



TD-Newmarket Music Festival 2018 VOLUNTEER INFORMATION PACKAGE

TD-Newmarket Music Festival - 200 Duncan Dr, Newmarket -ON L3Y 3Y9

Email: sherstkitts@gmail.com

Website: www.newmarketmusicfestival.com

Volunteer Coordinators

Queenie Zeng queeniezeng49@gmail.com

Layla Yagi lyagi1107@gmail.com

GM & GM Assistant

Sher St. Kitts 647-524-6893

Monica Raposo monraposo@gmail.com

Thank you for volunteering for the TD-Newmarket Music Festival
Dedicated volunteers keep festival running smoothly! We appreciate your help.

***TD-NMF Volunteers represent the festival
we ask volunteers to follow basic guidelines outlined in this package.***



PROFESSIONAL

While on duty be respectful and courteous to other volunteers, staff, interns, coordinators and patrons. **DO NOT play with your phone or text, unless necessary.** You must abide by all the rules; wear your official volunteer T-Shirt and wristband while on duty AND whenever on festival grounds.

FRIENDLY – Manners Matter!

Volunteers of TD-NMF must be polite, friendly and respectful of patrons, guests, interns, coordinators and other volunteers -both on and off duty. This is required to remain volunteering. Anyone engaging in inappropriate behavior(s), language etc. will be requested to exit the festival area.

POSITIVE

We want you to enjoy yourself and be part of a team who are also having a great time! Please inform TD-NMF coordinator(s) of any problems with your assignment or volunteer experience. We welcome feedback – it helps us continue to improve our Volunteer Program every year!

INFORMED

You must attend any mandatory orientation/training sessions to ensure that you know what your specific position entails. Before festival please read everything in this package, visit the website and familiarize yourself with general info. i.e. Festival hours, Location of Gates, Parking, Festival Map, Line-Up, Location of First Aid & Emergency Comm. There is No Smoking in festival. Wristbands are Mandatory for everyone.

During the festival, you will be volunteering under the supervision and guidance of a staff member or TD-NMF coordinator(s). Please listen carefully to their instructions. They are there to support you & help you do your best. If you have any questions, please ask.



HEALTH & SAFETY PROCEDURES

As a TD-NMF Volunteer, you are entitled to work in a respectful environment, in which all individuals are free from violence, unacceptable behaviour or harassment. If you feel you have been treated in a manner that you found uncomfortable, please let a Team Member know. We respect you and wish to provide a positive volunteer experience.

HEALTH AND SAFETY AWARENESS TRAINING - CERTIFICATION

We ask all our staff, interns, coordinators and volunteers to be safe during the festival. Therefore, it is **required** to obtain BOTH of your FREE Safety Certificate online via Ministry of Labour website and complete the AODA training (links below). It will take less than an hour to be officially certified and safe!

Workplace Health and Safety:

<https://www.labour.gov.on.ca/english/hs/training/workers.php>

The module is at the bottom of the page

Human Rights Commission - The Code and the AODA:

<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda/certificate-version>

* the play button is at the bottom of the page*

IN CASE OF EMERGENCIES:

Please review procedures below if you happen to encounter the following risks:

INJURY

In case of personal injury,

- Get first aid immediately
- Report all injuries to supervisor on duty
- If needed, report to NMF HQ and create a written incident report
- Advise St. John and/or York Region Amateur Radio operators (Emergency Comm) on site

If a patron needs medical assistance, contact:

- St John First Aid personnel OR on site York Region Amateur Radio operators; YRP or NMF First Aid/NMF Coordinators
- Call 911 if necessary
- Assist staff & medical personnel as and when requested



EMERGENCY GATES, FIRE EXTINGUISHERS & DEFIBRILLATOR (LOCATIONS)

Know where all the gates are in proximity to you. There are **5 gates** in total. Study site map when you get the email. Know where all Exits are located.

WEATHER

Since TD-NMF is mostly an outdoor event, we may encounter unfavourable weather. We have inside the Lions Halls to which we can move in case of inclement weather during the day. Outdoor portion of the festival will close at 11pm each night. However, in case of bad weather we will move entertainment, food, beverages and activities indoors.

