



Volunteer Handbook 2021

#tasteyegcrew

#tasteofedm

#taste2021

July 22 to August 1, 2021

We are so excited that you are volunteering at the 2021 Taste of Edmonton and can not wait to celebrate with you this summer! We want you to know how much we appreciate **YOU**. We know our volunteers are the heart and soul of our festival and we could not operate our festival without you.

We will be back “home” at **Sir Winston Churchill Square** filling downtown Edmonton with the smell of fabulous food, the sites of local restaurants sharing their culture and the excitement of exploring through the largest outdoor food festival in Canada.

We are so thrilled to bring this festival back in 2021 and for you, our valued volunteer to rediscover Taste of Edmonton and what it truly is... a **FOOD FESTIVAL!**

About this volunteer handbook

In this volunteer handbook you will find valuable information that we hope will help you prepare for your volunteer duties and make your volunteering experience at Taste of Edmonton an enjoyable one. If at any time you have questions please feel free to reach out to our Volunteer Management team.

Melissa Smith - Volunteer Coordinator
volunteer@eventsedmonton.ca
(780)423-2822 X20

Sherri Mulcahy - Volunteer Manager
sherri@eventsedmonton.ca
(780)423-2822 X22

Please sign and return the last page of your Volunteer Handbook to Melissa at volunteer@eventsedmonton.ca no later than July 21, 2021.

What You Need to Know for Each Shift

When you arrive for your shift, your first stop will be the Volunteer Tent. It is located by Gate 1 on the rooftop patio above Tix On The Square (corner of 100 St and 102 Ave). You will sanitize your hands, sign-in, pick up your volunteer t-shirt, ID tag (Ticket Sellers only), Radio (if this pertains to your duties) and your complimentary Taste of Edmonton tickets.

The Volunteer Tent hours of operation are 10:00am to 11:30pm. You can pick up your snacks and beverages here and/or sit and relax during your break. We just ask that you practice physical distancing as much as possible when doing so.

For the health and safety of our volunteers, we will not be supplying water from a community water cooler. Please bring a pre-filled water bottle with you or alternatively, you can use one of your snack/drink allowances for a bottle of water.

Please avoid bringing valuables to your volunteer shift as there will not be any onsite storage available for you to store items.

While on shift, make sure to wear the Taste of Edmonton volunteer t-shirt and if you are a Ticket Seller your volunteer ID tag.

Please try to minimize cell phone use during your volunteer shifts. If you are unable to make a shift please contact Sherri (780- 423-2822 ext 22) or Melissa (780-423-2822 ext 20).

General Information

Festival Guide:

This year's restaurant, beverage and food truck partners, menu items and general festival information can be found in the [2021 Taste of Edmonton Festival Guide](#).

Where to buy Pre-Sale Tickets:

Tickets can be purchased at 5 - North Central COOP Grocery stores, 10 - North Central COOP Gas bars, pop-up locations at various markets within the city and from the Events Edmonton office during office hours and on the last Saturday prior to the festival. Those who have pre purchased tickets on or before July 21, 2021 will save \$10.00 for every 40 tickets purchased.

Where to buy Tickets On-Site:

For festival goers who would like to purchase tickets on site, 18 ticket booths and 2 roaming ticket stations will be available. Ticket booths are located near each gate and spread throughout the square.

Cost of Tickets:

Up to and including July 21, 2021 tickets are being sold at a reduced price of \$59.50 incl. GST and \$2.40 festival fee for 40 tickets. Beginning July 22, 2021, a sheet of 40 tickets will be sold for \$69.50 incl. GST and \$2.40 festival fee on site. Forms of payment are Debit and Credit Card.

Unused Tickets:

Unused Taste Tickets are non-refundable but can be donated to the Events Edmonton Community Endowment Fund. Patrons can drop these tickets off at the 630 Ched Information Centre located on the South West corner of the festival (100 St & 102 Ave).

Festival Hours of Operation

July 22 - July 31, 2021 - 11:00am-11:00pm

August 1, 2021 11:00am-9:00pm

630 Ched Information Centre:

Located on the South West corner of the festival site. Our information specialists are there to assist guests with their questions, check in any media visiting our festival site.

First Aid:

Volunteers from St. John's Ambulance are kindly providing First Aid to our patrons, volunteers and staff if needed. The First Aid tent will be located on the South West corner of the site up the steps North of Tix On The Square building (100 St and 102 Ave).

