

VOLUNTEER

Handbook



EDMONTON
HERITAGE FESTIVAL®

WELCOME

volunteers

Welcome back volunteers! It's been too long...

We are so happy you're here! Thank you for joining our Volunteer Team and supporting the success of the 2022 Edmonton Heritage Festival!

Whether you have been volunteering for years or this is your first festival with us, we couldn't do it without you. Each year, over 750 individuals from various backgrounds, ability levels, and skill sets come together and create a dynamic, fun, and amazing team that helps showcase the world's largest multicultural festival of its kind. We are so grateful for the countless hours and incredible enthusiasm each of you brings this team.

This year our theme is "49 and Fabulous" and your volunteer contribution will allow over 350,000 visitors to experience over 70 countries through food, entertainment, and arts & crafts. All volunteers are encouraged to explore the Festival before and/or after their shift(s)!

On behalf of our Board of Directors, Executive Director, Staff, and Volunteer Supervisors – Thank you again, and we look forward to seeing you in the park!

Sincerely,
Chelsea McCurdy
Volunteer Coordinator



GETTING

to the festival



Getting to Hawrelak Park

There is no parking onsite. The various options available to you are:

ETS

Please see next pages for Park N Ride route information and drop off zones in Hawrelak Park. Please check the ETS website for complete information.

Taxi

Coop Taxi will have drop off and pick up zones inside the park. To book a taxi, please call 780-425-2525.

Bicycle

Ride your bike to Hawrelak Park, lock your bike in one of the bike lock-ups, and enjoy the Festival worry-free knowing that your bike are nice and secure in our supervised bike lockups.

Walking

If you live nearby, why not walk? Enjoy the beautiful view and avoid traffic.





ETS

Park n Ride



Edmonton Heritage Festival

ETS Park & Ride July 30 – August 1, 2022

CONTINUOUS SERVICE FROM ALL SITES ALL THREE DAYS

July 30 9:30a.m. – 9:30p.m. July 31 9:30a.m. – 9:30p.m. August 1 9:30a.m. – 8:30p.m.

ETS PARK & RIDE LOCATIONS

- Davies City Lot** 61 Ave & 86 St
- Eaux Claires Transit Centre** 157 Ave & 97 St
- Health Sciences LRT Station** 114 St & 84 Ave SB
- Heritage Valley Transit Centre** Ellerslie Rd & 127 St
- *NEW* Lewis Farms Transit Centre via Callingwood**
(Begins at Webber Greens Dr & 199 St travels to select stops in Callingwood then to Hawrelak Park)
- MacEwan University** 109 St & 104 Ave SB
- Meadows Transit Centre** 17 St & Tamarack Way
- Naki Transit Centre (St. Albert)** 15520 Campbell Rd
- South Campus Transit Centre** 115a St & 68 Ave
- Windsor Car Park** 116 St & 92 Ave

NEIGHBOURHOOD FEEDER ROUTE

Riverbend to South Campus

(Includes a stop on 23 Ave EB across from Leger TC)
**This feeder is a complementary ETS shuttle service through Riverbend to South Campus.*

SPECIAL EVENT TWO WAY FARE IN EFFECT

- \$6 cash or two bus tickets
- Valid ETS transfer plus \$3
- Validated LRT ticket plus \$3
- Family/Day Pass (pre purchase required)
- 12 and under ride for free
- Monthly and Seniors passes accepted (including St. Albert and Strathcona County passes)

Check edmonton.ca/heritagefestivaltransit for more information



- Note: There is no Heritage Festival parking available at South Campus Transit Centre.

- Windsor Car Park (116 Street and 92 Avenue).

Park & Ride shuttles run every 10 minutes from 8:30am until 8:30pm on all three days.

Please Note: There will be no Park & Ride service from Calder City Lot or NAIT. Please use Eaux Claires or Naki Transit Centre for Calder. For NAIT, please board the LRT at and transfer at Health Sciences or South Campus station to board a shuttle.

Regular Service to Hawrelak Park

Bus routes 51 or 902 also have bus stops near Hawrelak Park. These routes will have extended evening service during the festival. Regular ETS fares apply.

