



June 18-20, 2010

VOLUNTEER HANDBOOK

VOLUNTEER ORIENTATION

June 17, 2010 at 6:30pm

Main Tent

**MOONEY'S BAY PARK
OTTAWA, ONTARIO**



180 Kent Street, Unit 4
 Ottawa, ON
 K1P 0B6
 (613) 238-7711

volunteer@dragonboat.net
www.dragonboat.net

2010 FESTIVAL BOARD OF DIRECTORS & STAFF

Martin Vervoort	Chair/Sponsorship Committee
Sandy Foote	Past Chair/Sponsorship Committee
Warren Creates	Sponsorship/Nomination Committee
Borden Hum	Volunteer Committee/Parking
Kevin Toop	Treasurer
David Morrow	Volunteer Committee
Michelle Lavoie	Foundation Chair/HR Committee
John Edwards	Race Committee Chair
Scott Seaby	Race Committee
Jason Kelly	Sponsorship Committee
Otto Heberlein	Sponsorship/HR Committee
John Brooman	Executive Director
Shelley Freake	Team Services Manager
Mark Morrison	Logistics Manager
Leah Barton	Development Officer
Russel MacDonald	Special Events Assistant
Jessica Main	Volunteer Coordinator

**2010 OTTAWA DRAGONBOAT FOUNDATION
 BOARD OF DIRECTORS & STAFF**

Michelle Lavoie	Chair
Martin Vervoort	Festival Chair
Lenore Gibson	Secretary/Director
Paul Hindo	Director/Sponsorship Committee
Warren Creates	Director
Sandy Foote	Director
Richard Allison	Treasurer
Marc Charron	Director
Jason Vanderzwan	Director
John Brooman	Executive Director
Jennifer Mackiddie	Foundation Coordinator



OUR MISSION

To each year deliver a first class Dragon Boat Festival accessible to all, which brings together and gives back to our diverse community through team building, and a cross-cultural experience that is fun for everyone.

OUR HISTORY

The Tim Hortons Ottawa Dragon Boat Festival is part of a large Chinese cultural tradition that goes back 2,400 years. The tradition began on the banks of the life-sustaining rivers in the valleys of southern China as a fertility rite performed to ensure bountiful crops. The first participants held their celebration on the fifth day of the fifth lunar month of the Chinese calendar. The race was held to avert misfortune and encourage the rains needed for prosperity. The object of their worship was the dragon.

Also known as Poet's Day, the dragon boat race commemorates the death of Qu Yuan, a poet and Minister of State during the Chou Dynasty. Qu sacrificed himself by drowning in a tributary of the Yangtze River to protest against a corrupt government. When local fishermen realized Qu had disappeared into the river, they raced out in their boats to save him. Beating drums were sounded to scare off fish which were thought to eat his body. They also dropped rice dumplings in the water as a sacrifice to his spirit. The scene of the fishermen racing out to save Qu Yuan is re-enacted every year in the form of dragon boat races.

From its beginning centuries ago as a rain ceremony on southern China's riverbanks to Ottawa's own multicultural celebration, the ritual has changed considerably. Dragon Boat Festivals are now being held successfully in cities across Canada and around the world. One of the largest is here in Ottawa.

The ultimate expression of generosity is not in giving what you have, but in giving of who you are.
--Johnnetta B. Cole



Ottawa Dragon Boat Foundation

Many volunteers at the Festival are participating on behalf of a charitable organization. The Ottawa Dragon Boat Foundation has raised \$1.8 million dollars for local charities since its inception in 2003. This year the Foundation is raising funds for the seven charities listed below. A big thank you to all the volunteers from these charities!

- ✓ Sens Foundation – Project s.t.e.p.
- ✓ CHEO Foundation
- ✓ Bruyère Foundation
- ✓ ArtsSmarts
- ✓ Ottawa Humane Society
- ✓ University of Ottawa Institute of Mental Health Research
- ✓ Debra Dynes Family House

RULES OF MOONEY'S BAY PARK

PLEASE do not bring the following to the site: dogs, glass bottles, alcohol, skateboards, and/or in-line skates. No smoking is allowed on the site.

