



VICTORIA

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**DRAGONBOAT**

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FESTIVAL

**Volunteer Handbook**

**2011**



**Victoria Dragon Boat Festival Society**

Suite 2010 – 1818 Government Street  
Victoria, BC  
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(250) 704-2500

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Dear Volunteers,

Welcome to all returning and new volunteers! We're looking forward to working with you.

Thank you for volunteering with the 2011 Canada Dry Victoria Dragon Boat Festival, Victoria's premiere Asian cultural festival and sporting event.

On August 12th, 13th and 14th, approximately 75 dragon boat teams from all over North America will gather for the 17th annual Canada Dry Victoria Dragon Boat Festival in Victoria's Inner Harbour. We have many exciting things planned including entertainment on two stages and the Forbidden City food court, which is full of exotic culinary delights. Drawing up to 90,000 attendees to Victoria's downtown, the Canada Dry Victoria Dragon Boat Festival also contributes to the economic vitality of our beautiful city by attracting locals and tourists to the Inner Harbour.

We are deeply appreciative of your support for one of the most popular and outstanding summer events in Victoria. Each year, thousands of community members work together to put on an exciting festival, which helps build local community spirit by providing a fun, free family event for everyone to enjoy. We also raise funds for our Charity of Choice, the BC Cancer Foundation, which supports cancer research and care right here in our province.

We couldn't do any of this without you. Thank you for your time, enthusiasm and commitment.

Sincerely,

A handwritten signature in black ink, appearing to read "Sarah Smith".

Sarah Smith

Volunteer Coordinator

A handwritten signature in black ink, appearing to read "Linda Tesser".

Linda Tesser

Executive Director

# **Victoria Dragon Boat Festival Society Board of Directors**

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## **Chair**

Mark Grey-Dreaper

## **Vice Chair**

Tony Joe

## **Treasurer**

John Kay

## **Secretary**

Mark Mawhinney

## **Directors**

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Marie Amante

Paul Chow

John Clarke

Daniela Cubelic

Dave Cutler

Sinclair Mar

Christine Smart

Lillian So

William So

# Festival Organizing Committee

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## Organizing Committee Chair

Marie Amante

<b>Beer Garden Chair</b>	Loreli Urquhart
<b>Beer Garden Co-Chair</b>	Ron Magnusson
<b>Gala Dinner Chair</b>	John Clarke
<b>Merchandise Chair</b>	Marie Amante
<b>Paddlers' Experience Chair</b>	Glenys Haskins
<b>Race Chair</b>	Lillian So
<b>Site Chair</b>	Glenys Haskins
<b>Strategic Planning Chair</b>	Mark Mawhinney

## Festival Staff

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Linda Tesser – *Executive Director*

Jennifer Loo – *Development Officer*

Viki Hildreth – *Race Registrar*

Sam Witt – *Festival Producer*

Sarah Rankin – *Marketing and Communications Supervisor*

Karen Batchelor – *Marketing and Communications Coordinator*

Glenys Haskins – *Office and Event Coordinator*

Sarah Smith – *Volunteer Coordinator*

# Festival Key Officials

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<b>Beer Tent</b>	Loreli Urquhart
<b>Food Crew</b>	Carmen Sum
<b>Guest Services</b>	Paul Chow
<b>Information Tent</b>	Sandy Ascott
<b>Retail</b>	Daniel Downie
<b>Security</b>	Doug Smith
<b>Site Crew</b>	Glenys Haskins
<b>Site Decoration</b>	Liz Graham
<b>Site Decoration</b>	Valerie Westra
<b>Volunteer Headquarters</b>	Bert Boutillier

# Race Key Officials

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<b>Crew Marshalling</b>	Greg Bissky
<b>Dock Crew 1</b>	Brian Doerkson
<b>Dock Crew 2</b>	Hal Etheridge
<b>Environment</b>	Rod Miller
<b>Extra Crew</b>	Jef Conroy
<b>Race Director</b>	Greg Lamb
<b>Race Manager</b>	Chris Raines
<b>Race Results</b>	Lillian So
<b>Race Starter</b>	Lorraine Gilbert
<b>Registration</b>	Viki Hildreth
<b>Water Crew</b>	Neil Pritchard

# The History of Dragon Boating

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The dragon boat festival, "Duan Wu Jie" in Chinese, is traditionally celebrated on the fifth day of the fifth month of the Chinese lunar calendar. Most people believe that dragon boat festivals were established to commemorate a great patriotic poet, Qu Yuan.

