



Calgary Reggae Festival Society  
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**Dear Volunteer Applicant,**

Thank you for your interest in volunteering with the Calgary Reggae Festival Society.

We value your time with us and want to ensure you fully enjoy your volunteer experience. Please read the attached Volunteer Handbook that describes your rights and responsibilities, Code of Ethics and policies. To be considered and to continue as a volunteer, you must agree to these guidelines.

All successful volunteer applicants will be contacted by mid-July and provided further information on their position and shift. As some areas fill up more quickly than others, you may be asked to assist where needed. However, we will do our best to place you in the position of your choice.

For returning volunteers, please help us keep in touch with you by letting us know of any change in email address or phone number.

Thank you again for your interest in volunteering with ReggaeFest 2017!

**Delilah Poon**  
**Volunteer Engagement Coordinator**  
**2017 ReggaeFest**

# Volunteering with ReggaeFest

## Volunteer Rights

1. To be identified as a Volunteer.
2. To be treated as a co-worker.
3. To be properly informed about the Festival, its policies, programs and procedures.
4. To feel comfortable with tasks assigned to you and to apply for a change or promotion in Volunteer positions.
5. To know what is expected of you and to take part in planning – crew meetings are a good place to share ideas with members of the Festival staff.
6. To be recognized for your contribution to Calgary ReggaeFest.
7. To not have to deal with unruly people – if a situation arises, please contact your Coordinator, the Volunteer Coordinator, or a Site Safety Volunteer and it will be addressed.
8. To be able to appeal, should your Festival access or Volunteer status be revoked. You may contact the Volunteer Coordinator, in writing (including details of your situation) within 14 days following the Festival weekend to arrange for any appeal.

## Volunteer Benefits

1. One pass to the Festival
2. Access to the Volunteer Tent during the Festival
3. Meal voucher for each shift worked
4. A Volunteer T-shirt with the Festival logo
5. An opportunity to be part of a premier Reggae Festival in Canada

# Volunteer Responsibilities

It is essential that volunteers promote a positive image of ReggaeFest and the Calgary Reggae Festival Society. This means accepting the responsibilities listed below:

1. To adhere to the Code of Ethics; be aware that the consequences of a violation could be the revoking of volunteer status with ReggaeFest.
2. If under 18 years of age, deliver a signed parental/guardian consent form prior to the Festival – this is available for download on the ReggaeFest site.
3. Actively volunteer for a minimum of 4 hours during your scheduled shifts or as designated by your Coordinator/Crew Leader during the Festival.
4. Be available and on time for assigned shifts.
5. Inform your Crew Leader or the Volunteer Coordinator well in advance if you are unable to work any scheduled shift(s) (give at least 24 hours notice).
6. Attend your assigned orientation session and any mandatory crew meetings – if you must miss a meeting, let your Coordinator know in advance and make arrangements to obtain all information that was distributed. It will be at your Coordinator's discretion whether you are able to continue as a Volunteer if you do not attend crew meetings. For those crews handling alcohol, the Crew Coordinator will submit a list of those who attended the mandatory AGLC meetings to the Volunteer Coordinator.
7. Pick up your Volunteer package (T-shirt and wristband) at volunteer check in prior to your shift by the Volunteer Coordinator or Volunteer Lead.
8. Wear your volunteer t-shirt and wristband while on duty. These identify you to others as a member of the Festival organization. aware of all Volunteer benefits and services.
9. Behave in a friendly and courteous manner – treat other Volunteers, Artistes, staff and audience with respect. Remember that you are the face of ReggaeFest and are here to help everyone have a great time!
10. Be a team player – focus on the tasks at hand and on achieving your crew's goals.
11. Contact your Crew Leader if you have a serious problem or concern. Contact the Volunteer Coordinator if you are unable to resolve the problem.
12. Make arrangements for childcare while you are on duty - please do not bring your children to your shift location while on shift. If you are unable to make other child care arrangements, you must assume responsibility for your children's behaviour while on the Festival site.

