

# Ottawa Bluesfest – 2025 Volunteer Handbook

Dear Volunteer,

Welcome to the 2025 Ottawa Bluesfest Volunteer Team! This year's festival takes place over 9 days and includes 90+ acts on 4 stages, is home to dozens of local vendors and will see a crowd of over 200,000 spectators across the 9 days.

Before we dive into the nitty-gritty details of the volunteer experience, we want to take a moment and thank YOU from the bottoms of our music-lovin' hearts for the time and commitment you're giving to make this year the best it can be. The only way this festival succeeds is with our incredible force of dedicated volunteers, and we cannot emphasize enough the amount of gratitude we have for your personal contribution.

Since we're all in this massive undertaking together, we want to make sure that we're all on the same page, in order to make your time at the festival as enjoyable and stress-free as a 200,000-person+ party can be. This means that we're going to provide you with copious amounts of training resources, support and positive feedback. In addition to your Area Leader's sage advice, you can rely on the [Volunteer FAQs](#), our Code of Conduct in this Volunteer Handbook to ensure that whatever role you happen to be doing, you have the [resources](#) available to do it to the best of your ability.

Speaking of the best of your ability, that's what we're looking for from you! From your first scheduled shift to your last, we're looking for you to be the pleasant, respectful and generally AMAZING volunteer that we've come to know and love, not only towards your fellow volunteers, but also festival staff, artists, and patrons.

Let's make 2025 the best year yet!

Your Volunteer Services Team

**Keanna Louis-Charles**, Volunteer Services HR Manager

**Hannah Steeds**, Volunteer Services Assistant

**Jamine Ackert**, Volunteer Services Assistant

**Jeff Heaton**, Volunteer Services IT Assistant

## Festival Location

Ottawa Bluesfest takes place at Lebreton Flats, next to the war museum! (For the festival site-map you can visit the [Ottawa Bluesfest Website](#))

## Important Dates

Event	Date
General Registration Opens	Monday May 26, 2025 at (5:30pm)
Online Orientation	Thursday July 3, 2025 at (6:00pm)
Area Specific On-Site Training	Wednesday July 9, 2025 at (6:00pm)
Ottawa Bluesfest Festival Dates (Click <a href="#">HERE</a> to view the Ottawa Bluesfest lineup!)	July 10th to 20th, 2025 (with no programming on July 14th and 15th)
Volunteer Appreciation Party	Thursday July 24, 2025

## BENEFITS OF BEING AN OTTAWA BLUESFEST VOLUNTEER

Volunteering with Ottawa Bluesfest comes with certain benefits:

- **Free festival admission (RFID wristband) and Volunteer T-Shirt**
  - o your RFID wristband will be issued to you when you check in at Volunteer Village for your first shift; it is your access key to the festival, as well as your identification as a volunteer.
  - o wristbands must **never** be shared with someone else and they cannot be replaced
    - § **NEW & RETURNING VOLUNTEERS:** You will be given your volunteer wristband when you check in for your first shift.
    - § Volunteer wristbands **will** be removable (option for a non-removable bracelet will be available in small quantities upon request) .
  - o each Ottawa Bluesfest volunteer will get a volunteer t-shirt when signing in for their first shift. This shirt will act as part of your accreditation while on shift, in addition to your volunteer wrist band. You **must** wear your volunteer t-shirt at all times while on shift as a volunteer and must remove it as soon as you are no longer on shift (watching shows, etc.).
- **Volunteer Island (On Shift) Check-In**
  - o Volunteer Island is located on [Albert Island](#), North from the museum, across the pedestrian footbridge (also accessible by walking past the museum down the Booth St sidewalk).

- o inside and outside the space are a number of amenities available exclusively for volunteers, including a sitting area, private washroom facilities, bag check, and snacks.
- o free show (“off shift”) check in available daily from 5:00PM to 10:00 PM on the corner of Booth and Vimy (on the opposite side of Vimy from the museum)
- o Bike Park hours and info located below (on page 4)
- o **You must bring your government issued I.D. to sign in to your shift and to get free shows at the Free Show Check in tent.** (Without I.D. you will not be permitted to check in).

