



# 2018 Crew Name Crew Manual

Last updated by: Crew Coordinator Name on Month Day, Year



# Table of Contents



# General Information

## Crew Description

[insert crew description here]

## Time Commitment

[insert time commitment here]

## Crew Shifts

[insert crew shifts here]

## Crew Size

[insert crew size here]

## Minimum Age

[insert minimum age here]

## Risks Identified

[insert risks identified here]

## Certification Requirements

[insert certification requirements here]

## Skill Requirements

[insert skill requirements here]

## Crew Meeting Spot

[insert crew meeting spot here]



# Festival Support Team

## Crew Coordinators

Your Crew Coordinators are committed to doing everything they can to ensure your volunteer experience is a positive one. Let them know if you have any comments, concerns or questions right away, and they will help you out!

## Contact Information

Name	Email	Phone
[insert name]	[insert email]	[insert phone number]

## CFMF Volunteer Support Team

	Reasons to Chat	How to Contact
Crew Coordinator	Questions; concerns; feedback; scheduling	Phone; email; on-site on or off shift
Area Manager	Crew or coordinator feedback	Ask for them at Volunteer Information
Vol. Services Team	Questions; concerns; crew or coordinator feedback	Ask for them at Volunteer Information
Volunteer Manager	Questions; concerns; crew or coordinator feedback;	Ask for Emily at Volunteer Information
CFMF Staff	Festival concerns	Ask for them at Volunteer Information
Safety & Security Vols	Festival concerns; emergency help	Any volunteer wearing a red shirt can help you



# Shift Duties

## Insert Shift Duty

[insert shift duty description]

How to [insert shift duty]

1. [insert step 1]
2. [insert step 2]
3. [insert step 3, etc, etc]

## Insert Shift Duty

[insert shift duty description]

How to [insert shift duty]

1. [insert step 1]
2. [insert step 2]
3. [insert step 3, etc, etc]

## Insert Shift Duty

[insert shift duty description]

How to [insert shift duty]

1. [insert step 1]
2. [insert step 2]
3. [insert step 3, etc, etc]

## Insert Shift Duty

[insert shift duty description]

How to [insert shift duty]

1. [insert step 1]
2. [insert step 2]
3. [insert step 3, etc, etc]



# Pre-Festival Preparation

## Certifications

[insert crew certifications required for the crew]

*How to become certified*

1. [insert step 1]
2. [insert step 2]
3. [insert step 3, etc, etc]

## Crew Meetings

[insert crew meeting information, date, time, location, and who is required to attend]

## Site Walk

[insert site walk information: date, time, location, and who is required to attend]

## Shift Scheduling

[insert shift scheduling requirements: shift times, ask for availability, commitment required]

## Volunteer Handbook

The CFMF Volunteer Handbook is required reading. It is expected that ALL volunteers – Area Managers, Crew Coordinators & Frontline Volunteers – read this document. It will be provided to you on our website, and in your volunteer package.



# During the Festival

## Be Prepared!

When our volunteers are prepared, we all win! Be sure that you have marked down your schedule, and show up to your shift at least 15 minutes early. Our Festival is outside, and everyone knows that Calgary has unpredictable weather. Pack ahead and bring extra sunscreen and layers!

### *Volunteer Checklist*

- Volunteer badge
- Volunteer t-shirt
- Hat & sunglasses
- Reusable water bottle
- Extra shirt for off-duty, Beer Garden fun
- Insect repellent & sunscreen
- Rain gear, extra layers, warm socks, etc.
- Blanket/tarp & Festival chair
- Closed-toe shoes for on shift – mandatory!
- A great attitude and big smile!

## What to Wear on Shift

While on shift, you are required to wear your Festival t-shirt, your badge and closed-toe shoes. You cannot work in sandals!

## You are an Ambassador to the Festival

When you have your volunteer t-shirt on, regardless of if you are on shift, you are a Festival beacon to our patrons. Guests may come up to you and ask questions. Brush up on information from the Volunteer Handbook and on our website to ensure you can help these fine folks out.



# Post Festival

## Volunteer Survey

After the Festival, we send out an online volunteer survey. Please take the time to fill it out, as we appreciate all the feedback you have. If you have an immediate concern, do not wait until the Festival is over to tell us!

## Crew Debrief

Your Crew Coordinators may schedule a crew debrief following the Festival. This is an opportunity to meet up with your fellow crew-mates and take about how everything went.