Lost and Found:

Lost and Found is located at the 630 Ched Information Centre located on the South West corner of the festival (100 St and 102 Ave). Items that have not been picked up by the end of the festival will be dropped off at the Police Headquarters on 103A Ave in the week following the event.

Site Wide Liquor License:

We have expanded our festival to be a fully licensed site. Canadian Brewhouse will close one (1) hour before the festival closes. Children of all ages are welcome until closing time.

Getting To Taste of Edmonton

Being in the heart of Edmonton, Edmonton Transit Service is your easiest transportation option to get to Taste of Edmonton. Churchill LRT Station is located right on site and a number of bus stops are just steps away from the square. We strongly recommend taking advantage of ETS regular bus/LRT service and Park and Ride service. [Plan your trip](#) or use the transit information on Google Maps or Apple Maps on your mobile device.

Road Closures/Construction

If you are volunteering at Taste of Edmonton and driving to the festival there may be some road closures near the grounds that may impact travel to and from the festival. Construction south and east of Sir Winston Churchill Square along 102 Ave, Jasper Ave and 97 Street could impact travel and should be taken into consideration. Please be aware that this construction may affect your commute to festival site time. If you are travelling on using any of these routes for your volunteer shifts, please plan accordingly.

Volunteer Parking

Parking will be available to volunteers and staff during the festival. A map of the available lots can be found on page 11 of this handbook. **All volunteers intending to use these lots must register their vehicle by July 16, 2021.** Parking will be available at the following Diamond Parking locations:

- 10403 101 St (DPS lot C236)
- 10020 103
- 9925 - Jasper Ave (DPS lot C209 MacDonald Estates)
- 9649 101a Ave (DPS lot CE76)

If you will be driving to the festival, please send your name, the make/model and colour of the vehicle and license plate number to Melissa at volunteer@eventsedmonton.ca by July 16, 2021.

Perks of Volunteering with Taste:

Volunteers receive a free Taste of Edmonton t-shirt, complimentary tickets, access to the volunteer tent (including snacks and beverages), a volunteer appreciation BBQ during Taste of Edmonton, and an appreciation party in September!

Appreciation BBQ: July 23, 25, 27, 29, 2021 from 1:00–3:00pm

Appreciation Party: September 17, 2021 @ Creative Hive *Invitations will go out in August

Volunteer Roles

Events Edmonton Volunteers:

The festival is a busy and exciting event. In order to keep everything under control, we rely on our amazing volunteers to help out in many different areas! Here is a list of these areas:

- 630 Ched Information Centre
- Canada Dry Beverage Centre
- Festival Ambassador
- Supervisor (security)
- On-site Assistant
- Site Cleaning & Sanitation
- Ticket Seller
- Volunteer Tent

Non Profit Partners:

Many of our dedicated volunteers are part of a charity/non-profit organization and volunteer their time in groups. These are the volunteer roles of our non-profit partners:

- Ticket Sellers
- Supervisor (security)
- Grounds Maintenance
- Gate Monitor
- Loading Zone
- First Aid

Code of Ethics

- All volunteers shall make every effort to present the festival to the public in a positive way and shall not do anything to intentionally embarrass the festival.
- Volunteers are NOT to ask for free food from vendors! Volunteers will receive Taste of Edmonton tickets based on their number of volunteer hours.
- No use/consumption of alcohol or cannabis by volunteers while on duty, on or off the festival site, including all licensed areas.
- No use/consumption of illegal substances by volunteers on or outside the festival site. Violation of this rule will result in immediate dismissal from the festival.
- All volunteers must treat other volunteers, performers, staff, and the public with respect and behave in a friendly and courteous manner. Events Edmonton has a zero-tolerance policy for harassment, discrimination, or any other behaviors that compromise a person's self-worth. If a problem arises, contact your immediate supervisor, Sherri or Melissa.
- Please bring a change of clothes if you want to attend the festival before or after your shift. When off duty, volunteers shall not wear the volunteer t-shirt.

Health and Safety

In response to the COVID-19 pandemic, Events Edmonton has formulated enhanced health and safety guidelines that follow and adhere to current health and safety protocols established by Alberta Health Services. We want to ensure that we provide a safe environment for attendees, staff, volunteers, partners, contractors and our community. We endeavour to evolve and adapt to current situations in order to minimize the risk of transmission of infectious diseases and ensure that our Taste of Edmonton festival site is carefully managed with appropriate physical distancing and safety measures in place.

