



# 2017 VOLUNTEER MANUAL

## CONTACT INFORMATION

### Mailing address:

P.O. BOX 20094  
ST. THOMAS, ON  
N5P 4H4

### Office address:

168 Curtis Street  
St. Thomas, ON  
N5P 3W9

**519-207-4000** office

519-207-4001 fax

[volunteers@ironhorsefestival.com](mailto:volunteers@ironhorsefestival.com)

[www.ironhorsefestival.com](http://www.ironhorsefestival.com)

*Dear Volunteer,*

*Welcome to the 2017 Iron Horse Festival! Thank you for volunteering your valued time, we look forward to having you on our team!*

*Over the years our festival has grown in popularity and size, we couldn't have done it without the hardworking, dedicated volunteers just like you! This year promises to be the biggest and best Iron Horse Festival ever and you have an opportunity to go down in St. Thomas history joining the Volunteer Team of 2017!*

*Please take the time to review and understand our Volunteer Manual. If you have any questions, you can contact the office personnel by calling the office or by email. After reading and reviewing the manual please fill out the VOLUNTEER AGREEMENT on the back page and return it to our office or Volunteer Central prior to your first shift.*

*Thank you again for joining the 2017 Volunteer Team!*

*Paul Corriveau*

**PRESIDENT – IRON HORSE FESTIVAL**

## **HISTORY**

The Iron Horse Festival began 22 years ago when a small group of St. Thomas citizens gathered together to create a community event full of fun and entertainment for all ages. Their goal was to celebrate the rich St. Thomas history of being the Railway Capitol of Canada and bring tourists from all over Ontario to visit. It started as a downtown street festival spanning several blocks over several days, including local bands and a small midway for entertainment. Over the years the street festival grew bigger and better, incorporating the rich Railway Heritage of St. Thomas' history.

In 2013 the original downtown site became unavailable and a decision was made to move it off the street. So, in cooperation with the Elgin County Railway Museum and the CASO Train Station they decided to move the festival location and revitalize the railway heritage theme by using the Rail yard between these two locations.

With this new site they have the ability to increase the size and structure of the Festival, adding new venues, increasing the size of the midway and offering bigger Headliner concerts. This is now the new permanent home for years to come. Attendance in years past was approximately 20,000; this year the estimate is closer to 30,000.

The Iron Horse Festival was established on the backs of the dedicated volunteers and generous sponsors and will continue to raise the bar to become the BEST Community Festival in Southern Ontario!

## **BOARD OF DIRECTORS**

PRESIDENT – Paul Corriveau

VICE PRESIDENT – Scott Kennedy

TRESURER – Nathan

## **OFFICE STAFF**

OFFICE MANAGER – Rebekah Ryersee

EVENT COORDINATOR – Jess Arbour

MEDIA/VOLUNTEER COORDINATOR – Katie McDonald

# PROCEDURES and CONDUCT

## TEAMWORK

The 2017 Volunteer Team is going to be one of the BEST volunteer teams in Ontario! We will strive to work together, have fun and make each and every patron welcome to our Festival.

## APPEARANCE

Everything our guests see contributes to the overall impression of our Festival; therefore, we request all volunteers and representatives of the Festival present a clean and neat appearance for each and every shift. For your comfort and safety please ensure long hair is combed back and tied. Hats can be worn however; they must be worn properly, not backwards or with accessories. Clothing/headwear must not display offensive or illegal slogans. The volunteer tee-shirt must be clean, worn properly and be of the current year.

## T-SHIRTS

Every volunteer will receive one (1) complimentary t-shirt as a thank you for helping with our festival and also to create a sense of uniformity within our team. These noticeable t-shirts will also assist our guests with finding help to answer questions. T-shirts will be available at Volunteer Central, you may collect your t-shirt 15 minutes prior to your shift and it is your responsibility to continue to wear it during each scheduled shift thereafter. Tee-shirts are only to be worn while on duty. Replacement t-shirts are available at a cost of \$20.00 each.

