

VOLUNTEER HANDBOOK

2018



Volunteer Team Leaders:

Volunteer Director Alycia Niles

<u>Area</u>	<u>Team Leader</u>
General	Isabelle
Ticket Sales	Chad
Family Zone	Jessica
BBQ Zone	Alona
Security	Kyle
Sports	Jean-Marc/ Patrick
Finance	Jean-Marc



WELCOME TO THE CHEO BBQ VOLUNTEER SERVICES!



Hello CHEO BBQ volunteers! Please read this handbook thoroughly as it answers a lot of questions in order for you to have the best volunteer experience possible. We hope you have a great time – meeting lots of new people, re-connecting with old friends, learning new skills, and enjoying the sports and entertainment on site. We can't do it without you. Thanks so much for joining the volunteer team!

CHEO BBQ'S COMMITMENT TO VOLUNTEERS

- To recruit suitable general volunteers, supervisors and area leaders
- To provide support, with continued on-site guidance and direction
- To provide a safe and fun working environment
- To respond to volunteer feedback
- To treat volunteers as valuable members of the team

YOUR COMMITMENT TO US

- You are representatives of the CHEO BBQ. You are authorized to act as representatives of the BBQ as indicated within your job description. You are responsible for your actions and behaviors while on site (on or off shift) so please follow your job description and have fun
- Please maintain the confidentiality of privileged information to which you are exposed while serving as a volunteer

CHEO BBQ VOLUNTEER CODE OF CONDUCT

To ensure we create memorable experiences for those attending CHEO BBQ, and to maintain equality and fairness for volunteers, we have established some guidelines that we would like you to follow.

CHEO BBQ has zero tolerance towards the following behaviors and reserves the right to revoke on-site volunteer privileges without notice:

- Checking into the site and not reporting for a scheduled shift
- Theft
- Consumption of alcohol or intoxication before or during a shift
- Possession or use of drugs and/or illegal substances
- Harassment, in any form
- Destruction of CHEO BBQ property
- Insubordination
- Breach of confidentiality
- Unreported absence
- Inappropriate behavior or negative attitude
- Smoking while on duty
- Unnecessary use of cell phone while on duty

ORIENTATION - This year, you will be sent a link to an orientation video to watch prior to the day of the event. If you do not receive the video or want to watch it again, it will also be available on the CHEO BBQ Facebook [page](#).

PRE-EVENT PLANNING TIPS

REGISTERING ONLINE – Please note that all volunteers must register online prior to the day of the BBQ. We unfortunately cannot accept any new volunteers the day of the event.

HIGH SCHOOL VOLUNTEER HOURS - If you are a high school student and need a CHEO BBQ representative to sign your school issued volunteer form, it is your responsibility to ask either Alycia to sign the form after your shift before you leave.

ASSISTED VOLUNTEERING - Volunteers needing personal assistance or support while on duty must have a support worker with them during volunteer shifts. Support workers need not register unless they plan to carry out volunteer duties as well.

ACCESSIBILITY AT CHEO BBQ - The CHEO BBQ is actively taking steps to ensure it is accessible to all barbeque participants, guests, committee members and volunteers. If you need any assistance, please just ask! Current measures to support CHEO BBQ's event accessibility include:

- Consultation with Ottawa's local Disability community
- Equal opportunity event publicity
- Accessibility education for committee members and volunteers
- 2 Accessible Port-a-Potty's
- Access Team barrier identification and removal
- Wheelchair accessible entrance to event site
- Inclusive volunteer team

CHEO BBQ is committed to ensuring that the event continues to be accessible and enjoyable for all members of the community. For more information on accessibility at CHEO BBQ please email: volunteer@cheobbq.com.

VOLUNTEERING WITH A FRIEND – Before registering, coordinate times of availability and the area in which you would like to volunteer with your friend. While registering, write a note with your friend's name to clarify you wish to work together. We cannot guarantee that you will be scheduled with your friends, but we will do our best.