Taste of Edmonton 2021 COVID-19 Health and Safety information including relevant procedures are highlighted in this handbook. We ask that you carefully review the information and follow all guidelines and acknowledge the potential risks involved by signing the final page of this Volunteer Handbook.

Prior to each shift volunteers are required to complete a self wellness check. Individuals are responsible for screening symptoms and must stay home if he/she/they exhibit any of the following symptoms: fever, chills, cough, shortness of breath, runny nose, sore throat, chills, fatigue, headache and muscle joint ache. Volunteers who have been in close contact in the last 14 days with someone who is being investigated (symptomatic testing) or confirmed to be a case of COVID-19 and /or has tested positive for COVID-19 in the last 10 days will not be permitted on site.

During your shift various cleaning and protective procedures will be in place, including but not limited to physical distancing markers, hand sanitizing stations and frequent disinfecting of high touch areas. All volunteers, staff, and guests are expected to follow these guidelines at all times.

Managing Complaints

While on shift and patrolling the festival, you may receive some general complaints or concerns from guests. These will most likely be unrelated to your role as Guardians, but responding to the complaint appropriately is important. Here are some steps:

Actively Listen – use eye contact and paraphrasing. Be respectful of the person’s opinion and do not interrupt them.

Be Empathetic – in many cases having a frustration or complaint recognized and validated are what people are looking for.

Respond Appropriately – although your initial instinct may be to respond defensively, your negative emotions must not take priority. Focus on positive word choices like “I can...”, “I will find out...”, and everyone’s favorite, “Yes!”

Applicable Bylaws

No Bottle Picking – Let the person know that all bottles from the festival are recycled and already allocated to a specific charity, which is also the organization that looks after the clean up during the festival.

No Panhandling – Advise panhandlers that it is not permitted and let them know that if they continue to do so, they will be asked to leave the site.

No Animals – Under the Public Health Act animals are prohibited where food is prepared, stored or offered for sale (with the exception of service dogs). Do NOT offer to watch a dog while the patron goes onto the festival site. Rules are explained in our digital festival guide and on several large signage around the festival site and on the Taste of Edmonton website.

No Skateboards/Bicycles – Due to congestion on the festival site, all wheeled rideable objects are a hazard. You will advise patrons to push their bike and to carry their boards.

No Smoking – The bylaw does not allow smoking on public squares. If you see a patron smoking, you may bring this bylaw to his/her attention, however, we will not enforce it.

If you notice an infraction to the above bylaws please contact the Guardians (channel 1).

Tell Us About Your Shift

We want to know about your shift! We like to know what went well and what didn’t so that we can continue to grow and improve. So... tell us! At the end of your shift, go [HERE](#) to tell us how it went.

Radio Communication

- **SANITIZE your radio.** Please use a disinfecting wipe to disinfect your radio.
- Ensure that you are using the correct radio frequency as needed.
- Speak clearly; use simple language free of discrimination, slang and profanity
- Communication should be brief, direct and non-emotional
- Be sure you have the full attention of the person you are speaking with
- Hold the button down for an extra second before and after speaking in order to avoid the message from being cut off.
- When reporting an incident, accurately state your location and the nature of the incident.

PLEASE NOT SAY ANYTHING OVER THE RADIO THAT MAY OFFENSIVE.

Radio Channel Guide:

Channel 1 = Security (Paladin and Guardians) and First Aid

Channel 2 = Production Crew

Channel 3 = Volunteers

		What's the Problem?				
		General Emergency	Property Damage	First Aid	Lost Children	Aggressive Patron
Who Do I Call?	On-site Security (Channel 1)	✓			✓ <small>and bring child to First Aid Tent</small>	✓
	First Aid (Channel 1)			✓	✓ <small>and bring child to First Aid Tent</small>	
	Sherri/Melissa (Channel 3)	✓	✓		✓	
	Wes- Production (Channel 2)	✓	✓			

Severe Weather

Taste of Edmonton management is responsible for monitoring Environment Canada Weather Watch and Warning. If the festival site needs to be evacuated, please follow the procedure below:

- Advise guests to seek shelter in the Churchill Square LRT Station
- All loose equipment and materials must be secured, removed, or protected (umbrellas, signs, barricades, etc.)
- All valuable equipment must be moved to safety
- Management will notify everyone if the festival remains closed or when it will reopen

Emergency Situations

Familiarize yourself with the festival site and its surroundings in order to give your exact location in case of an emergency. Know the **Muster Points**:

- North of the 100 St Ticket Booth
- Sidewalk in front of the Tix on the Square
- Southeast of the City Hall Parkade entrance
- North of 102 Ave and 99 St intersection

If a **child is missing**, notify Sherri/Melissa or anyone from the security team immediately. Bring **lost children** to the First Aid tent (across from Volunteer Tent) and notify Sherri/ Melissa or anyone from the security team immediately.

