

SAFETY!

We expect everyone on site to contribute to a safe and respectful environment. If you see something that doesn't fit with that philosophy, or if you need support yourself, find a Festival Liaison volunteer, head to Volunteer Services, or the Production Office (next to Stage 5). **The Festival's Volunteer Standards, Expectations, and Workplace Harassment Policy is required reading** and can be found at www.edmontonfolkfest.org/volunteers

COVID-19

We continue to monitor local health trends and recommendations and will revise and apply our health and safety guidelines as necessary. We ask all volunteers to be flexible and prepared to comply with any and/or all guidelines outlined. We remain a mask-friendly event and encourage regular hand washing/ sanitizing. **If you are experiencing symptoms of COVID-19 during the time of festival events, or are feeling ill in any way, please do not attend either the event or your shifts and notify your Coordinator or the Volunteer Office.**

For more information on our health and safety guidelines and COVID-19 precautions, please visit edmontonfolkfest.org/festival-info/health-safety

FILL OUT INCIDENT REPORTS

Please report any witnessed INJURIES SECURITY INCIDENTS LOST/STOLEN EQUIPMENT ACCIDENTS & INAPPROPRIATE BEHAVIOUR/ACTIONS by filling out an Incident Report. These are available at Volunteer Services or from your Coordinator.

SITE-WIDE EMERGENCIES

ON SHIFT – Listen to instructions from your Coordinator.

OFF SHIFT – Follow instructions from the stage, the festival app and EFMF social media, and safety personnel, and leave site as quickly as possible.

LOST CHILDREN

- Contact a Festival Liaison volunteer (yellow vests) or take children to the Information tent (or Festival Liaison tent when closed).
- Direct parents to Info/Festival Liaison when looking for their children.

FIRST AID

Located next to the Family Area by Stage 7; open during Festival operating times.

SELF CARE CHECKLIST:

- Reusable water bottle. There are multiple water stations for refills—stay hydrated! The Festival Kitchen does not provide cups.
- Hat, sunscreen, rain gear, bug spray, etc. Dress for the weather and bring a change of clothes.
- We are serving meals from the Festival Kitchen during the posted times, but you might not get a chance to make it during your shift. Ensure you have appropriate food and snacks just in case.
- Plan time for yourself (sleep, take a breath) in between the festival, your shifts, and parties.

HAVE A PROBLEM?

Contact: 1) your Coordinator, or 2) Manager of Volunteers or Volunteer Services (volunteers@edmontonfolkfest.org or 780-466-3669), or 3) the Board of Directors (board@edmontonfolkfest.org).

For more info on workplace procedures and reporting, visit www.edmontonfolkfest.org/volunteers



Photo credit: Eric Kozakiewicz

THANK YOU!

THE FESTIVAL WOULDN'T HAPPEN WITHOUT YOU.

Thank you for your tremendous amount of support, time, and positive energy that you bring to the Edmonton Folk Music Festival. There are over 2500 amazing volunteers helping out this year and we are so excited to have you!

If you are new this year, a big warm welcome to you! If you have questions or concerns, don't hesitate to give us a shout at 780.466.3669 or volunteers@edmontonfolkfest.org.

We wish you an incredible 2023 festival experience!

Jaime & Dana

FOLK FEST PHILOSOPHY

VOLUNTEERING IS ONE OF THE BEST WAYS TO SUPPORT & CONTRIBUTE TO THE EFMF.

Our volunteers are our heart – passionate people who want to make the festival the very best it can be. Here are a few things to keep in mind:

EXPECTATIONS

RESPECT & KINDNESS – EVERYONE on site deserves to be treated with respect and kindness.

This starts with our volunteer family. Be open to discussion and new ideas, and be familiar with our Code of Ethics. Set an example!

TEAMWORK – Although everyone is working with their individual crews, don't forget you are part of one big team. Support your fellow volunteers, pitch in when you can, help problem solve, and show appreciation when someone helps you.

BE AN AMBASSADOR – Share the Spirit of the festival with the community. Represent the Festival in a positive way, and encourage others to do the same. Respect the privacy and property of others.

YOUR COMMITMENT

- Fulfill volunteer expectations.
- Know your shifts; be on time and ready to work.
- Be informed – answer questions when you can, or direct people to the right place.
- Wear and take care of your volunteer badge.
- Wear your t-shirt when on shift (please change when off shift).
- Not be under the influence of alcohol or drugs during your shift.
- Drink responsibly when off shift – you are still representing the festival!
- Inform your Coordinator about changes to your plans, illness, etc.
- Talk to your Coordinator or the Manager of Volunteers about issues or concerns.
- Keep your MyVolunteerPage.com profile up to date (Contact and Additional Info).

OUR COMMITMENT

- We value and respect the time, skills and energy volunteers bring to the festival community.
- We commit to creating a safe environment with appropriate responsibilities for our volunteers.
- We strive to provide instructive orientation and training, supportive and effective leadership, recognition, and a meaningful volunteer experience that contributes to the growth of our volunteer community, and the festival itself.

