

2021 Volunteer Handbook

Heritage Festival



**EDMONTON
HERITAGE FESTIVAL®**

EHFA 2021



What you need to know

1. Masks are preferred (but not enforced)
2. Volunteer meals are being provided by the pavilions. The chits will be given out by the volunteer supervisors.
3. All people entering the park require an Entry Pass including volunteers. (There is a tutorial on our website on how to get these passes)
4. Volunteer Central is by the main entrance of the park (map included in this handbook).

Welcome!

Welcome new volunteers and welcome back returning volunteers!

We are so happy you're here! Thank you for joining our Volunteer Team and supporting the success of the 2021 Edmonton Heritage Festival!

Whether you have been volunteering for years or this is your first festival with us, we couldn't do it without you. Each year individuals from various backgrounds, ability levels, and skill sets come together and create a dynamic, fun, and amazing team that helps showcase the world's largest multicultural festival of its kind. We are so grateful for the countless hours and incredible enthusiasm each of you brings to this team.

This year our theme is "Out of Hibernation" and your volunteer contribution will allow over 150,000 visitors to experience over 40 countries through food, entertainment, and arts & crafts. All volunteers are encouraged to explore the Festival before and/or after their shift(s)!

On behalf of our Board of Directors, Executive Director, Staff, and Volunteer Supervisors - Thank you again, and we look forward to seeing you in the park!