Qu Yuan served in the court of Emperor Huai during the Warring States Period (475 - 221 BC). He was a wise man, but his struggle against corruption angered greedy court officials, who convinced the Emperor to exile Qu Yuan. The strain of exile drove him to dark despair. When he heard that his mother country, the Chu State had been defeated by the strong Qin State, Qu Yuan flung himself into the Miluo River.

According to legend, after hearing that Qu Yuan had drowned, local fishermen raced to the spot in their boats to search for his body. They slapped the water with their oars and banged on drums to scare away the fish and water dragons while they searched, and they threw food into the river to keep the fish away from his body.

People race dragon boats every year on the anniversary of his death, the fifth day of the fifth month, to commemorate this great poet and statesman. Dragon boat races are now held worldwide, and the ideals of Qu Yuan are still honoured through Taoist ceremonies, the spirit of the paddlers, and the invitation and involvement of the local community. The festival's many activities remind people of the importance of loyalty and commitment to the community.

# The Sport of Dragon Boat Racing

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## The Boats

Chinese dragon boats were first designed as long, narrow fishing vessels ranging in length from less than ten metres to over thirty metres long. Their slim, streamlined design enabled them to move swiftly through the water with minimal effort. Boats designed for fishing were more simple, but those built for racing had elaborately carved dragons heads on their prows. Today's dragon boats are usually made from fibreglass and plywood in order to make them lighter, faster, and easier to maintain.

## The Stroke seats

The drummer or “caller” used to be considered the heartbeat of the dragon boat; more commonly nowadays the two front paddlers or “stroke seats” set the crew's pace, and the drummer relays this to all other paddlers through his drum.

## The Paddlers

Dragon boats are operated by “paddlers” rather than “rowers”. Dragon boat paddlers sit, crouch or stand facing forward in the direction of travel, whereas rowers sit facing backwards. Paddlers synchronize their strokes. Well-synchronized teams can feel the response of the boat and its surge through the water via the blades of their paddles, and will adjust their reach and the catch of their blade tips to be more powerful and synchronized.

## The Stern

The stern, also known as the steersperson, coxswain, helm, sweep, or tiller, controls the dragon boat with a steering oar that is mounted at the stern. The stern may work with the drummer to call out commands during a race, and must constantly be aware of the boat's surroundings.

# Timeline of the Canada Dry Victoria Dragon Boat Festival

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- 1986** Dragon boating is introduced to North America at Expo '86 in Vancouver
- 1994** Dragon boating is introduced to Victoria as a demonstration sport at the Harbour Festival commemorating Hong Kong Day
- 1995** Victoria's first Dragon Boat Festival is founded by the VCCA. It is a one-day event featuring 20 teams, all from out of town.
- 1997** Victoria Dragon Boat Festival Society is formed. The festival is expanded to a two-day event, and features 40 teams, including local and out of town teams.
- 1998** The Festival grows to 50 teams, and the Multicultural Entertainment Stage is introduced.
- 1999** Introduction of the Children's Activity Area makes the festival fun for the whole family.
- 2000** To accommodate 64 teams, the Paddlers' Village is introduced.
- 2001** In its first year, the Paddlers' Pledge Drive raises over \$20,000 for the Victoria Hospitals Foundation towards a new probe.

**2003** The Paddlers' Pledge Drive raises over \$33,000 towards the purchase of mammography machine.

**2004** The 10<sup>th</sup> Year Anniversary is a record-breaking year for teams and spectators. The festival is expanded to three days and two nights, and features the Forbidden City Food Court for the first time.

The Paddlers' Pledge Drive raises over \$48,000, totaling over \$126,000 since its inception.

