

# VOLUNTEER HANDBOOK 2026



Port Credit Memorial Park  
40 Lakeshore Road East  
Mississauga, Ontario



## Welcome Note

### **Dear Valued Volunteer,**

Welcome to the Portugalo Family!

Thank you in advance for generously donating your time, energy, and passion to volunteer at the **4th Annual Portugalo Fest**. You are an essential part of what makes this festival such a success, and we truly appreciate your commitment and support.

We look forward to getting to know you and sharing with you our vision and passion for this annual festival.

This handbook contains all the information you need to ensure a positive and rewarding volunteer experience. Both our Volunteer Co-ordinators and I will be available to assist you whenever needed along your volunteer journey.

On behalf of the Portugalo Fest Planning Committee, a heartfelt **thank you**. This festival would not be possible without amazing volunteers like you.

And remember to have fun while you work!

Eddie Suliman  
President – Portugalo-Portuguese Heritage Inc.  
Portugalo Fest 2026



## CODE OF CONDUCT

As a Volunteer, you agree to:

- Be a responsible and positive ambassador for Portugalo Fest
- Be courteous, polite, and respectful at all times
- Be committed, attentive, and dependable
- Be well-rested and arrive on time for your shift
- Be ready to work in appropriate attire and footwear:
  - ⇒ No torn or dirty clothing or shoes (must be clean and in good condition)
  - ⇒ No offensive slogans or inappropriate brand names on clothing
  - ⇒ No flip-flops: closed-toe, comfortable shoes are required
  - ⇒ Dress appropriately for the weather (check the forecast the day before the event)
- Be a team player and assist other volunteers when needed
- Adhere to all safety regulations
- Follow all health and safety requirements as set out by Peel Public Health
- Refrain from using your cell phone while on duty unless communicating with a Portugalo senior officer or in case of emergency
- Sign in and sign out at the Volunteer Booth for every shift
- Only eat during designated lunch or break times
- Notify the Volunteer Coordinator(s) as early as possible if you are unable to attend your scheduled shift so that there is time to fill your spot.
- Do not exchange or trade assigned volunteer positions without approval from the Volunteer Coordinator(s)
- Attend one of the mandatory Volunteer Orientation sessions



## 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
- Portugalo 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
- Food Vendors Zone
- Marketplace Vendors Zone
- Green Room
- Entrance/Exit Greeter
- Runners
- First Aid Station
- Grounds Crew
- Reserve Volunteer





## MANDATORY REQUIREMENTS

- Volunteers are required to attend one (1) orientation session at Port Credit Memorial Park located at: 40 Lakeshore Road East, Mississauga. Date, time and exact location 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 Portugalo Fest T-shirt as part of their uniform (while on shift only).
- Volunteers are required to adhere to assigned times of lunch/dinner/breaks.

## 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
  - Stay informed and connected
  - Things to bring with you to the event:
- 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

Shannon Pecore – Volunteers Committee Chair  
Ines Costa - Volunteers Committee Assistant

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