Sincerely,

Chelsea McCurdy

Volunteer Coordinator



Volunteer Supervisors

Cheryl Epp - Sales

Jennifer Wanke - Transportation (Drivers) & Sales

Vimal Sharma - Green Team & Lost n Found

Sarah Habkirk - Volunteer Registration

Diana Adongo - Volunteer Registration

Nantiwat Limsombutanan - Kidzworld

Well Limsombutanan - Kidzworld

John Ross - Green Team & Lost n Found

Wenle Huang - Info Kiosk

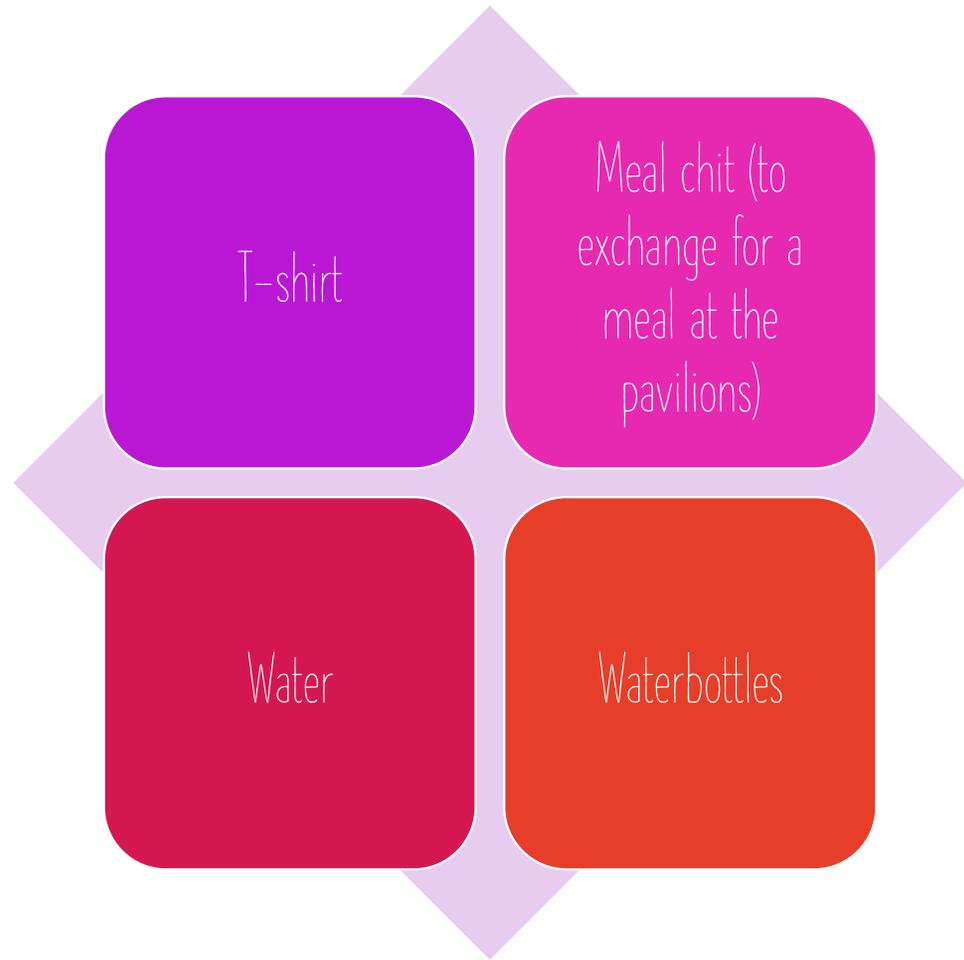
Salila Muru - Info Kiosk

Robert Habkirk - World Music Week

Christina Chan - Photographers

EHFA 2021

Volunteer Perks



Getting to the Festival

There is no parking onsite from Sat July 31st - Mon Aug 2. The various options available to you are:

ETS Volunteer Shuttle

There is an early morning shuttle at 7:00 AM from Windsor Park station.

Taxi

Coop Taxi will have drop off and pick up zones inside the park. To book a taxi, please call 780-425-2525.

Bicycle

Ride your bike to Hawrelak Park, lock your bike in one of the bike lock-ups, and enjoy the Festival worry-free knowing that your bike are nice and secure in our supervised bike lockups. These are manned by our friends at Bike Edmonton, a non-profit organization that offers cycling resources. There are two locations, one at the north entrance and one at the south. (see Festival Map).

Walking

If you live nearby, why not walk? Enjoy the beautiful view and avoid traffic.

- There is regular service to the park as well. More details at <https://www.heritagefest.ca/getting-to-the-festival>

ETS Bus Passes

- ETS passes available - 1 per volunteer
- ETS passes pick up when:
 - July 30th between 1:00 pm - 9:00 pm (Hawrelak Park, Volunteer Central)
 - During the Festival from Volunteer Registration (Hawrelak Park, Volunteer Central)

EHFA Volunteer Pass (timed- entry pass)



These passes are **REQUIRED** for entry and are available on EventBrite.



There is a tutorial on the heritagefest site (<https://www.heritagefest.ca/current-volunteers>) that shows how to get these passes. Volunteer passes are good for all 3 days!!

Things to know about Timed-Entry Passes

1

QR codes to get passes will be placed at every bus terminal in the city and will be up in Hawrelak Park before the entrances

2

People will show up without them. We will be letting them in anyways. Some people may not have phones or access to internet

3

Even though the pass has 2-hour time slots on it, patrons can stay as long as they want