**2006** The Lights of Courage campaign begins at the festival site. This is also the first year of Family Fun Night and the Air Band Contest at the Paddlers' Dance.

**2008** The festival doubles in size, and welcomes the addition of the Cultural Interpretive Centre and Chinese Market.

**2009** The Canada Dry Victoria Dragon Boat Festival celebrates its 15<sup>th</sup> Anniversary.

**2011** The Silk Road Classical Chinese Tea Garden is introduced to the festival. The festival theme is cherry blossoms.

# Volunteer Duties

Volunteer Position	Description
<b>All Volunteers</b>	<ul style="list-style-type: none"> <li>• Follow directions from the Volunteer Coordinator, Key Officials, and Festival Staff</li> <li>• Assist all visitors to the festival</li> <li>• Be ambassadors of the Victoria Dragon Boat Festival Society</li> </ul>
<b>Beer Garden</b>	<ul style="list-style-type: none"> <li>• Setup, prepare, and clean the Beer Garden before guests arrive</li> <li>• Fill the coolers with ice and beer</li> <li>• Serve guests beverages</li> <li>• Clean and wipe tables throughout the shift <i>MUST be 19 years old and have Serving It Right</i></li> </ul>
<b>Crew Marshalling</b>	<ul style="list-style-type: none"> <li>• Escort dragon boat teams to the docks</li> <li>• Check wrist bands</li> <li>• Inform race teams of their race number and time</li> </ul>
<b>Decoration</b>	<ul style="list-style-type: none"> <li>• Set up lanterns and decorations around the site</li> <li>• Assist the Site Crew as needed</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>• Recycling and garbage clean-up around the site</li> <li>• Restock supplies where needed on site <i>Please note that this crew is not responsible for stocking washrooms</i></li> </ul>
<b>Dock</b>	<ul style="list-style-type: none"> <li>• Move paddlers safely on and off the boats <i>Must have boating experience</i></li> </ul>
<b>Extra</b>	<ul style="list-style-type: none"> <li>• Help Staff and Key Officials where needed</li> <li>• Assist other volunteer crews as the need arises</li> </ul>
<b>Food</b>	<ul style="list-style-type: none"> <li>• Distribute snacks and lunches to volunteers at the Volunteer Headquarters</li> <li>• Deliver snacks and lunches to volunteers who cannot leave their post to pick up food <i>Volunteers with Food Safe Level 1 are preferred.</i></li> </ul>
<b>Information Booth</b>	<ul style="list-style-type: none"> <li>• Provide information about the festival, Victoria landmarks, and transportation to guests</li> <li>• Promote the exciting events, activities, and cultural experiences of the festival to guests</li> </ul>

Volunteer Position	Description
<p><b>Information Greeter</b></p>	<ul style="list-style-type: none"> <li>• Greet and welcome guests at entry gates</li> <li>• Provide information about the festival, Victoria, landmarks, and transportation to guests</li> <li>• Promote the exciting events, activities, and cultural experiences of the festival to guests</li> </ul>
<p><b>Paddlers' Information</b></p>	<ul style="list-style-type: none"> <li>• Assists paddlers inside the Paddlers' Village</li> <li>• Distributes water</li> <li>• Answers questions related to race and festival activities</li> <li>• Provides information for visitors interested in the sport of dragon boat racing</li> </ul>
<p><b>Retail</b></p>	<ul style="list-style-type: none"> <li>• Promote the sale of festival merchandise</li> <li>• Greet and assist customers</li> <li>• Recommend and select items to suit the needs of patrons</li> <li>• Put together visually appealing displays to attract festival patrons</li> </ul> <p><i>Please note that volunteers do not handle money.</i></p>
<p><b>Security</b></p>	<ul style="list-style-type: none"> <li>• Ensure that only paddlers, Key Officials, and appropriate volunteers are allowed on the docks</li> <li>• Restrict access at the Beer Garden</li> <li>• Control traffic on the road entrances, and exits</li> <li>• Monitor the Retail, Food, and Children's Tents</li> </ul>
<p><b>Site Crew</b></p>	<ul style="list-style-type: none"> <li>• Execute setup and take down of the site</li> <li>• Ensure the operations of the Festival are properly equipped</li> </ul>
<p><b>Sponsor Appreciation Tent</b></p>	<ul style="list-style-type: none"> <li>• Greet and attend to the needs of festival sponsors and other VIPs, including Board of Directors and Organizing Committee members, local politicians, and media</li> </ul>
<p><b>Subway Volunteer Headquarters</b></p>	<ul style="list-style-type: none"> <li>• Sign in volunteers for each shift</li> <li>• Distribute volunteer T-shirts and passes, and establish food distribution</li> <li>• Attend to volunteer needs</li> </ul>
<p><b>Water</b></p>	<ul style="list-style-type: none"> <li>• Responsible for race refereeing and safety</li> <li>• Direct dragon boat teams on the water</li> <li>• Make efficient use of available space</li> </ul> <p><i>Must have significant boating experience; Pleasure Craft Operator Card is preferred.</i></p>