→ **Welcome Centre and Snacks**

- o located on Volunteer Island
- o Welcome Centre will have complimentary refreshments for volunteers on shift (water, grab & go snacks...)
- o best efforts are made to address dietary concerns with all food available at the Welcome Centre; however, not all restrictions can be accommodated

→ **Volunteer Island Bag Check**

- o located in the Welcome Centre (on volunteer island) in the same building as Volunteer Check-In
- o volunteers have access to a free and secure bag & coat check station
- o any bags entering the festival site will be inspected for security reasons, so save yourself the hassle and check your bag & coat!

→ **Vendor Meals**

Every year Ottawa Bluesfest is proud to have local food vendors on site to feed patrons and volunteers. At the start of each volunteer shift, you will receive a meal voucher when you check in at Volunteer Check-In. You will be able to use this meal voucher on that same day at the vendors for one volunteer meal while on your break, before or after your shift (depending on your shift start and end time). **2025 vendors list COMING SOON**

- o food vouchers are issued at Volunteer Check-In when you sign in for your shift (there is a specific colour for each day and no 2 days will have the same colour)
- o a complimentary meal is provided for each shift worked
  - meals are distributed to volunteers through a voucher system
  - meal vouchers allow volunteer ONE (1) volunteer meal option per shift (volunteer meals prepared by participating onsite vendors or a sandwich from the Welcome Centre)
  - snack options can be picked up at **Welcome Centre** (voucher not required for snacks)
- o **on-shift meal breaks are granted at the discretion of your Area Leader/supervisor**

**And if ALL that wasn't enough, studies have shown that people who volunteer for events they care about have an increased personal well-being and a stronger connection with the community. Additionally, altruistic volunteers tend to have higher levels of self-esteem, happiness and psychological well-being, AND reduced levels of stress.**

## HOURS OF OPERATION

Volunteer Check-in	2:00 PM - 9:30 PM
Free Show Check-in	5:00 PM - 10:00 PM
Vendors	4:00 PM - 11:00 PM
Gates Opening	5:00 PM
Bike Park	3:30 PM - 11:30 PM
Welcome Centre and Bag Check	2:00 PM - 11:30 PM
Volunteer Admin Office (including Lost & Found)	12:00 PM - 11:30 PM

## WHAT WE EXPECT FROM YOU

With thousands of volunteers doing hundreds of tasks, it can be hard to figure out what exactly we expect from you. To help keep it straight, here's our Volunteer Top 10:

### 1. Know what you're signing up for.

Read through all of the [resources](#) that we provide to you, come to the virtual Volunteer Orientation and the on-site area-specific Training, read any emails that you get from us prior to and during the festival, and be in touch with your Area Leader. If you've done all of this and STILL have questions, follow up with your Volunteer Services Team—we're here to help! You can reach the Volunteer Services Team by email at [volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca).

### 2. Adhere to our policies about drugs and alcohol.

Giving us your best means that you're at your best for the entirety of your shift. All outside alcohol and illegal substances are to be kept off the premises and volunteers are strictly prohibited from consuming intoxicants before or during their shift. If you are caught consuming any sort of intoxicant while on shift, or you are intoxicated while on shift, you will be asked to leave for violating our Code of Conduct and will not be allowed to volunteer for the remainder of the festival. The Volunteer Services Team will follow up with you regarding the situation.

### 3. Respect patrons, artists and fellow volunteers.

Harassment is not acceptable in any way, shape or form. You should be able to enjoy the festival unimpeded, and so should everyone else. You can read our Harassment Policy on page 9-11.

### 4. Respect the privacy of others and the confidentiality of any festival information.

Being a volunteer with Ottawa Bluesfest could mean you know things that others don't. Any information that you may learn regarding the festival, (e.g. programming, performer details, proprietary training information, personal information of any other volunteer, etc.) should only be discussed with your Area Leader or with Volunteer Services.

**5. Notify your Area Leader of any absences well in advance.**

If you can't attend a shift, let your Area Leader know as soon as possible. If you can't reach your Area Leader, email [volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca) and make sure to let the Volunteer Services Assistant know:

- your full name;
- your area/role;
- assigned shift start time;
- location;
- reason for cancelling.

