



Volunteer Handbook

May 19-29, 2022

Volunteer Checklist

Please remember:

- Your shift's starting time
- Your supervisor's contact information
- Where you meet to start your shift

Items to bring:

- Lanyard with your festival badge
- Refillable water bottle
- Your volunteer t-shirt
- Extra clothes – regarding the weather, hope for the best, prepare for the worst
- Comfortable shoes
- Sun hat, sunglasses, sunscreen and insect repellent
- Meds – if you are on medication remember to bring it

VOLUNTEER INFO

Position: _____

Contact Info for my Volunteer Supervisor:

Name: Joni Hamlin

Phone:

Email: joni@ottawachildrensfestival.ca

Where I check in every day at the start of shift:

My shifts are these days and at these times:

Other Information:

Divided into teams, our committed volunteers oversee everything from stage, house management and box office to sales, site maintenance, greeting festival-goers, and assisting with on-site activities.

A current photo should be mailed to our Volunteer Coordinator at volunteers@ottawachildrensfestival.ca.

NEW FOR 2022

At this time all staff, artists and volunteers must be double vaccinated and wear masks when working inside venues – including tents. Many young children attending the Festival are unvaccinated and we must respect our patrons' wishes and take these precautions.

Volunteer Code of Conduct

Please read carefully the code of conduct below and be aware of exactly what you have committed to. If you have any questions, comments or concerns let your coordinator know right away.

As volunteer for the Ottawa Children's Festival, I agree to the following:

- I will be a responsible ambassador for the Festival and represent the Festival in a positive way;
- I will be respectful of festival goers;
- I will work with other volunteers, performers, and staff in a positive manner;
- I will fulfill all volunteer responsibilities (i.e., the tasks assigned of me & the minimum time commitment required);
- I will maintain confidentiality with respect to all Ottawa Children's Festival information and records
- I will not record any festival performances (audio/video);
- I will leave my pets at home;
- I acknowledge my position of trust and will not use for my own advantage any money, information, or properties belonging to the Festival, its sponsors, artists, or vendors;
- I understand that I cannot be under the influence of alcohol or recreational drugs while on duty.

Failure to adhere to the Code of Conduct may result in disciplinary procedures or immediate loss of your volunteer standing for the current and/or future years.

If you are found be involved in the follow, you will be asked to turn in your volunteer badge and will not be asked to return as a volunteer:

- Displaying inappropriate behaviour or negative attitude.
- Committing illegal, violent or unsafe acts;
- Attempting to bring alcohol onto the site;
- Using or possess illegal substances on site; or
- Consuming or under the influence of alcohol or drugs while on duty.

Additional Volunteer Info:

Arrival Procedures/Checking in: Please arrive at least 15 minutes before your scheduled start time and check in with the Volunteer Supervisor. Check in with your Volunteer Supervisor, before and after your shift. If you can't find them, ask any staff member or another volunteer. Most staff on site will have radios.

High School student volunteers do not get credit for hours they haven't earned. The Volunteer Coordinator should be found when you begin your shift, to sign you in, and to sign you out when you leave. When approached by your school to confirm your hours, it will be these check in sheets that we refer back to. If you bring your volunteer form it can be signed by the Volunteer Coordinator (Joni Hamlin), Volunteer Supervisor (Joan Coulter) or the Operations Coordinator (Chris Elms)

Dress Code: All volunteers will be issued a festival volunteer t-shirt. You are expected to wear it during your shift. You are not permitted to modify, redesign or mutilate your t-shirt in any way. When working outdoors, please pay attention to the weather. We ask that our volunteers dress in keeping with your position as ambassadors of a children's festival. Jeans are fine and shorts are fine as long as they are not too short. No clothing with hateful symbols or obscene language is permitted. Should the forecast call for rain, you are encouraged to bring extra clothing in case you get wet. A good rain jacket and sun hat are important. Open toed shoes/sandals should not be worn.

Personal possessions: If possible, travel as light as you can. You may be assigned to a location that's awkward to store things at while you're on shift. The festival is not responsible for any lost, stolen or damaged items.

Festival T-shirt and lanyard: You'll receive your volunteer t-shirt and festival lanyard at the volunteer meet and greet which happens the day before the Festival opens.

Conflicts or Issues: If you have a concern or happen to find yourself in conflict with anyone, please bring this to the attention of your Supervisor. If they are not available or able to help you, take your concerns to the Volunteer Coordinator, whose email and cell phone number you should have.