## SAFETY GEAR/EQUIPMENT

Safety gear or equipment will be assigned, if needed, prior to your shift. If you feel you are not comfortable with the assigned job duties due to a safety related issue, please contact the Volunteer Coordinator or any Board member immediately and you will be re-assigned. Safety gear and/or equipment will be signed out at Volunteer Central and it is your responsibility during your shift to keep these items in your possession. Once your shift is complete all safety gear/equipment must be returned to Volunteer Central. As long as the items are signed out to you, you are responsible for them.

## SCHEDULING

If you are unable to attend your scheduled shift it is your responsibility to find a replacement within the Volunteer Team. If you are unable to find a replacement please contact the office as soon as possible. You can call the office at 519-207-4000 until **24 hours** prior to the festival. After this time and during the festival you will need to contact Volunteer Central. Please understand, other volunteers are relying on you to show up, when you do not, another team member will have to work extra hours.

## FRIENDS AND FAMILY

When working your volunteer shift please do not bring your family and/or friends with you. Though this is not a monetary compensated job position, you have committed to helping the festival and should not be distracted during your shift. Please feel free to join the celebrations after your shift and when not in uniform.

## EQUAL OPPORTUNITY

The Iron Horse Festival Committee is dedicated to ensuring equal volunteer opportunities to all. Please advise the Volunteer coordinator of any limitations you may have and they can assign you to a more suitable position.

## HARASSMENT POLICY

The Iron Horse Festival has always maintained a strict no harassment policy for our guests, staff and volunteers. Everyone is to be treated with courtesy and respect. If you are found not following this policy you will be reported directly to a supervisor, cited and possibly removed from the festival grounds. If you witness any type of harassment, it is your responsibility to report it immediately to a supervisor.

## DISMISSAL

The Iron Horse Festival appreciates each and every one of our staff and volunteers. It is our responsibility to provide safe and harassment free job positions for our volunteers. Therefore, we reserve the right to dismiss any staff or volunteer for not following the policies and procedures as specified in this manual and for any reason they deem necessary.

## MISSING CHILD PROTOCOL

If a parent approaches a volunteer with concerns of a missing child, the volunteer is to remain with the parent until the situation is resolved unless advised otherwise. Follow the steps below.

1. Find supervisor with a radio. Advise supervisor of the situation.
2. Supervisor is to announce "AMBER ALERT". Followed by description of the lost child.
3. All other radio operators to reply "ROGER". Radio lines are to be kept clear until situation resolved.
4. All available volunteers are to head to area the child was last seen in, others are to watch perimeter. Parking attendants are to be diligent in searching their areas.
5. Once child is found announce "AMBER ALERT STOP, CHILD FOUND"

If a child is found wandering the Festival grounds please follow the procedures listed below.

1. Volunteer is to remain with the child until situation is resolved. It is best to remain in general location.
2. Volunteer is to find supervisor or if close to Volunteer Central/Information Booth lead child to these designated locations. If child is reluctant to go with volunteer do not force them. Just stay with the child. Info booth and Volunteer Central will have a "Safe Teddy" to comfort lost children.
3. Radio announcement "AMBER ALERT" Followed by description of the child and location found.
4. All other radio operators to reply "ROGER". Radio lines are to be kept clear until situation resolved.
5. All available volunteers are to remain at their positions and be vigilant looking for the frantic parent or until parent approaches the volunteer.
6. Direct them to the location of their child.
7. Once resolved, radio announcement "AMBER ALERT STOP, PARENT FOUND".

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## VOLUNTEER CENTRAL

All volunteers are to sign in and sign out at VOLUNTEER CENTRAL

- Please check in a minimum 15 minutes prior to your shift start
- Sign in on the Volunteer Schedule sheet for your location
- Sign out any safety vests, flashlights, radios or anything needed for your shift
- This is the area you can relax during your break, keep your valuables/lunches and report any issues
- The Iron Horse Festival is not responsible for your valuables; we advise volunteers and staff to leave any valuables at home or locked in their vehicles
- First Aid supplies are available at Volunteer Central, please report any injuries to the Volunteer Supervisor or Coordinator
- PARKING for volunteers is located behind Volunteer Central. Parking is very limited, you may be asked to park in the main parking area
- Golf carts are not for volunteer use unless specified in Job Description. If you need the use of a golf cart please contact a supervisor