**6. Be reliable.** Your team is counting on you! Show up for shifts, return from breaks in a timely manner, and make sure to pull your weight with your team.

**7. Report to your Area Leader or Supervisor at the beginning of your shift and as required throughout.** After checking in at Volunteer Village, make sure to head over to your Area Leader or Supervisor before you get started.

**8. Use technology appropriately.** Cell phones, digital music players, laptops and other electronic devices should be used only when necessary while you're on duty, but feel free to use them to your heart's content before and after your shift or while you're on break. **We ask that you refrain from identifying yourself as a volunteer and commenting on social media on behalf of the festival.** If you have feedback or comments, please reach out to your Area Leader or the Volunteer Services Team – we are happy to help! Our post-festival volunteer survey is the best way to communicate your feedback to the Volunteer Services Team.

**9. Be present.** When you're volunteering, you're an ambassador of Ottawa Bluesfest. Don't use your position to solicit for other causes or events.

**10. HAVE FUN!** This is an awesome opportunity to meet other brilliant, like-minded people and create some wonderful memories—take advantage of your time here!

## WHAT TO EXPECT FOR A SHIFT

Whether you're new this year or just excited to be back, getting ready for your shifts can be a little overwhelming. Have no fear, the Volunteer Checklist is here to make sure that you get started (and stay!) on the right foot.

☒ **Get mentally and physically ready for your shift**

Take a nap, go for a run, have an espresso, listen to "Eye of the Tiger." Whatever you need to do to get in the volunteer frame of mind, take some time and do it.

☒ **Check the weather & prepare accordingly**

Items you may want to bring include:

- YOUR VOLUNTEER T-SHIRT! (see below for more info about this)
- sunscreen (also available at the Welcome Centre) & hat
- sweater
- reusable water bottle
- any medications that you may need while on shift
- appropriate footwear for your area (e.g. runners, rain boots, steel-toed shoes)

- a raincoat, rain poncho and/or personal umbrella, etc.

#### ☑ **Head over to the festival grounds**

First, make sure to leave yourself enough time! Consider traffic, weather conditions, construction work, whether you're planning on eating a quick snack on Volunteer Island before your shift, as well as how long it will take you to get over to your Area Leader/Supervisor from Volunteer Island.

We're located centrally at LeBreton Flats, along the Transitway and beside the Canadian War Museum, so there are several transportation options available to you:

- **Walking:** One of your more eco-friendly options, please check our website to see what entryways are available to you.
- **Riding a bike:** Also eco-friendly, parking your bike on-site won't be a problem. We offer free valet bicycle parking in our Bike Park for the length of the festival.
  - o **Bike Park hours of operation are Daily from 3:30 PM-11:30 PM\*\***

\*\*\*Note if you are a volunteer and your shift ends later than 11:30PM, please let the Bike Park volunteers know so they can help make arrangements for your bike to stay safe, and accounted for.

- **Bus:** OC Transpo bus service is free for Ottawa Bluesfest volunteers 3 hours before gates open (2PM) and 2 hours after gates close (1AM), throughout the duration of the festival. The Transitway has stops within walking distance of the festival grounds. Plan your route at [www.octranspo.com](http://www.octranspo.com).
- **Car:** There is no parking available on-site, so we recommend that you get dropped off or use one of the previously-listed methods of transportation.

#### ☑ **Wear your volunteer t-shirt**

You'll be issued your very own Ottawa Bluesfest t-shirt when you check in for your first shift. T-shirts should be worn proudly while you're on duty and **must** be removed when a shift ends. While it may be tempting to personalize your shirt, please keep them in the same pristine condition you get them in, at least until after the festival is done.

#### ☑ **Sign-in (with ID) at Volunteer Check-In and drop your bag off with Volunteer Welcome Centre**

Make sure you bring **your photo ID** over to Volunteer Island at least 15 minutes before each shift starts in order to sign in. And if you're planning on seeing a free show on a day when you don't have a shift, you'll need to sign in at our Free Show check-in tent.

