

**Eastside Water of Creekside at Creekside Park**

**Vancouver, BC  
June 19-20, 2010**

**VOLUNTEER  
INFORMATION  
HANDBOOK**

## **VOLUNTEER CHECK-IN**

When you check-in as a Volunteer for your first shift, you will receive a Festival T-shirt and a Volunteer wristband. The wristband will give you access to specific areas on the site, as well as your allotted meals. You will be required to acknowledge receipt of these items once you receive them. Volunteers will not be permitted to start a shift without the Festival T-shirt and wristband.

***Note: Do not give your name wristband or T-shirt to any other individual; you will only be issued one.***

All Volunteers are required to check-in a **minimum of 15 minutes** before each shift at the Volunteer Check-In. Please see the site map (which will be placed on the website shortly) for the exact location. Unless otherwise notified by the Volunteer at Volunteer Check-In, you should wait for your Area Captain to bring you to your assigned shift area.

Volunteers working in any Finance Area and/or handling cash or Dragon Dollars need to arrive a **minimum of 30 minutes** before each shift, in order to count your float. Your Captain **MUST** accompany you to and from the Finance Trailer. **Do not walk around the site alone with cash.** Please radio your Captain for an escort to the Finance Trailer at least 15 minutes prior to the end of your shift; this will give them adequate time to reach you. It is imperative that you do not mention the details of your float or money over the radio. This is for your safety and the security of the site.

## **TAKING BREAKS**

Food and drinks will be supplied to all Volunteers before and after scheduled shifts. However, please be prepared to be flexible as changes can occur in scheduling. The Volunteer Food Area is located by the Volunteer Check-In and is an area for you to get away from the crowds, rest and have a bite to eat. Please keep in mind that people are depending on you and returning to your area on time after a break is important. It is unfair to your co-workers if you are late. Enjoy your break times but return promptly; other people may miss their break if you do not return on time.

Please be discreet about eating and drinking at your station. If the weather is hot and sunny, please ensure that you drink plenty of water to keep hydrated. Bring a water bottle to keep with you at all times. **Consumption of alcohol is STRICTLY PROHIBITED before or during your designated shifts.** Only Volunteers 19 years of age or older will be served in the beer gardens, please ensure you have the required valid ID to present to security. **You must change out of your Festival T-shirt if you are in the beer gardens as a customer.**

## **IF YOU BECOME ILL OR UNAVOIDABLY LATE**

It is essential that you contact your Captain as soon you realize you will be unable to attend your shift or if lateness is unavoidable. If you cannot contact your Captain, please call the Festival Office at 604.688.2382 or the Volunteer Coordinator 778.990.1473 and leave a message stating your name, time, and details of your shift.

## WHO IS A CAPTAIN AND WHAT DO THEY DO?

A Captain is a Volunteer, with several years experience, who has committed their time to oversee one of the many Festival Departments. Their knowledge and expertise is valuable to the Festival and to the many new Volunteers. A Captain puts in many hours before and after the Festival to maintain a successful and pleasant working operation for their department.

A Captain will contact you directly to inform you of your placement in their department and with details of your scheduled shifts and duties. This would be a good time to ask any questions you may have regarding the department and Festival. Each Captain prepares their own shift schedules therefore, it is **important** that you discuss any schedule conflicts with your Captain as soon as possible. Additionally, it is **important** and greatly appreciated if you could free up as much time as possible during the Festival weekend, to allow for flexibility in scheduling.

It is important that the contact information on your registration forms is legible and reliable. Please be sure to check your e-mail account frequently. If your Captain is unable to contact you within a reasonable amount of time, your name will be removed from their calling list and you will be replaced with another Volunteer.

*Please note: Captains obtain your name and contact information from the Volunteer Coordinator. Your information is considered privileged and is not distributed to anyone outside of those directly involved in the organization.*

## WHAT TO WEAR

As a Volunteer, you play a key role in how the Festival looks. You will be constantly visible to the public therefore; personal hygiene and cleanliness are of the utmost importance. Please keep in mind that you represent the Rio Tinto Alcan Dragonboat Festival as such, you must wear your Festival T-shirt and wristband at all times when volunteering. Your T-shirts and wristband help to identify you from the 100's of people attending the Festival. You will be on your feet most of the day, so please wear comfortable walking shoes and clothing. Furthermore, please dress prepared for rain or shine (warm, dry, clothes, a hat, and sunscreen).

