



VOLUNTEER GUIDE

2019

Festival du Voyageur inc.
www.heho.ca – (204) 237-7692

BIENVENUE

Welcome to our Festival du Voyageur volunteer team!

We are delighted to have you join us for our 50th edition of Festival du Voyageur, running this year from February 15-24, 2019.

This guide has been created for you to easily access the information you will need to fully enjoy your volunteering experience.

We generously thank-you for your participation as a volunteer, and we are looking forward to meeting you at the start of this year's festival. HéHo!

CONTACT

For all questions concerning volunteers, please contact:

Stephanie Chow

Volunteer coordinator

(204) 258-2554

volunteers@heho.ca

For general questions regarding the festival, please contact:

Festival du Voyageur

(204) 237-7692

info@heho.ca



VOLUNTEER RECOGNITION 2019

The Festival recognizes and values the incredible contributions of its core of volunteers. You are the heart and soul of the Festival. Despite the fact that we can never truly compensate you for the incredible number of hours you devote, we offer this recognition list as a small token of our appreciation.

All volunteers will receive:

- Access to our volunteer and artists tent with warm beverages and meals during your shifts.
- A volunteer button
- A 50th edition souvenir made specifically for our volunteers
- Training for every shift
- An invitation to the Volunteer Recognition Evening on February 24 at 6pm at Voyageur Park
- Free tickets or passes, depending on the amount of shifts worked. (1 shift = 3.5 hours)

	BENEFITS				
Number of Shifts	Invitation to Party	Souvenir	1 day Pass	Unlimited Pass*	Raffle Ticket
2 to 3 shifts	X	X	X		
4 to 6 shifts	X	X	XX		
7 to 9 shifts	X	X	X	X	
10 to 13 shifts	X	X	X	X	X
14 shifts +	X	X	X	X	XX

All volunteers working at Voyageur Park must check-in at the Volunteer Trailer located at the service entrance of the park (Messenger St. and St. Joseph St.) upon arrival and departure in order to register their hours for the recognition program. Food and beverages will be available at all times.

For shifts at other sites, please see the staff member or activity coordinator to register your hours.

IMPORTANT INFORMATION

TRANSPORTATION TO THE PARK

Voyageur Park is situated at **866 St. Joseph St.** off of Provencher Boulevard, in St. Boniface.

Shuttle map:



By Car

There is a designated free parking area on Messenger St. for volunteers and festival artists. The entrance will be monitored, and you will be asked to either show your badge, or to indicate that you are a volunteer (honor system). You may use this parking area only during your scheduled volunteer shifts. Please note that during busy times, there will be limited space available. For other free parking, please see the shuttle service information above. You may also park in the main parking lot for \$5.00 per vehicle.

Shuttle Service

Festival du Voyageur offers a free shuttle service in order to alleviate the traffic issues around Voyageur Park and to enhance visitor experience. The shuttle has stops in St. Boniface and downtown. The shuttle passes every 30 minutes during regular park hours.

Transit

Bus routes 10, 43, 49, 50 and 56 pass close to Voyageur Park. For more information on bus service to the festival, please see the Winnipeg Transit web-site at <http://www.winnipegtransit.com> or call 311 (Winnipeg only).

ARRIVAL AT VOYAGEUR PARK



Please check in at the volunteer trailer, located at the service entrance, on the corner of St. Joseph St. and Messenger. You can pick up your volunteer badge, as well as your volunteer recognition gift at this time.

If you prefer, you may pick up your volunteer badge and gift at any time during the festivals' public hours; it is not necessary to wait for your first shift. **You must always enter through the service entrance to the park when volunteering and note that your volunteer button will allow you to enter the park only on the days you are volunteering.**

LOST AND FOUND

If you have lost your volunteer badge, please let Karen or Yvonne know at the volunteer trailer. Lost festival passes will not be replaced.

OTHER INFO

- Wear ID at all times when you are on shift. Remove it at the end of your shift.
- Text if you cannot make a shift and follow this up with an email. (204) 471-8877
- Please do not smoke on shift, and remove your ID when smoking on your break. You cannot drink alcohol or consume drugs while on shift.
- Please do not text or use your phone during shifts.
- Dress warmly, even for indoor shifts. It is always possible that we may need to borrow you for a temporary replacement.
- Always remember to smile and greet people as much as possible in French and English. This creates a good ambience for the festival.
- Please take your breaks if you need them – if your replacement does not show up, please leave and report it immediately to the trailer.
- Arrive at least 10 minutes before your shift, and phone if you will be late.
- Always treat other volunteers, staff and visitors with respect!
- There is a new tent for volunteers and performers **ON SHIFT ONLY**. There will be snack food and drinks available at all times, as well as hot foods at meal times.
- If you lose your volunteer badge, please let Karen or Yvonne know at the volunteer trailer. Lost festival passes will not be replaced.

EXTRA SHIFTS

If you are enjoying your experience, have additional time to volunteer, and want to pick up some extra hours during the festival, please speak with the volunteer coordinators in person, by text or by email.

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CANCELLED SHIFTS

If you must cancel a shift, please advise Stephanie Chow by email (volunteers@heho.ca) as soon as possible so we can replace you.

QUESTIONS?

Please remember to address all questions and concerns to Stephanie Chow, Volunteer Coordinator, at (204) 258-2554 or volunteers@heho.ca

MERCI!

Once more, thank you for your generosity and your support, which greatly contribute towards the success of Festival du voyageur year after year. To thank-you properly, the Festival staff have organised a **Volunteer thank-you party ON SUNDAY, FEBRUARY 24 AT 6PM IN VOYAGEUR PARK**. We look forward to seeing you!