- Volunteer Check-In hours of operation are 2:00 PM to 9:30 PM, daily.
- The Free Show check-in station is located at the corner of Booth Street and Vimy (open daily at 5:00 PM - 10:00 PM). This station is **ONLY** for volunteers coming to see a free show. If you are checking in for a shift, we still need you to go to Volunteer Village.
- The latest check-in for a free show at the satellite station is 10:00 p.m. Unfortunately, late-comers can't be accommodated, so make sure to give yourself plenty of time! If you have a backpack or coat that you don't want to carry around during your shift, feel free to leave it at the Bag Check with Volunteer Welcome Centre. If you're working the last shift of the day, make sure to pick up your gear from the Welcome Centre before they leave. Welcome Centre is open between 2:00 PM and 11:30 PM, daily.

**Please note: you must bring your government issued I.D. to sign in to your shift and to get free shows at the Free Show Check in tent**

#### ☑ **HYDRATE!**

During the hot days of summer, water is H2O-h-so-good for you. Stay hydrated throughout your shift by filling up your water bottle at one of the water stations in the main bowl, or by picking up a complimentary plastic water bottle at the Welcome Centre.

**☑ Stay safe!**

Do what you need to do to safeguard your health, avoid injury and protect yourself.

The Volunteer Services Team and your leader(s) share emergency preparedness information with you. Review the Emergency Preparedness Plan and your Area Manual for all information.

## **YOUTH VOLUNTEERS**

### **Parental Permission Form**

If you are between the ages of 15 and 17 on the first day of the festival, you **MUST** bring your Parental Permission Form, signed by your parent or legal guardian, to the Volunteer Check-In at the start of your first shift.

Click [HERE](#) to access our Parental Permission form.

### **High School Volunteer Hours**

If you're still in high school, the hours you volunteer for Ottawa Bluesfest can count towards your required volunteer hours. Make sure to bring your school-issued form with you to each shift and ask your Area Leader to sign it immediately after you finish each day.

## **THE MORE YOU KNOW**

This is a smattering of other important information that all of our volunteers should be aware of in order to help patrons, artists and other volunteers:

### **Accessibility**

Ottawa Bluesfest is committed to providing accessible customer service to people with accessibility needs; in a manner that respects their dignity, independence, integration and that is equitable in relation to the broader public. The festival permits people with accessibility needs to use assistive devices, service animals and/or support personnel. The festival has established an Accessibility volunteer team (A-Team) who provide support and feedback to continually improve the accessibility of the event.

Volunteers are encouraged to bring a support worker with them to each shift if they need additional assistance.

Want to know more about your area? Find accessibility information on our website (linked below each area's job description), or on your Bloomerang *Documents* page.

### **First Aid**

The headquarters for First Aid is located in the main bowl across from the Canadian War Museum entrance. There are also numerous roaming First Aid teams throughout the site who are recognizable by their red shirts and navy vests that say FIRST AID.

### **Smart Serve**

If you are volunteering in an Area where you will be selling, serving, handling or dealing with alcohol in any capacity it is a **requirement both of the festival and of the Province of Ontario that you be Smart Serve certified.** This is non-negotiable and not having the certification when going on-site will result in your removal from volunteering with such Areas.

Click [HERE](#) to read about who needs to be Smart Serve certified in Ontario.

If you are in an area that serves alcohol you will receive an email from the Volunteer Services Team after you register with the instructions for how to apply for Smart Serve reimbursement.

### **Lost & Found**

All found items should be delivered to the on-site Ottawa Bluesfest Volunteer Admin Office located within the Canadian War Museum, which is also where lost items can be claimed.

### **Lost Children**

Lost children should be delivered to Info Booth in order to reunite them with their parents as soon as possible.

### **Severe Weather Conditions**

Your Area Leader has an emergency plan for your area. Make sure you know the plan, remain calm, listen to the instructions of your Area Leader, and direct any patron questions or concerns to him/her.

Changes to the festival schedule and site access due to weather conditions will be posted on the Ottawa Bluesfest website.

