

2011
Volunteer
Handbook

**MEET THE 2011 BLUESFEST
STAFF, BOARD AND AREA LEADER TEAM**

Board of Directors

Richard Mahoney
Bob Provick
James Leal
Deirdre Mason
Connor Grimes
Paul Symes
Dave O'Malley

Office Staff

Mark Monahan	Executive and Artistic Director
Mike Rouleau	Director of Operations
Nathalie Laperrière	Director of Sponsorship
William Yap	Accounting Coordinator
Andre Sauv�	Dir. of Communications & Community Development
Tammy Parent	Director of Volunteer Services
Sarah PC	Programming & Executive Assistant
Allison Shalla	Marketing Coordinator & Sponsorship Assistant
Catherine Cote	Artist Liaison
Janessa Doyle	Accounting Assistant
Renee Cabana-Marshall	Volunteer Services Assistant
Treana Wilson	Graphics Coordinator
Tara Ferguson	Ops/Admin Assistant
Genevieve Turgeon	Promotions Coordinator

Area Leader Team

Administration	Henry Brynkus
Alternates	Mary Stone
A-Team	Madison Jones
Backstage Accreditation & Backstage Hospitality	Sandra Monsour
Bead Tent	Kelsey Edwards
Beer Tents (Mill Street)	Ravi Philar
Bike Park	Charles Akben-Marchand
Cashiers & ID'ers	Karen Humphries
Casino Lac-Leamy Suites	Carol Patterson
Clubhouse (Empire Grill)	Odette Chaput
Coin Counters	Lise Normand
Fundraising Coordinator	Ed Denbeigh
Gates (Ottawa Citizen)	Doug Stewart
Guitar Raffle	Lynn Griffiths
Gold Circle (Metropolitan)	Peter West
Green Team	Ayn Benfaida
Info Booth	Liz Hildebrandt
Inventory Control	Rob Caillier
MBNA Lounge	Kristyna Testa
Mascot	Megan Robertson
Merchandise Tent	Cathy Leveille
Mill Street Pub	Nancy Browman
Outdoor Blues Café	Crystal Mulack
Pageantry/Decorating	Laury Clark
Poster Tent	Cathy Leveille
Photography Team (Ottawa Citizen)	Marc DesRosiers
Silent Auction	Catherine Coderre
Skimmers	Carole Gagnon
Social Media	Mandy Sinclair
Stage Crew	Micheline Ayoub
Survey	John Currie
The Winery	Neiges Senechal
Transportation	Glenna Gosewich
Volunteer Trailer & Volunteer Welcome Centre	Judie Skrivanek

WELCOME TO BLUESFEST VOLUNTEER SERVICES

Hello all 2011 Bluesfest volunteers! We hope you have a great time – meeting lots of new people, re-connecting with old friends, learning new skills, and enjoying the tons of great talent the 2011 line-up has to offer. Please be sure to read this handbook thoroughly as it has lots of info to help you to have the best volunteer experience possible. The Bluesfest team will do everything possible to ensure you have a positive and memorable experience. We can't do it without you. Thanks so much for joining the 2011 volunteer team...welcome aboard!

MISSION OF VOLUNTEER SERVICES:

The mission of Volunteer Services is to provide an effective central coordinating point for volunteer management within Bluesfest and to assist the organization to reach their overall goal of providing a world-class event—known as the Bluesfest—that showcases local, regional, national and international musicians.

BLUESFEST'S COMMITMENT TO VOLUNTEERS

- to recruit, with proper screening processes, suitable general volunteers, supervisors and area leaders;
- to provide adequate training and support, with ongoing on-site guidance and direction;
- to provide a safe and fun working environment;
- to track and evaluate the contribution of volunteers to the organization;
- to respond to volunteer feedback;
- to treat volunteers as valuable members of the team.

YOUR COMMITMENT TO US

- A minimum of six shifts is required;
- You are representatives of the Ottawa Bluesfest Organization and the festival known as Bluesfest. You are authorized to act as representatives of the agency/festival as specifically indicated within your job description and only to the extent of such written specifications. You are responsible for your actions and behaviors while on festival grounds (whether on or off shift) so please follow your job description and have fun;
- Prior to any action or statement which might significantly affect or obligate the Bluesfest Organization, please seek consultation and approval from the director of volunteer services. These actions may include, but are not limited to: public statements to the press; coalition or lobbying efforts with other organizations; and any agreements involving contractual or other financial obligations;
- Please maintain the confidentiality of all proprietary or privileged information to which you are exposed while serving as a volunteer, whether this information involves staff, volunteers, patrons, and/or other persons or involves any Bluesfest business.