# Schedule of Events

## Friday, August 12

**8:00 AM to 8:00 PM** – Merchandise Tent is open

**11:00 AM to 10:00 PM** – The Beer Garden is open

**Flexible from 12:00PM to 7:00PM** – Food vendors are open in the Forbidden City Food Court

**12:00PM to 7:00PM** – Silk Road Tea Classical Chinese Tea Garden is open

**1:00 PM** – Eye Dotting Ceremony takes place at Ship Point

**4:00 PM to 8:00 PM** – Entertainment begins on the Quirke Cultural Stage

**4:30 PM to 7:00 PM** – Entertainment begins on the CHEK Main Stage

**5:00pm to 9:00pm** – Lights of Courage Celebration at Ship Point

**7:00 PM** – *How to Train Your Dragon* screens at the Tim Horton's Kids Tent

## Saturday, August 13

**8:30 AM to 4:30 PM** – Dragon boat racing heats run in the Inner Harbour

**8:00 AM to 8:00 PM** – Merchandise Tent is open

**Flexible from 9:00AM to 7:00PM** – Food vendors are open in the Forbidden City Food Court

**9:30 AM to 7:30 PM** – Entertainment on the Quirke Cultural Stage

**11:00 AM to 8:00 PM** – Entertainment on the CHEK Main Stage

**11:00 AM to 10:00 PM** – The Beer Garden is open

**12:00PM to 7:00PM** – Silk Road Tea Classical Chinese Tea Garden is open

**2:00 PM and 3:30 PM** – John Adams' popular Discover Chinatown walking tours depart from the Information Booth

**7:00 PM** – Paddlers' Air Band Competition taking place on the CHEK Main Stage

## Sunday, August 14

**8:00 AM to 12:00 PM** – Dragon boat racing semi-finals run in the Inner Harbour

**8:00 AM to 6:00 PM** – The Merchandise Tent is open

**Flexible from 9:00AM to 7:00PM** – Food vendors are open in the Forbidden City Food Court

**10:00 AM to 4:00 PM** – Entertainment on the CHEK Main Stage

**11:00 AM to 7:00 PM** – The Beer Garden is open

**11:30 AM to 4:30 PM** – Entertainment on the Quirke Cultural Stage

**12:00 PM to 4:30 PM** – Dragon boat racing finals take place in the Inner Harbour

**12:00 PM and 1:30 PM** – John Adams' popular Discover Chinatown walking tours depart from the Information Booth

**12:00PM to 7:00PM** – Silk Road Tea Classical Chinese Tea Garden is open

**4:00 PM to 7:00 PM** – Awards Ceremony taking place on the CHEK Main Stage

# Volunteer Responsibilities

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- Be courteous and helpful to all members of the public and answer all questions to the best of your ability.
- Follow the instructions of Key Officials and Staff. If you have questions, seek clarification right away.
- Know the site layout and the responsibilities of all crews.
- Behave in a respectful and courteous manner to spectators, paddlers, Staff, and fellow volunteers.
- Check in and check out for volunteer shifts at the Volunteer Headquarters.
- Arrive for your shift 15 minutes early.
- Wear your Volunteer T-shirt while on shift only.
- Contact your Key Official or the Volunteer Coordinator if you are unable to make a shift.
- Remain sober and substance-free during your shifts.
- Complete a current waiver.
- Complete a Criminal Record Check for the Security Crew.
- Complete and submit a copy of your Serving It Right certificate for the Beer Garden Crew.
- Be a team player – we may need your help with the duties of other crews!

