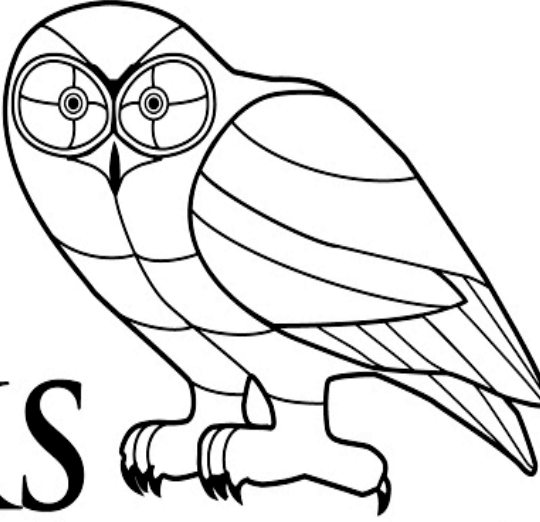


Volunteer Guide

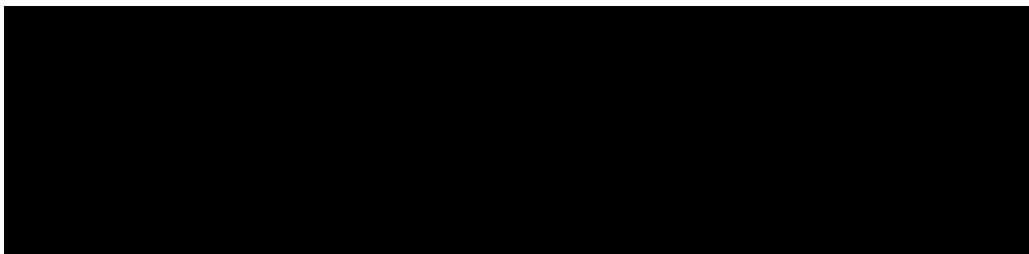
FOLK
ON THE
ROCKS



YELLOWKNIFE, NWT

July 18-20, 2008

Official Sponsor of Volunteers, 2008 Festival



Message from the Volunteer Coordinator

Thank you SO much to all of the volunteers who helped put together this year's festival. Every year, Yellowknife's volunteer force helps create so many of the amazing events that make this city a wonderful place to live, and this year is no exception. Through your commitment to Yellowknife as a community, to the arts as a way of bringing people together, and to Folk on the Rocks as a festival that unites people, cultures and musical genres, you have given us another phenomenal weekend of dancing in the sand!

I'd also like to thank another major part of our 2008 volunteer program: Northwestel! Their commitment to the North has been seen at the Canada Summer and Arctic Winter Games, and now Folk on the Rocks is grateful to have them bringing our community together for this weekend of fun and music! By coming on this year, as our official sponsor of the Volunteer Program, we have been able to give our volunteers a richer experience with Folk on the Rocks!

Thank you all so much for all of your hard work, and for going above and beyond the call of duty. Folk on the Rocks couldn't happen without you, and Yellowknife wouldn't be the same without your dedication and commitment.

Sincerely,

Nancy MacNeill
Volunteer Coordinator
Folk on the Rocks

Volunteer Code of Conduct

- *Always represent Folk on the Rocks in a positive manner, both in your behavior and in the way you talk about it*
- *Use of alcohol and illegal substances before and while on duty is **strictly prohibited**. Doing so is grounds for dismissal from the Volunteer Program*
- *Harassment is not allowed. It is unacceptable to harass others on the basis of sex, age, ethnicity, national origin, religion, marital status, citizenship, disability or other personal characteristics. Doing so is grounds for immediate dismissal from the Volunteer Program.*
- *Report any questionable medical or security related activity and/or situation to a staff member, board member or the volunteer coordinator.*

Volunteer benefits

- *6 Volunteer hours will earn you a day pass to the festival for the day you volunteer*
- *9 Volunteer hours will earn you a weekend pass to the festival*
- *Annually designed souvenir Volunteer festival T-Shirt*
- *Public recognition for your efforts*
- *More volunteer experience to put on your resume*
- *Amazing memories, and a great weekend in the sun*
- *A brand new way to see Folk on the Rocks*

volunteer philosophy

Volunteers are vital to Folk on the Rocks events. We depend on our volunteers to perform a variety of jobs that would otherwise go uncompleted. Many times, the jobs seem less than glamorous but are valuable to the overall success of the events. Folk on the Rocks cherish their volunteers and the staff has an incredible amount of respect for and devotion to you. We cannot stress enough how important it is for you to be committed to, aware and conscious of your roles. As volunteers, you should take pride in being a part of the production of this event.

volunteer requirements

- *Complete an enrollment form before volunteering*
- *Attend pertinent meetings and Volunteer Orientation Night*
- *Interviews and/or training may be required for some positions*
- *Arrive at Volunteer Headquarters 30 – 15 minutes before your volunteer shift.*
- *Observe the Volunteer Code of Conduct*
- *Work hard and have a good time*
- *Attend the Volunteer Appreciation Party after the festival!*

Be prepared

It's hard to really be prepared for an experience like the one you're sure to have at Folk on the Rocks. Some more practical ways to be properly equipped for the festival are:

- *Wear comfortable shoes*
- *Dress for all weather: bring a hat and sunscreen, but also a sweatshirt and long pants*
- *Bringing bug repellent will make you a hit with everyone who forgot, but not with the mosquitoes*
- *Make sure to ask questions! Read all the information you get from your team captain, and find out anything you don't understand.*
- *Know when all of your volunteer shifts are*

My volunteer shifts are:

Your Volunteer Position

We ask that you be aware of the time commitment and responsibilities expected of you. If you are unable to commit to your volunteer shift, please let us know in advance so that we can make arrangements to find a replacement. Once you are placed in a role, please make sure you make contact with your supervisor and advise them of any uncomfortable situations or limitations you have.

