

CALGARY FOLK MUSIC FESTIVAL

CFMF Volunteers

2019 Calgary Folk Music Festival Volunteer Program Overview

Welcome to the Folk Fest Family!

Message from the Volunteer Manager

Eager Volunteers,

Thank you for your interest in volunteering at the Calgary Folk Music Festival (CFMF)! Each year, the CFMF depends on the passionate commitment of over 1,800 volunteers. With over 75 crews, these proud folks are responsible for running nearly every facet of the Festival.

The CFMF volunteer family is loud and proud. Coming from a variety of different backgrounds, we all work together to achieve our crew goals. CFMF Volunteers are ambassadors of the Festival, and make sure that every person has a great experience. We work hard; we play hard; we dance harder. If this sounds up your alley, then please read on!

This package will give you a general overview of what it takes to be a volunteer at the Festival in July. We'll cover information about the CFMF in general, how our volunteer program runs, and what is expected of you as a volunteer.

Thank you, and we look forward to having you be a part of our team!

Emily McCormick
CFMF Volunteer Manager

Volunteer Services Dream Team

After you are properly placed as a CFMF volunteer, your Crew Coordinator will be your main point of contact. They will be in charge of scheduling your shifts, training you on duties, and supervising you on-site.

Before this happens, the Volunteer Services team is here to prepare you for your volunteer journey. If you have any questions or concerns about the volunteer program in general, please do not hesitate to contact us:

CFMF Volunteer Manager: emily@calgaryfolkfest.com

Volunteer Services Team: cfmf.volunteer.services@gmail.com

Calgary Folk Music Festival

General Information

Now in its 40th year, the CFMF is a four-day, family-friendly, cultural and musical jamboree! The Festival always takes place on the fourth weekend in July at the beautiful Prince's Island Park in downtown Calgary.

This year's Festival takes place from **Thursday, July 25 to Sunday, July 28, 2019.**

What drives us as a Festival?

We look to four strategic pillars when planning for the Festival:

Share our Passion for Music

- Support and nurture emerging Calgary artists
- Champion traditional and contemporary folk music and complementary genres
- Be a trusted source of musical discovery for Calgarians

Create Exceptional Experiences

- Surprise and delight our audiences at every interaction
- Develop partnerships that benefit both our audience and sponsors
- Create opportunities for our audience to come together and share

Maintain a Vibrant and Sustainable Organization

- Manage in a professional and thoughtful manner using well-defined policies and procedures
- Develop and nurture staff and volunteers in a supportive environment
- Maintain our leadership position in sustainable practices
- Strengthen brand awareness and perception based on shared, positive values

Foster Community Spirit

- Actively contribute to Calgary's cultural scene
- Develop strong relationships with our stakeholders – locally, provincially and nationally
- Be recognized as a national leader among music-based arts organization

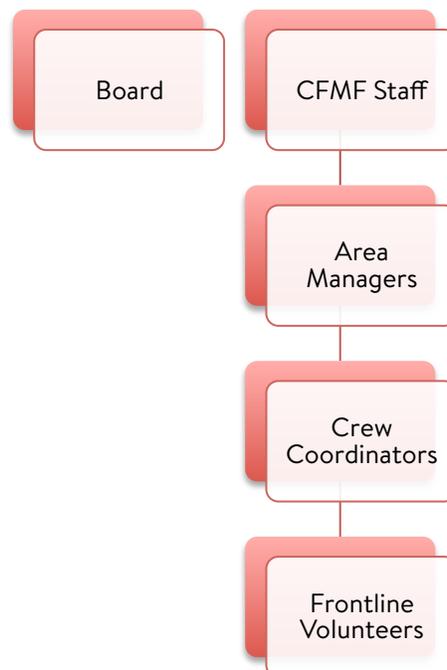
More than a Festival in July

Over the years, we have grown into an organization that offers a variety of programming held throughout the year. We are now pleased to offer:

- Year-Round Concerts (fall, winter & spring)
- Folk Boot Camp (week before the Festival)
- Festival Hall Rentals (year-round)
- Block Heater – winter music extravaganza (February)

How does the Festival run?