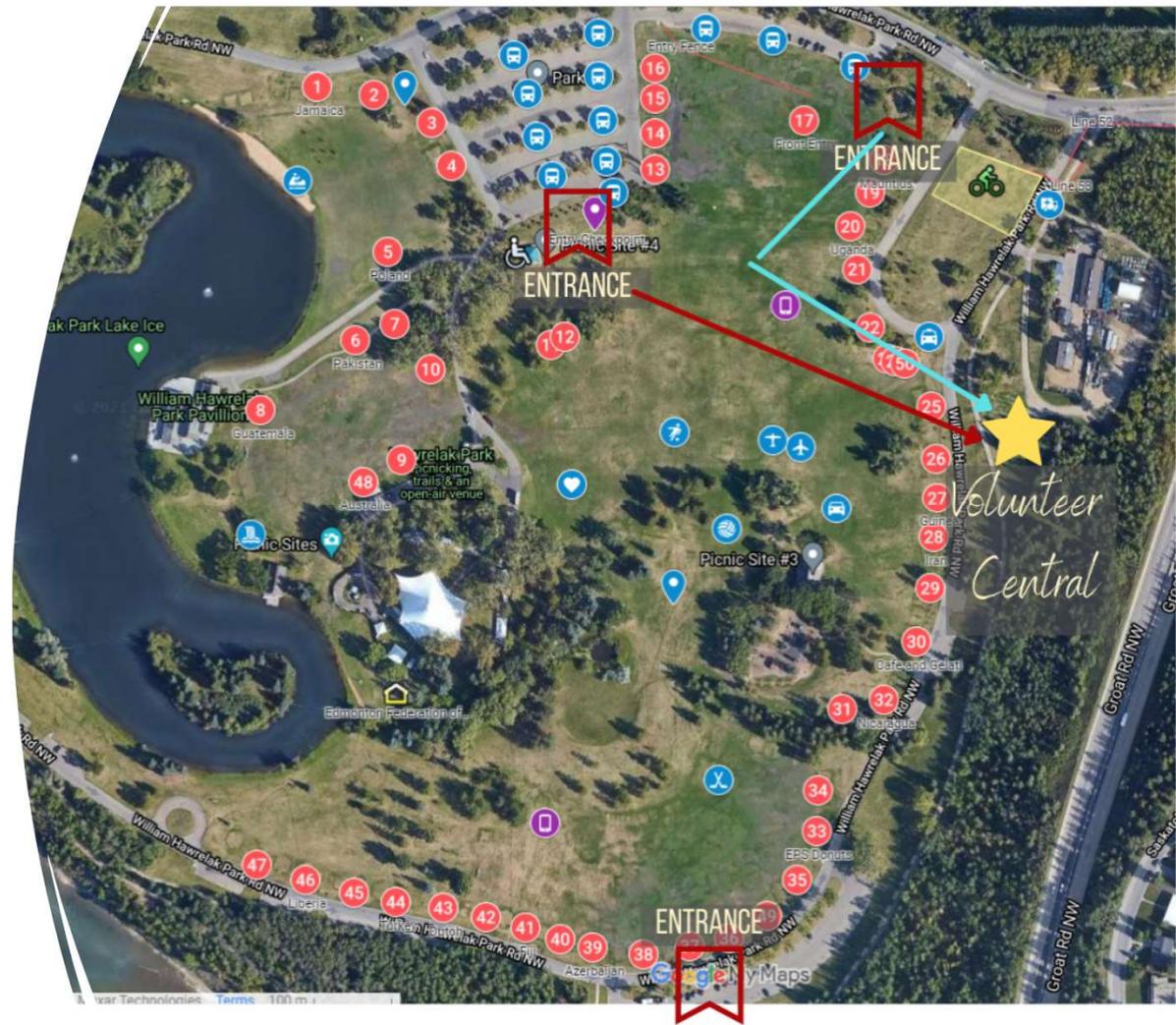
4

There are 2 types of volunteer Entry Passes - EHFA Volunteer & Pavilion Volunteer. Both are good for all 3 days

Volunteer Central Location

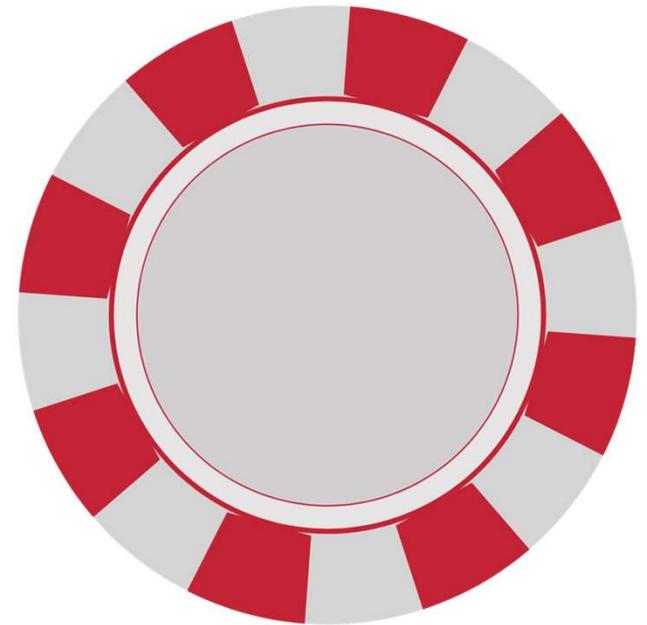
Has moved back to the entrance of the park where it was in 2017

FOLLOW THE RED OR BLUE ARROWS TO GET THERE!