Who To Call if you can't make your shift

If at any time, you are unable, due to an emergency, to make your shift, or will be arriving late, please phone your Team Captain or the Volunteer Coordinator.

Volunteer Orientation

There is a mandatory Orientation Night for each Volunteer area. This gives you the chance to meet Folk on the Rocks staff, Team Captains, and other volunteers as well as see the grounds and ask any questions before the event.

Note that Rovers, Stage Management and Ground Travel have a separate Orientation from all other Volunteer areas.

Volunteer Orientation Night

Monday July 14th, 2007

Time: 7:00pm

Location: Folk on the Rocks Site

Volunteer Orientation Night for Rovers, Stage Management, Volunteer Headquarters, Site and Ground Travel

Tuesday July 15th, 2007

Time: 7:30pm

Location: Folk on the Rocks Site

Transportation and volunteer entrance

*Volunteers are responsible for their own transportation to and from the site. Located on the back page is a basic map to the Folk on the Rocks site. It is located across from the East end of the airport, on Highway #3 at Long Lake. Volunteers can only enter the site at the **West Gate**, and, if taking a cab, should communicate this to the driver.*

***Diamond Cabs** (873-6666) is offering a flat rate of \$12 to the site from town to the festival site. Please have your money on hand when you get in, and not make any stops, or the cab driver can charge you full price (usually \$2-\$3 more than the special).*

*There will also be a **bus system** running from various locations around town to the festival site. For details on the bus schedule, please check the website at www.folkontherocks.com. The bus will cost riders \$2.*

Volunteer Headquarters

Volunteer Headquarters is your hub for information, schedules, questions, lost items or children and anything else you might need at the festival. It should be your first stop whenever you get to the festival site. It's also where you sign in when you arrive on site for your volunteer shifts. You need to sign in both Saturday and Sunday (even if you've earned a weekend pass), and pick up your wristband and T-shirt.

There will be a message board at Volunteer Headquarters, as well as contact information for everybody on site that you may need to talk to. Please stop by if you have any questions or concerns about your volunteer job or if you need anything.

Refreshments and meals

Refreshments (water, juice and light snacks) will be available at Volunteer Headquarters, but you are responsible for your own meals. We have a great selection of international and western food at the concession!

Please bring a reusable mug or water bottle in order to reduce waste.

Attire, etc.

T-Shirts are issued at VHQ during the festival weekend. If you have achieved your volunteer hour quota prior to the festival, you are still required to go to VHQ for your T-shirt and to obtain your free daily wristbands.

Press inquiries

*If you receive a specific inquiry from a member of the media while on duty, as a volunteer, please direct them to Folk on the Rocks' Festival Director, **Lynn Feasey**. She can be reached through the VHQ.*

Alcohol and illegal substances

*Alcohol and illegal substances are not permitted on the festival site. Alcohol consumption is permitted in the **Beer Gardens ONLY**. Photo ID is required for admittance. All volunteers are welcome to go to the Beer Garden AFTER their shifts, as long as they change out of their Volunteer T-shirt before partaking, and are, of course, old enough. Under no circumstances are patrons allowed to bring their own alcohol onto the grounds.*

lost children & Hazardous situations

A child separated from their parents is terrifying for both the child and the parent. Please be sensitive to their concerns and assist them as much as possible. Locate your supervisor and let them know of the situation. A lost child can be brought to Volunteer Headquarters.

Report any unusual or potentially hazardous situations such as wasp nests, broken glass or faulty electrical lines to a security member or to Volunteer Headquarters. If possible, remain at the scene until it is taken care of to ensure that no one comes across it unexpectedly or is hurt.

emergencies

With many visitors during the events, we could experience minor first aid problems like cuts, bruises, heat exhaustion, etc. or, occasionally, more serious medical problems such as heart attacks or broken bones. The following is a step-by-step instructional guide on effectively managing emergency situations:

- 1. If you stumble onto a medical emergency, deal with the injured person first. This is your number one priority.*
- 2. At the first available moment, locate a security crewmember or a rover with a radio and have them radio volunteer headquarters. Someone there will contact the on-site first aid attendants.*
- 3. Please stay with the injured person until an attendant releases you*

The safety and well-being of our staff, volunteers and patrons is our highest priority. In any emergency situation, there are a few important things to remember:

- Deal with the situation first*
- Remain calm. Getting excited, overreacting and yelling doesn't help, and the injured*

Remember...

... that you're here to help bring a festival together, not to make everything run perfectly
... that everything WON'T run perfectly, and that's all right
... that flexibility is key
... to stop and listen to the music every once in a while