Consider leaving your valuables at home, Festival organizers are **not** responsible for lost, stolen, or damaged articles. Therefore, we recommend you do not bring large sums of money, credit cards or any other items of value onto the site. If you must bring something of value, please consider wearing a fanny pack. **WE STRONGLY ADVISE YOU TO BRING ONLY NECESSARY ITEMS TO THE SITE. THERE ARE NO STORAGE FACILITIES AVAILABLE.**

## FIRE

All Volunteers should become familiar with the locations of the fire extinguishers and emergency exits located throughout the site.

**All fires must be reported to the Dispatch Centre.** Dispatch can be reached by anyone who has a radio. Your Captain will have a radio and will report all problems. If you do not have a radio and/or a Captain is not available, flag down a person with a radio to relay messages to Dispatch for you.

When reporting a fire, it is imperative that a calm, clear description of the incident be given to the Dispatch Operator, i.e. size, source, and location. The Dispatch Centre must be notified immediately in order to dispatch on-site safety personnel or the Vancouver Fire Department.

In the unlikely event of a fire or other emergency requiring evacuation of the premises, many guests will look to you for leadership and direction. Please take a moment to familiarize yourself with escape routes and to develop an emergency plan with other members of your team. **This is very important.**

## **FIRST AID**

First Aid is available to everyone on site. If a medical emergency occurs in your area:

1. Stay calm.
2. Summon the nearest Staff member with a radio. *The Staff person with the radio will immediately contact dispatch.*
3. Do your best to attend to life threatening or serious physical problems (i.e., bleeding, choking, etc.)
4. Make the victim as comfortable as possible. **Do not move the person** unless their present position places them in imminent danger.
5. If you have a radio, contact dispatch and relay:
  - a. the nature of the emergency;
  - b. your location; and
  - c. the symptoms
6. Avoid temptation to play doctor unless you are a qualified medical attendant.
7. Ensure that you have cleared the way for the emergency staff to get through to you.
8. In the event of a First Aid Emergency: radio use will cease on the channel by all others while the situation is being tended to. Dispatch may relocate emergency to a new channel. Please wait to resume communication on your channel until you have heard Dispatch `clear' the channel to resume normal activity.

## **COMMON VISITOR QUESTIONS**

While working on the Festival site, you may be asked many questions. Please ensure that you take the time to orient yourself to the Festival site. Please see the Site Map in the Festival Souvenir Program or arrive early to walk through the site.

It would be a good idea to know the answers to the following questions:

1. Where is the nearest washroom?
2. Where is the telephone?
3. How do I get to the Main Stage/Racer's Village/The Dock/Beer Garden?
4. Where can I get a schedule of events?
5. Where is the closest ATM?
6. Where is lost and found?

You may also be asked not-so typical questions during your shifts. Guest Services can answer most of these questions. Please familiarize yourself to the location of Guest Services, so you may direct individuals to their booth.

## LOST/FOUND PERSONS

Please bring all lost and found individuals to the Site Production Office Trailer. Dispatch will handle the situation according to Festival Protocol. **Please do not report lost or found individuals over the radio or over any PA System. Never say the name of the individual over a radio**

When reporting a missing person it is imperative that you provide a clear description of the individual to the Dispatch Operator, providing age, sex, hair colour, height, weight, clothing wearing and location last seen.

## ENJOY YOURSELF

When not volunteering, please make sure to take the time to explore and have fun around the site. This is a great chance to meet people from all over the world, taste new and exciting foods, and be part of this wonderful world-renowned festival.

## OVERVIEW OF FESTIVAL

<b>Festival Hours:</b>	Friday, June 18 (set up)	4:00 PM to 10:00PM
	Saturday, June 19	10:00AM to 6:00PM
	Sunday, June 20	10:00 AM to 6:00 PM

<b>Some highlights:</b>	<b>Fri:</b>	
	Blessing Ceremony	5:00 PM
	VIP Reception	6:00 PM
	<b>Sat:</b>	
	Races	Start 8:00 AM
	<b>Sun:</b>	
	Racing Finals	Start 8:00 AM

**See Festival Program for more details. It will be available shortly.**

<b>Dragon Boat Office:</b>	110 Keefer St. Vancouver, BC Tel: 604.688.2382 Fax: 604.677.2147
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<b>Volunteer Coordinator:</b>	LeiLani Hamilton
<b>Race Volunteer Coordinator:</b>	Wendy Eng

<b>General Manager:</b>	Ann Phelps
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