



# 2022 VOLUNTEER MANUAL

## Drive-Thru Edition



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# Welcome!

We are thrilled that you have chosen to volunteer at this year's drive-thru version of the Oakville Family Ribfest, organized and presented by the Rotary Club of Oakville Trafalgar. Volunteers are a vital part of hosting a successful event. We hope that you find the duties of your particular job description to be fulfilling, and that your volunteer experience with us is rewarding and positive.

The following information package includes details about the event, the Rotary Club of Oakville Trafalgar, and the roles and responsibilities of our volunteers. Once again welcome and thank you!

Sincerely,

**Karen Milner**

Volunteer Co-Chair  
Oakville Family Ribfest



# The Rotary Club of Oakville Trafalgar

The Rotary Club of Oakville Trafalgar (RCOT), established in 1978, is one of more than 32,000 Rotary clubs around the world. We are a diverse group of people of varying ages and from all walks of life—professionals, entrepreneurs, retirees, parents, and grandparents—united in our commitment to the Rotary ideal of **Service Above Self**. We share a common purpose: to make a difference in our community and to create lasting positive change here at home and around the world.

***We are an active group of volunteers; we raise money so that we can give it all away, and we have a lot of fun doing it!***

Our club's major fundraisers are an Online Auction, an ongoing Bottle Drive and, of course, the Oakville Family Ribfest. Following are just some of the projects and organizations we have supported over the past few years:

## Community

- Acclaim Health, Patty's Place Dementia Care Centre
- Big Brothers, Big Sisters of Hamilton Halton
- Kerr Street Mission
- Fareshare Food Bank
- Food4Kids Halton
- Halton Women's Place
- Lighthouse Shelter for Grieving Children
- Rotary Education Awards (high school student bursaries)
- SafetyNet
- Salvation Army, Annual Kettle Drive
- Wellspring Cancer Support Foundation
- Annual scholarship for Indigenous students

## International

- Sleeping Children Around the World
- Hunger relief in Guatemala during the COVID-19 pandemic
- Medical equipment for pediatric oncology clinic in Mexico
- Microfinance loans to women in Africa
- Water and sanitation projects in Uganda, Guatemala, Honduras, and Mexico
- Donations to Shelterbox and other international disaster relief
- Providing laptops, vocational training for School for the Deaf in Mexico
- Supporting Rotary's **End Polio Now** campaign to eradicate polio globally

## Introduction to the Oakville Family Ribfest

This year's Oakville Family Ribfest will be a drive-thru event, for the second year in a row. Although the situation with COVID-19 is much better than it was a year ago, it was still very fluid when we began planning way back in the winter. For everyone's safety, we decided to proceed with the drive-thru format once again.

It will still be a welcome community event after all the pandemic limitations, a chance to enjoy some great food and to celebrate getting back to something closer to normal. This year's Ribfest, although different from usual, will still feature award-winning Ribbers, other food vendors, and entertainment on our dedicated FM radio station. And as always, it's a great opportunity to help Rotary help others with the funds we raise.

We're doing our best this year to keep everyone safe and to make your volunteer experience as rewarding as possible.

If you require any further information about Ribfest, please visit:  
<http://www.oakvillefamilyribfest.com>

Thank you on behalf of the members of the Oakville Family Ribfest Steering Committee.

Best Regards,  
The Rotary Club of Oakville Trafalgar



# Safety and COVID-19 Precautions

Although many rules and precautions around COVID-19 have now been lifted, we must continue to put safety first:

- We will not require volunteers to wear a mask or face covering to participate, but you are welcome to do so when on site if that makes you more comfortable. (Please bring your own mask if you have one.)
- Try to maintain a two-meter physical distance from other staff/volunteers and the public as much as possible.
- Use hand sanitizer when in contact with high-touch surfaces or objects. It will be made available in the Volunteer Tent and at the handwash station outside the portable toilets.

The outdoor environment and carefully planned layout allow for easy physical distancing, most volunteer shifts are shorter than usual, and fewer people will be on site than during a normal Ribfest.

As an additional safety measure, all guests must remain in their vehicles at all times. No walk-ins will be permitted.

## Volunteer Area: Location, Snacks & Safety

This year, the volunteer tent is in the centre of the Sheridan parking lot, at the north end of the site. We are north of the Ribbers and food vendors (see map on page 11). There aren't many tents this year, so it should be easy to find. Look for the sign that says "Volunteers" along the front of the tent.

**Please ensure you check in at the volunteer tent at least fifteen minutes prior to your shift to register.**

**Also, allow time on Friday to pick up a parking pass if you need one, walk back to Lot 1A to display it on your dashboard, and to return to the Volunteer Tent in time for your shift (see Parking, page 8).**

If you already have a Ribfest volunteer T-shirt from previous years, please wear it. We have a few new T-shirts to hand out to first-time volunteers, but we are operating on a very short timeline and tight budget this year, so have very limited supplies.

