

# STEWART PARK FESTIVAL



## VOLUNTEER PACKAGE 2022

**JULY 15<sup>TH</sup>, 16<sup>TH</sup> & 17<sup>TH</sup>**

***Thank you for volunteering!***

### STEWART PARK FESTIVAL MANDATE

- We promote professional Canadian musical artists by presenting diverse traditional and original music, from regions across Canada (and some from beyond), for the enrichment and enjoyment of both audience and artists.
- We partner with local businesses, community groups, artisans and food vendors, to strengthen the Festival and to increase tourism to the Town of Perth and area.
- We create and maintain a primarily free event, which is a rich cultural experience for all ages, and is accessible to all income levels.
- We maintain an efficient, transparent and sustainable organizational and financial administration.
- We encourage environmentally conscious behavior through education and purchasing practices.
- We foster local amateur talent and include it in the Festival's activities.

**FESTIVAL CREW ARE FESTIVAL AMBASSADORS!**

Your volunteer T-shirt identifies you as a Stewart Park Festival volunteer to audience members and other volunteers. This means that you are an ambassador for the Festival; your actions and responses reflect on us. You **must** wear your T-shirt while on shift but please take it off when your shift ends – it tells people that you are “on call” and can be relied upon for assistance by other volunteers and the audience.

You are welcome to decorate or modify your T-shirt – *please do not damage or remove the sponsor logos.*

## THE GOLDEN RULE

Have Fun! The Stewart Park Festival is supposed to be fun for everyone, including the volunteers. If the volunteers aren't having fun, neither will the audience. This is a community event. We are all here because we love music so don't miss the chance to hear some exceptional performers.

## FESTIVAL CONTACT

If you are unable to attend your shift, please contact **DON KINDT** at **867-446-2121**

## THE 15/15 FACTOR

You must check in backstage **15 minutes** before your shift starts and be prepared to stay for **15 minutes** after it ends, if necessary. Remember, another volunteer is waiting for you to get there before they can leave. If you are working the “After Hours” venues, please check in 30 minutes before your shift in order to receive your cash float and wrist bracelets.

## RAIN OR SHINE

You are needed as much, perhaps more, if it rains. We will continue all of our activities in the park unless the weather poses a safety concern. Please bring appropriate clothing for the day. For your own safety, please wear a hat and sunscreen and drink lots of water. If you are working an evening shift, bring insect repellent.

## YES, WE EVEN FEED YOU!

Please eat courtesy of the Stewart Park Festival *only while on shift*. The volunteer/ performer feed and [watering station is backstage](#).

## HARASSMENT POLICY

*The Stewart Park Festival wishes to provide a harassment-free environment for everyone, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age or religion. We do not tolerate harassment of Festival participants in any form. If you have any questions, concerns or need for guidance related to a volunteer, please feel free to speak in confidence to Don Kindt or for persons or situations not related to volunteers, please feel free to contact Delores MacAdam (613-282-3714).*

## BRING ONLY WHAT YOU NEED

Space is limited in most areas of the Festival Site. Please bring only what you need to your volunteer station. Unfortunately, we are unable to store wallets, chairs, or coolers for you while you are on shift. Please make other storage arrangements.

## VIPs

Performers, Guests and other VIP personnel can be identified by their Festival Lanyard. VIP guests have free access to Backstage and all After Hours venues.

## BACKSTAGE ACCESS

Due to security requirements for performers and their equipment, backstage access is limited to on-duty volunteers only. All Stewart Park Festival Committee members will be wearing security badges and Stewart Park Festival t-shirts. All Performers and their guests will have lanyards.

## FESTIVAL PROGRAMS

If we decide to use printed programs this year, we will only have a limited number of programs; therefore, please encourage audience members to return their programs for reuse as they exit the park. Please note that all schedule and performer information is online as well; the website at [www.stewartparkfestival.com](http://www.stewartparkfestival.com) is mobile-friendly.