BLUESFEST VOLUNTEER CODE OF CONDUCT – To ensure we put our best foot forward to all fans attending Bluesfest, and to ensure all volunteers have a good experience and are treated equally and fairly, we have established some guidelines that we would like you to follow.

Bluesfest has a zero tolerance policy towards the following behaviors and reserves the right to revoke on-site volunteer privileges without notice or to decline individuals from registering for future years if any of the following behaviors are observed while representing the festival:

- Checking in to the site and not reporting for a scheduled shift;
- Sharing accreditation access;
- Theft;
- Consumption of alcohol or intoxication;
- Possession or use of drugs and/or illegal substances;
- Harassment, in any form;
- Destruction of Bluesfest property or harm to any part of the festival site;
- Inappropriate requests toward artists;
- Insubordination;
- Breach of confidentiality.

Bluesfest Volunteer Services also reserves the right to revoke on-site volunteer privileges or decline individuals from registering for future years if any of the following behaviours are observed, addressed with the volunteer, and continue to occur:

- Unreported absences or excessive, repeated tardiness;
- Failure to be effective at assigned tasks;
- Inappropriate behaviour or negative attitude;
- Smoking while on duty;
- Unnecessary use of cell phone while on duty;
- Engaging in self-promotion of any kind;
- Any other reason deemed applicable by Volunteer Services.

Please note: Volunteers are welcome to take photos at the festival but note that this must be done while you are off shift, rather than wandering away from assigned tasks to take photos. Of course taking photos ‘on the job’ with fellow volunteers is allowed as long as it does not interfere with assigned tasks. Also please see camera/photo policy on our website.

Bluesfest reserves the right not to discuss details of the dismissal with the volunteer in question. Once a volunteer is dismissed, they must hand in their accreditation/volunteer t-shirt and leave the property.

DATES TO TAKE NOTE OF

INFO NIGHT - Info Night is set for June 7, 2011 at 6:30 pm in LeBreton Gallery of The Canadian War Museum. This is planned with both registered volunteers and potential new volunteers in mind. The evening will consist of an introduction of Bluesfest staff, board members and area leaders. There will also be a detailed discussion about different volunteer options and expectations at Bluesfest, and a 'Question and Answer' period. This meeting is *not* mandatory.

ORIENTATION NIGHT – This year we are hosting two sessions – Sunday, July 3, and Monday, July 4 – both at 6:30 pm at the festival site at LeBreton Flats Park, Hard Rock Café stage. It is strongly recommended that you attend one of these sessions. The evening will consist of a review of general guidelines and volunteer code of conduct, a review and training of your assigned duties, and a tour of the key volunteer areas on the festival grounds.

APPRECIATION PARTY - The Bluesfest Volunteer Appreciation Party is slated for Friday, July 22 at 8 pm – 12 am at Algonquin College. RSVP is not required. Live music, buffet style finger-foods and cash bar will be available. All ages are welcome but I.D. will be required for cash bar. Note: Consider yourself invited if you complete your volunteer commitment this year. This function is not open to guests.

MANDATORY TRAINING SESSIONS - Please be advised that some, not all, components of the volunteer registration process will require you to attend a mandatory training session before the start of the festival. Mandatory training sessions do not count toward your six shift minimum. If you discover that you will be unable to attend any mandatory sessions, please let us know. While we will make every effort to find alternate arrangements, unfortunately we cannot guarantee placement for volunteers who are unable to complete mandatory training sessions.

PRE-EVENT PLANNING TIPS

HIGH SCHOOL VOLUNTEER HOURS - If you are a high school student and need a Bluesfest representative to sign your school-issued volunteer forms, it is your responsibility to ensure your area leader signs your form after each shift. We are not responsible for tracking high school volunteer hours. Please bring your school-issued form with you on a daily basis.

PARENTAL PERMISSION FORM - If you are between the ages of 15-17, you must present a parental permission form signed by a parent or guardian to us before you begin your first shift. Parental signatures will be verified at random. The form, and details on how to submit them, can be downloaded from the volunteer page of our website. Individuals under 18 cannot volunteer until this process is complete. There are no exceptions.