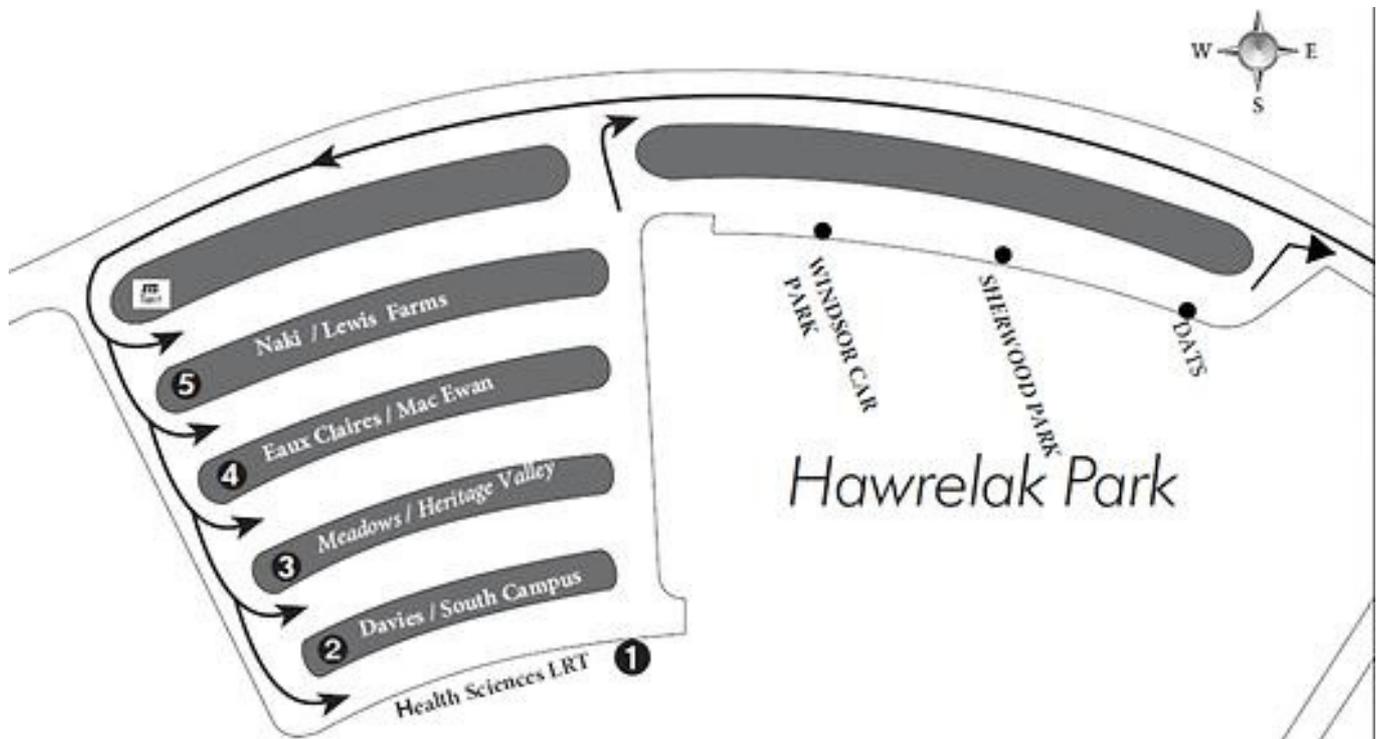
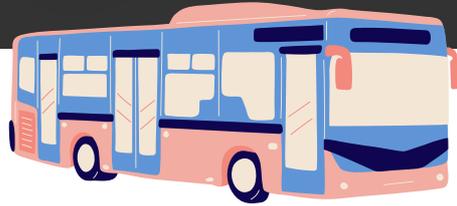
If you're using regular service after leaving the festival, make sure to request a transfer from the operator when you board the Park & Ride bus leaving the festival. Transfers are valid for 90 minutes from the time of issue.