SUNBURN/HEATSTROKE

Please remember to hydrate often and wear sunscreen. Water will be available to volunteers. We insist you wear a hat, and ask you to also wear your sunglasses as required.

RAIN

The Festival is a Rain or Shine event. In the instance of heavy rain and thunderstorms, Volunteers & Patrons will be asked to leave the site and/or will be moved to safety inside the Lions Halls.

THUNDER & LIGHTNING

It is unsafe to stay outside under the tents in case of thunder and lightning. **Everyone must leave outdoor area, go to their vehicles and/or go inside the building during heavy rain and/or thunderstorm.**

SIGNING IN & OUT:

TD-NMF HQ Near South Gate (Timothy & Doug Duncan)

Arrive **at least 15 minutes** BEFORE your shift.

Sign in with Volunteer Coordinator to receive T-shirt, wristband and general festival information; then report to your shift location per Volunteer Coordinators instruction.

Always report to **TD-NMF HQ** to sign out and have your volunteer form signed.

SHIFT CANCELLATION:

We understand that sometimes unforeseen circumstances and emergencies occur. In the event that such a situation prevents you from attending a shift, **please notify us as soon as possible** by emailing or calling a volunteer coordinator.



Volunteer Opportunities

The TD-NMF is like a living entity as it often runs on a minute-to-minute basis changing with the needs that present itself. Therefore, although you have signed up for specific roles, **BE PREPARED** for change; to help out wherever you are needed! Go with the festival flow!

SET UP & TEAR DOWN (THURSDAY SETUP AND SUNDAY/MON TEARDOWN)

Help setup and/or tear-down of Festival site includes:

- Putting up / removing Banners, signs, and tents
- Mapping out vendor areas
- Assisting vendors and Coordinators in all festival areas; Unpacking stuff and re-packing items

CREATIVE ZONE – INSIDE WONDERLAND FOR KIDS! (LIONS HALL)

- Help set up art activities with Creative Kids Zone Coordinators
- Assist with kid's activities at different activity stations
- Maintenance of art activity area
- Help with teardown and cleanup of art activities daily and at end of festival - Organized packing away for 2019

SURVEY

- Assist Survey Coordinators gathering information from Festival patrons.

VISUAL ARTISTS

- Help set up Visual Artists area
- Assist Visual Art Coordinators as required
- Assist with Art Wars and Outdoor Painting setups and/or other art activations
- Help with tear-down and organized packing away for 2019

GATES - TWO GATES

- Collect admission fees, give change and place wristbands
- Hand out Festival line up cards and information
- Assist with counting tickets sold
- Provide Information to Coordinators and Patrons
- Familiarize yourself with all festival events, policies and our map
- Be a 'Runner' for info and as required by Gate team.



STAGE MANAGEMENT

- Assist with coordination, set up, and management of events on stage(s)
- Ensure acts are ready to go on as required
- Assist Stage Management Crew, Entertainment Managers and Entertainers as required
- Indoor Stage and Outdoor Stages

ENTERTAINERS MANAGEMENT

- Assist Entertainers regarding Parking/Green Room
- Ensure Entertainers remain on schedule work with Entertainers Coordinator as required
- Coordinate with Stage Management Team

GROUNDS / CUSTOMER SERVICE

- Answer inquiries from Festival guests
- Assist anyone with physical concerns and special needs
- Oversee and inspect site looking for possible concerns (ie - garbage accumulation, banners falling down, tents without weights, etc.)
- Ensure Washrooms are clean and supplies are available for patrons

CHARACTERS IN THE PARK

- **Dress Up** in different costumes working with AnneMarie our Costume Coordinator;
- Visit our website see pics from previous years;
- Assist with Mad Hatters Tea Party and Mad March to Wonderland in full costume on Sunday
- Assist Anne Marie with costume management and collection – storage; maintenance & Make-Up
- Assist getting volunteers and kids trying on costumes and getting pics with parents' consent
- Assist at the Gates telling families and kids about Mad Hatters Tea Party and Dress up Options and Pictures available
- Man the Doors to Inside Lions Halls (Wonderland) and Invite Patrons to come into **Wonderland** and see what we have

BEER & WINE (BEER AND WINE TENT)

- **must be 18+ and be Smart Serve certified**
- serve alcoholic beverages to paying patrons
- assist with selling drink tickets
- cleanup and maintenance of bar, including restocking
- help Security oversee Beer & Wine tent(s) and cash



Police Vulnerable Sector Check (PVSC)

If you are interested in working with children (at the **CREATIVE ZONE**), you are ENCOURAGED to provide a Police Vulnerable Sector Check prior to the start of the festival.