ACCESSIBILITY A-Team – Our festival site is accessible, but some stages may require a bit of assistance, navigational or otherwise. Volunteer Services has formally implemented a volunteer accessibility team known as the A-Team. It is important to know how to help both volunteers and patrons with disabilities to enjoy all the great things the festival has to offer. If you have a need for assistance, please ask the A-team for support. As a volunteer, if someone approaches you for help with an accessibility concern, please refer them to the Accessibility Team in the Main Bowl near the Info Booth.

ASSISTED VOLUNTEERING - Volunteers needing ongoing personal assistance or support while on duty must have a support worker with them during volunteer shifts. Support workers do not need to register unless they too plan to be a volunteer. Support workers accompanying volunteers to the festival will be offered complimentary access to the festival at the time of check-in.

VOLUNTEERING WITH A FRIEND - Because you create your schedule according to your own interests and availability, the easiest way to be scheduled for the same shifts as your friends is to coordinate which shifts you'll be signing up for. It's important to note however, while on shift you may not always get to work together, as your area leader will assign you to a position where the need is greatest. We cannot guarantee that you will be scheduled with your friends, but we'll do our best.

SHIFT CANCELLATIONS

- If you must cancel or change a shift, you must make necessary changes to your on-line itinerary.
- Changes to your itinerary or to your profile will be allowed until 9:00 am, Saturday, July 2, 2011.
- If you discover you cannot attend any shifts, please notify us immediately so we can look for a replacement.
- If you discover you are unable to be present for your shift on the day of a scheduled shift, please call the Volunteer Services Assistant as soon as possible at 613-247-1188 x 226, leaving CLEAR details of your name, activity, assigned shift you are canceling, and reason for cancellation OR notify your area leader directly if you've been given access to contact them.
- **IMPORTANT:** Because we depend so much on your participation, if you fail to notify your area leader that you are unable to make a shift, or do not show up at all, you will not be able to access the site for free concerts, and will be denied the opportunity to volunteer for future festivals.

DRESS CODE/UNIFORM

- T-shirts will be issued at the volunteer trailer during check-in for your first shift.
- T-shirts must be worn while volunteering. Please consider this t-shirt your uniform.
- T-shirts are not to be worn while off duty. Please bring additional clothing if you wish to catch some of the great talent before or after your shift.
- Your t-shirt is not to be shared with anyone.
- T-shirts are not to be altered in any way (i.e. cutting, tearing).
- If requested, a second t-shirt will be issued after you complete three shifts.
- Additional t-shirts can also be purchased for \$5.00, while quantities last.
- Be prepared for all types of weather.

BAG/COAT CHECK - Volunteer Services is proud to announce the addition of a complimentary, supervised bag/coat check service in the Volunteer Village's Volunteer Welcome Centre. Space is limited to 300 items and we are not responsible for lost or stolen items. Some exceptions apply so please be patient as we work through first year kinks and build a set of guidelines to work by. Hours of operation will be 11:00 am to 11:30 pm daily. Also note The Canadian War Museum operates a complimentary coat check service in the museum that closes promptly at 11:00 pm.

SECURITY BAG CHECKS: For security reasons, all volunteers carrying purses/backpacks/bags will be checked upon entry to the festival site, both on and off shift.

WATER STATIONS – B.Y.O.W.B. (Bring Your Own Water Bottle) - There will be a water station in the main bowl of the festival, as well as in the Volunteer Village so please consider bringing your own water bottle to fill when needed. Stay hydrated! Bring sunscreen too!

VOLUNTEER APPRECIATION FEATURES

FREE CONCERTS

- You are able to see concerts free of charge, even on days when you do not volunteer, as long as you are fulfilling your current commitment as planned.
- Special Requirements: If you are a first time volunteer, you must complete your first shift before being granted 'free access' to concerts.
- If you are a returning volunteer and have successfully and effectively honoured your commitment in 2010 (mere completion of shifts does not automatically qualify), you are welcome to see shows for free before the completion of your first shift.
- If you wish to enjoy this 'free concert' privilege, you must still check in at the volunteer trailer to gain access to the festival site.
- Due to the above-mentioned privileges, we do not have a program for volunteers to purchase discounted tickets.
- Privileges noted above will be revoked if you do not attend previously scheduled shifts or if you do not provide us with proper notice of a cancellation.