ETS

Leaving the Festival



ETS Park&Ride

Map Revised April, 21 2021

ETS



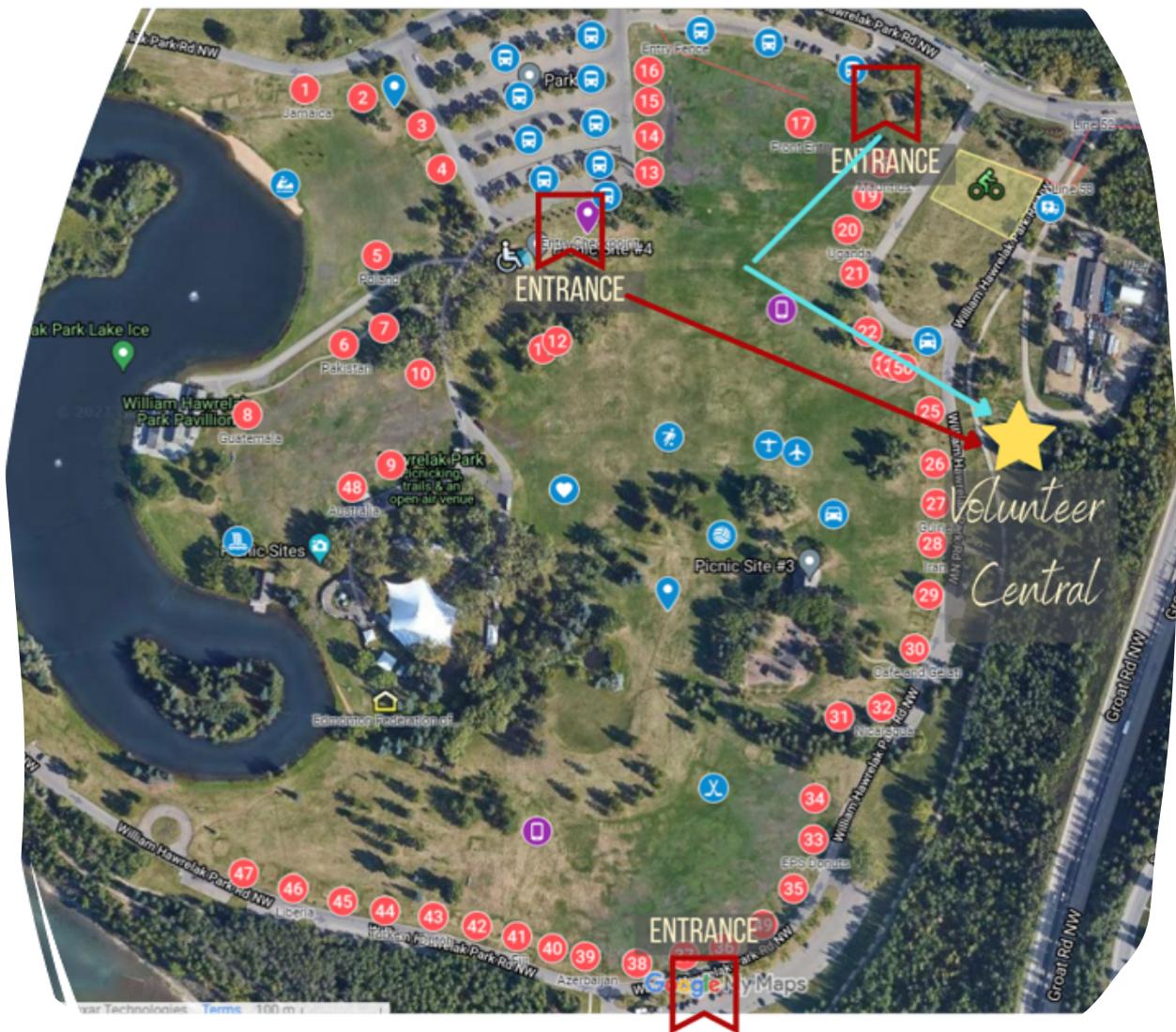
VOLUNTEER



Central

Volunteer Central has moved back to the entrance of the park where it was in 2017.