****Volunteers who are NOT volunteering in the Creative Zone DO NOT require a PVSC.****

How to obtain a Police Vulnerable Sector Check:

1. Complete the online form at:
<https://www.yrp.ca/en/services/Online-Police-Background-Checks.asp>
2. Fill in your name in the letterhead on the next page (page 7) and bring it with you when you pick up your PVSC.
3. Email a volunteer coordinator when you have picked up the PVSC
4. **Email a copy of Vulnerable Sector Check or bring it in to your first shift at the festival**



**200 Doug Duncan Dr.
Newmarket, ON L3Y 3Y9
www.newmarketmusicfestival.com**

York Regional Police Community Resource Centre
10720 Yonge Street
Richmond Hill, ON

Request for Police Vulnerable Sector Check

To whom it may concern,

On behalf of the TD-Newmarket Music Festival we are requesting a Police Vulnerable Sector Check for _____ who is looking to volunteer with us for the 2018 Newmarket Music Festival which takes place August 24-26, 2018.

The TD-Newmarket Music Festival is a community festival celebrating arts, culture, and local talent. This festival is produced by Arts Music Festivals York Region, a non-profit organization.

This volunteer will be a festival volunteer working with children in the festival's Creative Kids Zone to assist with its operation. In order to make sure that safety is a priority we request this Police Vulnerable Sector Check to be done. Once again, this is a volunteer non-paid position.

Along with this letter from the Festival, the volunteer should also have the filled out copy of their PVSC Application form.

Thank you for accommodating our request and feel free to reach out at any time should you have any questions.