VOLUNTEER RIGHTS

- To be identified as a volunteer and treated as staff.
- To be well informed about the Festival program and Festival procedures.
- To feel comfortable with the tasks assigned to you and to know what is expected of you.
- To have a safe and fun work environment.
- To be recognized for your contribution to the Festival.
- To have fun and feel like a valuable member of the Tim Hortons Ottawa Dragon Boat Festival team.

*No one is useless in this world who lightens the burden of another.
-- Charles Dickens*



VOLUNTEER CONDUCT AND GUIDELINES

Our Festival is enjoyed by more than 65,000 visitors every year. Since your conduct is a direct reflection of the Festival, we remind you to behave in a courteous and ethical manner at all times. Remember, you are responsible for your actions and behavior. The Festival requests that volunteers adhere to the following guidelines:

- Comply with all directives given by the Volunteer Coordinator, Festival Staff and Team Leaders. If you are unsure of your responsibilities, make sure to clarify with your Team Leader or the Volunteer Coordinator.
- Nothing shall be said or done to intentionally embarrass the Festival.
- No smoking while on duty.
- NO ALCOHOL, NO DRUGS, and NO PETS are permitted on site.
- NO CELL PHONE use while on duty.
- If you will be consuming alcohol in the Beer Garden after your shift, please do not wear your Festival T-shirt.
- ALL volunteers shall treat EVERYONE with respect and shall be respected in return.
- Volunteers shall make every effort to complete all assigned duties. Failure to contribute a minimum effort, insubordination, harassment, and theft will result in dismissal from the Festival.
- Please refrain from taking your meal breaks at peak hours. Please inform your Team Leader before taking your break.
- Any volunteer disregarding the Rules of Conduct may be asked to forfeit the position of being a volunteer and asked to exit the grounds.
- Be flexible and cooperative. Things can change in an instant when dealing with such a large event.
- Be prepared for a surprise change in the weather (a hot sunny day can turn into a cool, rainy evening). **Be sure to wear comfortable footwear, bring lots of sunscreen, a refillable water bottle that can be filled at the hydration station, and a hat.**
- Lockers are not available, so please leave your valuables at home.
- Make sure you eat before your shift. Although food and water is supplied, you may not be able to get it when you need it the most (i.e. peak hours). It is recommended that you bring your own water, just in case (help save some plastic bottles too!).
- It is a good idea to bring this handbook and a pen in order to keep track of your schedule and other important information.
- If you are unable to meet any of your responsibilities, please contact your Team Leader ASAP.

True charity is the desire to be useful to others without thought of recompense.

-- Emanuel Swedenborg



FESTIVAL VOLUNTEERS MUST:

1. Work a minimum 4 hour shift for each committed day of the Festival, unless permitted by the Volunteer Coordinator.
2. Agree to allow the Festival to contact you about future volunteer opportunities.
3. Be 14 years of age and have proof of date of birth.
4. Maintain the confidentiality of all proprietary or privileged information to which you are exposed while serving as a volunteer, regardless of whom or what it involves.
5. Agree to have photos taken over the course of the Festival. They are to be used for future appreciation events, recruitment, and orientations to show how much fun volunteering is. Say Cheese!

Check-in and Check-out Procedure

All volunteers must check in at the Volunteer Tent 20-30 minutes prior to your shift. This will allow you enough time to familiarize yourself with the site, check-in and receive your T-shirt. It will also allow time for minors to sign their waivers if they have not already done so. After checking in, report to your area and Team Leader. You must wear the volunteer T-shirt while on your shift. If you have any problems that cannot be addressed by your Team Leader, call or seek out Jessica Main, the Volunteer Coordinator on-site.

All volunteers must check out at the Volunteer Tent at the conclusion of their shift. This allows the Volunteer Coordinator, at the end of the festival, to conclude which areas need to be staffed more efficiently, and tally the volunteers who attended. It is also the time for volunteer hour sheets to be signed by designated volunteers in the Volunteer Tent.