### **Bathrooms**

There are a number of volunteer accessible bathrooms on site. Bathrooms and porta potties are available on the volunteer island and there is a staff and volunteer only bathroom inside the museum, near the ateliers, for volunteers who are on shift. There are additional porta potties available throughout the main bowl and more indoor bathrooms (accessible to patrons, staff and volunteers) in the museum, through the main entrance.

### **Post- Festival Volunteer Satisfaction Survey**

The Volunteer Services Team conducts a post-festival volunteer satisfaction survey each year, with the help of the volunteer Survey Team. The Survey is available on tablets at the Welcome Centre on the last day of the festival and is then sent out via email to all volunteers.

If you have any thoughts or feedback, please fill out the survey! This is the best way for the Volunteer Services Team to see your feedback.

## **The Ottawa Bluesfest Volunteer Handy-Dandy Cheat Sheet**

If you've read through all of the resources we've given you, but are worried about keeping it all straight as the hot Ottawa sun beats down and the loud music overwhelms your senses, don't worry—we've got you covered! Print off this sheet and keep it with you to refer to in a pinch.

### **Your Volunteer Services Team:**

**Keanna Louis-Charles**, Volunteer Services HR Manager



**Hannah Steeds** Volunteer Services Assistant  
**Jamine Ackert** Volunteer Services Assistant  
**Jeff Heaton** Volunteer Services IT Assistant

VOLUNTEER TOP 10	VOLUNTEER CHECKLIST
<ol style="list-style-type: none"> <li>1. Know what you're signing up for.</li> <li>2. Adhere to our policies about drugs and alcohol.</li> <li>3. Respect patrons, artists and fellow volunteers.</li> <li>4. Respect the privacy of others and the confidentiality of festival information.</li> <li>5. Notify your Area Leader(s) of any absences well in advance.</li> <li>6. Be reliable.</li> <li>7. Report to your Area Leader or Supervisor at the beginning of your shift.</li> <li>8. Use technology appropriately.</li> <li>9. Be present.</li> <li>10. HAVE FUN!</li> </ol>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Get mentally and physically ready for your shift</li> <li><input checked="" type="checkbox"/> Check the weather &amp; prepare accordingly</li> <li><input checked="" type="checkbox"/> Head over to the festival grounds</li> <li><input checked="" type="checkbox"/> Wear your volunteer t-shirt</li> <li><input checked="" type="checkbox"/> <b>Bring your ID each shift</b></li> <li><input checked="" type="checkbox"/> <b>If you are a Youth volunteer make sure you bring your signed Parental Permission form to Volunteer Check-in for your first shift</b></li> <li><input checked="" type="checkbox"/> Sign-in at Volunteer Check-In (<b>with ID</b>) and drop your bag off with Welcome Centre</li> <li><input checked="" type="checkbox"/> HYDRATE!</li> <li><input checked="" type="checkbox"/> Stay green</li> <li><input checked="" type="checkbox"/> Stay safe!</li> </ul>

## VOLUNTEER CODE OF CONDUCT AND HARASSMENT POLICY

As a volunteer at Volunteer Team Behind Bluesfest (VTBB) (Ottawa Bluesfest/ CityFolk), you are required to follow all expectations as outlined in the Volunteer Code of Conduct below and on our volunteer website, <https://volunteers.ottawabluesfest.ca/>. Together, we can all be part of an experience that is fun, safe, respectful, and fair for all volunteers.

Please consult VTBB Volunteer Services staff prior to any action or statement which might significantly affect or obligate the festival. This might include: statements to the press or on social media, coalition or lobbying efforts with other organizations, and any agreements involving contractual or other financial obligations.

As a volunteer with the VTBB (Ottawa Bluesfest / CityFolk), you are a representative of the festivals when you are on festival grounds, at a festival event, and/or wearing clothing identifying you as a VTBB volunteer. We (Ottawa Bluesfest / CityFolk) reserve the right to revoke on-site volunteer privileges without notice, or to prevent individuals from participating in future VTBB-related events if any of the following behaviours are observed while representing the festival:

### ATTENDANCE

- Checking in to the site and not reporting for a scheduled shift;
- Unreported or excessive absences;
- Repeated tardiness.

