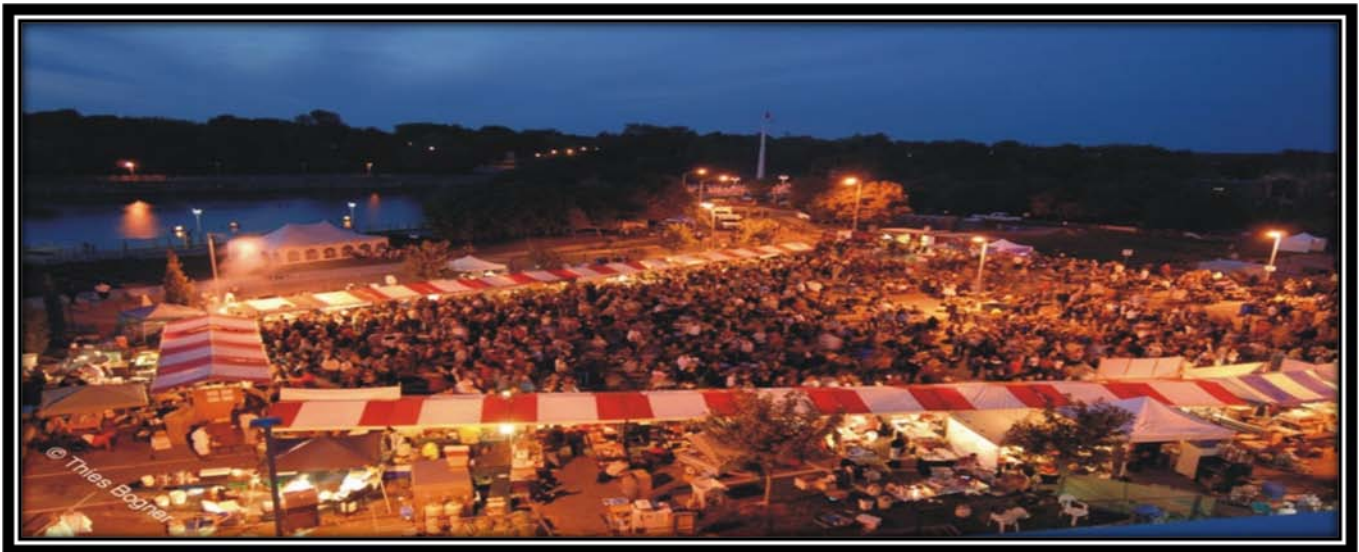




*The Peninsula's Tastiest Party!*

## **2011 Volunteer Manual**



**60 Main Street  
Welland, Ontario  
L3C 6B**

**Phone: 905-735-1700 ext 2133**

**Fax: 905-734-9952**

**Email: [info@niagarafoodfestival.com](mailto:info@niagarafoodfestival.com)**

**[www.niagarafoodfestival.com](http://www.niagarafoodfestival.com)**

## To all our Volunteers,

The Niagara Food Festival's mission is "to produce exceptional community entertainment events celebrating food and drink for the benefit of residents, businesses and tourists." It is only with the help of volunteers like you that we are able to produce one of the best festival experiences in the Niagara Region.

Whether you are a returning volunteer or new this year, this handbook has been prepared for you as a reference guide. It contains information regarding our policies and procedures and tools for dealing with the public. Please read it carefully so you will be well-equipped to handle your volunteer role. If you have any questions or concerns, please feel free to contact us at any time by phone, fax or email.

Thank you for giving your time and energy to this great event. We could not do this without you. Remember, even though you are volunteering, make sure you have fun too!

*Peter Allen*

Chairman  
2011 Niagara Food Festival



## A Forkful of History

The Niagara Food Festival is held annually in Downtown Welland. Now in its 18th year, the festival showcases all things food and drink - working to bring together growers, producers, restaurateurs, chefs, and entertainers with foodies of all ages to celebrate the best the region has to offer.

Last year more than 80,000 visitors attended the three day festival and we are expecting another great turn-out this year!!

The Niagara Food Festival has been selected again as one of Ontario's Top 100 Festivals and Events.

## Volunteer Check-In

Volunteer Check-In is located in Room 109 of City Hall, on the first level near the main entrance.