**Please remember:**

**You are part of a TEAM. Working together in a helpful, respectful and cheerful manner will help create positive memories not only for you, your co-volunteers and staff, but for the public and the Artistes as well – without whom there would be no Festival!**

# Volunteer Code of Ethics and Conduct

1. All Volunteers shall make every effort to present the Festival to the public in a positive way and shall not do anything to intentionally embarrass the Festival.
2. There shall be no use/consumption of alcohol by any Volunteer who is on duty on the Festival site, including the Beer Garden. Off duty Volunteers must not wear Volunteer T-shirts while in the Beer garden and must not consume alcoholic beverages elsewhere on site while wearing their Volunteer T-shirt.
3. There shall be no use/consumption of illegal substances by any Volunteer on the Festival site. Disregard of this regulation will result in immediate dismissal of the Volunteer(s) from the Festival site.
4. All Volunteers shall treat other Volunteers, performers, staff and the public with respect. If a problem arises, resolution should be deferred to the Volunteer Coordinator, a Crew Coordinator or Site Safety personnel.
5. Volunteers shall make every effort to fulfill responsibilities of crew membership. Failure to contribute minimum requirements or failure to fulfill shift commitment without satisfactory excuse (which may require documentation) can result in dismissal from the Festival and loss of Volunteer status for future Festivals.
6. No Volunteers shall use to their own advantage any property or monies belonging to the Festival. All Volunteers must be honest and trustworthy.
7. Any Volunteer in the position of Crew Coordinator or Assistant Coordinator must set a positive example for other Volunteers. They must be prepared to respond to greater expectations, take on more responsibilities and follow through on commitments. Failure to fulfill commitments will result in their replacement as Coordinators for the next Festival.
8. Volunteers, whether on or off duty, on the Festival site must have wristbands visible at all times and be prepared to show them when asked. Volunteers must also be prepared to show appropriate age disclosing photo ID when in areas where alcohol is being served.

## **Reminder:**

**Incidents of rudeness or disrespect from Volunteers, be it while on duty or off duty, will not be tolerated and is a violation of the Code of Ethics that may affect future Volunteer opportunities with ReggaeFest.**

# Volunteer Policies

## No Smoking

The City of Calgary's No Smoking By-Law applies to Shaw Millennium Park. If you wish to smoke, please exit the park and find a more suitable location. Volunteers who do not comply with this policy will be required to turn-in their Volunteer T-shirt and wristband and may be removed from the Park.

## No Alcohol While On Duty

Volunteers are not permitted to consume alcohol while on duty. If after your shift is over you would like to go into the Beer Garden, please completely remove your Volunteer T-shirt and change into something more comfortable. Volunteers who do not comply with this policy will be required to turn-in their Volunteer T-shirt and wristband, may be removed from the Park and may have their Volunteer status with ReggaeFest revoked.

## Beer Garden

**Wristbands must be *visible* at all times in the Beer Garden.**

On duty Volunteers are not permitted in the Beer Garden unless they are performing Volunteer duties. Off duty Volunteers are not permitted to wear their Volunteer T-shirts in the Beer Garden. Volunteers who wish to enter the Beer Garden are required to remove their Volunteer T-Shirt and wear another garment instead. While in the Beer Garden, Volunteers are expected to conduct themselves appropriately and to comply with any policies put in place for gaining access to the Beer Garden and while in the Beer Garden.

## Minors (persons under 18 years of age)

All Volunteers 17 years of age or younger must deliver a consent form signed by their Parent or Guardian before the minor will be formally assigned to a Volunteer position. Volunteers under the age of 18 may not work on the Site or Site Safety Crews or on any crews that work in areas where alcohol is served. All youth Volunteers will be expected to fulfill their duties in order to receive Volunteer benefits. They will also be expected to conduct themselves appropriately.

To the best of his/her ability, the Volunteer Coordinator will place Volunteers 17 years of age or younger as requested, but there are limited spaces available, and there are no guarantees that all applicants will be placed.

All crews of the Festival should note that no children of Volunteers are to accompany any Volunteer on shift. Parents must arrange for childcare. Children of Volunteers are not permitted into areas restricted to Volunteers, including the Volunteer Tent.

## **Persons with Disabilities**

Any Volunteer may be asked to assist persons with disabilities at any time. In the event of inclement weather or an emergency evacuation, any available Volunteer may be asked to assist a person with a disability off the site to a sheltered area, as safely and quickly as possible. Please be prepared to help!

## **NO DOGS, NO DOGS, NO DOGS (or Other Pets)**

We have a STRICT “No Dogs or Other Pets” policy. People may range from being mildly upset to quite irate about the policy, and the best advice we can give is to be pleasant, even sympathetic, but firm. Various factors contribute to this policy, and festival participants and volunteers must abide if they want to participate. Service dogs are the ONLY exception, and are easily identifiable by a specialized hard harness or other assistive equipment.