### PERFORMANCE

- Failure to be effective at assigned tasks;
- Inappropriate behaviour or negative attitude;
- Unnecessary use of cell phone while on duty;
- Smoking while on duty.

### **BEHAVIOUR**

- Inappropriate behaviours, requests or language directed towards artists, staff, contractors, patrons, volunteers, before, during or after the festival;
- Insubordination (the act of willfully disobeying your superior);
- Breach of confidentiality;
- Theft of any kind (e.g. financial, property, etc.);
- Destruction of festival property or damage to any part of the festival site;
- Engaging in self-promotion of any kind;
- Harassment, in any form (see “VTBB Volunteer Harassment Policy”).

### **ALCOHOL, CANNABIS & ILLEGAL SUBSTANCES**

- Possession and/or use of drugs and/or illegal substances;
- Consumption of alcohol or intoxication while on shift;
- Consumption of recreational cannabis or intoxication while on shift;
- Underage drinking and/or consumption of cannabis;
- Excessive intoxication while attending a free show.

### **OTHER**

- Any other reason deemed applicable by Volunteer Services.

The Team Behind Bluesfest (Ottawa Bluesfest / CityFolk) reserves the right not to discuss details of a dismissal with the volunteer in question. Once a volunteer is dismissed, they must hand in their accreditation (wristband, lanyard, volunteer t-shirt, name-tag) and leave the property immediately.

## **VTBB VOLUNTEER HARASSMENT POLICY**

### **VOLUNTEER HARASSMENT POLICY**

As stated in the VTBB Volunteer Code of Conduct, as part of our Zero Tolerance policy, harassment in any form will not be tolerated and can lead to dismissal from the festival.

We (Ottawa Bluesfest / CityFolk) are committed to preventing harassment by providing all volunteers with a common understanding of appropriate and expected behaviour. We are all responsible for supporting initiatives to maintain a respectful festival environment.

### **DEFINITION**

Harassment is a form of misconduct/improper behaviour that is directed at, is offensive to, and is not welcomed by the victim, and which the harasser ought reasonably to have known would be unwelcome and cause offence or harm.

This includes discriminatory harassment within the meaning of the Canadian Human Rights Act (CHRA) which is to harass an individual based on the prohibited grounds of discrimination, which are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, Gender identity or expression, marital status, family status, disability, or conviction of an offence for which a pardon has been granted.

### **IDENTIFYING & RESOLVING SITUATIONS PROMPTLY, FAIRLY, AND COOPERATIVELY**

Any person who feels that they have experienced harassment while volunteering with the Team Behind Bluesfest (Ottawa Bluesfest / CityFolk) can access some or all of the following measures:

- seek support from your Area Leader, Supervisor, or other advisor such as onsite staff or TOERSA security supervisor, to help address the situation;
- use informal conflict resolution techniques when possible can help resolve the situation to the satisfaction of all parties;
- document details of the incident in writing, including as much detail as possible (date and time, contact information of involved parties, actions leading up to the event, witness information, location, etc.), you can choose to submit to your Area Leader, Volunteer Services staff ([volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca)) or the onsite Admin Office.

### **FORMAL COMPLAINTS**

If you have experienced harassment you may choose to file a formal written complaint against your harasser to Volunteer Services management ([volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca)). We request that formal complaints be submitted within two weeks of the incident. All complaints are kept confidential.

All formal written complaints will be reviewed by an internal committee to determine if an investigation is warranted. In the case of the complaint involving a minor, the parent or guardian of the minor will be informed.

## **REPORTING POLICY - VOLUNTEERS AND PATRONS**

### **Reporting Volunteer Behaviour That Violates the Volunteer Code of Conduct, Harassment Policy, or Terms and Conditions**

If you witness behaviour from another volunteer that violates the Volunteer Code of Conduct, here is a simple chain of command to explain what you should do and who you should talk to based on your position and the position of the other volunteer.

If you are a:

#### **General Volunteer:**

If you are a general volunteer and witness another volunteer's behaviour that violates the Volunteer Code of Conduct, you should let a member of your Area's leadership team know. This could be your Area's Area Leader or Assistant Area Leader, or a supervisor if you can not find your Area Leaders.

