.g. runners, non-slip, closed-toe shoes, work boots, rain boots, etc.)
 - Reusable water bottle
 - A piece of photo ID (you'll need it to check into Volunteer Check-in)
 - For Youth Volunteers, your signed **Parental Permission Form** that can be found on the [CityFolk volunteer training page](#) (you cannot volunteer if you do not have it with you)
 - Any medication that you may need during your shift
 - Once you've received your volunteer t-shirt, add that to your list of things to bring!

Step 5: ...GO!

- Head on over to Lansdowne! Check out our "Transportation to the Festival" section to see the different ways to get here.
- Check in at the Volunteer Check-In (located in the Horticulture Building, enter through east doors) before your shift (make sure you have your physical ID!)
 - If you're coming to see a free show, make sure to check in by 9:30 PM
- Pop over to the Welcome Centre and drop anything you don't need off at the Bag & Coat Check before your shift.
- Meet up with your Crew Leader and the rest of your team and put your best face forward!

TRANSPORTATION TO THE FESTIVAL

Lansdowne is in a fairly central location and is very accessible to the public, so getting down to the festival should be a breeze!

- **Walking:** Our Bank Street location means that volunteer pedestrians will have sidewalks and street lights to make their trek to and from the festival a safe and pleasant experience

- **Biking:** There are a number of bike paths leading directly to the festival site. Please take a look at this [Cycling Map](#) from the City of Ottawa to explore possible routes. You can also use Bike Ottawa's [Interactive Routing Map](#) to plan your best route.
- **Bus*:** OC Transpo has service on the 6 Greenboro/Rockcliffe and 7 Carleton/St-Laurent routes during event hours. There are no 450-series routes for this event. Use the [Travel Planner](#) to chart your journey. Bus stops are approx. 3 minutes walk from the festival main gate.
- **Para Transpo:** The accessibility drop-off location is along Exhibition Way, near the South-West corner of Aberdeen Pavilion.
- **Car drop-off:** There are a number of spots around the festival site where you can arrange to be dropped off for your shift and picked up after.
- **Driving:** We highly recommend taking one of the other modes of transportation listed here, as there is no parking onsite for volunteers.

****Please note that free OC transpo is not available for volunteers for this***

CityFolk.

YOUTH VOLUNTEERS

We have a number of crews that include youth volunteers: 50/50 Raffle, Floaters, Gates, General Store, Green Team, Silent Auction, Volunteer Check-In, and Welcome Centre. All information and policies provided to our volunteers applies to our youth volunteers, as do the following:

High School Volunteer Hours Tracking Form

Volunteering at CityFolk is a great way to get some of those high school volunteer hour requirements out of the way as soon as school starts. Make sure to get your Crew Leader to sign off on your hours at the end of each shift.

Parental Permission Form

If you are a volunteer between the ages of 14 and 17 years of age when the festival starts (September 11th, 2024) you must print off and have your parent or legal guardian fill-out and sign the form, available on our [training page](#).

All Youth volunteers must bring the completed permission form to the Volunteer Check-In on their first shift in order to attend their shift.

MORE USEFUL INFORMATION

- **Cancelling a shift:** In the event of an emergency, the **ONLY** way you can cancel your shift is by getting in contact with your Crew Leader as soon as possible. Your Crew Leader will provide you with their particular requirements for canceling a shift (e.g. text, email, call), so please contact them by their preferred method.

Please note: If you do not contact your Crew Leader to cancel a shift, you will lose your ability to attend free shows and may be unable to volunteer next year!

- **First Aid:** We have roving First Aid teams throughout the festival site.

- **Lost & Found:** During the festival, all lost items that have been found will be held at Customer Support, located next to our main gate.
- **Assisted Volunteering:** If you are a volunteer who requires assistance, please arrange to have your support worker with you. They do not need to register (unless they're planning on volunteering separately) and they will be offered complimentary access to the festival when they check-in with you at the Volunteer Check-In.
- **Customer Support (Accessibility, Info Booth, Ticket Help):** We're proud to say that Lansdowne is a very accessible site; most patrons should not have any issues accessing any of the programming onsite, regardless of their level of mobility. That being said, our Customer Support team is available for any volunteers or patrons who have any issues with access.
- **What Forms of ID (Identification) Are Valid Onsite?:**Volunteers must bring Valid I.D. (identification) each time they are onsite. Volunteers may also be working in positions that require them to ask patrons or other volunteers for their I.D. (volunteer check in, beverage cashiers, will call/box office, etc.)
 - Acceptable forms of photo identification include:
 - Ontario Driver's License with a photo of the person to whom the license is issued
 - A Canadian Passport
 - Canadian Citizenship Card with a photo of the person to whom the card is issued
 - Canadian Armed Forces Identification Card
 - A photo card issued by the Liquor Control Board of Ontario (LCBO), entitled Bring Your ID (BYID)
 - A Secure Indian Status Card issued by the Government of Canada
 - A Permanent Resident Card issued by the Government of Canada
 - A photo card issued under the Photo Card Act, 2008
- Other forms *may* be accepted, though they **must** be physical forms of ID (no pictures).

VOLUNTEER CODE OF CONDUCT & HARASSMENT POLICY

Our Volunteer Code of Conduct and Harassment Policy can be found on the CityFolk Volunteer Training Page: <https://volunteers.ottawabluesfest.ca/training-cityfolk/>

If you experience behaviour that is in violation of the Volunteer Code of Conduct and Harassment Policy, please notify your Crew Leader and get in contact with the Volunteer Services Team by emailing volunteers@cityfolkfestival.com.