



SOUND 
MUSIC
FESTIVAL

BURLINGTON • ONTARIO

VOLUNTEER *INFO-GUIDE*

FESTIVAL 2012

EVENT SUMMARY

Burlington's Sound of Music Festival is **FOUR DAYS OF FABULOUS FREE MUSIC** in the City of Burlington! A broad spectrum of music is presented, including Jazz, Folk, Rock, Pop, Blues, Big Band, Children's Acts, and more, on five stages along our beautiful waterfront and throughout Burlington Downtown. In 2007 Streetfest was born, which added 3 entertainment pods to our expanding venue. Special features include our Grande Festival Parade with over 20 Marching Bands, our "Taking it to the Streets" music ed program at the Burlington Art Centre, a Children's Area, a Carnival and a variety of Food and Beverage Areas all contributing to an enjoyable experience for all ages. This annual event takes place on the Fathers' Day Weekend in June with over 200,000 attending.

MISSION STATEMENT

Burlington's Sound of Music Festival is dedicated to providing a free, annual, summer music festival that is entertaining, diverse, and appealing to audiences of all ages.

Underlying the creation of the event is a celebration of music, the spirit of Burlington, the pride we have in our community, and the belief that music enhances life.

OUR VISION

COMMUNITY AND VISITORS:

We are community driven by the people of Burlington - volunteers, musicians, and sponsors. We welcome visitors, tourists, and music lovers from all over and invite them to share in the excitement of this special event.

PERFORMERS:

We are committed to showcasing talented Canadian musicians including new and emerging artists, youth, local performers, and professionally well-known artists. We offer a beautiful waterfront venue and a stage for their performances. Our uniqueness is in presenting all styles of music.

VOLUNTEERS:

Burlington's Sound of Music Festival believes that a large part of its success can be attributed to our solid foundation of Volunteers. We are grateful for their contribution of time, effort, and expertise.

SPONSORS:

Our sponsors are vital to the growth of the festival. Without them, we could not exist. We believe in supporting their success as much as our own in providing them with opportunities through partnership.

Our Board *o*

President -	Terry Sims
Vice President -	Andy Porecki
Corporate Secretary -	Dora Falcone
Treasurer / Finances -	Scott Newport
Communications -	Tara Hambly
Fundraising -	Erin Court
Fundraising Vice Chair -	Heather Couture
Hospitality VIP -	Rick Horvat
Licensed Areas -	Debbie Milner
Logistics -	Andy Porecki
Logistics Vice Chair -	Steve de Haseth
Parade -	Scott Johnson
Programming -	Jill Duvnjak
Programming Vice Chair -	Baldeep Randhawa
Sponsorship -	Kim Horvat
Special Projects -	Paul Munro
Streetfest -	Martin Harm
Vendors -	Peter Martin
Vendors Vice Chair -	Paul Munro
Volunteers -	Carla Leyer

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Staff

Executive Director -	Dave Miller
Sponsorship Manager -	Kimberley Calderbank-Allington
Marketing Administrator -	Janet Stephens

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Sub-committee Team Leaders

Accessible/vulnerable

persons - Dave Karchut

Eco Team - Jacky Miller

Security - Ted Mills

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Our Committee

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Accessible/vulnerable Persons

Dave Karchut - Team Leader
Wayne Brown
Natasa Durkovic
Kathleen Hauwert
Brenda Morrow

Communications

Tara Hambly - Chair
Lora Bender
Crystal Bennett
Dave Bilton
Ryan Hill
Dean McCall
John Medland
Katie Petrie
Carilyn Rothney
Kaiden Seven
Stephanie Waszek

Eco Team

Jacky Miller - Team Leader
Stephen Charko
John Duff
Eddie Enriquez
Sadie Kara Martin
Fab Pasmino
Sharon Tkacz
Doug Voth - Vice

Finance Committee

Scott Newport - Chair
Diane Dos Santos
Melissa Horvat
Jonathan Lowry

Fundraising

Erin Court - Chair
Martha Cousins
Heather Couture - Vice
Greta Gould
Andrew Madsen
Melissa Madsen
Pauline Reid
Sylvia Richards
Kurtis Saunders