#### **Supervisor:**

If you are a supervisor and you witness a volunteer violating the Volunteer Code of Conduct you should inform a member of your Area's leadership team or a member of the leadership team of the Area that the other volunteer belongs to.

#### **Area Leader:**

If you are an Area Leader you will report straight to the Volunteer Services Team to report an instance of a volunteer violating the Volunteer Code of Conduct. This includes when another volunteer approaches you to let you know about another volunteer's behaviour.

If the other volunteer is a:

**General Volunteer:**

If you see a general volunteer violating the Volunteer Code of Conduct you should first try and identify what Area they belong to by looking at the colour of their t-shirt, or assessing whether they are doing a job that visibly associates them with a certain Area (e.g. are they holding a 50/50 sign, are they wearing a Beer Tents t-shirt). If you are able to make this identification, then you should also note some details about their appearance and what they were doing to violate the Volunteer Code of Conduct. Once you have this noted you can inform your Area's leader and they will be able to send this information to the Volunteer Services Team.

**\*\*** Please note that you should not engage with another person who is violating the Code of Conduct. If ever you are in immediate need of help with a situation and can see a security guard go to them.

**Supervisor:**

If you see a supervisor violating the Volunteer Code of Conduct you should follow the same steps that you would with a general volunteer. Trying to identify a supervisors' Area may be more difficult, as all supervisors wear the same colour shirt. Do your best to identify them using other means including where you saw the behaviour take place (in a Beer Tent, while on the Volunteer Island, etc.). Once you have done this, you should inform a member of your Area's leadership team, or the leadership team of the volunteer's Area.

**Area Leader:**

If you witness a member of your Area's leadership team violating the Volunteer Code of Conduct you should inform the Volunteer Services Team directly\*, or by telling another Team Behind Bluesfest staff member that you are familiar with.

**\*If you can not report to leadership, or wish to contact Volunteer Services directly you can send an email to [volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca) with the following information:**

Name (if possible), area and role of the other volunteer. General descriptors of the volunteers physical appearance (e.g. height, hair colour, approximate age). A description of the behaviour and a date of when it occurred. Any measures you took to report this to leadership or security.

**Understanding the Role of Security and When to Call:**

If you witness a volunteer who is acting in a way that is dangerous, harassing, or otherwise requires immediate action, directed towards any person (another volunteer, patron, staff member, contractor, etc.) you need to be aware of the role of security.

Security is on site to keep everyone safe and this includes volunteers. If ever you are in immediate need of help with a situation and can see a security guard go to them, if not find a member of your Area's leadership team and they can radio for security themselves.

**What to do if a Patron is Reporting an Incident With Another Patron**

As volunteers, you will likely be interacting with patrons throughout the entirety of the festival.

While you may be coming in contact with many patrons a night, it is possible that at some point

you will be approached and told of an incident that occurred between patrons. Here is what you **can** and **should** do in instances of patrons reporting incidents with other patrons.

### **A patron reporting that another patron is experiencing a medical emergency:**

If a patron approaches you to inform you that another patron is experiencing a medical emergency, you must contact first aid immediately. First aid is contactable by all radios (your Area Leader will have a radio), or by calling the Central Command phone number. Their tent is located near the entrance to the war museum.

### **A patron reporting that another patron is harassing them or someone else.**

If you are informed that a patron is being harassed by another patron you should inform the nearest security personnel. If you are unable to reach security for any reason, you can inform your (*or any*) Area Leader or Supervisor of the situation and they can radio for security.

In any event that you are unsure of what to do, or who to speak to, you can escalate the situation to your Area's Leadership team, who can reach out to Ottawa Bluesfest staff or security via their radio.

**PLEASE NOTE:** If you experience an incident on site, an incident report will need to be completed. Your Area's Leadership team will be able to guide you in this process.

Have questions? Contact the Volunteer Services Team at [volunteers@ottawabluesfest.ca](mailto:volunteers@ottawabluesfest.ca)

## **BYSTANDER AWARENESS**

We are working with Right To Be to support our bystander awareness training. We have additional information and training materials available upon request. Feel free to reach out if you are interested.