# Items to Bring With You

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- Sunscreen and a hat
- Rain gear – the festival will happen rain or shine
- A spare shirt for enjoying festivities after volunteering
- A reusable water bottle – you can refill at the Volunteer HQ
- Extra food or snacks, particularly if you have dietary allergies
- Completed waiver – must be signed by a parent/guardian if you are under 18
- Criminal Records Check, Serving It Right, Food Safe, or PCOC certificates, if applicable

# At the Volunteer Headquarters

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*Please carefully look at the Site Map now and locate the Volunteer Headquarters as well as where you will be volunteering.*

## Check-In / Check-Out

- Volunteers will check in at the **Volunteer Headquarters (VHQ)** before each shift. Check the map located at the back of this booklet now to see where this will be located. Please arrive 15 minutes before your shift begins in order to receive your accreditation, familiarize yourself with the site, and arrive at your post on time.
- Be aware that the Volunteer HQ will be busy at the start of shift times, so please give yourself time and be patient.
- After your shift has finished, please check out with your Key Official as well as at the Volunteer HQ.
- When you arrive for your shift, you will receive a pass which will include all of your important information for that day. You will receive a new sticker for the pass on each day that you are volunteering at the festival. **You will only receive one pass for the festival**, so be sure to bring it back for all your other shifts.

## T-shirt and Nametag

- You will pick up your Volunteer T-shirt and your pass at the Volunteer Headquarters **at the beginning of your first shift**. **You will only receive one T-shirt for the festival**, so remember to bring it back for all your other shifts
- Be aware that on Saturday morning there will be lots of volunteers signing in for their first shift, so there may be delays. Please give yourself plenty of time, and be patient!

## Documents and Certificates

- Please bring any documents or certificates which you have not already submitted to our office and which we require to make you eligible to volunteer.
- This may include waiver forms, Serving It Right cards or certificates, and Criminal Records Checks. **If you do not have a current waiver on file, you will not be able to volunteer.**

## Personal Belongings

- Although there will be a place to store your personal belongings at the VHQ, we strongly advise you not to bring any valuables. We are not responsible for any items lost or stolen during the festival.

## Breaks, Snacks, and Lunches

- The festival does its best to provide food and refreshments for each volunteer. All volunteers are entitled to snacks and water from the Volunteer Headquarters. We encourage you to bring additional refreshments to ensure that you have food and water when you need them, particularly if you have dietary allergies which may be difficult to accommodate.
- **Sandwiches will only be given to volunteers participating for more than 5.5 hours/day.** Volunteers who will be receiving a sandwich will have this information marked on their passes when they sign in at the Volunteer Headquarters.
- For those who cannot easily access the Volunteer Headquarters, Food Crew Volunteers will be making snack, water, and sandwich deliveries. All volunteers are entitled to coffee, water and snacks, which are available at the Volunteer Headquarters.
- Volunteers are entitled to breaks, which will be assigned by the Key Officials. On your break, you can grab a snack and refreshment and walk around the site, enjoy the festival, or sit down and relax at tables.

# Dress Code

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You will be wearing your Volunteer T-shirt while on shift so that members of the public can easily find you. This will be your uniform as a volunteer. While you are wearing your uniform, you are a representative of the Victoria Dragon Boat Festival Society. **We require that you dress appropriately for your volunteer shifts.**

We ask that you do not alter the T-shirt in any way. So that you will be visible to members of the public, please do not wear anything over your Volunteer T-shirt, such as a scarf or sweater.