Hospitality VIP

Rick Horvat - Chair
Jennifer Campbell
Robert Hamlett
Kim Horvat
Jayne Picott

Sandi Remedios
Judi Scetta
Colleen Van Horn

Licensed Areas

Debbie Milner - Chair
Louise Beaudoin
Tony Bianchi
David Carley
Kim Chewter
Bill Dunstan
Frank Grech
Marjonneke Grech
Bonnie Hall
Andrew Henry
Ed Leyer
Jing Liu
Laurie McIntyre
Margot McTavish
Beth Milner
Tori Milner
Virginia Morrow
Mary Ellen Prentice
Joanne Read
Ann Rees
Angela Wilson
Jeanette Wilson

Logistics

Andy Porecki - Chair
Ron Bell
Jim Byers
Steve de Haseth - Vice
Mark Frazer
Paul Gallagher
Wendy Gzechowski
Tiffany Harvey
Cyrus Jeejeebhoy
Rose Jeejeebhoy
Dave Lain
Jesse Leyer
Nikita Mahood
Rob Majic
Butch McKenna
Chris Micheletti
Warren Millet
Victoria Oswell
Nino Romano
Kevin Vance
Randy Zapton

Music Education

Dora Falcone - Chair
Eva Clarke
Adam Falcone
Joe Falcone
Sarah Jeffries
Sheila Mascarin
Carol Patterson
Suzanne Waller
Helen Zdriluk

Parade

Scott Johnson - Chair
Fred Barrett
Mike Champion
Donald Green
Murray Misener
Bill Netherby
Jayne Picott
Katie Pinsent-Oxley
Duane Waltenbery
David Wiebe
Anne Wilbur

Programming

Jill Duvnjak - Chair
Charles Adkinson
Richard Anderson
Chad Cardinal
Paul Gallagher
Kate Irving
Lou Molinaro
Baldeep Randhawa - Vice
Rob Stepinski
Vanessa Ulrich
Mark Watson

Security

Ted Mills - Team Leader

Social Media

David Klynkramer
Jack Genuino

Sponsorship

Kim Horvat - Chair
Patrick Godfrey
Chris Harding
Rick Horvat

Special Projects

Paul Munro - Chair

Streetfest

Martin Harm - Chair

Richard Anderson
Brian Dean
Michele DeMoe
Leone Greenland
Jennifer Leung
Barry Michael

Vendors

Peter Martin - Chair
Donna Bowker
Stephen Karchut
Paul Munro - Vice

Volunteers

Carla Leyer - Chair
Gaye Gibson
Karen Loranger
Stephane Loranger

Welcome to Burlington's Sound of Music Festival

Hello All Volunteers! Whether you are new or are a returning volunteer, thank you for your interest in the SOM Festival. You will have a great time meeting new friends, reconnecting with old ones, learning new skills or putting rusty ones to good use again. You may be volunteering for 1 shift or for a lot of shifts (bless you!), which ever you choose we want you to know how grateful we are for your time. Simply put...if it were not for our wonderful dedicated volunteers, there wouldn't be a Sound of Music Festival. We hope you enjoy your experience with us.

OUR COMMITMENT TO YOU

- You will receive adequate training in order to complete your volunteer duties effectively.
- You will receive on-site training and guidance from area managers.
- You will be provided with a Safe and Fun environment.
- You will be treated as a valuable member of our Festival.

YOUR COMMITMENT TO US

- You will act as a goodwill ambassador for our Festival ensuring you comply with the Code of Conduct. You are responsible for your own actions during and off shift times.
- You will not make any statements or actions to any group or the media that may affect or obligate the Festival in any manner. Please consult with area manager or any member of the board before doing so.
- You will maintain all confidentiality of all proprietary or privileged information to which you may be exposed to during your shift. This may include: fellow volunteers, area managers, staff, patrons or any other persons involved in Sound of Music Festival business.

