



powell street festival society
パウエル祭協会

Volunteer Handbook

Mission

To cultivate Japanese Canadian arts and culture to connect communities. Our main activity is producing the Powell Street Festival in Vancouver's historic Japanese Canadian neighbourhood.

Vision

To build a society enriched and interconnected through Japanese Canadian arts and culture.

Values

Community Engagement We thrive on and encourage community participation and social connectedness.

Artistic Excellence We cultivate and support talented artists and cultural producers.

Accessibility We program a wide variety of events and activities to appeal to and engage a diverse range of attendees and volunteers.

Heritage We honour Vancouver's original Japanese Canadian neighbourhood and its history. Our programming reflects the diverse perspectives of Japanese heritage.

Financial Sustainability We protect and maintain the financial health of the Society

WELCOME!

Welcome Powell Street Festival Volunteers! As a volunteer at the Powell Street Festival Society, you are very important to us—you are the backbone of our society. Without your support, our Festival would not happen. As a volunteer, you will be part of the amazing community who come together to set up our annual event. You will have the opportunity to make new friends, experience being part of our extended Japanese Canadian family, see and experience some arts and culture, and have some fun!

Given that we have such a short time-frame to set up, stage and dismantle our Festival, this guidebook has been prepared to guide you through some common questions you may have. We want to ensure that you have the best time possible and know what to expect. However, if you still have unanswered questions, please ask the Volunteer Coordinator.

We look forward to seeing you and don't forget to attend our Volunteer Appreciation Party and have fun!

Powell Street Festival

The Powell Street Festival

The Powell Street Festival (PSF) is the largest event of its kind in Canada and the longest running community arts festival in the Lower Mainland. Inaugurated in 1977, the Powell Street Festival is free to the public. It is held in both outdoor locations and indoor venues around the Powell Street area within Vancouver's historic Japanese Canadian neighbourhood. Influenced by typical Japanese summer festivals (matsuri), PSF has developed into a unique Vancouver event. The Festival itself has traditionally been held in Oppenheimer Park area, neighbouring streets and nearby indoor venues over a 3-day minimum period. Over the course of the weekend event (a 2-day outdoor and indoor series of performances and activities over the BC Day long-weekend), we attract over 12,000 local, national and international attendees.

Benefits of Volunteering for the Powell Street Festival

Meet new friends! This is a great way to meet new friends who have similar interests as you.

Before the Festival

Free lunch! During the Friday if you help setup.

During the Festival

Food voucher(s)! For every four (4) hours of volunteering during the Saturday and Sunday (excluding takedown) of the festival you will get a food voucher worth \$4 to spend at the food vendors at the Festival. Vouchers are equivalent to money, so you should get change back from the vendors if you

purchase something from them during the Festival. You will receive your food voucher at the Volunteer Booth at the end of your four hour shift, **not** from your supervising coordinator.

Free snacks and refreshments! Offered at the Volunteer Hospitality Booth during the festival.

Goody bag! At the end of your shift you will receive a goody bag filled with snacks and other treats.

Free dinner! When you help take down on Sunday evening and stay to the end. We will go out for dinner after we finish.

Hachimaki! (Headband) At the day of Festival, when you sign in at the Volunteer Booth you will get a Hachimaki. Red Hachimaki are worn by Hospitality & Security volunteers. All other volunteers get a coloured annual Hachimaki.

After the Festival

Party! There will be a volunteer appreciation party dedicated to your time contribution held shortly after the festival.

Here's what our past Volunteers liked in 2014

"The family reunion (the Powell St. Family)"

"Meeting new people and supporting event sustainability"

"Great volunteer hospitality, including lunch for set-up"

"Being a part of the festival!"

"I was there till the end of taking-down, so I could see everyone's hardworking and dedication. It was impressive."

Volunteer Credits

If you require a letter of verification for service hours please email your request to the Volunteer Coordinator AFTER the festival, but before August 15 of the year. She/he will be happy to write you a letter.

Code of Conduct at the Festival

Garbage and Recycling

PSFS initiated its Zero Waste Challenge in 2008, reducing its garbage waste output at the Powell Street Festival. Since then we have successfully redirected our waste output by 80% to the composting and recycling streams. All food items at PSF are sold in compostable containers, and utensils and cups are also compostable. Bottled water sales have been banned since 2014.

Smoking

Smoking on the Festival grounds is prohibited. This includes park grounds and indoor venues during the Powell Street Festival.

Alcohol and Drugs

Consumption of alcohol or illegal drugs/substances on the Festival grounds is prohibited. This includes park grounds and indoor venues during the Powell Street Festival. Intoxicated volunteers will be dismissed from their volunteer duties and will relinquish volunteer privileges.

Personal Appearance

During the festival you may be standing outside for a long period of time, please dress comfortably and for the weather. During hot weather it is recommended that volunteers wear sunscreen, hats and comfortable footwear. Open-toed shoes are not permissible during Friday setup and are generally not recommended for Festival volunteer shifts. And don't forget to wear your Hachimaki (headband) during your shift.

Personal Belongings

Please do **not** bring any valuables to the Festival. There is no designated storage space for your items. You will have to carry them with you while you are volunteering. Powell Street Festival is not responsible for any lost or stolen items.

Security

Your security is very important. Please do not try to handle a situation on your own if a verbal or physical conflict arises. Please contact a Security Coordinator and he/she will take the appropriate actions.