Volunteers are required to stay at their station for the duration of their assigned shift. Please take advantage of a break if a volunteer from the Alternate Crew comes to relieve you. Make sure you brief the Alternate on the duties of your position. If your replacement has not arrived by the end of your shift, make sure arrangements are made by your Team Leader and, if possible, please stay until someone else arrives.



Festival Volunteers will receive:

- ✓ Orientation and training for their positions
- ✓ Meals supplied by Fridays Organics for each 4-8 hour shift
- ✓ Volunteer T-shirt
- ✓ Volunteer Appreciation Party
- ✓ Parking Pass if needed
- ✓ Team-building experience
- ✓ Opportunity to provide feedback through online survey after the Festival

VOLUNTEER PARKING & PARKING PASSES

Parking will be available in the Hog's Back Parking lot (about a 5 minute walk from the Festival site) for volunteers with a Volunteer Parking Pass. **Parking passes will be available at the Orientation.** Sorry, only one pass per person will be issued. We cannot replace lost passes.

VOLUNTEER MEALS & WATER

Fridays Organics is pleased to provide the volunteer meals for this year's Tim Hortons Ottawa Dragon Boat Festival. They take pride in being members of the community where dedication and commitment to tradition is taken to heart. They are proud to serve you some great food! Vegetarian options are available. If we are unable to meet your dietary needs there are a number of on-site food vendors you can access at your own expense. Water bottles can be filled at the hydration station and bottled water will also be available.

YOUTH SERVICES

For youth participating as volunteers, our event is considered work experience and community service hours will be recognized according to the Ottawa-Carleton District School Board Guidelines. For those who need their time sheets signed, please have this done at the Volunteer Tent, following your shift. Make sure you keep track of your hours (there is a space provided in the back of this Handbook).



Festival Volunteer Roles

Docks and Staging	<ul style="list-style-type: none"> ✓ Assist in directing team participants through the Team Area ✓ Load and off-load dragon boats before and after each race ✓ Keep races on schedule
Welcoming Crew	<ul style="list-style-type: none"> ✓ Assist in smooth and <u>safe</u> traffic control in designated areas ✓ Act as an ambassador for the Festival ✓ Ensure site remains free of litter (health & safety)
Information Tent and Greeters	<ul style="list-style-type: none"> ✓ Distribute festival programs and maps ✓ Handle lost and found items and inquiries ✓ Greet visitors to site in a welcoming manner ✓ Answer face-to-face inquiries ✓ Ensure site remains free of litter
Volunteer Tent	<ul style="list-style-type: none"> ✓ Check volunteers in and out ✓ Provide additional information to volunteers (i.e. directions) ✓ Provide T-shirt, meal vouchers and water to volunteers ✓ Distribute lunches to volunteers ✓ Ensure site remains free of litter
Alternates Crew	<ul style="list-style-type: none"> ✓ Provide a break for volunteers on an as needed basis ✓ Provide direction to the general public and race participants ✓ Ensure site remains free of litter
Pledge Assistant	<ul style="list-style-type: none"> ✓ Register, document and collect donations and pledges ✓ Ensure site remains free of litter
Main Tent and Beer Garden	<ul style="list-style-type: none"> ✓ Ensure tent and beer garden remain free of litter ✓ Keep the tent clean and tidy ✓ Provide assistance to the performers and stage area if necessary ✓ Assist with award distribution if required ✓ Be ambassadors to race participants and spectators
Children's Area	<ul style="list-style-type: none"> ✓ Ensure site remains free of litter ✓ Help set up programs and activities ✓ Assist parents and children with activities ✓ Ensure children are safe
Team Services & Race Info Tent	<ul style="list-style-type: none"> ✓ Assist the Team Services Manager with inquiries about race results, race schedule, team area and advancement rules
Site Maintenance/ Green Team	<ul style="list-style-type: none"> ✓ Help keep the site clean and operate the recycling and compost program ✓ Pick up litter and recycling and sort the recycling ✓ Empty the recycling bins
Bike Parking	<ul style="list-style-type: none"> ✓ Assist with supervised valet bike parking service



