



2024 VOLUNTEER MANUAL



Oakville Lions Club
Ontario - Canada



Rotary
Oakville Trafalgar

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Welcome!

We are thrilled that you have chosen to volunteer at the Oakville Family Ribfest. 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.

This year's Oakville Family Ribfest is organized and presented by two community service clubs: the Rotary Club of Oakville Trafalgar and the Lions Club of Oakville. Thank you for supporting us in raising money to help others in our community.

The following information package includes important details about the roles and responsibilities of our volunteers. Once again welcome and thank you!

Sincerely,

Amina Younsi
Volunteer Chair,
Oakville Family Ribfest



Thank You for Helping Us Help Others

Again this year, two local service clubs are coming together to bring the Oakville Family Ribfest to our community. The Oakville Lions Club and the Rotary Club of Oakville Trafalgar (RCOT) will organize and host Oakville's largest outdoor summer festival. More importantly, we are working together to raise money so we can help others less fortunate here at home and around the world. Thank you for helping us help others!

Following are just a few of the projects and organizations we have supported over the past few years:

Community

- Children's Aid Foundation of Halton
- Habitat for Humanity Halton
- Halton Women's Place
- Kerr Street Mission Food Bank
- Oakville Fare Share Food Bank
- Oakville high school student bursaries
- Patty's Place (Acclaim Health's Dementia Care Centre)

International

- Water for Humanity
- Sleeping Children Around the World
- Haiti Containers for Hope Fund
- Stephen Lewis Foundation for AIDS
- Educational supplies and computers for Guatemala
- World Literacy Fund
- PolioPlus to eradicate polio in the world.



Introduction to the Oakville Family Ribfest

Ribfest will attract thousands of people from all over to celebrate, kick back, and enjoy the best that grills can offer. Award-winning Ribbers come to sell food and compete, while a variety of other food vendors provide additional options for those with different tastes.

There are also talented musicians performing throughout the event on the main stage, numerous vendors in the Marketplace, fun things to do in the Kids' PlayZone and the midway, along with a large assortment of food and drinks. It's a fun event that any family or group of friends can enjoy together!

Ribfest is also a community-oriented event, not only because proceeds go toward local charities, but also because it brings our entire community together. Volunteering for the event will be lots of fun and includes a cold drink and a bite to eat at the Volunteer Tent.

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 and your Volunteer Committee!



Organizational Structure

A volunteer Steering Committee runs the Ribfest and planning starts many months ahead of the event. Each committee member is in charge of one area of the Ribfest such as Security, Beer Tent Servers (Smart Serve required), Beverage Ticket Sellers, Entertainment, Kids' PlayZone, Recycling, Site Services, etc.

Volunteers will be welcomed at the Volunteer Tent (see map included on page 10 of 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 (also called Captains), 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.

Volunteer Area: Location, Snacks & Meal Breaks

The Volunteer Tent is in the South West corner of the site by the West Entrance. Look for the tall sign that says “Volunteers” on top of the tent.

Please ensure you check in at the volunteer tent at least fifteen minutes prior to your shift. We'll check you in, give you a yellow vest to wear, and connect you with the Captain in charge of your area.

If you have volunteered for Ribfest before and have a red-and-white volunteer T-shirt, please wear it when you come. If not, we'll give you a yellow Volunteer vest you can wear over your own clothing. **Your vest must be returned to the Volunteer Tent (or your Captain) at the end of each shift.**

Before or after each shift, volunteers are invited to grab a bite to eat and relax in the break area next to the Volunteer Tent.

Cold water, light snacks and meal options (non-rib) will be available throughout the event. If you have dietary restrictions, we encourage you to bring your own meals and snacks.



Transportation & Parking

We strongly encourage you to get dropped off or take public transit to the Ribfest site. You can also walk, bike, or carpool. If you are driving to your volunteer shifts at the Oakville Family Ribfest, free parking will be available on-site (enter from Sheridan College Drive).