## LOST & FOUND

The Lost and Found Area is located at the Souvenirs/Information Tent. Please bring any items found to this location and please direct anyone who has lost something to the Information Tent located behind the band shell.

## WRAP-UP PARTY

As a thank-you to all our volunteers we invite you to the **Stewart Park Festival Wrap-Up Party at The Crystal Palace**. Complimentary food and drinks will be available and there will be live music, too! Please stay in the park on Sunday to help with clean-up before you head to the party. Mark your calendar - **Sunday July 17<sup>th</sup> 2022 at 6:00 pm, at the Crystal Palace! We'll have special giveaways, too!**

6:00 pm – 7:00 pm Meet and greet with volunteers/drinks and munchies

6:15 pm – 7:00 pm - Live Music

7:00 pm – 7:30 pm – Real Food

7:30 pm – 8:00 pm – Thanks You's and Acknowledgements

## Security & By-Laws - Dogs, and Smoking

There will be overnight security in the park and a strong presence of police officers around the town. Commissionaires will be around town during the day; their presence can reinforce existing rules, such as the NO dogs bylaw and the smoking bylaws. *As a volunteer, it is not your*

*responsibility to enforce bylaws, merely to remind people of the rules. Not smoking in the park is a courtesy but not smoking in the marketplace is a bylaw.*

## STEWART PARK FESTIVAL - EMERGENCY PLAN

### BACKGROUND

Our Emergency Plan gives us a structure for decision-making in the case of prospective and present emergencies. Final decisions rest with the Stewart Park Festival Committee and the On Site Coordinator. We distinguish between immediate, small-scale emergencies such as medical emergencies, and large-scale weather emergencies that could require evacuation of the park, such as rain storms, tornadoes, hail storms, lightning, and high winds.

Our main goal is to secure the Festival premises and to evacuate all people from the Festival grounds as quickly and safely as possible. Please remember, we do put people before property. *But in a weather emergency, securing property, for instance a tent, also ensures the safety of people, as it limits the risk of flying debris.* Should an emergency situation arise outside of the region with the potential to impact Festival attendees the Stewart Park Festival Committee will meet to discuss further actions. Final decisions are up to the Stewart Park Festival Chair.

### MEDICAL EMERGENCIES

Volunteers should direct any medical issues to the Backstage Area for St. John's Ambulance (located backstage) and notify the registration desk (LOCATED BACKSTAGE) OR by calling **Don Kindt** at **867-446-2121**. Please advise the nature of the situation and its location within the park.

### EMERGENCY VEHICLE ACCESS TO SITE

When St John Ambulance responds to a medical situation, a volunteer will be sent to go with them and report back to the Volunteer Coordinator. If St John's Ambulance calls an ambulance, the volunteer would report that back to the Volunteer Coordinator who would arrange for volunteers to be waiting for the ambulance at the gates and to escort the ambulance to and from the appropriate area.

### LARGE-SCALE EMERGENCIES

#### PARK EVACUATION OVERVIEW

The Stewart Park Festival Chair and the On-Site Coordinator will determine if a park evacuation is required and also when activities within the park can resume. This decision will be made in consultation with the Sound and Tech provider who monitors the weather conditions.

The local police department will be made aware of the situation prior to evacuating the park. In the event that there is an emergency situation we will announce on stage with a megaphone that all members of the audience are asked to evacuate the premises immediately.

The BIA Coordinator - Kari Clarke will be on site to open the Town Hall. This will provide shelter to members of the festival and the public. This is meant to shelter any of the following: volunteers who do not live close by or are unable to travel home safely, Performers, Vendors,

Key Personnel, other Town Staff on site and any member of the public who cannot reach their vehicle or safely seek shelter nearby.

