



Volunteer Information 2017

WELCOME TO THE 35TH FILBERG FESTIVAL!

Mission: The Filberg Heritage Lodge and Parks Association is dedicated to the funding, preservation and management of the lodge and park, where all are welcome to enjoy this historic setting.



The Filberg Heritage Lodge and Park Association (FHLPA) is a non-profit organization established in 1979, which has the responsibility of maintaining and restoring the heritage lodge and outbuildings in the park. All moneys raised by the FHLPA from membership sales, donations, special events and year round fundraising are used for this purpose.

Thank You!

The Board of Directors, FHLPA Staff, and Festival Staff would like to take this opportunity to thank you for your support, dedication, and generosity. Without you, our wonderful volunteers, this beautiful weekend would not be possible.

FILBERG WHO'S WHO

Staff:

Festival Producer: Susan Lewis
 Media Relations: Wendy Sears
 Executive Administrator: Eden Lindsay-Bodie
 Food Vendor Logistics: Judy Armstrong
 Entertainment Liaison: Janet Marriott
 Crew Supervisor: Cody Rodgers
 Crew Supervisor: Lindsay Joyce

FHLPA 2017 Board of Directors:

President: Valerie Porteous
 Vice President: Mark Allan
 Treasurer: Hollie Shewfelt
 Executive Secretary: Wendy East
 Director: Tom Blackburn
 Director: Kevin Moore
 Director: Carol Anderson
 Director: Kathleen Bell
 Director: Idelle Wheatley
 Town of Comox Representative:
 Maureen Swift

FILBERG FESTIVAL ONLINE

VISIT WWW.FILBERGFESTIVAL.COM

WWW.FACEBOOK.COM/FILBERGFESTIVAL

TWITTER: @FILBERGFEST

#FILBERGFEST

Volunteer Code of Conduct

- As the faces of the Filberg Festival we expect the following:
- Arrive early for each shift.
- Fulfill your shift promises. Volunteers are vital for this festival's success. View your positions with the same responsibility as a paid employment position.
- Let your team leader know if you are unable to fulfill your commitment.
- Attend Orientation & meetings.
- Take care of yourself and others.
- Be respectful, honest and well-informed.
- Absolutely no profanity!

If you are unable to work your shift please inform your Team Leader or call the Festival Office at 250-941-0727 or email producer@filbergfestival.com

Volunteer Rights & Benefits

Filberg Festival volunteers have the right to:

- Be treated with respect and dignity.
- Be well-informed about your shifts, duties, and expectations.
- Attend Volunteer Reception on July 31 from 7pm—9pm .
- Working 8 or more hours entitles volunteers entry to the Festival for the weekend.

Be Prepared

- Familiarize yourself with the site map and the Festival program. Everything you need to know about artisans, food vendors, & musicians is online.
- Give yourself enough time to get to Festival site before your shift.
- Festival happens rain or shine so prepare for either. Bring sunscreen, a hat, and a water bottle (refills are available on site). Wear comfortable footwear and appropriate clothing.



Emergency Responses

Familiarize yourself with the following procedures:

Lost and Found People

Do not discuss lost people on an open channel.

Call Security on the radio: Channel 4 and describe the person.

Rendezvous Point for lost people is: The First Aid Tent. Please escort adults or children there and Security will coordinate necessary actions.

Lost & Found items can be turned or collected at the VIP /Members tent

Medical Emergencies

Call Festival Producer and First Aid on Channel 2 and give details of the emergency situation.

If possible escort them to First Aid, or make the person comfortable until First Aid arrives.

Ask if 911 was called. Do not call 911 yourself.

Let First Aid assess the situation and let First Aid call the ambulance.

If 911 was called advise Channel 2 immediately and Parking Crew on Channel 1.

Disruptive Person

Advise your Crew Leader

Serious Accidents

Call Festival Office & First Aid on Channel 2.

Please gather as much information as possible such as circumstances of the accident, and statements from witnesses including addresses.

Theft

Call Security on Channel 4 if anyone reports a theft or you see one taking place.

Do not attempt to apprehend or interfere with the shoplifter. Simply follow them until Security takes charge. Don't put yourself at risk.

Illegal Entry

Call Security on Channel 4 and keep the person in sight until Security arrives.

Advise Crew Supervisor on Channel 2 of the unsecure entry point so it can be remedied.

Severe Weather

In the event of severe weather, you will be notified as to what action to take.

Listen to the instructions, remain calm, follow directions, and assist others wherever possible.

Filberg Festival Team Leaders

Backstage Crew	Bjarne Nielsen
	Yves Bosse
	Robin Burch
Box Office	Glen Sweetman
	Yvonne van den Brink
Enchanted Forest	Dana Wilson
Gates & Greeters	Gus Valen
Gift Shop/Lodge Tours	Norma Dean/Val Graham
Music Store	Jo Ross
Performer Relations	Judy Moore
Raffle	Dyan Spink
Vendor Hospitality	Deena Holden
Perimeter & Patrollers	Sylvestre Bishop

THINGS TO KNOW...

Filberg Festival Hours:

Friday to Sunday: 10 to 6 PM

Monday: 10 to 5 PM

Park & Ride Hours:

(1475 Noel Avenue)

Friday, Saturday & Sunday 9 AM to 6 PM

Monday 9 AM to 5 PM

The Festival Office is located in the Dairy building.

The **First Aid Station** is located near the Exit Gate

Ride Your Bike! Bike Lock-up is by donation.

Frequently Asked Questions

Why is there an admission charge for Filberg Festival?

Gate admission is charged at the Filberg Festival, as it is the primary fundraiser for the not-for-profit organization which has the responsibility of restoring, repairing and maintaining the Filberg Heritage Lodge and Park's property and buildings

Where do FHLPA Members check-in?

Members need to check in with ID at the VIP Check-in tent near the Festival Main Gates.

Can we bring our dog?

NO dogs are allowed in the Park at any time.



IMPORTANT CONTACT INFO

Festival email: producer@filbergfestival.com

Media inquiries : wendy@lewisears.com

Lodge phone: 250 339-2715

Festival phone: 250 941-0727

Address: 61 Filberg Road, Comox BC

RADIO CHANNELS

Parking – CH.1

Festival Staff & Producer – CH.2

Volunteer Coordinator – CH.2

First Aid Tent – CH.2

Entertainment Crew – CH.3

Security – CH.4 *

*do not use this channel unless instructed

RADIO ETIQUETTE 101

Please make sure to follow these guidelines;

- Announce who you are and who you are calling (crew or person) ex. 'Raffle to Office' or 'Wendy for Susan'.
- Wait for the other person to finish before you press the button to speak.
- While speaking, continually hold the button down.
- Be concise and clear with your message.
- Confirm you received the message. ex. 'Copy that' or 'Roger that'
- In case of any emergency keep all channels clear!
- Don't be afraid of the radios. They are here to make communication easier.

Most Volunteer Areas will have a radio