Volunteer Meals

- Volunteers will receive chits (poker chips) from their section supervisor during their shift.
- Volunteers will receive one chit per shift to be exchanged for a meal at the pavilion of their choice.
- All pavilions are participating.



**No
tickets
this year**

- No food tickets
- Only debit or credit
- NO cash

Once you've reached the park...

1. Go to any of the 3 entrances and have your EHFA Volunteer Pass scanned to enter the park.
2. Follow the map on the 'Getting to Volunteer Central' page of this handbook to get to Volunteer Central.
3. Once you have reached Volunteer Central, sign in at registration. They will give you your t-shirt and directions on where to go from there.
4. Head to your shift!
5. Have fun!
6. Once you have completed your shift for the day, return to Volunteer Central to sign-out or sign out on the Volunteer Local app.

Volunteer Responsibilities

- Treat each person you encounter with respect & compassion. This includes other volunteers, performers, vendors, staff, and the public.
- Please arrive at least 15 minutes early for your shift to allow for time to check in at Volunteer Central and to make your way to your area.
- Wear your volunteer t-shirt while on shift. If you are volunteering on more than one day, please bring your t-shirt with you for each one (only one t-shirt per volunteer is given out).
- Remember to bring a water bottle or use your Heritage Festival water bottle to stay hydrated!
- Dress for the weather. Hot out? Bring sunscreen and a hat! Raining? Bring your rain jacket or umbrella!
- * please be aware that there are no secure storage facilities on-site during the festival.
- If you are given Information Materials, please read through them.
- Complete assigned tasks and help each other out while making the most of your experience!
- At any time, please ask questions if you do not understand!
- Cancel any shift(s) you are unable to make as soon as possible through your account OR let the Volunteer Coordinator know (min 24 hr notice appreciated).
- Make any necessary arrangements for childcare while you are volunteering (there are NO childcare areas at the Festival)
- Contact your Supervisor or Volunteer Coordinator if you have any concerns or a serious issue while volunteering.
- Remember to check out at the end of your shift at Volunteer Central.

Covid 19 Safety - Masks

- Our Stance - *"Although public spaces do not require a mask in Edmonton, the Heritage Festival is a private event run by the Edmonton Heritage Festival Association with its own safety protocols. For our festival to safely operate this year, we kindly ask guests to wear masks unless eating. We apologize that our policy this year makes it harder for individuals who have difficulties with masks to attend. That being said: Mask-exemption cards will be respected, Face shields are an acceptable face covering, Kids do not need to wear masks"*

Covid 19 Safety - Masks

We will be offering PPE (masks) to everyone entering the park.



Masks should be worn while on the festival grounds unless in a designated eating area



It is NOT the responsibility of the volunteer to confront anyone not following rules.



A person should only be reported to security IF they are behaving in an unsafe or disrespectful manner

Covid 19 Safety - Sanitizing

There will be hand sanitizer stations available throughout the park for volunteers and patrons to use

Frequently touched objects should be sanitized between different people using them

A close-up photograph of the headstock of a guitar, showing several tuning pegs and strings. The background is blurred, suggesting an indoor setting with warm lighting.

World Music Week

EHFA 2021

World Music Week

- Performances Thursday, Friday, & Saturday (Lineup is [HERE](#))
- Volunteers can park at Hawrelak on Thursday and Friday.
- Saturday they will need to take advantage of the FREE ETS Bus Pass.