Meals: Pizza is served every day at lunch. There are a few food vendors on site, but you may wish to bring your own packed lunch. And remember to bring a refillable water bottle!

First Aid/Medical Emergencies: The First Aid tent is right beside the Box Office Tent

Shifts and Time Commitment

Shift attendance/completing your volunteer hours: If you miss a shift - you may not be welcomed back as a volunteer next year. To avoid this, contact the Volunteer Coordinator as soon as possible and let them know you'll not be making it. High School student volunteers do not get credit for hours they haven't earned.

Above and Beyond!!: The hope is we've got everything covered, but with an event this big this isn't always the case. Should you have great reserves of energy and would give even more time let the Volunteer Coordinator know!

Volunteer Orientation Meeting

In 2022, the Volunteer Orientation meeting will take place at 6pm on Wednesday, May 18 at LeBreton Flats Park (1 Vimy Place, Ottawa). Chris Elms will meet you at the Box Office tent (see the blue arrow on the following page) and explain a little about volunteering to you. Joan Coulter will be your Volunteer Supervisor and will be there each day at LeBreton Flats to check you in and out (most important for high school volunteers). You will pick up your t-shirt and badge at orientation but if you cannot make orientation please show up early for your shift to collect your t-shirt and badge.

Unfortunately, Joni Hamlin will not be available to meet you on Wednesday but will make your acquaintance throughout the Festival.

For volunteers working at Arts Court, much of the information in this manual does not apply. You will check in and out with the Box Office Supervisor who will be onsite at Arts Court. You can still reach out to Joni Hamlin at any time should you have any questions. Volunteers at Arts Court will be served lunch in the Green Room each day. There is no parking provided to volunteers at Arts Court but it is very close to the Rideau Centre (Arts Court is located at 2 Daly Avenue in Ottawa).

Ottawa Children's Festival de la jeunesse



Shows/Spectacles

LeBreton Flats Park/ Parc des Plaines-LeBreton

- 1 Tent/Tente 1**
Machine de cirque
Québec
- 2 Tent/Tente 2**
Tweet Tweet!
Fermes du Feu
Ontario

Canadian War Museum/ Musée canadien de la guerre

- 3 Barney Danson Theatre/
Théâtre Barney Danson**
Le grenouille au fond du puits croit que
le ciel est rond
The frog at the bottom of the well believes
that the sky is round
Vélo Théâtre
France
- 4 Ateliers C & D**
Returns Department
Département des retours
Lessoeurs Kif-Kif
Québec

Activities/Activités

- A Murale Graffiti Mural**
- B WPBS**
- C OAG Art Tent / Tente des arts GAO**
- D Let's Talk Science / Parlons Science**
- E Circus Workshops / Ateliers de cirque**
- F Scène de contes Big Jump Storytelling Stage**
- G Maker Mobile Workshops / L'atelier Maker Mobile**
- H Box Office & First Aid / Billeterie et premiers soins**
- I Puppet Making Workshops / Atelier de marionnettes**
- J Mindfulness Workshops Ateliers sur la pleine conscience**

TRANSPORTATION AND PARKING

There are a few ways to get here if you are driving:

From Highway 417 East

- Head west on King's Hwy 417 W/TC W
- Take exit 121A toward County Rd-31/Ave Bronson Ave
- Merge onto Catherine St
- Turn right at Bronson Ave
- Turn left at Somerset St W
- Turn right at Booth St
- Turn right onto Sir John A MacDonald Parkway
- Turn left at Vimy Place Pvt

From Highway 417 West

- Head east on King's Hwy 417 E/TC E
- Take exit 121B for Rue Rochester St
- Merge onto Orangeville St
- Turn left at Booth St
- Turn right onto Sir John A MacDonald Parkway
- Turn left at Vimy Place Pvt

Always check your route ahead of time and be aware of any road closures.

At LeBreton Flats Park/Canadian War Museum, parking is available at the meters along Sir John A. MacDonald Parkway and in the surrounding areas – check the posted hours and rates. Parking is also available inside the Canadian War Museum

The Ottawa Children's Festival does not provide parking for its volunteers.

There are bicycle racks at LeBreton Flats.

The Pimisi O-Train station is also very close by.