WE ARE GATHERED ON TREATY SIX TERRITORY

The Edmonton Folk Music Festival respectfully acknowledges that the land on which we gather is situated on Treaty Six Territory. For thousands of years, the Edmonton river valley has been a Pehonan, a traditional meeting and gathering place for Indigenous Peoples. We honour and respect the history, languages, ceremonies and culture of the First Nations, Métis, Inuit and Non-Status Aboriginal Peoples whose presence and culture enrich our vibrant community. We are all beneficiaries of this longtime Indigenous philosophy of peaceful cohabitation, between the earth, the animals, and all humans. We all have a responsibility to one another and this land.

EVERYONE IS WELCOME AND VALUED

The Edmonton Folk Music Festival Society is committed to providing a safe space for all, regardless of age, race, ethnicity, sexual orientation, gender identity, gender expression, ability, socioeconomic status, religion, or otherwise. **Activities (verbal and/or physical) causing harm to another person will not be tolerated**

LANTERN PARADE SIGN UP

Our lantern parade occurs on Friday and Saturday evenings of the festival, and is a celebration of all our volunteers and their crews. Consider grabbing a lantern and proudly marching around the Mainstage hill! To sign up, log in to your Volunteer Profile, click on the "Opportunities" menu, select "Opportunity List" from the dropdown and scroll down to click on "Lantern Carriers 2023". Select a date that works for you!

TEARDOWN: AUGUST 14–27, 2023

We're all sad the party is over for the year, but we still need to get everything put away properly for the following festival. All new volunteers and 50% of returning volunteers are required to complete a 3–4 hour teardown shift. Even if it's not your year, consider lending a hand. Let's wrap it up as a team! Sign up for your shift at MyVolunteerPage.com under "Opportunities."

MYVOLUNTEERPAGE.COM

MANAGE YOUR PROFILE AT MYVOLUNTEERPAGE.COM
Keep your contact information up to date, add a profile picture, sign up for Teardown, and let us know if you're interested in volunteering for the 2024 festival!

VOLUNTEER POCKET GUIDE



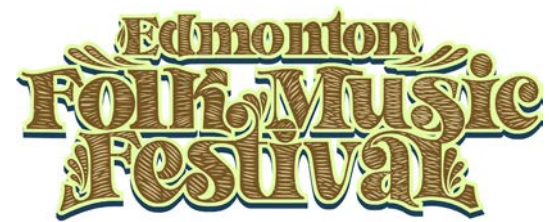
STAY CONNECTED

[@edmfolkfest](https://www.instagram.com/edmfolkfest) [f](https://www.facebook.com/edmfolkfest) [t](https://www.twitter.com/edmfolkfest)

- Download the "Edmonton Folk Music Festival app through Apple or Google Play"
- WEBSITE:** edmontonfolkfest.org/volunteers
- EMAIL:** volunteers@edmontonfolkfest.org
- FESTIVAL OFFICE:** 10115 97A Avenue, Edmonton AB T5K 2T3
- GENERAL LINE:** 780.429.1899
- VOLUNTEER LINE:** 780.466.3669

NOTES & CREW INFO:

Your Crew	
Your Coordinator	
Coordinator's Contact Info	
Shift Details & Notes	
Tear Down Shift	



BE PREPARED

YOUR BADGE... PLEASE DON'T LOSE YOUR BADGE!
YOU NEED IT TO ACCESS:

- VOLUNTEER SHUTTLE & PARKING AREA
- YOUR COMPLIMENTARY PROGRAM BOOK
- FESTIVAL GROUNDS (SITE)
- MEALS IN THE FESTIVAL KITCHEN
- VOLUNTEER PARTIES

If a Safety/Access volunteer or coordinator asks to see your badge, you are required to show it to them.

LOST YOUR BADGE? HERE'S WHAT TO DO:

1. Report it to your Coordinator and Volunteer Services (780.466.3669)
2. Pick up a temporary badge at Volunteer Services if required (remember, these only grant access to the festival; no benefits).
3. Keep looking for it.
4. The Volunteer Office will replace badges if necessary. This may take up to 24 hours.

A FEW THINGS

- The backstage area is a working area – if you have access, remember that it's only appropriate to be there when on shift.
- Photos – Please refrain from taking photos of performers in shuttle vans, backstage, or at the parties. If you are taking photos of fellow volunteers in private areas (eg. parties), ask for permission.
- Our Photography and Video volunteers are capturing video and images throughout the festival for the purpose of promoting the festival and our volunteer program. If you do not wish to be included, please let the photographer/videographer know.

PARTIES

Location: The Westin (10135 100 St NW)
Times: Parties are held Friday, Saturday and Sunday beginning at 11:30pm.