In order that you project a professional image to all of our guests and visitors, we ask that you not wear the following items:

- Short shorts or skirts
- Cut-off shorts
- Tight clothing, including leggings
- Clothes that are ripped or torn
- Clothes that are dirty
- Hats with logos
- Flip-flops and other open-toed shoes
- Boots
- High heels

All volunteers should wear clean, comfortable shoes for their shifts. Keep in mind that the festival takes place on a concrete pad, and that you will be on your feet a lot during your shifts. Running shoes are generally an excellent choice; volunteers with the Site Crew may opt to wear steel-toed boots if they have them.

Volunteers who are not appropriately dressed may be asked to change. If you have any questions about what constitutes appropriate dress, please contact your Key Official or the Volunteer Coordinator for clarification.

# Beer Garden Policy

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In order to project a positive public image, **please do not wear your Volunteer T-shirt or pass if you choose to drink in the Beer Garden after your shift.** If you do not have another shirt or a jacket to cover up your volunteer uniform, please turn your shirt inside-out.

# Alcohol/Illegal Drugs

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Volunteers are required to be sober and substance-free during their shifts. Any volunteer under the influence of illegal drugs or alcohol during their shifts will be relieved of their duties and asked to leave the festival site.

# Environment

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Every volunteer has a responsibility to keep the site clean, not just the members of our Environment Crew. Please pick up litter and recycling if you see it. Keep in mind that local bylaws prohibit smoking on the festival site.

# Teamwork

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You are a valued member of our team. Working together in a helpful, respectful, and cheerful manner will help generate unforgettable memories, not only for you, but also for your fellow volunteers, for paddlers, spectators, and for Staff.

You may be asked to assist another crew during your shifts. Please be receptive and remember that you are all working towards the common goal of holding an amazing festival for everyone to enjoy.

# Key Officials

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Every volunteer team with the Canada Dry Victoria Dragon Boat Festival is headed by a Key Official. The Key Official (KO) is an experienced volunteer who works closely with the Volunteer Coordinator and other Staff members to make sure that everything runs smoothly.

Our KOs have been planning the festival for months, and will be on site for the whole weekend. **They will be your direct supervisors during your volunteer shifts, and they will be providing you with specific training during the orientation session.** You may also have an Assistant Key Official in your area, who will assume the duties of your KO if they are busy or unavailable during the festival. Your KO will identify this person to you.

## Festival Hierarchy

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If you have any questions or concerns, please direct them to your Key Official. If your KO cannot resolve the situation, he or she will contact the appropriate official and/or the Volunteer Coordinator. Most problems can be solved easily by your Key Official.

If you have questions related to your schedule or a concern regarding your Key Official, please do not hesitate to contact the Volunteer Coordinator.

## Radio Use

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Radios are necessary on the site to keep the festival running smoothly. There are a limited number per crew. They are for festival related matters only. Misuse, including foul language, jokes, or casual conversation will not be tolerated and may result in radio privileges being revoked. Please ask your Key Official about proper radio language and protocol. Volunteers who are designated to receive radios will be given a list of channels and other information. Radios are not to be shared amongst volunteers.

## Parking

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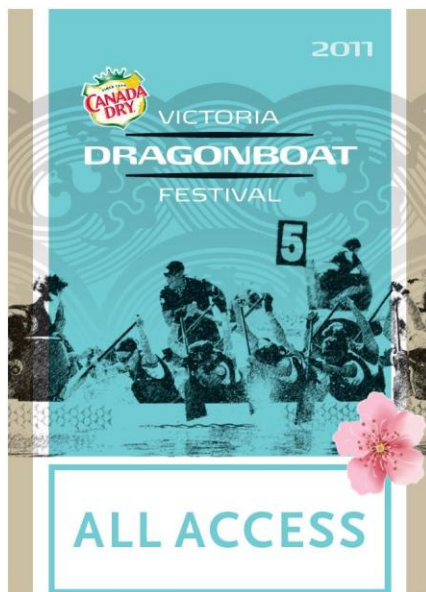
**There is no on-site parking for the festival** and we are unable to supply parking or reimburse for any parking costs. We recommend that you ride a bike, car pool, or take public transit to get to the festival site. Please keep in mind that many shifts begin early in the morning, before public transit begins. Please arrange for transportation prior to the festival and keep in mind that weekend transit runs on a different, less frequent schedule.

