

HILLSIDE FESTIVAL

2019

VOLUNTEER GUIDE



WELCOME TO HILLSIDE 2019

Welcome to the Hillside Festival. Volunteering is a phenomenal way to contribute to the success of the festival and have a unique festival experience. This guide will help answer your questions about how to be a great volunteer and how to enjoy the festival on your off hours.

“Collective Effervescence”

What is that? Collective Effervescence is a term coined by French sociologist Emile Durkheim and it's all about that incredible feeling you experience when doing something together like listening to music, dancing, protesting, or celebrating. It's a basic human need, to be social, to be creative together and what better place to have that experience and up your happiness quotient than at Hillside. It's been proven that a group experiencing collective effervescence becomes synchronous; heartbeats beat together, breathing is in synch, movements like head bobbing and swaying line up and everyone experiences a sense of joy and over the top happiness. So the very best part of volunteering with Hillside is the opportunity to experience collective effervescence with your fellow volunteers, friends, family, loved ones, and all the new people you'll meet. Come along for the experience and bring your very best self to Hillside and help create this amazing experience for everyone from volunteers to patrons to artists alike!



Volunteer Value Statement

Volunteers are the driving force, the spark that fuels the success of the festival in carrying out its mission and vision. We value the commitment, skills, time, and vision that our volunteers bring to the festival each year. We value and honour volunteering as a means for people to share, learn, grow, and connect with community. We are committed to providing safe and meaningful opportunities, training, leadership, evaluation and recognition for all volunteers as well as the opportunity to grow, create and engage with others. Volunteers are expected to fulfill their commitments and be ambassadors of the Hillside Festival.

Mission Statement

The Hillside Community Festival is a not-for-profit music festival that celebrates creativity through artistic expression, community engagement and environmental leadership.

Vision Statement

Hillside will create a more vibrant and caring world by promoting altruism, equality, environmentalism and peacemaking in every aspect of its work.

Please read through this guide thoroughly, and if you have any questions or concerns, contact Cate at volunteer@hillsidefestival.ca or 519.763.6396



• *Joey Panetta, photographer*

Village Life How-To

Hillside is an environmental leader in the Festival and Events world. Environmental responsibility resides in our Mission, Vision and Values as an organization. Hillside provides camping on the island in Volly Village in recognition of your time spent volunteering to help the festival run. The key here is that you are living in a “village” for the weekend with lots of other people. We want everyone to enjoy the escape that Hillside provides, relax, enjoy, disconnect from your devices, dance, drum, sing, look at the stars and soak up the glorious sights and sounds of Hillside. Please treat the village as your home and keep your campsite clean, sort your garbage and dispose of it properly, get to know your neighbours, respect the people you are living with and the ground you are sleeping, dancing, and celebrating on. Be a good Volly Village citizen and live Hillside! We all need to work together to keep the “village” looking and feeling good and safe.

Remember to pack:

- Rain gear and sun gear
- Close toed shoes to work in
- A flashlight and extra batteries
- Sunscreen
- Insect repellent
- Travel-sized hand sanitizer
- Toothbrush & toothpaste
- Bathing suit & towel
- Healthy snacks for any-time munchies
- Reusable water containers
- Warm clothes for chilly evenings
- Toilet paper for overnight use
- Prescription medication like inhalers, epi pens, antibiotics, anti-depressants
- Non-prescription meds like pain relief tabs, allergy meds, after-sun treatments, anti-itch treatments, anti-nausea meds, heartburn relief etc.
- Baby powder, cornstarch or diaper cream to soothe rashes
- Garbage bins, bags, or containers to help transfer waste to the Trash Turnarounds
- **If you brought it (tent, chairs, tarps, sleeping bag, clothing, etc.) then take it with you when you go!**

Arriving at the Festival

In true Hillside spirit, we encourage you to carpool, take the free shuttle bus (from St. George's Square, downtown) or ride your bike. Please arrive at least 1 1/2 hours before your first scheduled shift so that you have a stress-free arrival. It takes time to check in at the Gate and pick up your wristband, to get to the island and to unload and set up at Volly Village. No one wants to be late for their 1st shift. Remember the Gate opens at 10 am Friday, July 13th for volunteers. Patrons will start arriving at the Main Gate around 4 pm, so if you are planning to arrive at this time or later, be prepared for a slightly longer wait and travel time to the island.