### HOURS OF OPERATION:

**Thursday September 29<sup>th</sup>: 9am-12pm**

**Friday September 30<sup>th</sup>: 3pm-11pm**

**Saturday October 1<sup>st</sup>: 10am-11pm**

**Sunday October 2<sup>nd</sup>: 10am- 7pm**

**VOLUNTEER LOUNGE**  
Provided by Boston Pizza  
FRIDAY: 5pm-10pm  
SATURDAY: 11am-10pm  
SUNDAY: 11am-6pm



## Volunteer Timeline

### 1. Complete Volunteer Application:

Fill out the volunteer application - it's available online at [www.niagarafoodfestival.com/volunteers](http://www.niagarafoodfestival.com/volunteers). If more than one position interests you, please indicate that on the application with 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> choice notations next to the positions you checked. Return the application to the Niagara Food Festival office as soon as possible. We process them as soon as we receive them. We try to accommodate volunteer position requests, but some areas are more popular than others and fill up quickly, so we cannot guarantee that you will be assigned to all the positions you requested.

### 2. Confirmation:

You will receive confirmation of your schedule by email. Upon receipt, please check the information. If you have any questions or concerns about the schedule or the volunteer position, please call us at 905-735-1700 ext 2133 or email us at [info@niagarafoodfestival.com](mailto:info@niagarafoodfestival.com).

### 3. Volunteer Orientation:

If you are volunteering with the festival, we strongly suggest that you attend one of the hour long orientations. These orientations are designed to give you the Niagara Food Festival philosophy, answer frequently asked questions and your specific questions. Orientations will take place in the Community Room of Welland City Hall on:

- ◆ Thursday, September 22 at 7:00pm
- ◆ Saturday, September 24 at 10:00am

*If you are a new volunteer and are unable to attend an orientation meeting, we ask you to call and confirm your schedule with the volunteer coordinator or you may be taken off the schedule.*

*We also ask that you would then show up 15 minutes early for your first shift so the committee person in charge of that area can fill you in.*



### 4. Pick up your T-shirt on any of the following dates:

- ◆ At the Volunteer Check-In during all operating hours.
- ◆ If you prefer, you may pick it up before you sign-in for your first volunteer shift.
- ◆ At volunteer orientations (see dates and times above).

### 5. Volunteer Work Assignment:

In the back of this handbook is a description of the volunteer positions. Please be on time for your scheduled shifts and make sure you have your volunteer T-shirt!

## **Procedures and Conduct**

Everything our guests see contributes to his/her impression of the Niagara Food Festival; therefore, we ask that all volunteers present a clean, neat appearance.

Due to close contact with guests and volunteers, proper hygiene (shower/bath, teeth brushed, etc.) is required. You should never smoke or use profanity while at your assigned location. The Niagara Food Festival reserves the right to determine whether a volunteer's appearance and behaviour is in accordance with the guidelines for the duration of the festival.

Every volunteer will receive a 2011 Niagara Food Festival Volunteer T-shirt. The volunteer T-shirt **must be worn while you are working your shifts**. Previous years shirts cannot be substituted for the 2011 T-shirts while on duty, but may be worn when not on duty. Please do not make any alterations to your Volunteer T-shirt. On your volunteer application please indicate your requested T-shirt size.

**NOTE: WE CANNOT EXCHANGE SIZES ONCE YOU HAVE ORDERED. IF IN DOUBT, GO WITH A LARGER SIZE.**

It is easier to wear a T-shirt that is too large than too small!

**If you plan to stay at the Niagara Food Festival to enjoy the festivities, your T-shirt must be changed immediately after your shift.**

Volunteers are not allowed to consume alcohol during their shifts. Again, if you choose to remain at the festival and consume alcohol, you will need to change your shirt. Anyone consuming alcoholic beverages in the 2011 Volunteer T-shirt will be reprimanded and could be asked to leave festival grounds.

We are counting on you, so if you are unable to meet a commitment, please call Jane Thompson at the festival office at 905-735-1700 ext 2133 or email at [info@niagarafoodfestival.com](mailto:info@niagarafoodfestival.com) as soon as possible so we can make appropriate arrangements. If you call after business hours, please leave a detailed message.