Communication with all **media** will be exclusively handled by event management staff.

When using the **radio**, be aware that the communication can be overheard by the general public around you. Speak calmly and do NOT broadcast personal information.

In **Case of Fire** - Fire extinguishers are located in each vendor booth, at the Canadian Brewhouse bar and backstage. If you notice a fire, move yourself and patrons away from it and immediately notify any staff member, security or volunteer with a radio.

Injuries/Medical Emergencies - If an injured patron is unable to walk, please call First Aid on channel 1 and provide the location of the injured guest. First Aid will assess and determine if a paramedic is required. Please document all available facts and relevant information on the incident report form.

DO NOT admit fault, blame or liability for any incident to anyone.

New at Taste

We are pleased to welcome 19 new restaurant and food truck partners to our lineup this year!
They include:

<ul style="list-style-type: none"> ● The Cheesecake Cafe ● Canadian ICEHOUSE ● Five Dragon Classic Milkshakes ● PiKante ● The Hat on Wheels ● IRIE Xpress ● Sir Winston's Fish & Chips ● Joanne's BBQ House ● Tokyo Noodle Shop ● German Canadian Cultural Association 	<ul style="list-style-type: none"> ● A Bite of Brazil ● Hoang Long Rice & Noodle Shop ● Native Delights ● SOHO Catering ● Smac & Cheese ● Snickerdoodle's ● Coast Lunch Box ● Live Bowl'd ● Baba's Bistro by Ukrainian Youth Unity Complex
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Performances: The Taste of Edmonton stage showcases musical performances each night starting at 5:00pm. The artists encompass a wide range of musical genres. Please refer to the Festival Guide for schedules and line-ups.

Social Media

Want to document the great time you are having while volunteering? Make sure to use our hashtag on your social media platform.

Whether it's a group picture with fellow volunteers, an action shot of the festival, or a friend hard at work, we want to see it!

#tasteyegcrew #tasteofedm #taste2021

Don't forget to follow us on Social Media like us on Facebook!



50/50 Raffle

Love a good [50/50 raffle](#)? We're doing our 1st one ever and you've got a chance to win up-to \$50,000! Minimum guaranteed prize of \$20,000. We want EVERYONE to know about our raffle. Please share our [50/50 raffle](#) with your friends and family!

