

**THE Filberg FESTIVAL**  
 ANNUAL FUNDRAISER  
 FOR THE FILBERG HERITAGE LODGE & PARK  
 COMOX, BRITISH COLUMBIA

AUGUST 3-6, 2018



**WE NEED YOUR COMMUNITY PASSION AT THIS YEAR'S FILBERG FESTIVAL**

**VOLUNTEER OPPORTUNITIES START**  
 ≡ JULY 31 ≡

**SITE ACCESS/ SECURITY**  
**GREETERS**  
**TICKET TAKERS**  
**RAFFLE TICKET SELLERS**  
**MUSIC STORE**  
**BACKSTAGE LOGISTICS**

For more information contact  
 volunteers@filberg.com or call 250-339-2715

f t ≡ FILBERGFESTIVAL.COM ≡

## WELCOME TO THE 36TH 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

## 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

## FILBERG WHO'S WHO

### Festival Staff:

Festival Producer: Susan Lewis  
 PR & Media Relations: Wendy Sears  
 Food Vendor Logistics: Judy Armstrong  
 Entertainment Liaison: Janet Marriott  
 Crew Supervisor: Cody Rodgers  
 Crew Supervisor: Lindsay Joyce  
 Crew Supervisor Mel Cassidy

### FHLPA 2018 Board of Directors:

President: Valerie Porteous  
 Treasurer: Hollie Shewfelt  
 Executive Secretary: Wendy East  
 Director: Tom Blackburn  
 Director: Kevin Moore  
 Director: Carol Anderson  
 Director: Peter Arnold  
 Director: Allan Morrison  
 Director: Norma Dean  
 Director: Peter Crawford  
 Director: Audrey Craig  
 Town of Comox: Maureen Swift

### FHLPA Staff:

Executive Administrator: Eden Lindsay-Bodie  
 Facility Manager: Joe Julien  
 Volunteer Coordinator: Kim Nanuan  
 Special Events: Brooklyn Galloway

## FILBERG FESTIVAL ONLINE

VISIT [WWW.FILBERGFESTIVAL.COM](http://WWW.FILBERGFESTIVAL.COM)

[WWW.FACEBOOK.COM/FILBERGFESTIVAL](http://WWW.FACEBOOK.COM/FILBERGFESTIVAL)

TWITTER: @FILBERGFEST

#FILBERGFEST

## VOLUNTEER CODE OF

- 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](mailto:producer@filbergfestival.com)**

## VOLUNTEER RIGHTS AND

Filberg Festival volunteers have the right to:

- Be treated with respect and dignity.
- Be well-informed about your shifts, duties, and expectations.
- **Attend Volunteer Appreciation Dinner on Monday July 30**
- 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 RESPONSE

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

<b>Backstage Crew</b>	Bjarne Nielsen Robin Burch
<b>FHLPA Member Check-in/ Festival INFO</b>	Wendy Wiggins
<b>Box Office</b>	Glen Sweetman Yvonne van den Brink
<b>Enchanted Forest</b>	Elaine McGuinness
<b>Gates &amp; Greeters</b>	Kim Nanuan
<b>Gift Shop/Lodge Tours</b>	Norma Dean/Val Graham
<b>Music Store</b>	Jo Ross
<b>Performer Relations</b>	Judy Moore
<b>Raffle</b>	Susan McLachlin
<b>Vendor Hospitality</b>	Deena Holden
<b>Perimeter &amp; Patrollers</b>	Fred Cote

## PLEASE JOIN US!

Join us to view BC Day Fireworks from the Filberg Summer Kitchen lawn on August 6th after 8:30pm.

## THINGS TO KNOW...

### Filberg Festival Hours:

Friday to Sunday: 10 to 6 PM  
Monday: 10 to 5 PM

### Park & Ride Hours:

**\*NEW LOCATION 2137 Comox Avenue \*Old St Joseph Hospital Parking Lot**

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](mailto:producer@filbergfestival.com)

Media inquiries: [wendy@lewissears.com](mailto:wendy@lewissears.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