Volunteers that do not show up for a shift two (2) or more times (no notification give to the Volunteer Coordinator) **will not be invited back to volunteer the following year.**

### **VOLUNTEER LOUNGE**

As a thank you for all of your hard work we have created a Volunteer Lounge for you to use **while you are on duty**. Boston Pizza will be providing refreshments in the Community Room and will be available to you during your scheduled break and before/after your shift.

When volunteering, please do not bring your friends or anyone else that might distract you—this includes small children. As a volunteer you have committed to helping at the festival to do a specific job and we need you to focus on that job.

We value our guests and ask that all our volunteers take guest complaints/concerns seriously. Please take the time to listen and when in doubt, ask! We do not want to give any information to a guest that is not accurate.

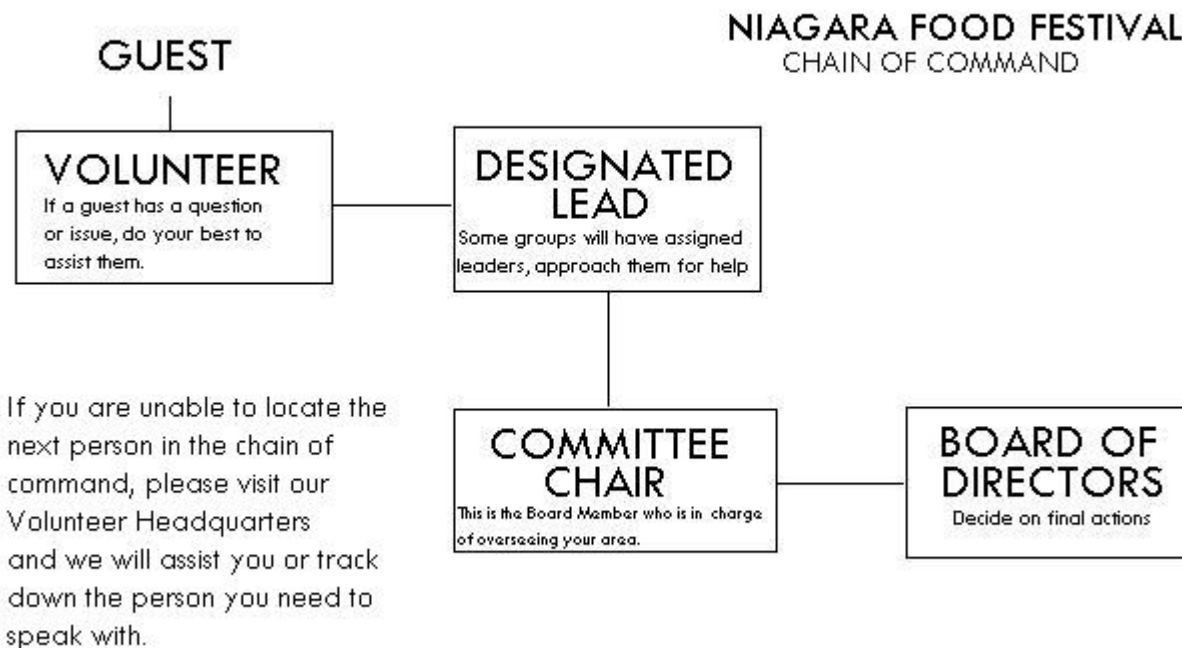
Do your best to enjoy your assignment and remember festivals are supposed to be fun. Your attitude will set the tone for everyone's enjoyment!

### **DISMISSAL POLICY**

While we certainly understand that our volunteers are spending their free time and are not monetarily compensated, we must require strict adherence to our "Procedures and Conduct" as outlined. Failure to do so could result in dismissal as a volunteer from the Niagara Food Festival.

## THE CHAIN OF COMMAND

In order to keep things running smoothly, there are specific people that you should approach if you are in need assistance during your volunteer shift. Please refer to the diagram below.



**In the event of a medical situation, first contact St. John's Ambulance in our First Aid area. They can assess the situation and decide if Emergency Services should be called.**

## MISSING CHILD PROTOCOL

The Niagara Food Festival has implemented its own version of an AMBER ALERT in the event that a child is either found or reported missing.