2022 SHOW SCHEDULE AT A GLANCE

LeBreton Flats Park/Canadian War Museum

Arts Court

Thursday, May 19 – LeBreton/War Museum	
11:00am/1:15pm	Returns Department
12:30pm/2:00pm	Tweet Tweet!
Thursday, May 19 – Arts Court	
10:00am/12:30pm	How to Catch a Star
11:00am/1:30pm	The Librarian

Friday, May 20 – LeBreton/War Museum	
10:00am/6:00pm	Machine de cirque
10:15am/12:30pm	La grenouille...
11:00am/1:15pm	Returns Department
12:30pm/2:00pm	Tweet Tweet!
Friday, May 20 – Arts Court	
10:00am/12:30pm	How to Catch a Star
11:00am/1:30pm	The Librarian

Saturday, May 21 – LeBreton/War Museum	
10:15am/12:15pm	Tweet Tweet!
11:15am/1:30pm	Returns Department
1:00pm	Machine de cirque
1:30pm	The frog...
Saturday, May 21 – Arts Court	
10:00am/12:30pm	How to Catch a Star
11:00am/1:30pm	The Librarian

Sunday, May 22 – LeBreton/War Museum	
10:15am/12:15pm	Tweet Tweet!
11:15am/1:30pm	Returns Department
11:15am	The frog...
1:00pm	Machine de cirque
Sunday, May 22 – Arts Court	
10:00am/12:30pm	How to Catch a Star
11:00am/1:30pm	The Librarian

Monday, May 23 – LeBreton/War Museum	
10:15am/2:00pm	Tweet Tweet!
10:30am	La grenouille...
11:15am/1:30pm	Returns Department
12:15pm	Machine de cirque
Monday, May 23 – Arts Court	
10:00am/12:30pm	How to Catch a Star
11:00am/1:30pm	The Librarian

Thursday, May 26 – Arts Court	
10:00am/1:30pm	Countries Shaped Like Stars
11:00am/12:30pm	A Story of a House...Into a Dot

Friday, May 27 – Arts Court	
10:00am/1:30pm	Countries Shaped Like Stars
11:00am/12:30pm	A Story of a House...Into a Dot

Saturday, May 28 – Arts Court	
10:00am/1:30pm	Countries Shaped Like Stars
11:00am/12:30pm	A Story of a House...Into a Dot

Sunday, May 29 – Arts Court	
10:00am/1:30pm	Countries Shaped Like Stars
11:00am/12:30pm	A Story of a House...Into a Dot

HORAIRE DES ACTIVITÉS/ACTIVITY SCHEDULE
IMAGINELAND
LEBRETON FLATS PARK/PARC DES PLAINES-LEBRETON

Open Daily from 10am to 2pm/Ouvert tous les jours de 10 h à 14 h

Mindfulness Workshops/ateliers sur la pleine conscience

10:30am and 2:00pm – 10h00 et 14h00

Advance Registration Required/pré-enregistrement nécessaire

Big Jump Storytelling Stage/Scène de contes Big Jump

Circus Workshops/Ateliers de cirque

uOttawa Maker Mobile/L'atelier Maker Mobile

Let's Talk Science/Parlons Science

Graffiti Mural/Murale de graffitis

Puppet Making Workshops/Atelier de marionettes

OAG Art Tent/Tente des arts GAO

Little Witch Press (roaming)

Big Jump Storytelling Stage Schedule

	May 19	May 20	May 21
10:00am	Ottawa Public Library	Ottawa Public Library	Laurie Campbell
10:30am	TBD	Laurie Campbell	Laurie Campbell
11:00am	Kathie Kompass	Kathie Kompass	Claude Garneau
11:30am	Mary Wiggin	Janet LeRoy	Marie Robertson
12:00pm	Ruth Stewart-Verger	Ruth Stewart-Verger	Claude Garneau
12:30pm	Laura Leet	Dean Verger	Marie Robertson
1:00pm	Kathie Kompass	Kathie Kompass	Racquel Sutherland
1:30pm	Mary Wiggin	Janet LeRoy	Ruth Stewart-Verger

	May 22	May 23
10:00am	TBD	Laurie Campbell
10:30am	TBD	Laurie Campbell
11:00am	Bradley Denys	Ruth Stewart-Verger
11:30am	Ruth Stewart-Verger	Racquel Sutherland
12:00pm	Bradley Denys	Ruth Stewart-Verger
12:30pm	Dean Verger	Racquel Sutherland
1:00pm	Racquel Sutherland	Ruth Stewart-Verger
1:30pm	Dean Verger	Racquel Sutherland