COMPLIMENTARY MEALS at the OUTDOOR BLUES CAFE

- Located in Volunteer Village at the corner of Booth Street and the Ottawa River Parkway, The Outdoor Blues Café is an outdoor kitchen that will provide complimentary meals to volunteers.
- Complimentary meals are provided for each shift worked, provided the Café hours correspond with your scheduled shift. Not all shifts match Café operation hours.
- Weekdays: 3:00 pm – 9:30 pm: Grab & Go Grill
 4:00 pm – 8:00 pm: Full Buffet
- Weekends: 11:00 am – 9:30 pm: Grab & Go Grill
 Noon – 8:00 pm: Full Buffet
- Color-coded food vouchers will be issued at the Volunteer Trailer during daily check-in. These food vouchers are not to be shared with anyone and are not transferable.
- Please check with your area leader for policies on when to take meal breaks. Policies vary depending on the activity you select.
- Vegetarian options are available but may not suit all needs/tastes.
- We are aware that many people live with food sensitivities. Although we do not have the resources to list all ingredients in all menu items, we are happy to connect you with the Café Manager on site for ingredient details.
- If we are unable to accommodate your dietary preferences/needs there are many on-site vendors you can access at your own expense. The Canadian War Museum also operates a cafeteria. Also consider bringing non-perishable snacks.
- Daily menus will be posted on the Volunteer Services page of our website. Subject to change without notice.

MERCHANDISE DISCOUNT - All registered volunteers are offered a \$5.00 'merch money' coupon to be credited towards Bluesfest-branded merchandise such as t-shirts and hats. This *does not* include artist merchandise, CD's, or items from artisans or food vendors.

COMPLIMENTARY MASSAGE AND REFLEXOLOGY SESSIONS

- We want to pamper you because you deserve it! Sign up for 10 minute chair massage or foot reflexology sessions between 5:00 pm – 9:00 pm on weekdays and 12:00 pm – 9:00 pm on weekends in the Volunteer Village. Schedule is subject to change.
- All therapists are Registered Massage Therapists and/or Certified Reflexologists. They are also affiliates in good standing with one of the following: Ontario Massage Therapist Association; Association Canadienne des thérapeutes en Médecines Douces; Canadian Association of Therapists in Complementary Medicine (La Prairie Quebec); and Reflexology Registration Council of Ontario.

ON-SITE FESTIVAL DETAILS

VOLUNTEER VILLAGE

- Located at the corner of Booth Street and the Ottawa River Parkway, Volunteer Village is home to the headquarters for Volunteer Trailer, Volunteer Welcome Centre, Outdoor Blues Café, Alternates, Gates, and Green Team.
- The Volunteer Village also has washroom facilities, and a large covered seating area where volunteers can take a well-deserved break and enjoy a complimentary meal.
- The Volunteer Village is reserved for VOLUNTEERS ONLY.
- Volunteer Welcome Centre - Still have a few unanswered questions before your first shift? Missed orientation night perhaps? Have no fear; the Volunteer Welcome Centre is here! Located in the heart of the Volunteer Village, the Volunteer Welcome Centre is a friendly place where you can drop-in and ask any last minute questions, check your bag, or to simply request to be escorted to your assigned activity. Don't be shy to ask – the volunteers in the Volunteer Welcome Centre are waiting to greet you.

VOLUNTEER TRAILER CHECK -IN

- You must check-in at the Volunteer Trailer before your first shift of each day.
- The Volunteer Trailer, located in the Volunteer Village on the corner of Booth Street and the Ottawa River Parkway, is open from 11:00 am – 9:30 pm weekdays and 9:30 am – 9:30 pm weekends. Check-in for shifts outside of trailer hours must be pre-arranged with your area leader.
- It is crucial that you allow enough time to check-in before you are due to arrive for your scheduled shift. Once checked-in at the Volunteer Trailer, you must report to your assigned activity and area leader.
- Festival Accreditation - You will gain access to the site with accreditation given to you when you check-in at the Volunteer Trailer prior to each shift.
- If you lose your accreditation, you WILL NOT be issued a new one.
- The accreditation given to you during check-in MUST NEVER be shared with anyone.

CHAIN OF COMMAND

- All volunteers report directly to the area leader in charge of the assigned activity.
- Area leaders report to the director of volunteer services.

VOLUNTEER SURVEYS - Your feedback is important to us so please take time to go to our website after the festival to complete a volunteer satisfaction survey or fill one out when a member of our volunteer survey team approaches you at the festival. All surveys are anonymous. If you complete a survey you will have your name entered into a draw for a free festival passport for Bluesfest 2012.