FOLLOW THE RED OR BLUE ARROWS TO GET THERE!



ONCE YOU'VE REACHED



the park

1. **Follow the map** on the 'Getting to Volunteer Central' page of this handbook to get to Volunteer Central.



2. Once you have reached Volunteer Central, **sign in at registration**. They will give you your t-shirt and directions on where to go from there.



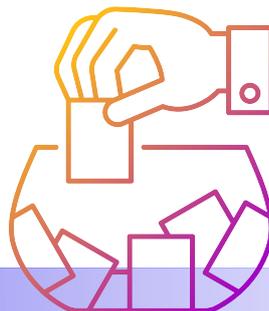
3. Head to your shift!

4. Have



5. **MAKE SURE TO SIGN OUT AT THE END OF YOUR SHIFT**

Once you have completed your shift for the day, return to Volunteer Central to **sign-out**. By doing so you can enter a raffle to win really fun prizes. For every hour you worked you get 1 entry.



VOLUNTEER



Responsibilities

- Treat each person you encounter with respect & compassion. This includes other volunteers, performers, vendors, staff, and the public.
- Please arrive at least 15 minutes early for your shift to allow for time to check in at Volunteer Central and to make your way to your area.
- Wear your volunteer t-shirt while on shift. If you are volunteering on more than one day, please bring your t-shirt with you for each one (only one t-shirt per volunteer is given out).
- Remember to bring a water bottle or use your Heritage Festival water bottle to stay hydrated!
- Dress for the weather. Hot out? Bring sunscreen and a hat! Raining? Bring your rain jacket or umbrella!
- * please be aware that there are no secure storage facilities on-site during the festival.
- If you are given Information & Materials, please read through them.
- Complete assigned tasks and help each other out while making the most of your experience!
- At any time, please ask questions if you do not understand!
- Cancel any shift(s) you are unable to make as soon as possible through your account OR let the Volunteer Coordinator know (min 24 hr notice appreciated).
- Make any necessary arrangements for childcare while you are volunteering (there are NO childcare areas at the Festival)
- Contact your Supervisor or Volunteer Coordinator if you have any concerns or a serious issue while volunteering.
- Remember to check out at the end of your shift at Volunteer Central.



HERITAGE FESTIVAL VOLUNTEER



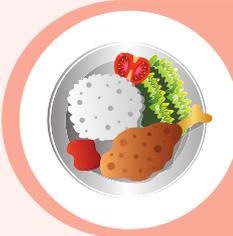
Meal Chit Program



AS A HERITAGE FEST
volunteer you will be given a
red chit by your supervisor at
your shift



YOU MAY GO TO
a pavilion of your choosing
and exchange your red chit
for a meal on your break or
after your shift



MAKE SURE TO WEAR
your volunteer shirt when
going to get food so they
recognize you as a volunteer



ENJOY!



LETTUCE KNOW



if there is anything we can do to make your experience better by emailing
chelsea@heritagefest.ca



SCHOLARSHIP

Program



Attention all post-secondary student volunteers! We have an amazing scholarship program thanks to the generosity of many of our sponsors. Scholarship amounts range between \$250 - \$1000 and are awarded by random draw from all eligible entries.

Eligibility Criteria:

2. Volunteer must be registered in a full-time program at an accredited Canadian post-secondary institution by December 31 of the year of the Festival (ex: for this year by Dec. 31, 2018).
3. Volunteer must complete a minimum of 10 hours to be entered into the draw.
4. More shifts = more entry forms!

How to enter to win a scholarship:

1. Once you have completed your two or more shifts, go to registration, ask for a scholarship form and fill it out.
2. Return the form to Volunteer Registration. They will verify your hours and enter you for the draw.
3. Names will be drawn in late August. Scholarships will be mailed early-mid September.

If you would like to volunteer more hours during the Festival to be eligible, please speak to your Volunteer Supervisor or email the Volunteer Coordinator to see what opportunities may be available!