Volunteer Drop-off Location: Use the Ceremonial Road entrance at the south end of the site for drop-offs and pick-ups at the Sheridan traffic circle.

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.

Personal Belongings

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

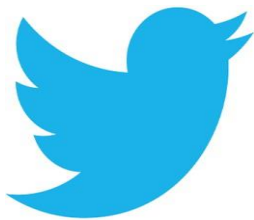


Remember to:

- Wear your Ribfest volunteer T-shirt if you already have one from previous years
- Wear sunscreen
- Wear a brimmed hat
- Bring sunglasses
- 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

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, sex, 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 illegal substance. **No volunteer is to drink before or during his or her shift.** If you are staying at the park after your shift, please bring a shirt to change into, as no volunteer will be served if wearing his or her volunteer T-shirt. Smart Serve pins are to be worn by volunteers working in the Beer tents.
- 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 Vests:** All volunteers will be provided with a yellow volunteer vest. Alternatively, you can wear your Ribfest volunteer T-shirt from previous festivals. Please wear your volunteer garb at all times when volunteering so you can be easily identified by guests. **All vests must be returned to the Volunteer Tent at the end of your shift.**

- 6) **Schedule:** Shifts are not double booked; 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 us at volunteers@oakvillefamilyribfest.com

- 7) **All volunteers are required to comply with the city's accessibility policies and therefore are required to read the "Accessible Customer Service Guide" and sign off for this at the volunteer tent. A copy of the guide will be kept in the volunteer areas.**



Public Safety Questions & Answers

Q

Who is responsible for public safety at the Ribfest?

A

All volunteers contribute to coordinating safety: security, first aid, police, inspections, public safety documentation and safety plans.

Q

How do I recognize people doing various jobs or duties?

A

Red golf shirts – Ribfest Steering Committee

Red T-shirts and/or yellow volunteer vests – Volunteers

White shirts and/or black vest, and St. John's crest – St. John's first aid

White shirt and security crest – overnight 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)

Health, TSSA (propane), ESA (electrical), Building, AGCO (alcohol) – 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 chair/director (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.

Fire Department:

Location of fire exits? (see site plan map and be familiar)

Location of extinguishers? (make a point of knowing this)

Procedure for evacuation? (see posted procedure in trailers)

Police & Citizens

Oakville Family Ribfest has a procedure for lost children. (Contact security or bring child/parent to the Police Tent, the meeting place for parents and children who are lost or have been found.) See page 17 for more details.

AGCO

Location of alcohol license? (posted in beer tent)

Procedure for dealing with underage drinkers? (wristband system – contact security/police)

**** Public Safety Guidelines and Emergency Exit Responsibilities are posted in the security trailers - - 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

Two-way radio system – 4 channels: Channel 1 for security and first aid; Channel 2 for operations, such as beer tents, tickets, parking, volunteer tent, and stages; Channel 3 for finance; Channel 4 for recycling.

****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 the security trailer for pick up and drop off. Review the radio use procedure which will be posted in the security trailer.

Q

What do I do in the case of an emergency evacuation?

A

Direct patrons to the nearest safe exit (away from the problem). Get yourself out as safely and as quickly as possible. When you are in a safe place, ensure that a Ribfest Chair/Director/Captain knows where you are. The emergency exit procedure will be posted in the security trailer.

Q

What if a lost child approaches me, or a parent tells me they have lost their child?

A

Contact security or a member of the Ribfest steering committee and ensure that the child/parent is escorted to the Police Tent. The lost child/parent procedure will be posted in the security trailer. Also see page 17 for more details.

Q

What if I see a person who appears to be:

- **Intoxicated** - contact security, do not serve them alcohol
- **Drinking under age** - Contact security, do not sell them beer/wine tickets
- **Has brought alcohol into the park** - Contact security, note their location and description
- **Is becoming too boisterous?**
Contact security, note their location and description



Emergency Exit Responsibilities

IN AN EVACUATION EMERGENCY:

The safety of patrons, volunteers, vendors and staff is the primary concern, and therefore it is important that Ribfest personnel remain calm and direct people to the nearest safe exit. Communication is key to a successful emergency evacuation; therefore, pass on information as quickly and as succinctly as possible. Move to a safe location.