- Yellow buses run from the festival to The Westin until an hour after festival end on party nights.
- Photo ID is required to enter the parties; volunteers 12-17 must be accompanied by their sponsor.
- Backpacks and bags must be checked upon arrival.
- Beer and wine are available for purchase. Water and pop are complimentary. Food is limited – plan to eat beforehand if required.
- There is a safe accompaniment service to RE/MAX Field and in the downtown area during party hours. Let volunteers at the entrance/exit of the parties know you'd like to participate upon departure.
- If you need support, or observe unusual activity, speak with a Party volunteer.

LEGEND

- First Aid
- Recycling
- Concessions
- Smoking Area*
- Accessible Area
- Water Station
- Public Washrooms
- ATM

*SMOKING IS PROHIBITED IN ALL AREAS EXCEPT WHERE DESIGNATED

★ NO EXIT OR ENTRANCE 45 MINUTES BEFORE OR AFTER GATE OPENING.

❖ TEMPORARY VOLUNTEER ENTRANCE DURING GATE OPENING.

NO TARPS WILL BE ALLOWED

GETTING THERE

- **WALK** – The river valley is beautiful! Be safe and please walk with a buddy when possible.
- **BIKE** – Park it in our Bike Lock up behind the Muttart. There before opening hours? Lock it up, and show your badge at the end of the night to enter and reclaim it.
- The 100 Street Funicular is open late Thursday and Sunday until 12:30AM, Friday and Saturday until 1:30AM.
- **VOLUNTEER SHUTTLE & PARKING** – Volunteer parking is available at RE/MAX Field; please car pool when possible. A shuttle runs between Parking Lot 1 (in front of the ball field) and Site regularly. Leave plenty of time to get to Site before your shift. A shuttle also runs between Site and The Westin Hotel. Keep in mind that priority is given to Performers. When possible, take the dedicated volunteer shuttle from RE/MAX Field.
- **ETS PARK N' RIDE** – Volunteers can ride from the Butterdome (parking is \$5.00). Keep in mind that the schedule is directed at patrons, and may not cover all your shift times (call 311 for schedule).

KITCHEN TIPS

- **BRING A DRINKING VESSEL** – CUPS ARE NOT PROVIDED.
- A plate is provided; your badge will be punched.
- Wristbands allowing children (11 and under) are available at Volunteer Services.
- Be aware of your allergies and dietary needs! Ingredient lists are provided above each dish.
- Our food is sourced locally whenever possible.
- Be kind and patient with our Kitchen volunteers – they're busy!
- Food service isn't available outside kitchen hours:
THURSDAY & FRIDAY: 5:00PM – 8:00PM
SATURDAY & SUNDAY: 11:30AM – 2:00PM & 5:00PM-8:00PM

VOLUNTEER SERVICES 780.466.3669

LOCATED AT THE BASE OF STAGE 3

STORE YOUR GEAR, ASK QUESTIONS, PICK UP YOUR PROGRAM BOOK, VIEW THE PARTY SCHEDULE, AND MORE!

VOLUNTEER SEATING

- **PATRONS & VOLUNTEERS** – Volunteers may participate in the public line up or lottery with their badge, when not on shift.
- **VOLUNTEERS** – One hour prior to Public Gates opening, you may lineup **by the washrooms near the Volunteer Gate** to place your tarp. Remember patrons have priority and you will be let in later than the public line up. You may not leave your shift to place a tarp.
- **VOLUNTEER TARP** – Located in the middle of the hill is a large tarp where you can crash for short periods (i.e. during breaks). Volunteers only!

	THURSDAY	FRIDAY	SATURDAY	SUNDAY
* Public Gates	4:30PM – 10:30PM	4:30PM – 11:00PM	9:30AM – 11:00PM	9:30AM – 10:30PM
Volunteer Gates	8:00AM – 12:00AM	8:00AM – 1:00AM	8:00AM – 1:00AM	8:00AM – 12:00AM
Volunteer Services	12:30PM – 11:30PM	12:30PM – 11:30PM	9:00AM – 12:30AM	9:00AM – 11:30PM
Festival Kitchen	5:00PM – 8:00PM	5:00PM – 8:00PM	11:30AM – 2:00PM 5:00PM – 8:00PM	11:30AM – 2:00PM 5:00PM – 8:00PM
** Shuttle RE/MAX Field The Westin	7:45AM – 12:00AM 10:00AM – 12:00AM	7:45AM – 1:00AM 8:00AM – 11pm-ish	5:45AM – 1:00AM 7:00AM – 11pm-ish	5:45AM – 1:00AM 7:00AM – 11pm-ish
Bike Lock Up	Volunteers may lock their bikes at anytime			
Parties	Nope.	11:30PM – Late.	11:30PM – Late	11:30PM – Late

Schedules for other on site services – Beer Garden, Music & Merch, Crafts, etc. can be found in the Program Book or on the festival app.

* Do not use Public entrances 45 minutes before and after gate opening.

**The shuttle is very busy leaving site at the end of the night – please be patient and pay attention to the bus you are boarding. Westin shuttle priority is given to performers; take the volunteer dedicated shuttle from RE/MAX Field whenever possible.