WMLW Ambassadors

- Tasks:
 - checking tickets upon entry
 - assisting patrons to find seating
 - handing out masks
 - helping keep theatre tidy
 - more instructions to be given on-site
- Other things you should know:
 - please wear all black
 - parking is available Thursday & Friday nights for volunteers where the busses are during festival
 - ear plugs will be available

WMLW Photographers

Where to meet: Hawrelak Park Heritage Amphitheatre meet by bathrooms at top of hill

Dress Code: All black and business casual. Will receive a lanyard with a badge that will need

to be returned at the end of the shift

Supervisor: Christina Chan

Volunteers must:

- Volunteers must supply their own camera and any other equipment needed.
- Must sign a photo release waiver.
- Turn in originals at the end of the shift. Supervisor will load photos onto computer.
- If any editing is to be done, please provide once completed. Send to social@heritagefest.ca
- If you would like to have the chance to have your edited photos used for our marketing campaigns during the festival, please send edited photos right away

- Ideas of things to photograph:
 - Artists from different angles
 - Stage layout
 - Audience
 - Vendors
 - Interactions between performers and audience
 - Volunteers

Scholarship Program

Attention all post-secondary student volunteers! We have an amazing scholarship program thanks to the generosity of many of our sponsors. Scholarship amounts range between \$250 – \$1000 and are awarded by random draw from all eligible entries.

Eligibility Criteria:

2. Volunteer must be registered in a full-time program at an accredited Canadian post-secondary institution by December 31 of the year of the Festival (ex: for this year by Dec. 31, 2018).
3. Volunteer must complete a minimum of 10 hours to be entered into the draw.
4. More shifts = more entry forms!

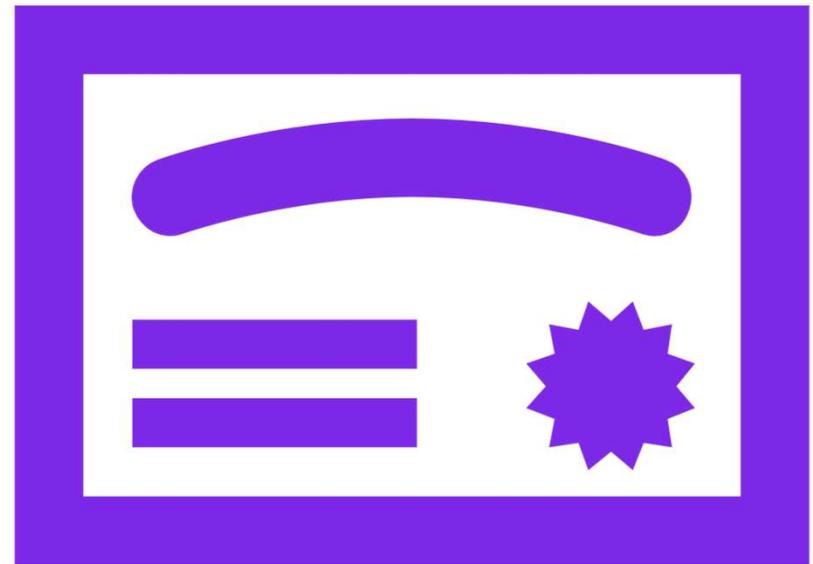
How to enter to win a scholarship:

1. Once you have completed your two or more shifts, go to registration, ask for a scholarship form and fill it out.
2. Return the form to Volunteer Registration. They will verify your hours and enter you for the draw.
3. Names will be drawn in late August. Scholarships will be mailed early-mid September.

If you would like to volunteer more hours during the Festival to be eligible, please speak to your Volunteer Supervisor or email the Volunteer Coordinator to see what opportunities may be available!

Volunteer Letters of Recognition & Certificates

We can provide letters of recognition and certificates verifying volunteer hours upon request. Please send all requests for letters and certificates to volunteer@heritagefest.ca. These will be sent out early-mid September.



FAQ

Q: When is Volunteer Orientation?

A: Volunteer Orientation for World Music Week is Monday July 26th at 7 PM via Zoom. Orientation videos will be available on www.heritagefest.ca/current-volunteers on Thursday evening so volunteers can watch and attend at a time that suits them best!

*Please note that not all sections have scheduled orientation sessions.