**Sher St. Kitts
GM Arts Music Festivals York Region
647 524 6893**

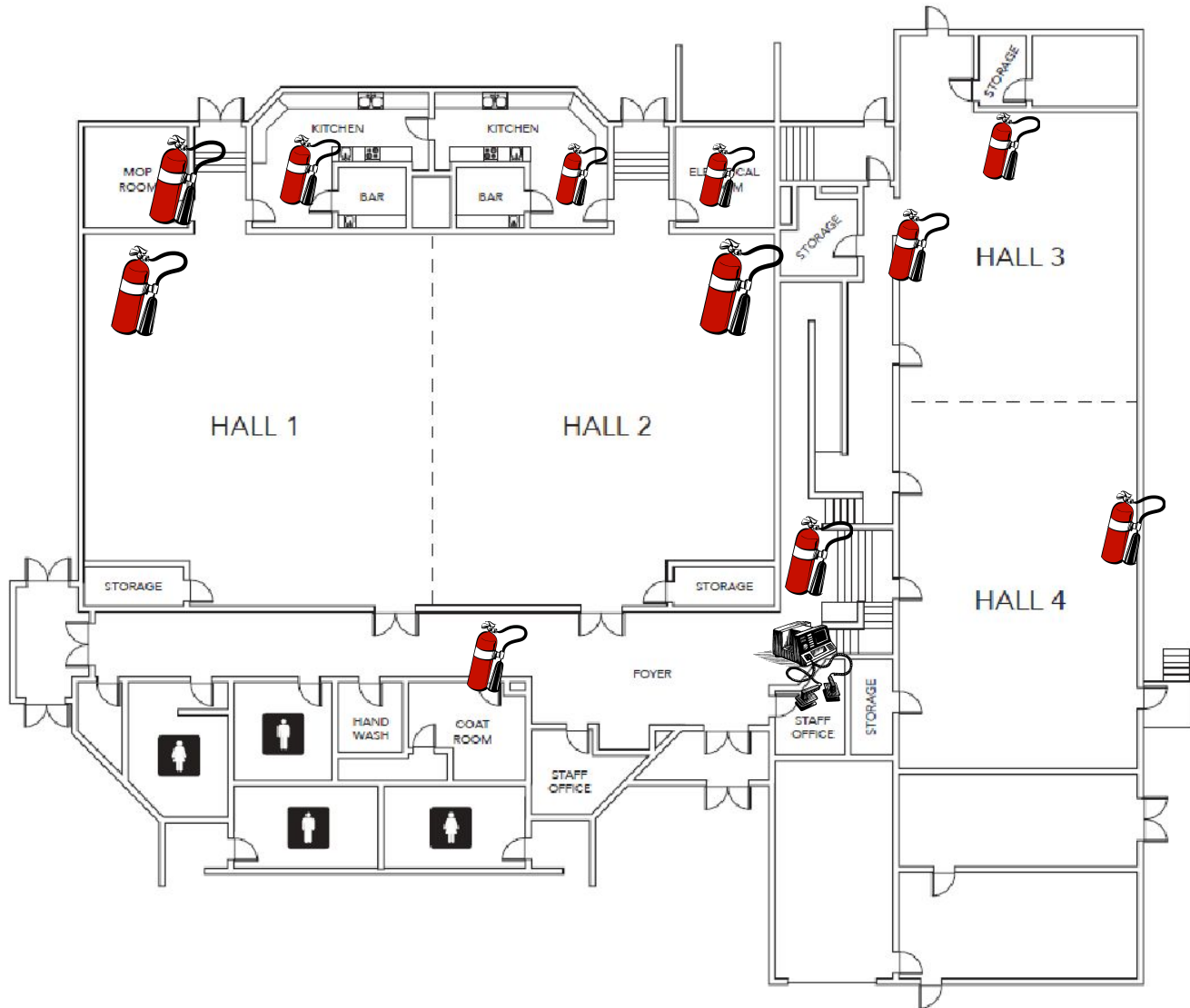
Site Map



Lions Hall Map

11 Extinguishers on site

1 AED – Located in Main Hallway



* As Of June 20, 2014



Acknowledgement, Consent, Release and Waiver Form

As a volunteer of the Newmarket Music Festival (“NMF”), I, for myself and for my heirs, executors, administrators, and assigns, acknowledge and agree as follows:

RULES – I agree to comply with all the rules, instructions, and directions of the NMF staff and/or representatives, and as outlined in any written material provided to me. I understand and agree that failure to comply with any rules, instructions and directions may result in my participation with NMF being terminated with immediate effect and that I may be required to remove myself forthwith from the festival site and any property where volunteer activity is being conducted.

CONSENT TO USE – I grant the NMF and Arts Music Festivals York Region (“AMFYR”), and anyone it may authorize, my consent to use my likeness, voice, words, or any other representation, as well as any works I may create in television, radio, film, print, social media or in any other form, and the right to reproduce, display, distribute, and record my works, to promote the NMF in the future. I understand that my created works may or may not identify me as the subject and/or author, and I waive any rights that I may have to inspect or give my approval to the works.

RELEASE AND WAIVER OF LIABILITY – I understand certain volunteer positions have some risk. While the NMF strives to create a safe and respectful environment to reduce such risks, they can never be completely eliminated. I agree to assume all the risks and responsibilities of volunteering, and release the NMF, AMFYR, their agents, officers, representatives, coordinators (collectively the “Releases”), from any claims, demands, costs, actions or causes of action arising out of or related in any way to my presence at the NMF, including, but not limited to, any claim for personal injury, property damage and/or death. I understand and agree that I am fully responsible for my own personal items during the NMF and that the reassesses shall not be liable for any loss of or damage to the same. I have read, understood and agree to the above terms.

Name (Please Print) _____ Signature _____

Date _____

If under 18 years of age, a parent or authorized guardian must sign as well as the applicant.

Name (Please Print) _____ Signature Date _____

**Thank you for joining us to create the 2018
TD-Newmarket Music Festival!**