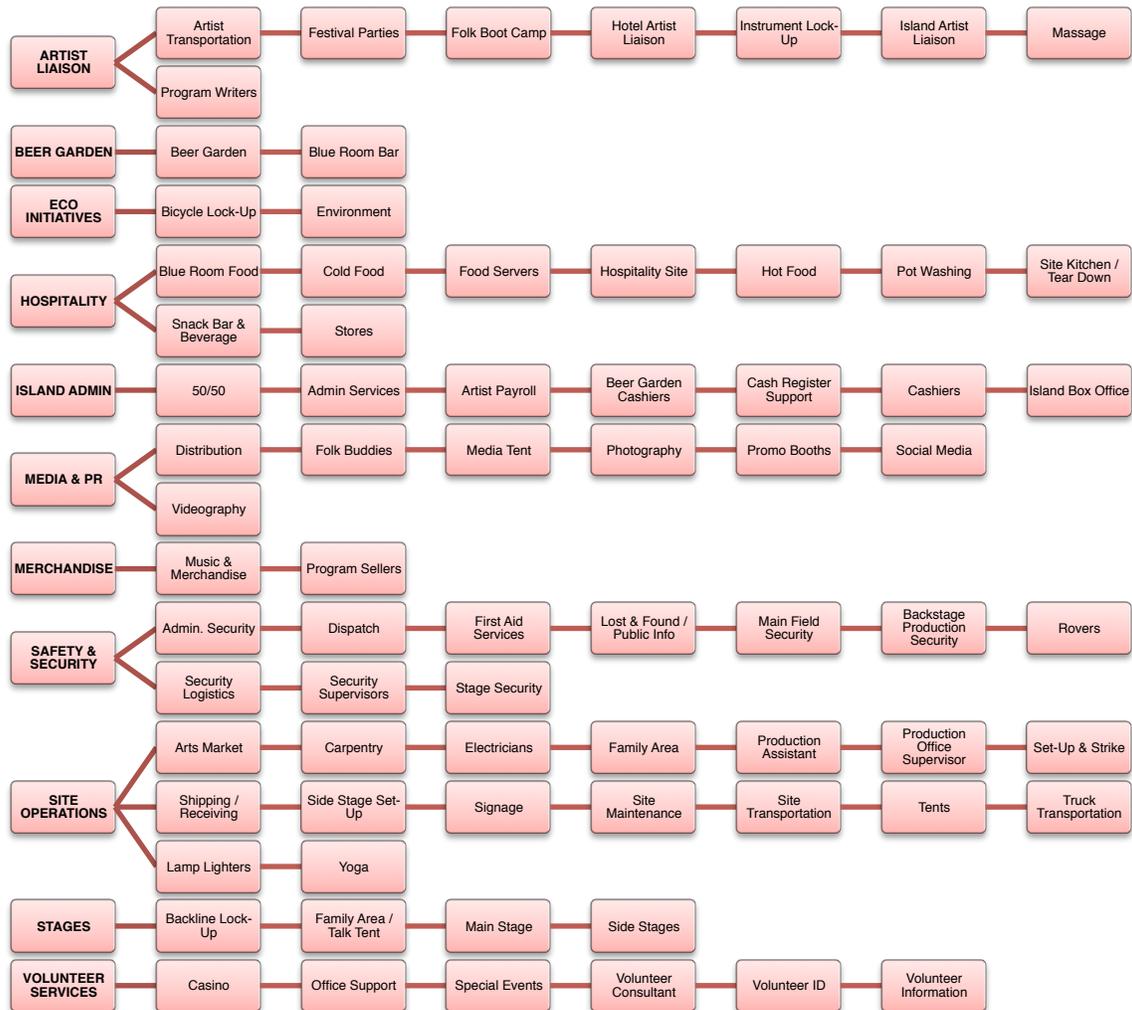
We have a board of 12 people, and 13 full-time staff that work year-round. Closer to the Festival, we bring on 5-10 contract or part-time staff. This brings us to the bulk of our workforce: volunteers. **We have over 1,800 volunteers helping us plan, build and run the Festival**, and they are broken down into three categories: Area Managers, Crew Coordinators and Frontline Volunteers. It is needless to say that if we don't have volunteers, we don't run!



CFMF Volunteer Program

Our volunteer program is split up into 11 different management areas. Each management area focuses on crews that work together. Below is an overview of our volunteer program as a whole:

CFMF Volunteer Program Structure



Please note: crew structures are subject to change

Volunteer Commitment

The hourly commitment we require of volunteers depends on what crew you are placed on, and when you are volunteering. Each crew will post their required hours in their description, but, generally speaking, you can expect the following:

Volunteering during the Festival

- 16-24 hours required

Volunteering before or after the Festival

- 24-36 hours required

Most of the crews' shifts fall during the Festival, and are typically during the Festival's regular hours. The hourly commitment does not include meal breaks, crew meetings, or when you come to the office to pick up your volunteer package.

It is up to YOU to make the proper arrangements to fulfill your volunteer commitments. This means: book time off work, get a babysitter, and don't be on-call for Festival weekend.

You will likely be tired from four days out in the sun, and perhaps from taking in the volunteer after parties ;) If you are able, we highly recommend that you book the Monday off too!