Volunteers are asked to remain on duty for a short time to help secure Festival items and ensure that the audience is safely evacuated. When these duties have been fulfilled, they will be instructed to return home. If, for any reason, returning home is not an option, then volunteers are able to take shelter at Town Hall as described above. For updates on volunteer shifts due to an emergency situation, please call Don Kindt @ 867-446-2121

Committee members and key volunteers with emergency procedures duties will check in and out backstage. When a committee member or a key volunteer leaves the Festival venue they must appoint a designate and inform backstage that they are leaving the area. If it is deemed unsafe to remain backstage, please report that you are leaving the area to the Committee Chair in the Town Hall. The entrance on the TD side of the Town Hall will be opened in the case of a large-scale evacuation.

For cancellation and recommencement announcements please tune into Lake 88.1 or you can check our website and Facebook page. If possible, After-Hours programming will continue as scheduled in the event of an emergency situation.

## GENERAL FESTIVAL INFORMATION

The **Perth Brewery Patio** is located at the Crystal Palace with catering.

### Hours of Operation:

**FRIDAY** - 4:00 PM – 8:30 PM ON FRIDAY,

**SATURDAY** - 2:00 PM – 8:30 PM

**SUNDAY** - 1:00 PM. – 4 PM

BEGINNING AT 8:30 P.M. ON FRIDAY AND SATURDAY EVENING, THE CRYSTAL PALACE BECOMES AN AFTER-HOURS VENUE WHERE PEOPLE WILL BE ASKED TO SHOW THEIR AFTER-HOURS BRACELET. A DIFFERENT COLOURED BRACELET IS REQUIRED FOR EACH NIGHT. BRACELETS ARE \$10 AND ARE AVAILABE AT THE INFORMATION TENT (BEHIND THE TOWN BAND SHELL). EACH BRACELET WILL GIVE THEM ADMITTANCE TO ALL THREE VENUES (OR UNTIL A VENUE IS FILLED TO CAPACITY). VISITORS CAN ALSO PURCHASE TICKETS AT THE DOOR OF EACH AFTER HOURS VENUE.

### Free children's shows at the Studio Theatre **NOT SCHEDULED FOR 2022**

- ~~Saturday at 11:00 a.m. — check program for performers~~
- ~~Sunday at 11:00 a.m. — check program for performers~~

### Shuttle bus

This year the shuttle bus stops at Giant Tiger (access off Wilson St as well as Highway 7), the Crystal Palace, Last Duel Park, Algonquin College Perth Campus and Conlon Farm. Parking at all shuttle stops **except** the Town Hall.

**Friday/Saturday** – 12 p.m. – 12 a.m.

**Sunday** – 12 pm. – 7 p.m.

## **VOLUNTEER AREAS OF RESPONSIBILITY**

### **BEFORE REPORTING TO ANY AREA – YOU NEED TO FIRST GO SEE DON KINDT AT VOLUNTEER REGISTRATION BACKSTAGE**

**15 MINUTES BEFORE THE START OF YOUR SHIFT.**

#### **CD TENT –GARY WATERHOUSE (613-485-9169) AS LEAD**

Volunteering at the Lake 88 CD Tent includes a variety of jobs:

- Selling performer CDs & merchandise (those handling cash must have a submitted a Police Check Level 2)
- Setting up the booth if you are on the first shift of the day.
- Closing booth on the last shift of the day.

#### **Souvenir/Information Tent –Gary Waterhouse (613-485-9196) /Tony Hendriks AS CO-LEADS**

- Selling festival merchandise and performer merchandise (those handling cash must have submitted a police check Level 2).
- Providing general information to the public and answering inquiries about the Festival or Downtown Perth
- Providing specific information on the festival, for example, schedule for performers & other activities over the four day event.