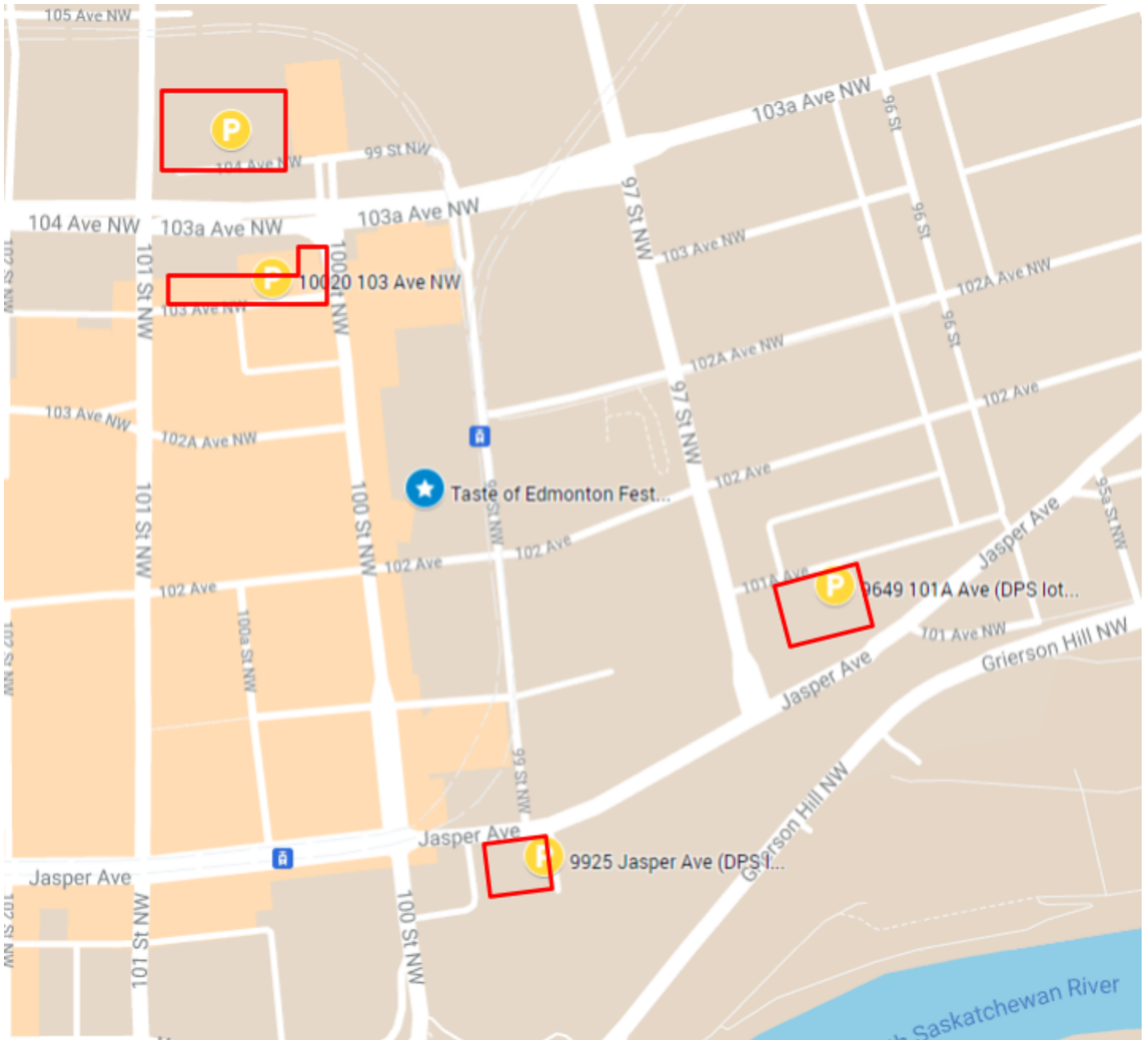
Draw date, August 1, 2021 live at the Taste of Edmonton Festival.

