



summer in the city



volunteer handbook

Updated: 2024



Welcome!

Introduction

Steinbach Summer in the City Inc. is a nonprofit organization that exists to promote and celebrate diverse communities through arts, culture and heritage. We celebrate every year with a festival the third week in June. This festival is like no other because we have plenty of free events to enjoy throughout the weekend for all ages and we also are community supported and run by volunteers who care about sharing all the Southeast has to offer. Without volunteers we don't exist, so we thank you for joining us in making this celebration the best in the southeast.

Thank you!

Your time with Summer in the City is so valuable! You help bring positivity to event participants and as a result, create a supportive environment for all festival attendees. Your friendly presence also ensures everyone feels included. This event could not be possible without volunteers like you! By providing your time, you're not just lending a hand—you're a valuable, essential part of making the Summer in the City Festival great!

Handbook Purpose

This handbook is for festival volunteers. It gives you the info you need to contribute to the festival's success. It explains your role, what you need to do, and the guidelines you need to follow. This brings understanding of what to expect and contributes to a great volunteer experience. Following these guidelines helps things run smoothly, keeps things professional, and makes the festival fun for everyone.

What is Summer in the City?

A festival that springs to life in the heart of Steinbach on the third weekend of June - Summer in the City showcases all the heritage, culture, entertainment, and food of Southeastern Manitoba.

Summer in the City is a community gathering space with something for everyone! With NO admission fee, LOTS of free attractions (including kid's area), and designated accessible parking spaces, everyone's welcome at the biggest celebration in the Southeast. We can't wait to see you having a ton of fun and interacting with your community out on Main Street.



Summer in the City Core Values:

- We have integrity
- We are inclusive
- We are innovative
- We are fun

Our Strategic Anchors:

- We build and maintain community relationships through volunteerism, sponsorships, and partnerships.
- We provide opportunities for people to experience and engage with culture, entertainment, and food.
- We offer a community gathering space that provides a variety of accessible activities.
- We showcase local.

Visit [Summer in the City | Festival Experiences](#) to learn more about this year's festival!

History & Background Information

Established by founding partners the Steinbach Arts Council, AM 1250, Mix 96, Country 107, the City of Steinbach, and the Government of Canada in 2008, Summer in the City was immediately recognized as an opportunity to connect a community of unique groups and individuals through art, music, and shared experiences.

In 2024, we are celebrating 15 years and are one of the region's leading attractions, with big-name performers hitting the Mainstage, and populating its many other stages (Street Arts, Cultures, Worship) with local talent for three full days.

Volunteering

Volunteer Code of Conduct:

Respect: Treat all festival attendees, vendors, and fellow volunteers with kindness and courtesy.

Responsibility: Fulfill assigned duties promptly and efficiently, adhering to instructions provided by festival organizers.

Cooperation: Work collaboratively with other volunteers to ensure a smooth and enjoyable experience for everyone involved.



Professionalism: Maintain a positive attitude, dress appropriately, and represent the festival in a positive light at all times.

Safety: Prioritize the safety of all attendees by following safety guidelines and reporting any concerns promptly to festival staff. Refrain from being under the influence of alcohol or other substances during their volunteer shifts.

Confidentiality: Respect the privacy of festival attendees and vendors by not sharing personal information obtained during volunteer duties.

Enjoyment: Have fun, embrace the spirit of the festival, and contribute to creating a vibrant and inclusive community atmosphere.

Volunteer Requirements

Before the Shift:

- Check in at the Volunteer Lounge at least 15 minutes prior to shift start wearing their volunteer shirt.
- Review code of conduct and guidelines.
- Communicate any concerns to area coordinator.

During the Shift:

- Stay at their volunteer station for their scheduled shift. If there is a reason to leave their station, notify the Volunteer Coordinator or designate.
- Assist attendees and maintain clear communication.
- Report incidents promptly using provided documentation.
- Seek guidance if issues escalate beyond volunteer capacity.

After the Shift:

- Complete assigned tasks thoroughly.
- Submit incident reports as required
- Volunteers can eat at the Volunteer Lounge when not on shift and cool off in between shifts as needed.

Volunteers must adhere to the policies and procedures outlined in this handbook.

Attendance

It's very important for volunteers to come to their scheduled shifts. We understand emergencies can happen, but it's crucial for volunteers to stick to their schedules to keep things running smoothly.



If unable to make it, communicate with the Volunteer Coordinator using the contact information provided as soon as possible, Provide your name, phone number, and email address so the Volunteer Coordinator can match your information to your name. This helps find adequate replacement.

Training & Orientation

Volunteers attend a pre-event Volunteer Appreciation event. This celebrates the work of the volunteer team and helps kickstart the event! We provide a general overview of the event, review any changes, and address questions or concerns from volunteers.

When volunteers work on site, they will be provided with one-on-one training with the area coordinator. The coordinator will also be available to address any questions that may arise during the volunteer's time on site.