CODE OF CONDUCT

The Volunteer Committee Members reserve the right to revoke a volunteer's privilege or decline an individual from registering in future years if any of the following behaviour is observed while representing the Festival:

- If you check in and do not report to your area for your scheduled shift
- Insubordination
- Inappropriate behaviour
- Theft
- Clearly under the effects of drugs or alcohol
- Failure to be effective at task you signed up for
- Unnecessary use of your cell phone
- Harassment in any form
- Wilful Destruction of Sound of Music Property or harm to any part of the Festival
- Breach of Confidentiality
- Approaching any of the performers without expressed permission. If you wish an autograph you must take your request to the area manager and they will secure an autograph for you if it is possible.

REGISTRATION AS A VOLUNTEER

The Sound of Music Festival uses an online web based volunteer system. Once you are registered to volunteer for our organization, you will be able to view a description of each area available for you to volunteer your time in. You will be able to choose the area you wish most to work in and then choose the day and time most suitable to your schedule. At any time you will be able to log back into the system to view your schedule and make any changes you need to.

To begin your volunteering journey you will need to go to our Festival website at:
www.soundofmusic.ca.

- ❑ Click on "Get Involved - Volunteers" This will take you to the Volunteer Page.
- ❑ Click on "Register Today", this is a direct link and will take you to our volunteer website.
- ❑ Here you will find a full listing of our different available areas. When you click on the name of an area, it will give you a full description of what is involved with volunteering there, with a schedule summary. You may read about all the different areas or proceed immediately with registering.
- ❑ To commence registration click on "I would like to volunteer - sign up!"
- ❑ Follow the step by step instructions on registration. Please try to give as much information as possible, as it will help you in getting assigned to your area of choice as some areas have certain qualifications needed in order to work there.
- ❑ We DO NOT share our database with any other organizations.

Once you have completed the registration process you are now free to schedule yourself.

HOW TO SCHEDULE

- ❑ Click on the "Sign up" tab.
- ❑ Click on the name of the area activity you wish to volunteer for. A full listing of available dates and times will be shown.
- ❑ Click on the small square beside the time you want, where it states "I am available". Once you've made your choices click on the save button at the bottom of the page.
- ❑ You're done! If the area is an automatic assign task, the system will now ask you to go to the schedule page to confirm your time. If the area you chose is NOT an automatic assign, you will have to wait to be assigned to that task and you'll need to log back into the system in order to confirm your times. This is where your qualifications come into play. Certain jobs have certain qualifications that you must meet. If you don't qualify, you will not be assigned to the area of your choice.

HOW TO LOG BACK IN

- ❑ Go to www.myvolunteerpage.com and enter your user name and password. It will take you directly back to your home page.
- ❑ Or you may take the same route you did when you registered. You can go to the Festival website, click on "Get Involved-Volunteers", then click on "Already a volunteer?" this will take you directly to the log-in page on www.myvolunteerpage.com. Login with your username and password.
- ❑ Click on the "Assignments" tab. This is where you should confirm or decline your choice.