## Lost and Found

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The Lost and Found will be located at the Information Tent. If you find something, please bring it to the volunteers at the Information Tent. Likewise, if someone comes to you claiming that they have lost an item please direct them to the Information Tent.

# All Access Pass



- The All Access Pass provides access to most areas on the festival site, including the Paddlers' Village, the Beer Garden, and other secure areas.
- The All Access Pass does not include access to the docks; only Paddlers, Water Crew, and Dock Crew volunteers have access to the docks, except for in special circumstances.
- Only individuals who require unrestricted access to all areas of the site will be given All Access Passes.
- Anyone seeking access to restricted areas that does not have this accreditation must contact Staff for an escort. This includes media or sponsors.
- Access to the Sponsor Appreciation Tent is restricted to individuals with All Access and Sponsor Passes.

# Volunteer Appreciation Party

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## **You are cordially invited to our Volunteer Appreciation Party!**

This party is hosted by the Victoria Dragon Boat Festival Society and gives us the opportunity to say thank-you for all the time, hard work, and dedication you put into making the festival an exceptional event. Please come to relax and celebrate the amazing festival that you have helped to make possible.

**When:** Monday, August 22

3:30pm – 6:00pm

**Where:** CANOE Brewpub, Marina and Restaurant

450 Swift Street

**RSVP** to Sarah Smith, Volunteer Coordinator

by Tuesday, August 16

[volunteer@victoriadragonboat.com](mailto:volunteer@victoriadragonboat.com)

(250) 704-2500

# Emergency Procedures

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## Missing Child

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1. Remain calm.
2. Take parents or guardians to VHQ – the child may already be there.
3. Radio the Volunteer Coordinator and Security to inform them of the situation.
4. Fill out a “*Missing Child*” form with parents/guardians.
5. Stay off of the Security radio channel after the Priority One is called.
6. Security and Staff will call police if child is not found after a certain amount of time and an announcement may be made from the CFAX speakers.
7. Once the child is found and Priority One is called off, radio talk can return to normal.

## Lost Parent

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1. Comfort the child.
2. ALWAYS find another volunteer immediately to help escort the child to VHQ.
3. Radio the Volunteer Coordinator and Security to inform them of the situation.
4. Security and Staff will attempt to locate the child’s parents.
5. Fill out “*Lost Child*” form with the child.
6. Accompany the child until parents are found.

# Medical Emergency

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1. Remain with the patient.
2. Send another volunteer to find Security personnel with a radio to contact St John Ambulance personnel, the Volunteer Coordinator, and the Security Key Official.
3. Keep the area clear with the help of other volunteers to allow the St. John Ambulance to get through.
4. Keep the area clear of spectators while First Aid personnel are there.
5. Fill out an incident report afterwards in VHQ.

# Police/Fire Emergency

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1. Find a Security Volunteer and radio the Security Key Official.
2. Staff and Security will determine what to do based on emergency protocols.
3. Do not call 911; the festival has many resources on site and specific emergency plans. Staff will determine whether to call 911.
4. Remain calm and follow instructions from Staff and Key Officials.



# Your Important Information

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Your Crew(s): \_\_\_\_\_

## Your Key Official(s):

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Information: \_\_\_\_\_

Shift 1: \_\_\_\_\_

Shift 4: \_\_\_\_\_

Shift 2: \_\_\_\_\_

Shift 5: \_\_\_\_\_

Shift 3: \_\_\_\_\_

Shift 6: \_\_\_\_\_

## Contact

Sarah Smith

*Volunteer Coordinator*

2010 – 1818 Government Street

Telephone (250) 704-2500

Cell (250) 755-9247

Fax (250) 472-0680

*We really appreciate your contribution of time, dedication, and commitment to support your community and host a continuously successful festival – thank you!*

# Site Map