TASTE OF EDMONTON

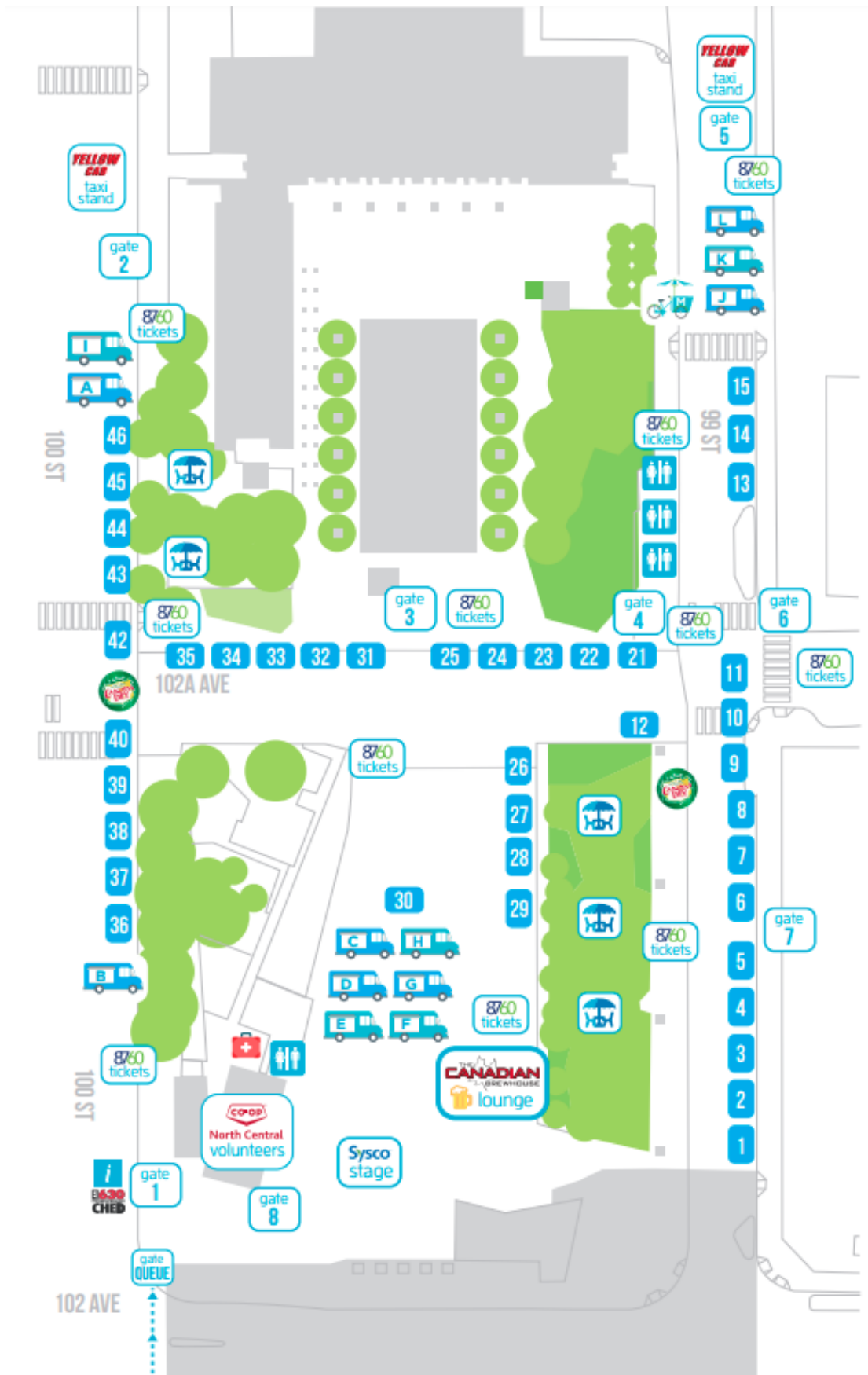
50/50 CASH RAFFLE

If you haven't yet, be sure to check out our website to purchase your ticket for our 50/50 Cash Raffle!

Diamond Parking Lot Map



Festival Map



Events Edmonton

Events Edmonton is a not-for-profit charity founded in 1965 by a small group of individuals who were eager to provide entertainment in Edmonton's downtown core. At that time, Events Edmonton was known as Edmonton Klondike Days Association.

Over the years, Edmonton Klondike Days Association produced many exciting events, such as the Klondike Kate Search, King of Klondike, Sunday Promenade, Edmonton Bathtub Races, and since 1984 Taste of Edmonton.

In 2008, the organization officially changed its name to Events Edmonton. Under the new name, EE began to produce new events such as the Canada Day Festival, New Year's Eve Downtown, and Metropolis International Winter Festival. In 2015, it was contracted by the producers of Nuit Blanche. 2015 was also the launch of the Canadian Food Championships.

Events Edmonton works closely with the community, creating events that engage both volunteers and citizens. EE prides itself on being an integral part of Edmonton's festival scene and works year-round to bring family-friendly entertainment to Edmontonians.

As a non-profit charity, Events Edmonton works closely with other local charitable non-profit organizations. These so-called service groups provide Taste of Edmonton with teams of volunteers in return for an honorarium paid by EE to their organizations. Many of these organizations count on Taste of Edmonton as their yearly fundraiser.

Thank you!

On behalf of the Board of Directors and staff at Events Edmonton, we sincerely THANK YOU from the bottom of our hearts for contributing to the success of Taste of Edmonton!



2021 Taste of Edmonton Volunteer Handbook Acknowledgement

As a volunteer at the 2021 Taste of Edmonton I acknowledge that I have read and understand the contents of the 2021 Taste of Edmonton Volunteer Handbook.

As a volunteer at the 2021 Taste of Edmonton I acknowledge the potential risks involved. You release Events Edmonton from any liability for the unintentional exposure or harm due to COVID-19 and other risks. You agree that Events Edmonton and/or proprietors will not be held responsible for any loss or accidents and agree to release the same from all claims or damages which may result from or by any reason such loss or accidents. Events Edmonton including staff members will NOT be held responsible for any claims to damages, injuries or illness of any kind resulting from your volunteering experience.

Signature _____ Date _____

Print Name _____