QUESTIONS YOU MAY HAVE ABOUT REGISTRATION

- Q - **"I am receiving emails from the Sound of Music, does that mean I'm registered?"**
A - If you are receiving emails then yes you have a profile in our volunteer system.
- Q - **"I have registered, but I've forgotten my user name and/or password"**
A - Email the administrator of the system at volunteers@soundofmusic.ca they will email you your username and a temporary password which you can change once you're logged in to your page.
- Q - **"I want to volunteer with my friend"**
A - Because our system is self-scheduling, the easiest way to be scheduled for the same shifts is to co-ordinate with one another on what shifts you'll be signing up for. Depending on which area you sign up for, you won't necessarily be working together side-by-side doing the same job, but every effort will be made to try and keep you together.
- Q - **"I've accidentally scheduled myself for something I can't do, how do I get rid of it?"**
A - Go to the "Assignments" tab. You will see a listing of all the activities you have signed up for and been assigned to. Just click on "remove" and that will get rid of it for you. If it's not showing up right-away that means you haven't been assigned to that shift yet and you'll have to log back in a few days later to get rid of it by the method described above.
- Q - **"Something has come up and I am no longer able to work the shift times I chose".**
A - You may remove yourself from any shift by following the above instructions. If the festival has already started, please drop us a quick line at volunteers@soundofmusic.ca to let us know that you won't be making your scheduled shift(s). As we are very busy at that time, you may not get a response, but know that we do read our emails when we can.
- Q - **"What if I can't work the times that are listed but can still work only I have to come in a little later/earlier?"**
A - That's okay, schedule yourself for the closest times that match, then go to the top of the page and click on "my contacts". A list of names will appear of those that you can contact. Click on "SofM Administrator, Sound of Music and send a quick email explaining the situation.
- Q - **"What musical groups are playing this year? I want to pick my times with the shows I want to see"**
A - This probably one of the most posed questions to us, and the honest answer is We Don't Know! The official announcement of the Sound of Music's Line-up of bands occurs in early May at our annual Soiree. If you choose to wait until then that's fine, there are still a lot of good shifts available at that time. But be forewarned, you may not get your first choice as a lot of the shifts are already filled by then. If it is already after "early May" you can see our full line-up at www.soundofmusic.ca.
- Q - **"I am not able to volunteer this year, but would like to stay in the system and try again next year"**
A - After receiving your first email about the festival, you may respond to it and let the Administrator know that you'd like to remain in the system, but are unable to volunteer this year. They will make you "inactive" for this year and will "re-activate" you for the following year.
- Q - **"I have a question that is not listed here!"**
A - You may forward any questions or concerns that you have to the Administrator at volunteers@soundofmusic.ca and they'll be happy to answer them!

For Your Information

WEATHER

Here's the low-down about the weather...we all pray for nice sunny days and warm evenings! If it should happen to rain, as the saying goes..."THE SHOW MUST GO ON!" We've been planning all year-round and we're not going to let a little thing like getting wet stop us! Please know that even if it's raining out your shift is still there and available for you to work it. That's what plastic bags and umbrellas are for!

DRESS CODE

- Please wear appropriate clothing for the weather conditions.
- Please wear appropriate footwear for the area that you are volunteering in.
- Please bring a reusable water bottle with you, we have water stations throughout the park.
- Only closed toed shoes will be permitted during set-up, take-down and at all stages.
- Volunteer T-Shirts will be provided to you.
- Please DO NOT wear your volunteer shirt when you are not working. You WILL NOT be served any alcohol while wearing your volunteer t-shirt.

STORAGE

The Volunteer Centre has very limited space and is utilized by a multitude of different people. Therefore there is NO storage for personal effects as we cannot be responsible for its safety. Please only bring what you need and try to leave your important "stuff" at home. We are not responsible for lost or stolen items. Don't forget your water bottle!!

LOST AND FOUND

Lost and Found is located at the Security Trailer in the East end of the park. All items will be brought to the Volunteer Centre at the end of the festival and if you have an inquiry about a lost item you may forward your question via email from our website, under "Contact - Lost and Found".

FIRST AID

All areas of the festival are equipped with a first aid kit. For more serious matters (or if you happen to be in their neighbourhood), you may visit the St. John's Ambulance located in the East end of the park next to the security trailer. Any serious matters regarding a Volunteer, Festival patron or Staff member needs to be reported to your area manager immediately.

SECURITY AND SAFETY

At Burlington's Sound of Music Festival we have several layers of security. Please advise your Area Manager and the following depending on the situation:

Volunteer Security - Will be wearing Gold Festival T-Shirts marked with "EVENT CONTROL" on the back.

Professional Security Staff will be present in uniform.

Police presence will be on site.

You may encounter the following during your shift as a volunteer: Potential Hazard, Lost Child, Medical Emergency and/or Security Emergency/Situation. Please report all incidents to your Area Manager Immediately, as they are required to assess the situation and file a report.

It's Festival Time!

GETTING DOWN TO THE PARK

As I'm sure you are all aware, parking is a major issue during any large event such as ours. Our Festival is very green initiative and we hope that you will take advantage of some of the different options available to you.

WALKING

What a great way to get down to the park if you live close enough! You won't need to worry about a thing, will you?

BIKING

Another great idea and one we highly recommend! The Festival has a Bike Corral that is secure and located right in the park. You can ride down and park your bike in there knowing that it will be safe for the duration of your stay with us.