SHIFT CANCELLATIONS - If you discover you are unable to attend, or need to change your shift, please email volunteer@cheobbq.com **immediately**. If you fail to notify us that you are unable to make your shift, or do not show up at all, you may be denied the opportunity to volunteer next year.

DRESS CODE/UNIFORM

- T-shirts and name badges will be issued at the volunteer tent during check-in for your shift
- T-shirts and name badges must be worn while volunteering. Please consider this t-shirt your uniform
- T-shirts are not to be worn while off duty. Please bring additional clothing if you wish to stay after your shift has ended
- Your t-shirt is not to be shared with anyone
- T-shirts are not to be altered in any way (i.e. cutting, tearing, rolling up, etc.)
- Be prepared for all types of weather by bringing a hat, sun screen, appropriate footwear/clothing, and a jacket or sweater

STORAGE - It's best to leave valuables at home, but there is a volunteer area where you can leave your bag. Although volunteers and committee members are always present in the Volunteer Tent, we cannot guarantee the safety of your belongings. For security reasons, all volunteer bags will be checked upon entry to the site.

WATER STATIONS – There will be bottled water provided to all volunteers throughout the day. There will also be designated areas to refill water bottles.

COMPLIMENTARY MEALS

- A complimentary meal will be provided to volunteers
- During their shift, volunteers will receive a meal voucher from their area leader that can be exchanged at the ticket sales tent
- Please check with your area leader for policies on when to take meal breaks
- Vegetarian options are available

ON-SITE FESTIVAL DETAILS

VOLUNTEER TENT - Still have a few questions before or during your shift? Stop by the Volunteer Tent where you can drop-in and ask any last-minute questions. Don't be shy to ask - the people in the Volunteer Tent are here for you! You must check-in at the Volunteer Tent at least 15 minutes before the start of your shift where you'll receive your t-shirt, name badge and submit any pledge forms. Please bring identification. Following check-in, you must report to your assigned activity and area leader.

CHAIN OF COMMAND - All volunteers report directly to the area leader in charge of the assigned activity. Area leaders report to Alycia, Director of Volunteers

VOLUNTEER SURVEYS - Please take the time to complete a volunteer satisfaction survey located on our website that will be sent out after the event. The surveys are anonymous. Feedback is a much appreciated- yours is important to us.

PHOTOS - Volunteer photographers have been tasked with capturing the excitement of volunteering at CHEO BBQ. Photos will be used for recruitment purposes on the CHEO BBQ website, and various social media venues. Smile and show everyone how much fun volunteering at CHEO BBQ really is!

GREENING - Please follow our greening initiatives from biking to the festival, using our shuttle, to properly separating waste and recyclables.

WEATHER RELATED DELAYS - When faced with storm conditions at CHEO BBQ, each situation presents different challenges and circumstances. To ensure everyone's safety, as well as accuracy and consistency when relaying our message to the public, you should:

- Remain calm
- Ensure everyone in your area is safe
- Seek direction from your area leader who will in turn get direction from CHEO BBQ Leaders
- If asked, inform attendees that you are a volunteer and unable to make weather related decisions on behalf of the BBQ

NOTE: that CHEO BBQ continues rain or shine and these are for extreme storm situations only.

LOST & FOUND - During the festival, both lost and found items can be delivered to, or collected at the Volunteer Tent

FIRST AID - First Aid is provided by the Gatineau Ski Patrol, located just beyond the entrance. First Aid will also be walking through the grounds for immediate assistance.

PARKING/TRANSPORTATION - Parking is extremely limited at the site and you are responsible for your own transportation and parking. Here are some options:

- WALKING – We are located behind Potvin arena at the bottom of the hill on Shefford Rd.
- CYCLING – There will be a secure place to keep your bicycle
- BUS – We recommend you use the OC Transpo Travel Planner to plan your route.
- SHUTTLE – There will be a free shuttle provided from Blair Station directly to our event.