Silent Auction	<ul style="list-style-type: none"> ✓ Ensure no one steals or removes the auction items ✓ Set up and clean up of items ✓ Advise bidders of the auction rules
Site Operations	<ul style="list-style-type: none"> ✓ Help with the set up and tear down of the Festival
VIP Tent	<ul style="list-style-type: none"> ✓ Greet guests ✓ Confirm VIP status ✓ Dispense drink tickets
Site Safety and Security	<ul style="list-style-type: none"> ✓ Help maintain the security and well being of all visitors to the site ✓ Includes team area, site boundary, and beach patrol ✓ Equipment security
Media Tent	<ul style="list-style-type: none"> ✓ Greet media ✓ Hand out passes where required

A Message From Your Volunteer Coordinator

Thank you so very much for all of your hard work and dedication throughout the Festival. Without volunteers, the Festival simply could not happen. Each of you played a key role in the achievement of another great Festival and every volunteer position is crucial to this accomplishment. It is so amazing to see the Tim Hortons Ottawa Dragon Boat Festival come to life because of volunteers like yourselves who sacrifice their time in order to make this great community event such a success. I want to thank and pay homage to all of you, the dedicated volunteers who believe in all work and no pay! I hope that this experience has been a rewarding one, and that you will return next year. I wish each of you much success in the future. Have a great summer and thank you for your support and commitment to the Festival!

- Jessica Main

*A pessimist, they say, sees a glass of water as being half empty;
an optimist sees the same glass as half full. But a giving person sees a glass
of water and starts looking for someone who might be thirsty.*

-- G. Donald Gale



VISITOR SERVICES

- FIRST AID:** There will be an Emergency Response Team (ERT) on site and located within easy walking distance from the Volunteer Tent. Anyone with a radio will be able to contact the ERT for First Aid Service.
- LOST CHILDREN:** Any volunteer that finds a lost child or visitor is to bring the person to the First Aid Tent and remain there until the matter is resolved. Please report your absence to your Team Leader to ensure adequate coverage in your assigned area.
- **NEVER GIVE THE NAME OR DESCRIPTION OF A CHILD OVER THE PUBLIC ADDRESS SYSTEM OR WALKIE TALKIE****
- LOST AND FOUND:** Located at the Information Tent.
- SECURITY:** There is security on the Festival grounds at all times. Should you require assistance, please approach any STAFF member and they will assist you in locating Security.
- SHUTTLE BUS:** The Tim Hortons Ottawa Dragon Boat Festival offers free parking and OC Transpo shuttle buses. The shuttle stops are at the Rideau Centre/Mackenzie King Bridge Upper Deck, with stops at Metcalfe & Albert, Bronson & Somerset and Carleton University Lot # 7 (Bronson and University). On festival weekend visit [OC Transpo.com](http://OCTranspo.com) or phone 613-741-4390 for full schedule.
- DISABLED WASHROOM:** The Tim Hortons Ottawa Dragon Boat Festival grounds are wheelchair accessible. This includes public washrooms at the south end of the park.

*If you want one year of prosperity, grow grain.
If you want ten years of prosperity, grow trees.
If you want one hundred years of prosperity, grow people.
-- Chinese Proverb*



FESTIVAL SCHEDULE AND VOLUNTEER HOURS

Friday June 18:

Saturday June 19:

AM

Designated Area _____ Number of Hours _____

PM

Designated Area _____ Number of Hours _____

Sunday June 20:

AM

Designated Area _____ Number of Hours _____

PM

Designated Area _____ Number of Hours _____

Volunteer Coordinator: Jessica Main
180 Kent Street, Unit 4
Ottawa, ON K1P 0B6
Telephone: (613) 238-7711 x 222
E-mail: volunteer@dragonboat.net

To do something, however small, to make others happier and better, is the highest ambition, the most elevating hope, which can inspire a human being.
-- John Lubbock

Thank You!