#### **BACKSTAGE – SUSAN THOMPSON (613-390-0530) As LEAD**

Volunteering to work backstage at the Stewart Park Festival puts you at the centre of the action and your efforts are an important contribution to keeping the performers happy and the performances and activities on schedule. Be advised that this job involves manual labour; the lifting and carrying of equipment up and down stairs, in and out of vehicles, etc. You should be comfortable lifting a minimum of 30 lbs (14 kg). For safety, we insist that you wear **closed footwear** while volunteering backstage (no sandals or flip-flops). Under the direction of the On-Site Coordinator and the Stage Manager, you will be part of a small team whose activities will include the following:

- Load-in and storage of performers' gear; Exchange of gear and instruments on Main Stage between performances; Transfer of gear between the Main Stage and the Wendy Laut River Stage (we have carts to facilitate the process!); Moving chairs and tables to and from the workshop tents and the Crystal Palace; Load-out of performers' gear and transfer to and from the After-Hours venues

There are times when you will be very busy and other times when you will be on standby. That is when you get a chance to see and hear the performances that you helped to get on stage. Enjoy it while you can, because before the set ends, you will be backstage preparing the change-over! **THIS VOLUNTEER ROLE HAS BEEN COMBINED WITH THE FLOATER ROLE – IF**

**INTERESTED, SIGN UP FOR THE FLOATER/BACKSTAGE VOLUNTEER POSITION (description follows).**

**FLOATER/BACKSTAGE – DON KINDT (867-446-2121) AND SUSAN THOMPSON (613-390-0530) AS**

**LEAD**

This role makes a really important helping role official. We all know someone we can count on in a pinch, who can turn their hand to solving problems or carry something across the park without fuss. If you like to be helpful and are flexible about what you do in a shift, this might be the role for you. You could find yourself behind the scenes, either at the Main Stage or Wendy Laut River Stage or the Crystal Palace Stage. You will help the Stage Manager with a variety of tasks, whether it be carrying musical instruments on & off the stage or from one stage to the other

**HOSPITALITY – JOANNE HUGHES AS LEAD**

The Hospitality Area supplies drinks and snacks and welcoming smiles for all the performers, guests and volunteers during the festival. Most of the food will be prepared off-site and delivered ready-made. Joanne Hughes will arrange the delivery times of this food and any other necessary supplies. Your job will be primarily to serve and replenish this food. Disposable gloves must be worn when handling food.

Light snacks should be available at all times for performers and volunteers on duty. Food supplies must be replenished and kept covered from insects. During down times you may prepare food items (cutting up cheese or vegetables). The kitchen area should be kept clean and tidy. Try to keep the kettle boiling so that hot water is always available for washing dishes. There is a dishwashing procedure set up to ensure proper health and safety standards are met. At the end of the day all dishes need to be thoroughly cleaned and all food stored away. Performers and guests will be provided with a hot meal on Friday and Saturday. Meals will be served at Crystal Palace. All performers entitled to a meal will have a meal ticket.

**CRYSTAL PALACE – MARCEL QUENNEVILLE (613-267-0451) AND DAVID KROETSCH (613-777-0058)**

Alcohol sales at this venue will be conducted under the auspices of Top Shelf Distillers and Perth Brewery. While they are responsible for ensuring compliance with all LCBO regulations, it is important for all volunteers to know about the rules. Please note:

- The only acceptable forms of identification as proof of legal drinking age will be: Ontario Driver's License, Canadian Passport, Canadian Citizenship Card, Canadian Armed Forces Identification Card, or a Bring Your Identification (BYID) Card issued by the Liquor Control Board of Ontario. All ID must be government issued and include photo and birth date. The bartender may refuse to serve a patron, in which case drink tickets may be refunded. Under Ontario law, unused drink tickets may be refunded.
- All staff must wear their Stewart Park Festival 'Festival Crew' T-Shirts while on duty.
- **No one is allowed to exit the fenced-in area with an alcoholic beverage for any reason.**

- Under Ontario Law, smoking is now banned within 9 metres of the Crystal Palace, and so smoking is prohibited on the patio.

### ~~ADULT WORKSHOPS – IN WORKSHOP AREA AS LEAD~~ (NOT SCHEDULED FOR 2022)

- ~~● The work of the volunteer in this area is that of support for the supervisor.~~
- ~~● Help integrate people into the workshops once it has begun.~~
- ~~● Offer time for the supervisor to take breaks for personal needs.~~
- If necessary...help change the set-up for next workshop.