Volunteers Roles & Responsibilities

Each volunteer position has unique requirements and responsibilities. If you do not feel comfortable or are unable to fulfil these duties, please let the Volunteer Coordinator know immediately.

First Aid: _____

- All First Aid volunteers are recruited through the First Aid Coordinator.
- All First Aid volunteers must be over the age of 18, have a valid First Aid Certificate (or better) and be prepared to assist when required.
- First Aid volunteers are responsible for providing basic care such as water, relief for minor cuts, bruises, and injuries. Serious interventions should be addressed and referred to the Emergency & First Aid Procedure.
- All visits to the First Aid stations should be documented in the First Aid Log.

Kids in the City Tent: _____

- Kids in the City Tent is overseen by the Steinbach Family Resource Centre. All volunteers must check in with the designated staff on site upon arriving at the station.
- Face Painting:
 - The coordinator will show you where the supplies are and provide basic instruction on how to create fun and unique face paint.
 - It is the volunteer's responsibility to ensure that their hands are clean and sanitized to prevent the spread of germs.
 - Masks are available if needed.



- Crafts:
 - The coordinator will show you where the supplies are and provide basic instruction on how to create the craft provided.

Artists Tent Assistant: _____

- Artist Volunteers must open the tent in the morning.
- During the day, they will be overseeing the DIY section, helping artists, and setting up the workshops.
- End of day help closing the tent.

Facilities Assistant: _____

- Facilities Assistants will spend the day with the Facilities Coordinators. They must have their drivers license, be 18 years old or older and able to lift and carry (up to 50lbs) above shoulders and move items around the festival. The Facilities Coordinator will have access to a Gator.
- Facilities Assistants are responsible for:
 - ❶ Getting ice to the different areas.
 - ❶ Assisting the vendors, as needed.
 - Running errands around the festival grounds as directed by the Facilities Coordinator.
 - Answering calls on the radio, including urgent matters such as lost kids/parents.
 - All other duties assigned by the Facilities Coordinator.

Volunteer Lounge: _____

- Lounge volunteers must be 18 years old or older and have good communication skills.
- Volunteers working in the lounge will assist in checking in with volunteers, helping organize the food, informing volunteers of their roles and directing them to their designated areas.
- Lounge volunteers are required to keep the Volunteer Lounge clean.
- Lounge volunteers may be required to run errands for volunteers at times.

Information Booth: _____

- Information Booth Volunteers must be 18 years old or older and have good communication skills.
- Information Booth volunteers are required to assist with:
 - Selling tickets (when you are down to 10 tickets radio the Ticket Takers for more).
 - Directing people on the map.



- Answering questions about the festival.
- Assisting with lost child/parent protocol.
- **Information Booth Volunteers must remove the Router and bring it to Backstage at the end of each night.**

Ticket Takers: _____

- Ticket Takers must be 18 years old or older.
- Ticket Takers will scan people's tickets as they come into the concert or assist with wrist bands.
- Ticket Takers will need to have technical skills and be able to problem solve cellular phone problems as well as deal with challenging people.

Ushers: _____

- Volunteers in this area will help seat people for evening concert events.
- Must be willing to work in large crowds and loud environments.
- Must be able-bodied to stand and walk for long periods of time.
- Volunteers may be called to help in other areas of the concert, as needed.

Volunteers Guidelines

Dress Code

During the Summer in the City festival, each volunteer will be provided with a complimentary shirt to wear while on duty. These shirts will be distributed at the Volunteer Lounge, and it's the volunteers' responsibility to maintain their cleanliness and care throughout their volunteer shifts. It's important to remember that volunteers are ambassadors for the event, so please dress appropriately and comfortably for the weather, ensuring suitable footwear. If your attire is deemed unsuitable by the site coordinator, you may be requested to change.

Health and Safety

The health, safety, and well-being of our volunteers, participants, and community are our top priorities. To ensure a safe and enjoyable experience for everyone, we have established the following health and safety information:

- General Health and Safety Training

- All volunteers will receive health and safety training relevant to their role. This training will cover emergency procedures, first aid awareness, hazard identification, and the proper use of safety equipment.
- Personal Protective Equipment (PPE)
 - Volunteers will be provided with the necessary Personal Protective Equipment (PPE) required for their specific roles. This may include gloves, safety glasses, and high-visibility vests. Proper use and care of PPE will be covered during training sessions. There is no cost for the volunteer to use the PPE, and all PPE should be returned after each shift.
- Hydration and Sun Protection
 - Volunteers are encouraged to stay hydrated and protect themselves from sun exposure. Water stations will be available throughout the festival grounds, and we recommend wearing sunblock, hats, and sunglasses, especially during outdoor activities.
- Safe Work Practices
 - Volunteers should only perform tasks they are trained and comfortable with. It's important to follow all safety guidelines and instructions provided during training and by your designated contact. If you're unsure about how to safely perform a task, please ask for assistance or clarification.
- Incident Reporting
 - All health and safety incidents, no matter how minor, must be reported immediately to a supervisor or designated health and safety officer. This includes injuries, near misses, and hazards. Prompt reporting helps us address potential safety concerns and prevent future incidents.
- Rest and Meal Breaks
 - Volunteers are entitled to regular rest and meal breaks. Please ensure you take these breaks to prevent overexertion and heat-related illnesses. Schedules will be organized to allow for adequate rest.
- Respectful Workplace
 - We are committed to providing a respectful, inclusive, and harassment-free environment for all volunteers and attendees. Any form of harassment, discrimination, or inappropriate behavior will not be tolerated.
- Feedback and Concerns
 - Your feedback is important to us. If you have concerns about health and safety or suggestions for improvement, please share them with the festival coordinator or the festival's health and safety committee designate.

Emergencies

Familiarize yourself with the festival's emergency procedures, including evacuation routes and assembly points. In case of an emergency, remain calm. When situations escalate (between two people), volunteers are advised to reach out to the festival coordinator or chair, where appropriate. All areas have access to a radio, which is a primary use of communication.

Lost Parent/Child

The following procedure must be followed in the event a child or parent requests support:

- The parent/child must remain in the tent.
- Get a description of the child/parent including name, clothing, age, hair color, and what they are wearing. Ask the parent to provide a photo of the child if possible.
- Radio all Coordinators using the following script:
 - o *“Lost Child/Parent to All Coordinators! Parent/Child name is _____ and was last seen _____ wearing _____. Their height is _____, hair color is _____. We are located _____ and will remain here waiting for further updates.”*
- Wait for responses as people will be looking in a variety of areas of the festival. Keep the parent/child calm and offer water and a place to sit. Do not lose sight of the parent/child during this time.
- Once a parent/child has been found, the individual will radio into the location and next steps in reunification.

Complaints & Conflict Resolution

As a volunteer for Summer in the City, you play a crucial role in creating a positive and welcoming environment for all attendees. Managing conflicts and handling complaints efficiently and respectfully is key to maintaining this atmosphere. Here's some best practices to guide you through these situations:

Stay Calm and Listen

Remain composed: Keep a calm demeanor, regardless of the situation's intensity. Your calmness can help de-escalate emotions.

Actively listen

Give the individual voicing a complaint or involved in a conflict your full attention. Let them express



their concerns without interruption, showing them that you are genuinely listening and value their input.

Acknowledge the Issue

Acknowledge their feelings: Recognize the person's feelings and concerns by saying something like, "I understand why this upsets you," to validate their emotions.

Summarize the issue

Briefly restate their concern to ensure you've understood it correctly and to demonstrate that you've been listening attentively.

Apologize and Offer Solutions

Apologize when appropriate: If the situation warrants an apology (e.g., for any inconvenience or misunderstanding), offer one sincerely, even if the issue wasn't directly your fault.

Discuss possible solutions:

Based on the nature of the complaint or conflict, suggest reasonable solutions or alternatives. If applicable, explain any festival policies that relate to the issue.

Know when to ask for support:

If the situation is beyond your capability to resolve or if it escalates further, do not hesitate to seek assistance from your area coordinator, followed by the Festival Chair.

Use the buddy system:

For complex issues, having another volunteer present can help manage the situation more effectively.

Take immediate action:

If the solution is within your scope of responsibilities and authority, take prompt action to resolve the issue.

Refer to the appropriate person or department:

If the issue requires specialized attention (e.g., security, first aid, lost and found), direct the individual to the appropriate festival staff or department.

Document the Incident:

After addressing the situation, where appropriate, document the incident, including what the complaint or conflict was about, how it was resolved, and any other relevant details. This information should be passed on to your area coordinator or entered into a log if provided.

Report back

Inform the area coordinator about the resolution or the status of the complaint or conflict for further monitoring and action if necessary.



Harassment & Violence

Summer in the City is dedicated to creating a safe and respectful environment for all festival attendees and volunteers. Summer in the City takes all Harassment and Violence reports seriously.

Harassment includes unwanted behavior that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome.

Violence refers to the attempt, or actual use of physical force against a person that causes them, or risks causing them harm.

If you experience or witness any form of harassment or violence, it is your responsibility to report it to your area coordinator, or festival coordinator. All reports will be taken seriously and investigated in a timely manner.

Communication

On Site Communication

All Summer in the City staff, event coordinators, and area coordinators have access to a radio. This helps keep communication clear and accessible.

Should you be in a space where a radio is unavailable, please refer to the Contact Information below for further assistance.

Contact Information

Name	Position	Contact
Carla	Festival Coordinator	204-392-4728
Graham	Festival Chair	204-392-8483
Henry	Volunteer Coordinator	204-392-7750