We will be providing cold water, light meals (no buffet style due to COVID-19), and low-touch snacks at the Volunteer Tent throughout the event, so feel free to drop by anytime for some light refreshment. If you have dietary restrictions, we encourage you to bring your own meals and snacks.



# Parking

Free parking is not usually available for volunteers, but this year is an exception as guests will not be parking on site.

For this year only, volunteers may park for free in parking lot 1A, immediately south of the Ribfest site on the south side of Ceremonial Drive. **However, there is very limited free parking available on Friday June 24 (only 25 spots, see below). Free parking is available in Lot 1A on Saturday and Sunday with no pass required.**

**If you wish to park in Lot 1A on Friday, you will need to display a pass on your dashboard identifying you as Rotary Ribfest personnel. We will provide passes on a first-come, first-served basis. Ask for one when you check in at the Volunteer Tent. Please allow enough time before your shift to check in, go back to Lot 1A to place the pass on your dash, and return to the tent in time to start your shift. Passes will be numbered and you will need to return your pass to us at the end of your shift. Again, no passes will be required on Saturday and Sunday to park free of charge in Lot 1A.**

There are limited parking spots available, so we encourage you to carpool if possible. Alternatively, you can pay for parking in Lot 2 (enter from Sheridan College Drive, west of the entrance to the Ribfest site).

Other transportation options include:

- Getting dropped off at the Ribfest site (use the Ceremonial Drive entrance for drop-offs and pick-ups at the Sheridan traffic circle)
- Parking at the Town Hall (free parking) and walking to the Ribfest site
- Taking Oakville Transit
- Biking, or walking

**Note:** Do *not* park in the plaza across the street (where Monaghan's and Burger King are located) as you will be towed and charged a steep fee.

# Organizational Structure

A volunteer Steering Committee runs the Ribfest. Each committee member is in charge of one area of the Ribfest such as Traffic Control, Ribbers and Food Vendors, Security, Recycling, Site Services, etc.

Volunteers will be welcomed at the volunteer tent (see map included in this manual), where they will check in and then be assigned to their work area. Volunteers will be working under the direction and supervision of specific Committee Chairs, in addition to working with the Volunteer Coordinators. These are the individuals you will report to at the start of your shift and who will help to answer any questions you may have.

Committee members can be recognized by the red golf shirts that they will be wearing.

**Finance:** Ron Salem

**Logistics:** Sabbih Udin

**Public Safety & Security:** Liliana Chocarro

**Radio/Entertainment:** Ken Coulter

**Recycling:** Claire Conway

**Ribbers & Food Vendors:** Margaret Vokes

**Signage:** Tim Wilson

**Sponsorship:** Raj Phalpher

**Traffic Control:** Fraser Scantlebury

**Water Sales & Donations:** Trish Peden

**Volunteers:** Karen Milner, Vanda Albuquerque, Dianna Dinevski, Jennifer Loker, Jennifer Estall, Cathy Whittaker

## Personal Belongings

Please do not bring any personal belongings that would need storage. We do not have lockers or any area where items can be stored.



## Remember to:

- Wear your Ribfest volunteer T-shirt if you already have one from previous years
- Wear sunscreen
- Wear a brimmed hat
- Bring sunglasses
- Bring a mask if you feel more comfortable wearing one
- Check the daily weather forecast and dress appropriately (e.g., bring a rain jacket or umbrella if there's a chance of rain; dress in layers for cooler weather)

## Have Fun!

- Invite your friends to come out!
- Tell your friends about the event:



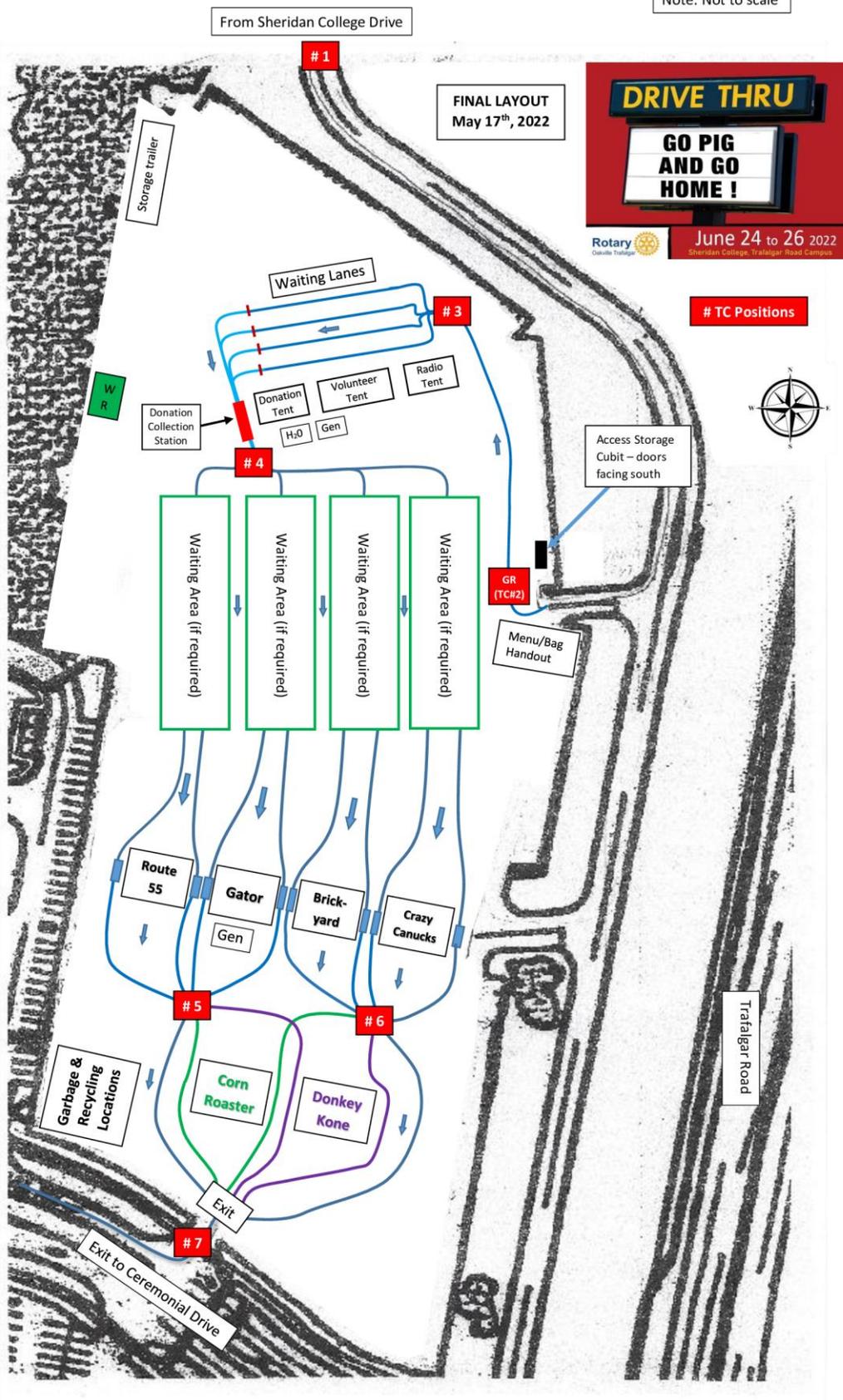
@OakvilleRibfest



Oakville Family Ribfest on Facebook

# Site Map

Note: Not to scale



# Volunteer Code of Conduct

Volunteers are expected to conduct themselves in a professional manner while performing their assigned duties and follow the Volunteer Code of Conduct:

- 1) **Discrimination:** Oakville Family Ribfest strives to provide an environment free of discrimination and harassment. Discriminatory practices based on race, gender, sexual orientation, colour, national or ethnic origin, religion, marital status, family status, age or disability will not be tolerated. Volunteers are entitled to freedom from all forms of personal harassment in their work environment.
- 2) **Smoking:** Is permitted only in designated areas in accordance with municipal by-laws. No smoking is allowed in any tents. If you smoke, please do so on your breaks.
- 3) **Alcohol:** Consumption of alcohol or being under the influence of any intoxicating substance is not permitted while on duty. The right to volunteer will be revoked in the event a volunteer is found intoxicated or under the influence of any substance (legal or illegal).
- 4) **Media:** As a volunteer you may be approached by members of the media. If this occurs please refer them to the Volunteer Tent, where a member of the volunteer committee can assist them.
- 5) **Volunteer T-Shirt:** All volunteers will be provided with a volunteer shirt or will have one from a previous Ribfest. Please wear this at all times when volunteering so you can be easily identified by guests.
- 6) **Schedule:** We are relying on you to show up for the shifts you registered for. If for some reason you cannot attend your shift, please let the Volunteer Coordinators know as soon as possible. Contact Karen Milner at [volunteers@oakvillefamilyribfest.com](mailto:volunteers@oakvillefamilyribfest.com)

# Public Safety Questions & Answers

## **Q: What precautions are in place to avoid the spread of COVID-19?**

**A:** The drive-thru Oakville Family Ribfest 2022 is taking place during a pandemic. As such, we must all adhere to various public health safety measures and comply with any restrictions, limitations and measures in place, as established by the Province of Ontario and Halton Region.