SECURITY

- Open all emergency exits and direct people to the exits
- All Security personnel report to the nearest exit to assist, and direct people to the exits
- Assist in clearing a route for responding emergency personnel

RIBFEST STAFF/VOLUNTEERS

- Direct people to the nearest exit
- Leave by the nearest exit
- Coordinate with on-site and responding agencies

POLICE

- Direct people to the nearest exit
- Contact additional emergency services as required
- Have Trafalgar Road closed if required

Lost Child/Parent Procedures

The Oakville Family Ribfest has a protocol in place to deal with the occasional child who may become lost or separated from a parent. The Police Tent (located near the main entrance) is designated as the lost child/parent meeting location, and all Ribfest staff, security personnel, police, and volunteers are made aware of this. When informed of a lost child/parent, we use our two-way radios to contact ALL staff, and if required we can lock down the exits from the festival area. The sound systems on the stages may also be utilized.

Memorandum on Alcohol Service

HOUSE POLICY

OAKVILLE FAMILY RIBFEST

Our policy was compiled with reference to Federal Criminal Code provisions, Ontario Provincial legislation and regulations and Town of Oakville Municipal Alcohol Policy. For complete terms, interpretation and definitions, reference must be made to the wording of such legislation and/or regulation.

The basic facts you need are as follows:

1. One must be 19 years of age to consume alcohol.
2. One must be 18 years of age to serve alcohol.
3. We cannot serve any patron who is intoxicated.
4. Legal limit of blood alcohol is .08% for driving (at .05% suspension and impounding of automobile will occur).
5. We cannot serve any patron who, not being intoxicated when entering our premises, consumes alcohol to the point of intoxication.
6. We must ask for proof of age.

Acceptable ID is ONLY:

- i) Ontario Driver's license with a photo
- ii) Canadian Passport with a photo
- iii) Canadian Citizenship card with a photo
- iv) Canadian armed forces card with a photo
- v) LCBO Birth Year ID card with a photo

7. If we see someone who appears to be intoxicated, we must refuse to serve them and may eject them. This is done by reporting to the shift captain who will report to the police or security.
8. Shift Captains must complete an incident report in the Log Book for each such refusal or ejection.

9. Our duty extends to an ejection to confiscation of car keys or calling a taxi for the patron so refused or ejected.

10. All volunteers involved in alcohol service will not consume alcohol during their shift.

NOTES:

Please observe and report any suspected infractions to your shift captain or to security patrolling the entrances and exits. Be particularly vigilant for underage drinking.

Wrist bracelets will be given to those who have acceptable identification by the ticket sellers and by security. It may well be that someone who appears to be underage is drinking alcohol and yet did not buy a ticket or obtain a wristband. You should remind anyone who appears to be under 25 generally that they should get a wristband and in the process you may discover someone actually under 19 years of age who is drinking.

Our duty is to avoid serving anyone who is intoxicated when they arrive or who may become intoxicated through service of alcohol at Ribfest.

Note the warning signs of intoxication:

- fumbling
- change in speech volume or pace
- slurred speech
- red eyes
- excessive sweating
- decreased alertness
- stumbling or weaving
- noticeably shallow breathing
- sleepiness

Do not as a rule speak to the AGCO Inspectors unless they identify themselves and wish to ask a question of you as a Rotarian; generally refer them to Trish Peden or Bill Kerr, who are noted as the AGCO license holder and alternate. One of them will be on site at all times during Ribfest.

Thank You.

Acknowledgement

The host committee of Oakville Family Ribfest 2024 would like to thank you for volunteering your time at this community event.

Without your support this event would not be possible!



Oakville Lions Club

Ontario - Canada



Rotary

Oakville Trafalgar