Missing Child

1. Remain Calm, take parent/guardian with you and notify your supervising coordinator if available.
2. Take parents or guardians to Information Booth.
3. Information Coordinator will follow the necessary procedures.

Found Child

1. Reassure child.
2. Always find another volunteer immediately to help escort child to the Information booth.
3. Information Coordinator will follow the necessary procedures.

First Aid at the Festival

The Executive Director, Production Coordinator and Volunteer Coordinator will hold valid Occupational Health and Safety Level 1 First Aid certification. At the Festival, they will become the first responders during Festival set up and take-down, in the absence of St. John Ambulance. During the Festival on Saturday and Sunday, St. John Ambulance will be the first responders. If any injury sustained by staff, volunteers, vendors, performers, audience members or contract workers, is beyond first aid training, contact 911 for emergency services.

PROCEDURE:

1. Remain with the patient.
2. Request nearby person to contact a Coordinator/St. John Ambulance.

Police/Fire Emergency

Report any incident immediately to a supervising coordinator, or any staff member.

Earthquake & Tsunami

1. Remain Calm.
2. Listen for emergency announcement.
3. Start moving to muster area (the open area in the middle of the park).
4. Be responsive to those that need assistance.
5. Wait for the arrival of key personnel to direct the next steps.

Lifting Heavy Objects

For setup and take down of the festival, you may be required to lift heavy objects. It is important that you do so carefully and ask for help if necessary. It is particularly important to stay healthy and prevent injury to the lower back. Rules for safe lifting and carrying are important. Always follow these rules, even for lifting light objects:

- Place your feet apart for good balance;
- Bend your knees;
- Hold the object as close to your body as possible;
- Lift smoothly and slowly;
- Pivot with your feet and don't twist your back;
- Push, rather than pull a load;
- Share the load and work with a partner; and
- Get mechanical assistance for heavy loads.

Know your own strengths and limitations. Use proper lifting, bending, and sitting techniques to help avoid low-back injuries.

Behaviour

All volunteers shall treat and be treated by other volunteers, performers, vendors, staff and the public with respect, and kindness. If a problem arises, resolution should be deferred to a supervising coordinator, the Volunteer Coordinator, the Production Manager or the Executive Director. All volunteers also deserve to be treated with respect. Unwelcome remarks, jokes or critiques about a person's race, religious beliefs, sexual orientation, gender, physical or mental ability, marital status, economic status, age, ancestry, appearance, or place of origin, etc. will not be tolerated.

Harassment and Discrimination

No one shall be physically, verbally or emotionally harassed or discriminated. If you experience any issues please notify your supervising coordinator or the Volunteer Coordinator. At Powell Street Festival Society we endeavor to create a safe, respectful environment for all to have fun and enjoy themselves!

Missing a Shift

If you cannot make it to a shift, please give us at least 24 hours by emailing or calling the Volunteer Coordinator directly. We rely upon you to make our Festival happen, and so it's imperative that we receive as much notice as possible.

Minors as Volunteers

No children will accompany any volunteers while volunteers are on duty. Children under the age of 16 are not permitted to volunteer. Minors between the ages of 16 and 18 are permitted to volunteer, but require their parents/guardians written consent. Written consent must be given during the registration process prior to the Festival dates.

Questions and Complaints

If you have any questions or complaints, please feel free to contact your supervising coordinator, or the Volunteer Coordinator before or during the festival.

Frequently Asked Questions

1. Q: Where do I go to register when I arrive at the Powell Street Festival?
A: Please go to register at the Volunteer Booth 15 minutes before your first shift. The Volunteer Coordinator will give you a name tag, Hachimaki and tell you where to meet your supervising coordinator.
2. Q: When and where do I get my food vouchers?
A: You can pick up your food vouchers after you finish your 2 shifts (equivalent to 4 hours of volunteer work) at the Volunteer Booth.
3. Q: Where do I get my goody bag?
A: You can pick up your goody bag at the end of your volunteer shifts at the Volunteer Hospitality booth. Same place to go for refreshment and snacks.
4. Q: Is orientation mandatory?
A: Yes, you must attend the orientation if you are a new volunteer. There is a lot of information that you will need to know before your first volunteer shift at Powell Street Festival.
5. Q: Can I drive my car to the location?
A: Unfortunately, there is limited street parking around the Festival location. We recommend taking the bus, riding your bike (we have free bike valet service) or walking.
6. Q: Can I bring a friend, family member, or date who did not volunteer at the Festival to the Volunteer Appreciation Party?

A: No, unfortunately not. The Volunteer Appreciation Party is a perk for volunteers only. With limited space and seating we only have room for Volunteers. But don't worry, you'll make new friends!

7. Q: What do I do if I have to miss a shift or am late for a shift?

A: Please let the Volunteer Coordinator know as soon as possible! We require 24 hours' notice if you will not be attending your shift.

8. Q: Can I bring my child, friend, or spouse to my volunteer shift?

A: No, the volunteer shift requires your full attention. Please make plans for after or before your shift so that you can hang out with them at the Festival! There's lots to see and do.

9. Q: How much is my food booth voucher worth and where can I use it?

A: Each food booth voucher is worth \$4 at any of the participating food booth vendors over the Festival weekend. It has a cash value, so if your purchased item is less than \$4, you will get change back. It cannot be used at the non-food booth vendors.

10. Q: Can I volunteer with my friend?

A: Shifts are assigned based on your online preference and shift availability. Don't worry, you'll make new friends during your shift.

If you still have question(s) contact the Volunteer Coordinator.