Q: Can I still volunteer if I can't attend orientation?

A: Of course! Orientation for most shifts is not mandatory. However, the orientation videos will be available online Thursday evening to watch at your leisure.

Q: When can I pick up my bus pass and t-shirt?

A: Passes will be available at the Heritage Fest Office from July 20th– 23rd from 9:00 am – 4:00 pm. If you are unable to pick up your passes during those dates, passes will also be available at Hawrelak Park on July 30th between 1:00 pm – 9:00 pm or anytime during the Festival from Volunteer Registration.

July 30th between 1:00 pm – 9:00 pm at Hawrelak

During the Festival from Volunteer Registration

T-shirts will be picked up at Volunteer Registration on your first shift.

FAQ continued...

Q: Can my friend and I volunteer in the same place/job/shift?

A: Most sections you can volunteer with a friend.

Q: Can I bring my stuff with me?

A: Please do not bring your stuff. We do not have a secure storage place for you to place your items. Valuables should be left at home!

Q: How old do you have to be to volunteer?

A: All volunteers between the ages of 13 – 15 must volunteer with a parent or guardian. All volunteers over 15 but under 18 must complete a youth consent form that must be signed by a parent or guardian. Some sections require volunteers to be 18 or older.

Q: Where is volunteer central located?

A: Please see page titled 'Getting to Volunteer Central' for a detailed map and instructions.

Q: Do I need to wear a mask?

A: We are encouraging our staff and volunteers to wear masks but because it is no longer a requirement of the Alberta government, we will not be enforcing it. Staff and board will be modelling wearing the masks and we encourage our volunteers to do the same. However, it is not mandatory.

Contributing Groups & Individuals

We would like to extend a special thank you to our Sponsors who contribute to the on-going success of our Volunteer Program.

Sponsors

Edmonton International Airport (Kidzworld & Volunteer Scholarships)

Edmonton Transit Systems (ETS) (Volunteer Bus Passes)

Page Cleaners (Green Team)

Scholarship Supporters

Coca Cola

Dr. Kenman Gan

ECF Hruday Scholarship

Edmonton Heritage Festival Association

EHFA 2021



LIANNE THEROUX & WALTER KEHL

JOESPH MESSMER VOLUNTEER OF THE YEAR RECIPIENTS

2019

Volunteer of the Year

Each year our Josef Messmer Volunteer of the Year recipient is chosen from among the many dedicated volunteers whose loyalty and enthusiasm make the Heritage Festival an amazing event.

Our winners for the 2019 Josef Messmer Volunteer of the Year award was Lianne Theroux and Walter Kehl.

Walter Kehl had his 25th year volunteering at the Edmonton Heritage Festival the summer of 2019. If you've attended any other event during the year you may have crossed paths with Walter. He volunteers his time throughout the community at a multitude of events always with the biggest smile on his face. We are proud to have Walter back and consider ourselves lucky that he chooses to volunteer with us. We would like to announce that he has been selected as one of two volunteers to receive Volunteer of the Year in 2019. Congrats Walter!

Lianne Theroux volunteered at the festival in the 80's and took a break but rejoined us in 2017. She has volunteered in many different positions and is always willing to take on a challenge. Last year she supervised our hospitality section and fed our volunteers. She has also volunteered as a supervisor in our water tents, the hole in one challenge and assisted with other programming for the festival. We are so grateful for her, her hard work and her determination. We would like to announce that he has been selected as one of two volunteers to receive Volunteer of the Year in 2019. Congrats Lianne!

Volunteer Coordinator Contact Information

Chelsea McCurdy

During the Festival

All area Supervisors can reach the Volunteer Coordinator by radio.

The Volunteer Coordinator may also be messaged directly through the Volunteer Local website or by email (volunteer@heritagefest.ca).

Before/After the Festival

General Mail

14603A 118 Ave NW

Edmonton, AB T5L 2M7

Email

[Volunteer @heritagefest.ca](mailto:Volunteer@heritagefest.ca)

Phone 780-488-3378

EHFA 2021



*Thank you
volunteers!*