PHOTOS & VIDEOS - Volunteer photographers and survey team volunteers have been tasked with capturing the excitement of volunteering at Bluesfest. Photos and short volunteer vignettes/videos will be taken and used for recruitment purposes at future appreciation parties, and info/orientation sessions. Say “Cheese” or let us take video footage of all the great things you have to say about your volunteer experience. Help us show everyone how much fun volunteering at Bluesfest really is!

GREENING – Please follow our greening initiatives from biking to the festival, using your own reusable water bottle, to properly discarding waste generated in your area in the proper receptacles.

WEATHER RELATED DELAYS

When faced with storm conditions at Bluesfest, each situation presents different challenges and circumstances. To ensure everyone’s safety, as well as accuracy and consistency when relaying our message to the public, you should:

- Remain calm;
- Ensure everyone in your activity is safe;
- Seek direction from your area leader who will in turn get direction from Bluesfest Administration;
- If asked, inform customers that you are a volunteer and unable to make weather related decisions on behalf of the festival;
- If asked, encourage customers to check the Bluesfest website, local media outlets or call the Bluesfest Administration Office the following day for ticket/rescheduling decisions.

LOST & FOUND

- During the festival, both lost and found items can be delivered to, or collected at, the Bluesfest Administration Office inside The Canadian War Museum.
- Following the festival, items will be held at the Ottawa Bluesfest office at 265 Catherine Street, 2nd floor, (Ottawa Greyhound Station) for 3 months.

FIRST AID - First Aid Headquarters is located in the main bowl of Lebreton Flats Park. Other first-aid stations are located throughout the site.

PARKING/TRANSPORTATION – Parking is very limited at the festival site and you are responsible for your own transportation and parking. Below is a list of options:

Walking - For walking directions to Bluesfest, it's best to picture a landmark. If you can see yourself in front of the Parliament buildings, imagine a short walk west on Wellington Street. This will provide a view of the Canadian War Museum (<http://www.warmuseum.ca>), about a kilometre away. Walk toward the museum and you can't miss the front gate and the main box office.

Cycling - The festival site is bordered by the Trans-Canada Trail, a fabulous tree-lined bike path that runs through Ottawa, along the Ottawa River. Festival organizers will provide supervised parking lots for bicycles right beside the festival site that operate from 3:00 pm - 11:30 pm weekdays, 10:00 am-11:30 pm weekends. This is a shared partnership with Bluesfest and Citizens for Safe Cycling (CfSC). The supervised Bike Park operates on a first-come, first serve basis. Although donations are appreciated for CfSC and Bluesfest's charity Blues in the Schools, the service is free. Please note that bicycles of any sort are not permitted in the Volunteer Village.

Bus -Due to the convenient proximity of the LeBreton transit station, festival organizers highly recommended the use of public transit. From Orleans to Kanata, or anywhere in between, all main east-west bus routes stop at LeBreton Flats. For more on Ottawa bus service, please visit: OC Transpo (<http://www.octranspo.com/>).

JUST WONDERING?

Do you WONDER what we do with our beverage area tip money? *Contrary to popular belief, all tip money does not go towards the appreciation party.*

Tip money collected at all beverage areas of the festival goes to support all volunteer appreciation initiatives. Primarily, the funds support the fabulous food at the Outdoor Blues Café as well as other initiatives such as on-site random draws, post-fest appreciation party, off season get-togethers, and the Service Awards program.

Do you WONDER what we do with funds raised through the sale of autographed and commemorative posters, beads, guitar raffle tickets, and our various auctions?

Funds raised are directed to our Blues in the Schools (BITS) Program and our Be in the Band Program (BITB).

(BITS) is an award winning educational program that was created to promote the culture of blues music. Bluesfest brings blues artists/educators to Ottawa for a two-week residency in local area schools. It is a program we are very proud of.

The Bluesfest first launched their BITB initiative in January of 2009. The three-month pilot project put young musicians (ages 11 to 17) who wanted to be in a band together with other potential band-mates. The Ottawa Bluesfest organization recruited a number of professional local musicians for mentoring the aspiring future stars and provided all the necessary tech support and equipment for the kids to truly enjoy a high-quality ensemble experience. Click on 'community' at www.ottawabluesfest.ca for more details as this program has developed into a long term project.

Do you WONDER how we keep busy all year round?

Among other things, we work within the community to help emerging and established local artists, and young aspiring artists in many ways. Click on 'community' at www.ottawabluesfest.ca for more details.

QUESTIONS?

Call Volunteer Services at 613-247-1188 x 236 or ext 226.