Shuttle Bus

Hillside is proud to offer our FREE shuttle bus for volunteers. This year the bus leaves from St. George's Square in downtown Guelph and drops off at the festival Gate. This bus will run on Friday, July 12th from 10 am – 4 pm. After 4 pm, the shuttle bus will carry both volunteers and patrons.

On Monday, July 15th, we offer a shuttle from the Transportation Hub at the base of the causeway to St. George's Square from 10 am – noon. This is your last opportunity to get back downtown if you don't have a ride. Make sure you're on the downtown shuttle and not the Toronto shuttle!



Checking In at Main Gate

The Main Gate tent in the mainland parking lot is your first entry point into the festival. Volunteers are required to check in here. Show your **photo ID** and get your wristband or laminate, which gets you onto the island and into Volly Village. Do not lose or remove your wristband as you will not be admitted to the festival. Anyone found without a wristband will be escorted off the island. We will not re-band you unless you turn in your damaged wristband.



• *Teigan Baker photographer*

Check in time begins at 10am on Friday, July 12th. Volunteers who have early Friday morning shifts will be contacted by their coordinators with early-check-in instructions.

All volunteers **17 and under** must bring with them a **signed parental permission form**.

Volunteers wishing to camp must **also** have a guardian or parent over the age of 21 *sign them in* and be responsible for them during the festival weekend. The consent form can be picked up at the office or printed from our website: <http://www.hillsidefestival.ca/pages/volunteering>

Present yourself, your parent/guardian and your form at the Main Gate all together so you can camp for the weekend.

To and From the Village

A free shuttle bus will take you from Main Gate to the Transportation Hub on the causeway. From this point, our fantastic LIVE N LOVE crew will help you get all your gear up to Volly Village. LIVE N LOVE is available Friday from 10 am – 6 pm. On Sunday, they will help load out your gear from 10 am – 4 pm. Please pack light; it's only 3 days!

ARRIVING BY BICYCLE

We have a bike lot staffed by volunteers on the island. Repair tool kits are also available for use should you need it. Please bring a lock for your bike as we cannot be responsible for any that go astray.

ORGANIZED BIKE RIDE

We have an organized bike ride leaving the island for downtown in the evening. Remember that cycling



at night from the conservation area is a really dark ride with only the moon and stars to light the way. Make sure you have reflective tape on your bike, a safety vest on you and a light to help light the way and make you more visible to cars. Check our Facebook page and website for more information about the group bike ride closer to the festival.

Parking

Volunteers may drive up to the causeway to drop off their gear on Friday from **10 am-Noon ONLY** and must return their vehicles to Mainland Volunteer Parking. All volunteers receive a free parking pass during check-in and all vehicles must be parked in the Volunteer Parking lot.

Camping and the Village

Volunteer Village is part of the recognition Hillside Festival offers to volunteers as a safe and restful place where we uphold community values of respect for each other and the land.

All volunteers have access to “Volunteer Village” during the festival weekend.

“Pack it in, pack it out” if you brought it to Hillside please take it with you when you leave.

Keep your campsite clean and sort your garbage correctly. Need help, just ask!

You must have the proper credential to camp in Volunteer Village.

You must be in the village by midnight each night. This is the GRCA curfew and we, as good tenants, respect their rules. If you leave the village after midnight you will not be re-admitted to Volly Village.

You may have alcoholic beverages at your campsite. You may not bring alcoholic beverages on to the festival site or island parking lot. Doing so may result in **immediate removal** from the festival and **grey-listing**.

Please respect the fact that many volunteers have early-morning shifts and that families and children camp here, too. Enjoy the experience but be mindful of others’ needs.

Tents & RVs are welcome in the Village; cars and trucks are not.

All volunteers who are not working must be out of the Village by 11 am on Monday, July 15th for our tear-down and clean-up crews, so they can get to work.



**Joey Panetta photographer*

What if I can't make my shift?

If you can't make a shift for any reason, it's important to let your Coordinator or the Volunteer Program Manager know as soon as possible so we can try to replace you. Hillside is a volunteer-powered festival and your absence will be felt by your crew mates, coordinators, crew chiefs and even patrons. Please fulfill your commitment and arrive on time and sober so that everyone enjoys the festival.