The shuttle will depart from Entrance # 1 at Gloucester Centre, 1980 Ogilvie Road. That's the entrance to the food court, located directly across from the OC Transpo station. There is a little 'turn in stop' located right at the door where the bus will stop.

At the event site, there is one entrance and one exit to Potvin Arena. The shuttle will pick up inside the parking lot, just at the base. There will be signs posted at both locations to identify the shuttle stop.

THE SCHEDULE FOR THE SHUTTLE BUS IS AS FOLLOWS:

Depart Gloucester: 06:45	Depart Shefford: 07:00
Depart Gloucester: 07:15	Depart Shefford: 07:30
Depart Gloucester: 07:45	Depart Shefford: 08:00
Depart Gloucester: 08:15	Depart Shefford: 08:30
Depart Gloucester: 08:45	Depart Shefford: 09:00
Depart Gloucester: 09:15	Depart Shefford: 09:30
Depart Gloucester: 09:45	Depart Shefford: 10:00
Depart Gloucester: 10:15	Depart Shefford: 10:30
Depart Gloucester: 10:45	Depart Shefford: 11:00
Depart Gloucester: 11:15	Depart Shefford: 11:30
Depart Gloucester: 11:45	Depart Shefford: 12:00
Depart Gloucester: 12:15	Depart Shefford: 12:30
Depart Gloucester: 12:45	Depart Shefford: 13:00
Depart Gloucester: 13:15	Depart Shefford: 13:30

*****BREAK*****

Depart Shefford: 15:00	Depart Gloucester: 15:15
Depart Shefford: 15:30	Depart Gloucester: 15:45
Depart Shefford: 16:00	Depart Gloucester: 16:15
Depart Shefford: 16:30	Depart Gloucester: 16:45
Depart Shefford: 17:00	Depart Gloucester: 17:15
Depart Shefford: 17:30	Depart Gloucester: 17:45
Depart Shefford: 18:00	Depart Gloucester: 18:15
Depart Shefford: 18:30	Depart Gloucester: 18:45
Depart Shefford: 19:00	Depart Gloucester: 19:15
Depart Shefford: 19:30	Depart Gloucester: 19:45
Depart Shefford: 20:00	

FUNDRAISING

Fundraising efforts of every volunteer impact the success of this event, with all proceeds going directly to CHEO. Every year we are able to donate thousands of dollars. There are great pledging prizes too!

Ways to Raise Funds – CHEO BBQ offers many different ways to raise funds to help reach our goal:

- *COLLECTING PLEDGES OR DONATIONS* – Our goal is to raise \$20 000 in pledges and donations. Every penny you raise goes directly to the donation total that helps the children of our community. You will receive an e-mail from your area leader with an attached pledge form to start collecting. You may also find a pledge form on our website at www.cheobbq.com
- *ONLINE DONATIONS* - You can donate for yourself, on behalf of a team or an individual.
- *SILENT AUCTION* - We will have an onsite silent auction where you will find great items to bid on. For example, sporting event tickets, hotel stays and gift certificates to various restaurants, among many other items.

Hints & Tips to Pledging – The most challenging part of raising donations is getting started. Below are some great ways to get the ball rolling!

- Be realistic; know that every little donation helps
- Set a goal for yourself
- Pledge yourself to start your effort that will set the “tone” for the rest of your pledges to follow your lead
- Target friends, family, co-workers and neighbours as key sources of pledges
- Set a challenge to family members, co-workers, or your company to match your efforts to double your pledge
- Try a mini fundraiser in your school or place of work. E.g. Pizza party, bottle drive, bake sale.

Reaching your personal goal!

Here’s an example of reaching a goal of \$100 by breaking it down into smaller pieces. It’s easy to see that collecting even \$100 can be achievable and it all goes to CHEO!

- 10\$ pledge to your self
- 10\$ pledge from Mom
- 10\$ pledge from Dad
- 5\$ pledge from brother and/or sister
- 5\$ pledge from 5 friends
- 5\$ pledge from 5 co-workers
- 5\$ pledge from 3 neighbours