SHUTTLE BUS

The Festival Shuttle Bus Service operates from the Burlington GO Station's South Parking Lot to the downtown core area. The Schedule times are:

- Thursday 6:00pm to 12:00am
- Friday 6:00pm to 12:00am
- Saturday 12:00pm to 12:00am
- Sunday 12:00pm to 8:00pm

If your shift occurs within these times please consider parking at the GO Station and riding the Shuttle down...It's free for volunteers! It has been reported to us by Volunteers that used this service how wonderful it was to park off-site and not worry about trying to get around downtown and find parking.

TAXI STANDS

There are 2 taxi stands located at each end of Spencer Smith Park on Lakeshore Road, if you choose this method of travel.

BY VEHICLE

There is VERY limited parking available down by the park. If you need to travel by vehicle, please try to get someone to drop you off and pick you up. You might even consider car-pooling with your friends and fellow volunteers. There is a multi-level parking garage located on Locust Street, $\frac{1}{2}$ a block up from Lakeshore Road...but, it fills up quickly! Sometimes we are lucky enough to secure a small lot for our volunteers. If we do, we will let you know by sending out an email shortly before the festival. You will be required to pick up a Festival Parking Pass at the Volunteer Centre; they will be available as early as the Wednesday evening pre-festival and must be displayed on your dashboard.

VOLUNTEER CENTRE

The Volunteer Centre is located right in the park. You will find us at the bottom of the staircase at the base of Burlington Avenue and Lakeshore Road. There are lots of signs to show you the way so you can miss us. Please consult the Festival map located on the last page of the Volunteer Info-Guide. We are marked on the map as the Big Red "V".

ORIENTATION

If you are a new Volunteer to the festival or would just like a refresher we offer an Orientation Night on the Wednesday evening at 7:00pm just before the Festival Weekend. The orientation takes approximately one hour; we do a presentation of general information from Main Stage. Area Managers will be on hand for you to group together and ask any questions you may have regarding your tasks. Area descriptions are available from our website. All are welcome, but this is not a mandatory event. This will be followed by a Volunteer Jam Session on Main Stage and Free Carnival rides for our Volunteers.

CHECK IN PROCEDURES

NEW Starting this year it is mandatory for all Volunteers to have completed the "Accessible Customer Service Training". As per Ontario Government regulations we must train and register all of our Volunteers. For more information please go to www.Accessson.ca. For our "SOM Accessible Customer Service Training Guide" go to www.soundofmusic.ca/volunteers. This training is transferable if you have received through your place of employment or through another organization.

So, the big day has arrived and you're already to do your shift!

The Volunteer Centre is open:

- Wednesday from 8:00am to 8:00pm
- Thursday from 8:00am to close
- Friday from 8:00am to close
- Saturday from 6:30am to close
- Sunday from 7:30am to close

Please follow these instructions for checking in:

- Please arrive $\frac{1}{2}$ hour to 15 minutes before your shift. Check-in times can vary depending on how busy we are.
- Please check in earlier if you have NOT completed your "Accessible Customer Service Training" ahead of time. We will have the Guides onsite available for you to read.**
- Check-in before each of your shifts.
- Check out after each of your shifts if you are collecting your volunteer hours.
- You will be issued your Volunteer T-Shirt and meal coupon at this time.
- There are free snacks, coffee and water available for you at the Volunteer Centre. You may receive free water at any of the water stations, but we ask that you please bring your own reusable bottle to refill at any of our water refill stations throughout the park.

HIGH SCHOOL STUDENTS

If you are volunteering towards accumulating your volunteer hours for graduation it is **YOUR RESPONSIBILITY** to check out after your shifts and to get your paperwork signed. We advise you to bring your own paper record with you, available from your School's Student Services. We will also have a limited number of SOM forms on-site that can be used and submitted to your High School. Signed forms **WILL NOT** be available once the Festival is over, so please remember to have them with you when you check out.

There are two Sound of Music Student Bursaries available for you to apply for. Please see our website on the Volunteer page for more information and an application form.

THANK YOU FOR YOUR INTEREST IN BURLINGTON'S SOUND OF MUSIC FESTIVAL AND WE'LL SEE YOU DOWN IN THE PARK!

