

HILLSIDE FESTIVAL 2016

VOLUNTEER GUIDE



WELCOME TO HILLSIDE 2016

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.

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

contents	
welcome	2
tips	3
getting in	4
camping	8
volly services	9
grey list policy	12



- *Teigan Baker photographer*

Tips for Hillside Weekend

- Drink lots of water day and night
- Eat food regularly
- Use your sunscreen often
- Wear a hat
- Wear comfy & safe shoes for your shifts
- Bring ID to check in at the Gate
- Leave valuables at home where they are safe
- Love Hillside!

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

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 22nd 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 22nd from 10 am – 4 pm. After 4 pm, the shuttle bus will carry both volunteers and patrons.

On Monday, July 25th, we offer a shuttle from Volunteer Village 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.





- *Teigan Baker photographer*

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 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.

Check in time begins at 10am on Friday, July 22nd. 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>

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!

Hillside 2014

SITE MAP

Look for the Trash Turnarounds and help reduce Hillside's waste footprint!



CAUSEWAY PARKING (PASSHOLDERS ONLY)

MAINLAND DOCK (PERFORMERS ONLY)

For downtown shuttle bus schedule, see page 13.

TRANSPORTATION HUB BUS STOP - EQUIPMENT SHUTTLE

No dogs (except service dogs) on festival site please.

WELCOME GATE

BEACH & PUBLIC CAMPING
Green Trail to parking starts on beach.



NOT TO SCALE - MAP: SCOTT MOONEY MOON-MAN.COM

ARRIVING BY BICYCLE

We have a bike lock-up 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 Hillside Festival offered 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.

All volunteers 17 and under must have a Permission to Camp form signed in person at Main Gate by a volunteer 21 or older who will be camping with them.

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.

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, buses, and trucks are not.

All volunteers must be out of the Village by 11 am on Monday, July 25th for our tear-down and clean-up crews.



**Teigan Baker photographer*

What if I can't make my shift?

If you are unable to 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.

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- 130 pm with token
- ❖ Beverages and snacks available all day
- ❖ Grab and Go food available from 430 pm – 9 pm with token

All volunteers are welcome to enjoy food at the morning refuel. Afternoon and early-evening 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. For those volunteers working Friday a voucher will be provided to use at any of the Food Vendors. The voucher value is \$7.

Monday breakfast is only available for volunteers who are working (Site, Waste Management, and 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.

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.

Calm Zone

This is your one-stop shop for information, 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. Water is available at the tent overnight.

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 on Monday. These volunteers work hard to keep Hillside clean and beautiful. Please be respectful and good 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.

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.
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.
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. Leave no footprints when you go. Nor butts, bottles, or bras.

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 through checkpoints. Please contact a Peace Keeper volunteer, 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
- 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, some food and some sleep
- Soak it all in and live Hillside!



**Teigan Baker, photographer*

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 or illegal substances) during a volunteer shift, meeting, or training session;
- That you provide accurate representation/information to the Hillside Festival;
- 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 way that represents 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.