During the festival you can leave a message for your coordinator at the Calm Zone, located next to Hospitality. Make sure you have a cell number or email address for your Coordinator so you can contact them during the festival.

Volunteer Services

Volunteer Hospitality

Behind the Main Stage we offer volunteers healthy and nutritious food and drinks on **Saturday** and **Sunday**:

- ❖ Morning Refuel available from 730 am
- ❖ Grab and Go food available from 11 am- 9 pm with token, additional tokens available for purchase
- ❖ Beverages and snacks available all day

All volunteers are welcome to enjoy food at the morning refuel. Grab and Go will be available by token only. Tokens will be given out by your coordinator or crew chief once you have completed your shift for the day. You may purchase additional tokens for yourself or your kin at the Cashier located Back Stage and you can buy alcohol tokens here too. Healthy snacks and beverages will be available all day for all to enjoy. Make sure you grab a bite before your shift or bring your own snacks and coffee with you.

Do plan on buying some food from our fabulous food vendors, they're pretty tough to resist.

Friday Meals

Volunteer Hospitality is not open for meals on Friday. You can grab water, lemonade, coffee, or tea, and there will be snacks available later in the day. If you are volunteering Friday morning you will have access to the on-site sponsored lunch. If you are volunteering any time after noon on Friday you will be given a \$7 voucher for use at any of the food vendor booths. **NOTE: vouchers expire at 11 AM on Saturday and will not be accepted after that time.**

Monday breakfast is only available for volunteers who are working (Site, Waste Management, Dishwashing, etc.). Food and beverages are not on offer to all volunteers. Please do not show up backstage looking for food and coffee as none will be available to you on Monday unless you are working. Note that the water tanker will not be available on Monday so be sure to fill your bottle(s) on Sunday night.

Volly Village LIVE 'N' LOVE

These volunteers will help you get your camping gear from the causeway to the island on Friday and from the village to the bottom of the causeway on Sunday. HOURS OF OPERATION: Friday, 10 am – 6 pm, Sunday 10 am – 4 pm.

Dishwashing

We have an amazing crew of dish ninjas who ensure everyone has access to reusable dishes, cutlery, and drinking vessels all weekend long. Please be respectful and scrape, sort, and dispose of any garbage properly. Return dishes promptly to our dish bins so we can keep them circulating. Don't leave dishes, cutlery, and cups lying around your campsite. Make sure to get used items into the Trash Turnaround dish bins when you are done eating/drinking or drop your dishes off at any Trash Turnaround on the festival site.

Calm Zone

This is your one-stop shop for information, alcohol and food tokens, mugs, and messaging. Calm Zone is our central dispatch area. Need to check your schedule? Leave a message for your coordinator? Find out when the last shuttle leaves the Island? Calm Zone has all the answers for you.

Childcare

Please make sure your child(ren) is supervised. We have a Childcare tent, located in the Children's Area where you can sign up your child for care on Saturday & Sunday from noon – 6 pm for 1 1/2 hours max. The Children's Area itself is meant for families to spend time together, crafting, playing, nursing and resting. Children may not be left unattended in the Children's area.

Volunteer Support Tent

Located in Volunteer Village, the Volunteer Support tent is open overnight from 11 pm – 5 am on Friday and Saturday. Stop in if you have questions, need directions, or want to chat. It's also a great spot to come and be quiet, craft, play board games and chill. Water is available at the tent overnight. First Aid supplies are available at the First Aid Tent. During daytime hours you can find the same services and support at the Trust Tent, located next to the Green Space.

Trust Tent

Located near the Green Space, the Trust Tent is the daytime equivalent of the Support Tent. The Trust Tent is open to volunteers and patrons too. If you are feeling anxious, have had an uncomfortable encounter, or just feeling over-stimulated you can stop by the Trust Tent for support and information.

First Aid

First Aid services are located at the festival entrance during the day and in Volunteer Village overnight. EMS is only on site during festival hours.

Waste Management

We have an amazing crew of dedicated volunteers during the festival and Post Festival. These volunteers work hard to keep Hillside clean and beautiful. Please be respectful Hillside citizens in the village. Keep your campsite clean and leave it in better condition than when you arrived. Trash Turnarounds are available in the village for proper waste sorting and disposal. If you see garbage piling up let someone at the entrance know so they can call waste management. Remember, it takes a village to do most everything well.

