

# Edmonton Folk Music Festival Orientation Outline Guide

The purpose of this guide is to help you (the coordinator) to fill out the orientation template. It is recommend to complete the Orientation Template in excel by filling in your crew specific answers. Please use the Orientation template to fill in your answers and not this document as the template has nicer formatting. Once completed, please print off copies of template to hand out to all crew members at your crew orientation.



## Edmonton Folk Music Festival Orientation Outline

Crew:	Input the title of your crew here		
Coordinator:		Coordinator contact:	
Assistant Coordinator:		Asst. Coordinator contact:	

### General Welcome!

Welcome everyone and thank them for giving up their time to be there. Give them an idea of how long they'll be at the meeting and announce any ground rules- ex. ask questions when ever you like, ect. Introduce yourself and have your assistant coordinator introduce themselves. Tell the crew a little about yourself. How did you get involved with the EFMF, how long have you been volunteering? How long have you been the coordinator? What do you do for work outside of EFMF? Also use this to talk about the EFMF. The history behind it and how special it is to be a part of the best Folk Music Festival in the world! If there's time, and depending on the number of people on the crew, have everyone introduce themselves. Use this as an icebreaker for the crew to set the tone of the meeting.

### What is your role as the coordinator? What is the role of the assistant coordinator?

Having introduced yourself and your team, now get into what exactly what it is the coordinator does on your crew. What are your responsibilities as a coordinator? What do you do in your role? How does it differ from the assistant coordinator? Then have the assistant coordinator go through their role and responsibilities.

### Updates or Messages from the Volunteer Office

Include in this section any information Vicki or the EFMF has asked you to pass on to crew members. This would likely be gained through crew coordinator meetings or emails.

### Description of crew- What are we responsible for? What is our purpose?

Use this section to describe in a general sense what it is the crew does? What is you goal or purpose? What are we responsible for? How will we know when we're doing a good job? How will crew members know they are doing a good job? This is meant to be basic, but also don't be afraid to get creative in order to inspire volunteers.

### What is the role of a crew volunteer?

Having described your role (the coordinator) and the purpose of the crew, delve into what the different roles crew volunteers may have. What are the locations that you'll be present at? Does everyone do the same thing? Are there different responsibilities for different roles? Paint a specific picture of the different types of roles within the crew. You know more about this crew than anyone in the room, so try to describe it from the perspective of a newcomer so everyone understands. If you use jargin or acronyms, make sure to explain what they mean.

<b>What makes our crew awesome? Why do I keep coming back (from the coordinator)</b>
What makes this crew special? Why do you keep coming back? Are there special perks that are not available to other crews? Use this as an opportunity to "sell" the role to crew members. Talk about the best ways to enjoy the festival on this shift. We all love to volunteer, but we want to enjoy the festival. What's the best way to do that on this shift? Is there any insider info you want to pass on?
<b>What's changed since last year?</b>
This could be in terms of the EFMF overall or specific to your crew. Details any changes crew members need to be aware of. This may impact the public as well and may pertain to questions asked of crew members by the public.
<b>Active Dates/Shifts</b>
When does your crew work from? What types of shifts will they be working? Are there pre or post event responsibilities? Are ones busier than others? Is there anything unique that needs to be described? We want crew members to be prepared and not be surprised or caught off guard on shift. Go through the shift schedule if it is available. Ensure there are no conflicts or attendance issues. Review process for if you cannot attend your shift - who to contact and when it is appropriate not to attend (only in an emergency). Also talk about how the food/drinks work at the meal tent. If shifts will go over a meal period detail how that works as well. By the end of this session, the crew member should have a good idea of how the weekend will run on the shift.
<b>What unique issues present themselves as challenges during the weekend? How do we mitigate these issues?</b>
What are some of the problems or issues that crew members will be faced with? Cover the most common issues and the appropriate response. What to do if you do not know how to resolve an issue? Are there other key contacts crew members should know?? This area could be very crew specific.
<b>Safety Concerns for Crew Members - Go through each one and detail how to mitigate</b>
Safety is paramount. Ensure that all team members are aware of this. Now what are the specific safety issues your crew will face. Go through each issue and the appropriate response. Planning and reviewing now could prevent a safety issue from escalating during the weekend. Are there any physical restrictions on your crew? Will there be heavy lifting or excessive standing? Make sure that you discuss ways to mitigate these and other potential risks.
<b>What to bring with you for your shifts?</b>
What makes your shift easier? What should each crew member have with them each shift? Don't assume that crew members know what to bring. Reminding a crew member to bring a hat or sunscreen could mean you have one less crew member that has to go to medical with heat stroke. List off everything that comes to mind. You can also go over what will be provided by EFMF and is not necessary to bring as well.
<b>What are the top three questions you will be asked?</b>
No matter what the interaction is, with the public or other volunteers, the crew member is likely to be asked questions. Help them out by including a mini FAQ here with common questions and answers (if available) so the crew member is prepared to answer. If there are more questions they should know the answers to, include them here as well.
<b>Crew specific information</b>
Include in this section any crew specific information that has not been covered or included in another section.
<b>Questions</b>
Make sure to give crew members the opportunity to ask questions.