### MISSING CHILD REPORTED

If you are approached by a parent who is reporting that their child is missing, remain calm and find a festival volunteer with a walkie-talkie who will then radio a message beginning with the words **AMBER ALERT MISSING CHILD** followed by the child's description and where they were last seen. All other radio operators are to reply with **ROGER** and move towards the last known location while other volunteers continue to watch the perimeter. If needed, the alert will be broadcast from the Festival mainstage. Once found, a volunteer is to radio **AMBER ALERT CEASE, CHILD FOUND** and the child is to be brought to Volunteer Headquarters. The original volunteer is to escort the parent to Volunteer Headquarters so that they can be re-united as quickly as possible.

### MISSING CHILD FOUND

If you find a child wandering alone or looking lost, ask if they see their parent. If they answer no, find festival volunteer with a walkie-talkie who will then radio a message beginning with the words **AMBER ALERT FOUND CHILD** followed by the child's full name. All other radio operators are to reply with **ROGER**. The original volunteer is to escort the child to Volunteer Headquarters and an announcement will be made from the festival mainstage with the child's name, asking the parents to come to the stage area where a volunteer will be waiting to escort the parent to Volunteer Headquarters where someone will radio **AMBER ALERT CEASE, CHILD REUNITED**.

## Volunteer Job Descriptions

### **Barricade Attendant**

#### *Job Description:*

To coordinate, with the assistance of the police force, the closure of streets and to ensure that no vehicle access is permitted until after the event or if police inform otherwise.

#### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Review event map and identify exact location for barricade
- ❖ First shift is required to set up barricades as per training provided, last shift is required to take down barricades as per training provided
- ❖ Remain at barricade site until you are relieved by the next shift
- ❖ Do not allow any vehicles on the street, unless stated otherwise by police
- ❖ Sign out at Volunteer Centre at end of shift and return vest

### **Beer Tent Server**

#### *Job Description:*

Serve alcohol and ensure compliance of liquor control regulations and the safety of patrons.

#### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Be friendly, responsible and energetic.
- ❖ Must be 19 yrs. of age or older
- ❖ Required to have Smart Serve Certificate.
- ❖ Maintain a clean serving area.
- ❖ Check ID \*\*
- ❖ Serve Alcohol
- ❖ Sign out at Volunteer Centre at end of shift

### **Challenge Crew**

#### *Job Description:*

Assist the festival staff to ensure each contest element runs smoothly.

#### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Be friendly, responsible and energetic.
- ❖ Transfer entries from drop-off to contest location
- ❖ Clean the contest area after judging has occurred.
- ❖ Sign out at Volunteer Centre at end of shift



### **Children's Area**

#### *Job Description:*

Facilitate children's activities (games, crafts and performances) by assisting and encouraging children's participation

#### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Be friendly, responsible and energetic.
- ❖ Must be 16 yrs. of age or older
- ❖ Maintain a clean 'play' area.
- ❖ Assist with visitor questions and safety
- ❖ Sign out at Volunteer Centre at end of shift

## Exhibitor Services Attendant



### *Job Description:*

Act as a liaison with the Festival Staff and Vendors. Check that all vendors are in place and have everything they require. Work with the Festival Staff to respond quickly should a vendor have any concerns arise during festival operations.

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Ensure that each vendor is in correct location
- ❖ Hand out parking passes to exhibitors
- ❖ Check that each vendor has what was requested (electrical)
- ❖ Do initial safety check (cables are taped down or under carpets, etc)
- ❖ Double check all requirements with paperwork for each vendor
- ❖ Ensure food vendors have their Region of Niagara Food Safety Certificate displayed
- ❖ Ensure checklist is complete
- ❖ Ensure sign off on checklist is complete
- ❖ If any issues arise, contact event coordinator
- ❖ Sign out at Volunteer Centre at end of shift

## Floater/Relief

### *Job Description:*

Fill in for festival volunteers during peak times, during breaks or in the event of no-shows

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Be flexible and able to multi-task
- ❖ Perform multiple walk-throughs
- ❖ Cover assigned breaks of other volunteers
- ❖ Sign out at Volunteer Centre at end of shift

## Green Team

### *Job Description:*

The Niagara Food Festival is attempting to be an environmentally friendly event and volunteers are required to ensure that proper waste is going into the proper containers.