Safety

If you are staying in the village, we expect that you will help create a safe and respectful community. Remember that you are responsible for yourself at all times and please encourage your friends and neighbours to be responsible village dwellers too. Please participate in the following codes of conduct:

1. Fire Bans: Hillside must respect any fire bans issued by authorities having jurisdiction. If a fire ban is issued, this means no open flames, including candles.
2. Curfew: Volly Village Gate closes at midnight. Please ensure you are safe and sound inside the village by midnight.
3. Pee in the porta-potties. Don't contaminate the trees and ground water.
4. To be in Volly Village, you must have the right credentials.
5. Noise must cease at 11 PM, a GRCA rule.
6. Don't make signs. Have conversations.
7. Keep your campsite trash-free.

8. Pack it in and pack it out. Hillside doesn't want your broken camp chair or holey towels or that one sandal, thanks.

Get to know the island and where all services are located when you arrive. Talk to other volunteers and your coordinator(s) or crew chiefs to familiarize yourself with the island.

Eat well and keep hydrated.

Wear proper shoes when on shift (closed toe, no flip flops or bare feet) and weather appropriate clothing.

During the festival, Peace Keepers, professional security and OPP patrol the island and are stationed at various areas throughout the festival. Please be respectful and show your wristband or laminate as you walk past. Please contact a Peace Keeper volunteer (Peace Core, Welcome Crew, or Volly Village Comfort Crew), professional security, First Aid or EMS if you see someone behaving irresponsibly or requiring medical assistance.

SHOW HILLSIDE SOME LOVE

Be a great volunteer and:

- Wish others a Happy Hillside
- Respect the ground on which you stand
- Pack in your gear and pack out your gear, don't leave it behind for Hillside to deal with.
- Honour the rules
- Wear your Hillside shirt to work and your own clothes to play
- Ask questions if you are unsure and share information if you know the answer
- Represent Hillside to others with the joy and passion you have for the festival
- Take care of yourself – lots of water, sunscreen, some food and some sleep
- Soak it all in and live Hillside!



**Dean Palmer, photographer*

This is never our favourite topic. We do have a few rules at Hillside and they exist for reasons of safety and community. You are an important part of our community and we do everything possible to help you succeed as a volunteer. When you decide that volunteering isn't important and you can skip out on your shift you make everything less – less fun, less effective, less welcoming – you will experience our Grey List Policy. When you misrepresent yourself by using a false name to register as a volunteer you will experience our Grey List Policy. When you create an unsafe space for yourself and anyone else you will experience our Grey List Policy. Have a read through the policy below so that you understand what is expected of you and what happens when you choose to let people down.

Grey List Policy

Volunteering for Hillside offers a rewarding opportunity that requires dedication and responsibility. The Hillside Festival carefully selects our volunteers and we rely on you to carry out the commitment you have made to us, so we can have a safe and enjoyable festival for all.

When a volunteer commitment is not carried out in a responsible manner, it puts the festival at risk. When this occurs, we restrict that individual from volunteering with us for at least the next three years. We call this “grey listing.” It is an important part of our risk management plan.

Volunteers will be grey listed for failing to meet the following expectations:

- That you inform your area coordinator or the Volunteer Manager of any impending absence;
- That you are sober (i.e., not under the influence of alcohol/marijuana or other substances) during a volunteer shift, meeting, or training session;
- That you provide accurate representation/information about yourself to the Hillside Festival ie. Your name with supporting identification;
- That you act in a manner that supports the philosophy and values of the Hillside community.

Volunteers are ambassadors of the festival. When a volunteer acts in way that is perceived positively, Hillside looks good. Same goes for the bad. So, let's make us look good!

We want you to return to volunteer with us, and we know you have it in you to do the right thing. Thank you in advance for your commitment to acting in ways that represent our festival in a positive manner and avoids putting volunteers and other members of the Hillside community at risk.

THANK YOU

Thank you for all that you bring and welcome to our community of inspiring volunteers. Give, learn, share, inspire, create, engage, discover, enjoy, and Live Hillside!

