

VOLUNTEER HANDBOOK 2024



Fest

September 7, 2024
Mississauga Celebration Square
300 City Centre Drive
Mississauga, Ontario
L5B 3C1

www.portugalofest.ca

Welcome Note

Welcome to our Portugalo Family!

We thank you for gifting your time, energy and passion to volunteering at the 3rd annual Portugalo Fest. You are all a very integral component of making this festival a huge success and for that we thank you!

We are looking forward to get to know you and to share with you our passionate vision for this annual Festival.

This handbook will provide you with all the information you will need to ensure you have an exceptional volunteer experience. I will also be available to assist you whenever needed.

On behalf of the Board of Directors, a great big THANK YOU. The festival would not be possible without you.

Enjoy!

Eddie Suliman
Portugalo Fest 2024

CODE OF CONDUCT

As a Volunteer you are agreeable to:

- Be a responsible ambassador for Portugalo Heritage Fest
- Be courteous and polite
- Be committed and attentive
- Be rested and on time
- Be ready to work with proper attire and footwear:
 - ◆ no torn clothing or shoes (clothing and shoes must be clean and in good condition)
 - ◆ No offensive slogans or brand names on clothing
 - ◆ No flip-flops (closed and comfortable shoes only)
 - ◆ Dress according to weather (check weather reports the day before event)
- Be a team player and help other volunteers where needed
- Adhere to all safety regulations
- Adhere to health safety regulations as per requirements by Peel Public Health
- Not use cell phone while on duty unless it is for communication with a Portugalo senior officer or emergency purposes
- Sign-in and Sign-out at the Volunteer Booth
- Not eat outside of lunch/break time.
- Let the Volunteer Co-ordinator know if you are not able to do your shift as early as possible.
- Not trade volunteer positions assigned to you with other volunteers without obtaining permission from the Volunteer Co-ordinator(s)
- Attend Volunteer Orientation

OUR COMMITMENT TO YOU

We will Strive to:

- Provide a safe work environment
- Treat you as a valuable member and contributor to the team
- Provide adequate training and support
- Honour the work of our volunteers
- Provide certification of volunteer community hours to students who successfully complete their assignment(s)
- Make every effort to place you in an area of interest but not guaranteed

VOLUNTEER BENEFITS

- Community Hours for Students
- Festival day refreshments/bottled water available at Volunteer Booth
- Portugal Heritage Fest T-shirt provided at time of Sign In at Volunteer Booth (to be used as uniform when on shift)
- Satisfaction of helping the community come together
- Promotes good health
- Adds experience to your C.V.
- Increases social skills
- Sense of giving back to the community
- Boosts self-esteem and confidence
- Meet new friends
- Expand your network

CATEGORIES OF DUTIES

Categories:

- ◆ Team Leaders
- ◆ Team Members

Functions:

- Site set-up
- Site tear-down
- Volunteer Booth
- Hospitality Booth
- Kid's Zone
- Weddings Ceremony
- Runners
- Green Room
- Entrance/Exit Greeter
- First Aid Station
- VIP Café
- Grounds Crew
- Reserve Volunteer



MANDATORY REQUIREMENTS

- Volunteers are required to attend one (1) orientation session at Mississauga's Celebration Square located at: 300 City Centre Drive in Mississauga. Date, time and exact location in Celebration Square to be determined.
- Volunteers are required to sign-in and sign-out at the Volunteer Booth for both the start and end of each shift.
- Volunteers must wear provided Portugal Heritage Fest T-shirt as part of their uniform (while on shift only).
- Volunteers are required to adhere to assigned times of lunch/dinner/breaks.
- Volunteers are required to eat all meals at the Volunteer Booth.

OBSERVING YOUR WELL-BEING

Health and Weather:

- In the event of a very hot day, drink plenty of cool fluids and stay hydrated.
- Wear a hat to protect you from harmful sunrays.

Harassment –

- The environment will be free of discrimination or unlawful harassment, actions, comments, based on race, sex, age, religion or other characteristic (where possible, volunteers will be assigned in pairs).
- Do not engage in arguments or any ill behaviour.
- Any harassment or disputes should be dealt with by security and/or senior team member.
- First-aid will be on-site, be sure to know the location of the First Aid Booth.
- Emergency Evacuation - Remain Calm and listen for instructions from main stage.

VOLUNTEER CHECKLIST

Things to Remember:

- All the information in this handbook
- Your schedule and break times
- Your Team Leader's Contact Information
- Things to bring with you:
 - Comfortable clothing and footwear (according to weather)
 - Weather relevant articles (i.e., Sunglasses, Sunscreen, Rain Gear, Sunhat)
 - Transportation to and from event
 - Cellular Phone (if possible)
 - Volunteer Hours Log Sheet (if applicable)

CONTACT INFORMATION

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Portugalo Fest 2024

Stay informed and connected.

www.portugalofest.ca