**Note:** If the blue bins are contaminated with any regular garbage, it will all go into the landfill. Volunteers need to ensure that recycling items are going into recycling bins.

**Closed-toe shoes are also required for this position.**

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ At assigned sorting station, monitor site cleanliness
- ❖ Place regular garbage and recycling in appropriate containers
- ❖ Monitor garbage levels and ensure bins are not overflowing
- ❖ Once containers are full, one volunteer will take the full container to the designated area and obtain an empty container
- ❖ Sign out at Volunteer Centre at end of shift

## Information Booth

### *Job Description:*

To coordinate and oversee all operational aspects of the information booths, such as providing information to the general public, including performance times, restroom locations, transportation options, directions, etc...

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Welcome all attendees to the best of your ability and with a positive manner
- ❖ Respond to all inquiries and requests
- ❖ Provide festival programs, handouts and directions to all attendees, guests etc

- ❖ Provide information about activities, times and locations (eg: washroom locations, shuttle information, entertainment schedules etc)
- ❖ Log any comments or complaints on forms provided
- ❖ Report any issues or concerns to the designated lead
- ❖ Sign out at Volunteer Centre at end of shift

## MCT Food Prep

### *Job Description:*

Help the festival to highlight the Mobile Culinary Theatre and make the MCT an integral part of the festival.

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to starting shift
- ❖ Clean the cooking demo area and demo equipment in MCT.
- ❖ Help Chefs/demonstrators with setup, teardown, and all other items as needed.
- ❖ Distribute demo samples to the public.
- ❖ Sign out at Volunteer Centre at end of shift



## MCT Ushers

### *Job Description:*

Help the festival to highlight the Mobile Culinary Theatre and make the MCT an integral part of the festival.

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to starting shift
- ❖ Record attendance at each demonstration and report info back to festival staff.
- ❖ Assist visitors in finding their seats.
- ❖ Distribute demo samples to the public.
- ❖ Tidy area around MCT after demonstrations
- ❖ Arrange book signings at the end of cooking demo sessions.
- ❖ Sign out at Volunteer Centre at end of shift

## Merchandise Tent

### *Job Description:*

To sell CD's, t-shirts, festival and performers merchandise

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Be friendly, responsible and energetic.
- ❖ Required to handle cash – must be bondable.
- ❖ Maintain a neat & tidy merchandise area.
- ❖ Sign out at Volunteer Centre at end of shift

**Note:** A background in retail/merchandise/display would be useful but not essential.

## Logistics Crew

### *Job Description:*

**Set up crew:** to ensure that all set up for the event is completed prior to start of event

**Tear down crew:** ensure that all tear down for the event is completed once the event is over.

Work with the logistics crew before, during and after the festival to set it up, maintenance during the festival and break it down afterwards. This can include set-up of tents, tables, chairs, supply bins and more. Please note that this is a very physical position and volunteers should be comfortable lifting 50lbs or more.

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to starting shift
- ❖ Set up Welcome Centres with tables, tents, chairs, supply bins

- ❖ Set up Kids' Zone area with tents, tables and chairs
- ❖ Set up Volunteer Centre with tables, chairs
- ❖ Set up garbage bins and recycling bins at sorting stations
- ❖ Ensure that regular garbage bins are put in correct locations
- ❖ Assist with taking down all that was set up (*Sunday evening shift only*)
- ❖ Sign out at Volunteer Centre at end of shift

## Program Distributors

*(Family-friendly Position)*

*Job Description:*

Distribute free Food Fest programs to visitors entering the festival.  
Parents and children may volunteer together

*Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift
- ❖ Typically assigned in pairs to stand at specific entrance areas at the festival.
- ❖ Must be friendly and outgoing.
- ❖ Some volunteers may be asked to conduct very brief surveys with attendees.
- ❖ Sign out at Volunteer Centre at end of shift

## Security

*Job Description:*

Maintain a high visible presence to deter illegal and/or inappropriate actions.

*Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Patrol the festival footprint.
- ❖ Direct the general public to off street parking areas.
- ❖ Control the Beer garden and back stage entrances.
- ❖ Must be friendly, courteous, and able to handle stress
- ❖ Sign out at Volunteer Centre at end of shift

Note: Experience is an asset.



## Stage Hand

*Job Description:*

*Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Assist with pickup, set-up/tear-down of stage sound and light equipment.
- ❖ Assist performers with set up and tear down of their equipment.
- ❖ Sign out at Volunteer Centre at end of shift

## **Ticket Sales**

### *Job Description:*

To sell beer/wine tickets to the public.

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Be friendly, responsible and energetic.
- ❖ Required to handle cash – must be bondable.
- ❖ Must be 19 yrs. of age or older
- ❖ Bonus if you have your Smart Serve Certificate.
- ❖ Maintain an organized selling area.
- ❖ Sign out at Volunteer Centre at end of shift

## **VIP Services**

### *Job Description:*

Create a welcoming atmosphere in the SunLife Lounge

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Greet guests as they come in
- ❖ Maintain ice & drink supply
- ❖ Serve beverages
- ❖ Must be 19 yrs. of age or older
- ❖ Required to have Smart Serve Certificate.
- ❖ Maintain a clean serving area.
- ❖ Sign out at Volunteer Centre at end of shift

## **Volunteer Centre Assistants**

### *Job Description:*

To coordinate all volunteers as they sign in for assignments and placements.

### *Responsibilities:*

- ❖ Sign in at Volunteer Centre prior to shift starting
- ❖ Ensure volunteers are signing in on the sign in sheet
- ❖ Check the volunteers name off on the schedule list
- ❖ Ensure that volunteer is wearing appropriate clothing
- ❖ Provide volunteer with shirt if necessary
- ❖ Reconfirm shift details and placement
- ❖ Inform volunteer that they must return to that location to sign out after their shift
- ❖ Inform volunteer that they are required to complete an evaluation after their shift
- ❖ Direct volunteer to placement location
- ❖ If unsure of location, have a committee member escort them
- ❖ Sign out at Volunteer Centre at end of shift



## VOLUNTEER AGREEMENT

I hereby pledge to treat any information pertaining to the Niagara Food Festival, staff, or volunteers as private and confidential. I understand that any breach of this confidentiality can result in immediate termination of my volunteer placement.

Please note that criminal background checks may be performed on any volunteer, especially those assuming a position that involves the intake and handling of cash or working directly with children.

INITIAL: \_\_\_\_\_

I have indicated whatever physical conditions or limitations I might have on my Volunteer Application and notified the volunteer coordinators prior to my first shift of any special needs, and that I am not obligated to participate in any activities which may cause me injury, conflict or distress.

I have read, understood and agree to comply with the Niagara Food Festival's Policies & Procedures. I affirm everything I have written on my application form to be true and accurate to the best of my knowledge. I understand that compliance with this Agreement is important to preserve the spirit of community, and critical to the safety and well being of all members of the Festival, patrons and staff. Further, I understand that any breach of this Volunteer Agreement will be taken seriously, and could be cause for disciplinary action up to and including dismissal and/or removal from the Festival.

I hereby release the Niagara Food Festival, its Board of Directors, staff, sponsors, contractors, vendors and agents arising from loss, damage or injury, howsoever incurred resulting from my participation in or about the Festival.

INITIAL: \_\_\_\_\_

I, the undersigned, have read, understand, and agree to all of the terms and conditions included in this application for the **Niagara Food Festival**, September 29<sup>th</sup> – October 2<sup>nd</sup>, 2011.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **PARENTAL CONSENT**

**Anyone 17 years of age or younger MUST have parental consent to volunteer at the Niagara Food Festival.**

Dear Parent:

By signing this portion of the agreement form you are agreeing to allow your child 17 and under to volunteer at the Niagara Food Festival and agree to the liability waiver mentioned in the above Volunteer Agreement.

Name of parent/guardian (please print): \_\_\_\_\_

Telephone Number: (Home) \_\_\_\_\_ (Cell) \_\_\_\_\_

Date: \_\_\_\_\_ Parent/Guardian signature: \_\_\_\_\_