Rights & Responsibilities

Before you are considered to be a volunteer on our team, you will be expected to agree to our volunteer contract. This document outlines the rights and responsibilities of all of our volunteers, as well as the Festival's.

Volunteer Benefits

We are very fortunate at the Festival to have an over 75% retention rate. Part of the reason why we have so many return volunteers is because we believe in treating you well. As a volunteer, your benefits will include: free access to the Festival, a free t-shirt, complimentary food & beverage, access to the volunteer after parties, free program book, a 10% discount on select CFMF & FH tickets, and participation in an action-packed, fun-filled event, with great music & even better people!

Setting you up for Success

Festival Success

We believe that we all have a right to be treated with respect, and a responsibility to ensure that we are not only treating others with respect, but also taking action when we witness unacceptable behaviour. Sticking up for each other is the key to Festival success.

We are here for you, but can't help solve a problem that we don't know about. If you see something – big or small – let someone know!

What makes a good volunteer?

Show Up!

The most important thing you need to remember is to show up to your shifts! Respect the schedule your Crew Coordinator has made, and arrive at least 15 minutes early. Sometimes you may need to stay an extra 15 minutes to finish a task, or cover a break. Be flexible with your Crew Coordinators, and they will be flexible with you.

Work Hard; Play Hard

We expect you to take your volunteer role seriously, but we also want you to have fun. There will be lots of opportunities outside your shifts where you can enjoy a tasty beverage or hang out with friends. It is important to remember when it's appropriate to let loose, and when you need to be professional.

Show Commitment

You are now acting as the face of the Festival – show the public why you're on our team. If you're wearing your t-shirt and you're not on duty, you can still expect people to come up and ask questions. Don't turn them away – help them out!

Take Ownership

Take ownership for your own actions. If you're going to be late, let your Crew Coordinators know, and offer to make up the time. If you didn't complete a duty, or did it incorrectly, tell someone, so they can help resolve it.

Respect Each Other

Everyone should be treated with the same amount of respect, no matter what role they play on the Island – volunteers, patrons, sponsors, staff or artists. If you face any harassment, sexism, discrimination, violence, etc, let someone know immediately. We have a zero tolerance policy on these matters.

What makes a great volunteer?

To be a great volunteer, you need to make efforts and take actions that go above and beyond the expectations of your volunteer job description. Great volunteers go out of their way to make the Festival be the best it can be. We hope that you will step up to the challenge to become a great volunteer!

Don't be a bad volunteer!

No one tries to fall into the 'bad volunteer' category. Here are some tips to stay in our good books:

Pick up your volunteer package on time

We work hard to prepare your volunteer packages, so you are ready for the Festival. Show us respect by coming on the right date and time to pick it up.

Show up to your shifts

Be respectful of the shifts you are given, and show up on time. If you're going to be late or miss a shift, let your Crew Coordinator know – it will help them make a plan until you arrive.

Let us know if there is a problem

Don't wait until after the Festival to let us know you had a concern or issue. Let us know right away – we can help!

Accreditation

How do we know who all of our volunteers are? There are just so many of you! In July, we host a couple Package Pick-Up events at Festival Hall. This is where you will pick up your volunteer packages, which contain important items, including: volunteer t-shirt, badge, and volunteer handbook.

You are expected to wear your volunteer t-shirt on duty, and to always wear your badge while at the Festival. You are welcome to wear your t-shirt while off shift, unless you are going to the Beer Garden to enjoy a drink. There, you can flip your shirt inside out, or change into a new shirt.

Volunteer Handbook

Every volunteer will receive a Volunteer Handbook. You are expected to read it ahead of time, and to have it with you during the Festival. This small book is your guide for the four days. It has valuable information, including: volunteer checklist, rules & regulations, what to do in an emergency, where & when to eat, where & when to party, and Festival map.

Your Resource Team

We have said throughout this package that we're here for you. So, who exactly is the 'we' that you can turn to for help? You are welcome to go to any of the following people:

- Crew Coordinator
- Area Manager
- CFMF Staff
- Volunteer Services Team
- CFMF Volunteer Manager
- Safety & Security Volunteers (red shirts)

The fastest way to get a hold of someone mentioned above is to go to the Volunteer Information Tent, located behind the Main Stage. If a serious incident has occurred, be prepared to fill out an incident report, which is also available at the Volunteer Information Tent.

If something that concerns you is going on, don't wait until after the Festival is over to tell us. Letting us know in the post-Festival survey is good for documentation, but it is too late for us to make changes on the Island. Waiting to tell us could mean the difference between a volunteer returning next year, and leaving our team.