### ***Guests/Attendees***

All attendees are required to remain in their vehicle and are asked to maintain a minimum two-meter distance from all other vehicles and event staff/volunteers. Attendees are not permitted to exit their vehicles while on the event site. Pedestrians are not permitted to attend this event.

### ***Staff and Volunteers***

All event staff and volunteers are required to adhere to the following:

- Maintain a two-meter physical distance from other staff/volunteers and the public when possible.
- Use hand sanitizer onsite when touching high-touch surfaces or objects.
- Certain volunteer positions will require that you wear a reflective vest at all times during the event.
- Event staff/volunteers and performers will be staggered throughout the site to allow for physical distancing.
- Staff/volunteers taking a break from the event will be required to adhere to proper physical distancing in areas designated for specific activities and breaks (i.e., covered areas, seating areas, etc.), especially when removing their mask or face covering to eat or drink.

## **Q: Who is responsible for public safety at the Ribfest?**

**A:** All volunteers contribute to maintaining and coordinating safety on site, including the following:

- wearing a mask or face covering as required by public health guidelines
- wearing other PPE as appropriate
- ensuring that others comply with public health and safety rules
- identifying security concerns

- first aid
- cooperating with authorities, inspections and emergency services if necessary
- observing public health and safety rules, documentation and plans.

**Q: How do I recognize people doing various jobs or duties?**

**A:**

Red golf shirts: Ribfest Steering Committee

Red T-shirts: Volunteers

Navy blue Rotarian at Work T-shirts: Rotarian volunteers

Yellow vests: Traffic control volunteers

White shirt and security crest: overnight & parking Security Company

**Q: How do I recognize people who are authorities and inspectors?**

**A:**

Police: in dark blue uniforms (and a gun)

Fire: in dark blue uniform (no gun)

Various inspectors may visit the site, including: Health, TSSA (propane), ESA (electrical), Building, AGCO (alcohol) – they will be in civilian clothes but will provide identification card

**Q: What should I do if one of these inspectors begins to ask me questions?**

**A:** First, confirm identification. Second, answer their questions and/or direct them to an appropriate Ribfest Steering Committee Member (someone wearing a red golf shirt with the Ribfest logo).

**Q: What might these inspectors ask?**

**A:** These inspectors want to make sure that we have staff who are trained to handle various situations and are knowledgeable of the Ribfest event and its procedures.

**\*\* Public Health & Safety Guidelines and Emergency Procedures are posted in the Volunteer Tent. It is your responsibility to be familiar with them; you won't have time to read them in the event of an emergency...\*\***

**Q: How do we communicate with each other?**

**A:** There is a two-way radio system with several dedicated channels: traffic control, finance, operations (including volunteers, recycling). Only certain people will be issued radios, and they can relay messages related to your role for you as needed.

**\*\*FOR SPECIFIC PERSONNEL ONLY:** Radio sign in/sign out procedure is in place. You are responsible for the radio that you sign out. They will be located in or near the Volunteer Tent for pick up and drop off. Review the radio use procedure which will be posted with the radios.

**Q: Where is the gathering point in case of an emergency?**

**A:** In case of an emergency, the onsite gathering point for staff/volunteers is at the Volunteer Tent. This is also the meeting point for 9-1-1 emergency services: police, fire, EMS. As attendees will be in cars, they will be asked to leave through the exits.

In case the event site has to be evacuated, Parking Lot 1A on the south side of Ceremonial Drive (south of the Ribfest site) will be the off-site gathering point for staff/volunteers, as well as the off-site meeting point for 9-1-1 emergency services: police, fire, EMS. As attendees will be in cars, they will be asked to leave through the exits.

**Q: What do I do in the case of an emergency evacuation?**

**A:** An evacuation will be implemented in response to a significant event and will be announced by the Public Safety Chair on all radio channels and through the general PA system. Communication is the key to a successful emergency evacuation. Pass on information as quickly and succinctly as possible and move to the safe off-site meeting location.

- Direct cars to the nearest exit
- Assist in clearing a route for responding emergency personnel
- Leave by the nearest exit
- Coordinate with onsite responding agencies

- Communicate with each other to ensure that all staff/volunteers are accounted for

**Q: What if I see a person who:**

- **Has brought alcohol into the park?**
- **Is becoming too boisterous?**

**A:** Contact security or a Steering Committee member; note their location and description.



# Thank You.

## Acknowledgement

*The host committee of Oakville Family Ribfest 2022 and the Rotary Club of Oakville Trafalgar would like to thank you for volunteering your time at this community event.*

*Without your support this event would not be possible!*