### Children's Area- Taisha Lesser in Children's Area AS LEAD

- Assisting children in making various crafts.
- Playing various games with the children (Parachute games, etc).
- You need to be comfortable working with children of all ages and be aware of appropriate behavior around children. (Police check required for this position).

### Gates - Report to Don Kindt (867-446-2121) at Volunteer Registration Table back Stage

MOST IMPORTANTLY, greet visitors with a welcoming, enthusiastic smile! Read the program ahead of time to be informed overall about the Festival...offer to answer questions. Hand out Festival Programs and encourage sharing and reuse of the programs. You can let people know that the Festival website is at [www.stewartparkfestival.com](http://www.stewartparkfestival.com), (as indicated on the gate canopy) and that they can view the site on their mobile phones. Encourage donations by pointing to the beautiful donation box, and using phrases such as "it would be much appreciated" but never too direct or aggressive... some families come because the Festival is free. **You can also let attendees know that if they would like to donate \$25 or more, they can make an online donation, they can make a donation in person at the Information tent. If they're giving a cheque, they can simply drop it in the donation box at the gate, and they'll be mailed a tax receipt. All donations over \$25 will receive a Tax Receipt from the Town of Perth.** Enjoy your time at the Gate! (There will be chairs and a canopy provided for you) Please only use the chairs when you really need a rest or there is a lull in the crowd. Presentation is everything. For volunteers doing the last shift of the day, **please turn the donation boxes to face attendees as they exit the park encouraging donations.** Please stay at your location until Kari Clarke comes to take the donations.

### AFTER HOURS – REPORT TO VOLUNTEER REGISTRATION TABLE BACKSTAGE 30 MINUTES BEFORE SHIFT

Once you have signed in for your shift at the registration table, located backstage, you will receive a cash box and bracelets. They will provide you with the following:

- A float, which you must verify and sign off on.
- After Hours bracelets to sell at the venue. The bracelets provide access to all After Hour venues and costs \$10 on Friday and another \$10 on Saturday. **Those wishing to attend**

**After Hours on both evenings would buy both bracelets. NOTE: Each night has a different colored bracelet.**

- Pens and a Tally Chart.

Once you have received your kit, you may proceed to your venue. Your contact number for support will be in your After-Hours kit. If you have any questions, concerns or need supplies do not hesitate to call Kari Clarke 613-866-5274 for Delores MacAdam 613-282-3714. They will be checking on each of the venues throughout the evening. **They will return to venue after 11 p.m. to collect the cash and other items. Please wait for them.**

**DEALING WITH COMPLAINTS** – Sometimes, someone will approach you with a complaint. If it is not something simple which you can easily resolve, consult a Committee Member to determine the appropriate course of action. If the complaint requires you to speak to another member of the public, do so with another volunteer or with the committee member.

**DRIVER POSITION:** Stewart Park Festival requires volunteer(s) to act as driver to pickup and return deliveries from local restaurant to the festival backstage area on an ongoing basis each day of the festival. Stewart Park Festival can provide a vehicle (and gas) to be used for each day. Volunteer must provide a copy of their driver's license. We are looking for one volunteer for all three days, or different volunteers for each day. The volunteer reports to the hospitality coordinator for the festival, who works in the backstage area, behind the main stage and beside the kitchen area. A typical schedule follows describing what the role might look like based on previous festivals. Times, of course are subject to change but do provide a reasonable presentation of the role(s).

Friday Pick ups at 8:45, 11, 2, 3, 4, 5 and Returns between 6 and 8

Saturday Pick up s at 9, 11, 2, 230, 330, 530 and Returns between 530 and 7 pm

Sunday Pick ups at 9, 1130, 12, 1 and Returns between 430 and 530pm

Plus possible ice runs, coffee runs, runs to Barnabes for basic supplies as needed.