VOLUNTEER

Perks

Volunteer Swag:

- T-Shirt
- Drawstring Bag
- Sunnies

A Meal Chit for every shift worked. Redeemable at any pavilion.

Water throughout the shift

ETS Bus Passes to get to and from the festival

PLUS A behind the scenes look at the festival that only volunteers get and MANY OTHERS.





VOLUNTEER

FAQ

Q: When is Volunteer Orientation?

A: Volunteer Orientation for World Music Week is Tuesday July 26th at 6 PM via Zoom. Orientation videos will be available on www.heritagefest.ca/current-volunteers on Wednesday evening so volunteers can watch and attend at a time that suits them best!

*Please note that not all sections have scheduled orientation sessions.

Q: Can I still volunteer if I can't attend orientation?

A: Of course! Orientation for most shifts is not mandatory. However, the orientation videos will be available online Thursday evening to watch at your leisure.

Q: When can I pick up my bus pass and t-shirt?

A: Bus Passes will be available at the Heritage Fest Office from July 20th- 26th from 9:00 am - 4:00 pm. If you are unable to pick up your passes during those dates, passes will also be available at Hawrelak Park on July 30th between 1:00 pm - 9:00 pm or anytime during the Festival from Volunteer Registration.

July 29th between 1:00 pm - 9:00 pm at Hawrelak

During the Festival from Volunteer Registration

T-shirts will be picked up at Volunteer Registration on your first shift.

Q: Can my friend and I volunteer in the same place/job/shift?

A: Most sections you can volunteer with a friend.

Q: Can I bring my stuff with me?

A: Please do not bring your stuff. We do not have a secure storage place for you to place your items. Valuables should be left at home!

Q: How old do you have to be to volunteer?

A: All volunteers between the ages of 13 - 15 must volunteer with a parent or guardian. All volunteers over 15 but under 18 must complete a youth consent form that must be signed by a parent or guardian. Some sections require volunteers to be 18 or older.

Q: Where is volunteer central located?

A: Please see page titled 'Getting to Volunteer Central' for a detailed map and instructions.



MEET YOUR

Supervisors



Diana

Volunteer Registration



Nan & Well

Kidzworld



Lianne

Delivery



John & Vimal

Green Team/Lost & Found



Salila, Wenle & Hems

Info Kiosks



Robert

Shuttle Driver



MEET YOUR

Supervisors



Chelsea McCurdy
Volunteer Coordinator &
Office Manager

During the Festival
All area Supervisors can reach the Volunteer Coordinator by radio.
The Volunteer Coordinator may also be messaged by email
(chelsea@heritagefest.ca).

Before/After the Festival
General Mail
14603A 118 Ave NW
Edmonton, AB T5L 2M7
Email
chelsea@heritagefest.ca
Phone 780-488-3378

During the Festival
All area Supervisors can reach the Assistant Volunteer Coordinator by
radio.
The Assistant Coordinator may also be messaged by email
(assistant@heritagefest.ca).

Before/After the Festival
General Mail
14603A 118 Ave NW
Edmonton, AB T5L 2M7
Email
assistant@heritagefest.ca
Phone 780-488-3378



Sarah Habkirk
Assistant Volunteer
Coordinator



CONTRIBUTING

Groups



We would like to extend a special thank you to our Sponsors who contribute to the on-going success of our Volunteer Program.

Sponsors

Edmonton International Airport (Kidzworld & Volunteer Scholarships)
Edmonton Transit Systems (ETS) (Volunteer Bus Passes)
Page Cleaners (Green Team)

Scholarship Supporters

Coca Cola
Dr. Kenman Gan
ECF Hruday Scholarship
Edmonton Heritage Festival Association



VOLUNTEER

of the year

2021



Sarah has been an integral part of Heritage Fest since 2017. She started out helping wherever she could: administration in the office and then took on the role of Volunteer Registration Supervisor.

We appreciate the love and dedication Sarah puts into the Festival and wanted to give her some back. For 2021 Sarah Habkirk is our Volunteer of the Year.

Congratulations Sarah!



THANK YOU

Volunteers!

