



VOLUNTEER GUIDE

2017

Festival du Voyageur inc.
www.heho.ca – (204) 237-7692

BIENVENUE

Welcome to our Festival du Voyageur volunteer team!

We are delighted to have you join us for our 48th edition of Festival du Voyageur, running this year from February 17-26, 2017.

This new guide has been created for you to easily access the information you will need to fully enjoy your volunteering experience.

We generously thank-you for your participation as a volunteer, and we are looking forward to meeting you at the start of this year's festival. HéHo!

CONTACT

For all questions concerning volunteers, please contact:

KAREN SAN FILIPPO, volunteer coordinator

(204) 471-8877

volunteers@heho.ca

For general questions regarding the festival, please contact:

Festival du Voyageur

(204) 237-7692

info@heho.ca



VOLUNTEER RECOGNITION 2017

The Festival recognizes and values the incredible contributions of its core of volunteers. You are the heart and soul of the Festival. Despite the fact that we can never truly compensate you for the incredible number of hours you devote, we offer this recognition list as a small token of our appreciation.

Voyageur - Milieu (3 - 8 hours)

- One day pass to Voyageur Park
- One souvenir
- An invitation to the volunteer recognition evening
- A Festival du Voyageur gift

Hivernant (8.5 to 19.5 hours)

- Two day passes to Voyageur Park
- One souvenir
- An invitation to the volunteer recognition evening
- A Festival du Voyageur gift

Gouvernail (20 to 32 hours)

- One Festival du Voyageur 10-day pass or 10 day passes
- One souvenir
- An invitation to the volunteer recognition evening
- A Festival du Voyageur gift

Commis (32.5 to 47 hours)

- One Festival du Voyageur 10-day pass or 10 day passes
- One souvenir
- An invitation to the volunteer recognition evening
- A Festival du Voyageur gift

Bourgeois (more than 47.5 hours)

- One Festival du Voyageur 10-day pass or 10 day passes
- One souvenir
- One entry in the draw for a mystery grand prize
- An invitation to the volunteer recognition evening
- A Festival du Voyageur gift

IMPORTANT INFORMATION

TRANSPORTATION

Voyageur Park is situated at **866 St. Joseph St.** off of Provencher Boulevard, in St. Boniface.



By Car

There will be a designated free parking area on Messenger St. for volunteers and festival artists. The entrance will be monitored, and you will be asked to either show your badge, or to indicate that you are a volunteer (honor system). These spots are for volunteer hours only! Please note that during busy times, there will likely be limited space available. For other free parking, please see the shuttle service information below. The public parking located on Joseph St. will now be charging 5\$ per vehicle.

Shuttle Service

Festival du Voyageur offers a free shuttle service in order to alleviate the traffic issues around Voyageur Park and to enhance visitor experience. The shuttle's trajectory will take it from Centre LaVérendrye, to Saint-Boniface University, to Voyageur Park. The shuttle will stop every 20 minutes at each of the designated stops.

- 1 – Centre LaVérendrye parking lot (614 Des Meurons Street)
- 2 – Université de Saint-Boniface parking lot (200 de la Cathédrale Avenue – entrance on Despins Street)
- 3 – Voyageur Park (St-Joseph Street at Hébert Street)
- 4 – Downtown (Main and Graham) – only one stop at the end of the night (midnight). This will not be a pick-up destination, only drop-off.

Transit

Bus routes 10 and 56 pass close by Voyageur Park. For more information on bus service to the festival, please see the Winnipeg Transit web-site at <http://www.winnipegtransit.com> or call 311 (Winnipeg only).

ARRIVAL AT VOYAGEUR PARK



Please check in at the volunteer trailer, located at the service entrance, on the corner of St. Joseph St. and Messenger. You can pick up your volunteer badge, as well as your volunteer recognition gifts at this time.

You may also pick up your volunteer badge and gifts at any time during the festivals' public hours; it is not necessary to wait for your first shift. **A reminder that you must enter at the service entrance to the park when volunteering and that the volunteer buttons will allow you to enter the park only on the days you are volunteering.**

LOST AND FOUND

If you have lost your volunteer badge, please let us know at the volunteer trailer. Lost festival passes will not be replaced.

OTHER INFO

- **Wear ID at all times that you are on shift. Remove it at the end of your shift.**
- **Phone if you cannot make a shift and follow this up with an email.**
- Please do not smoke on shift, and remove your ID when smoking on your break. You cannot drink alcohol or consume drugs while on shift.
- Please do not text or use your phone during shifts.
- Dress warmly, even for indoor shifts. It is always possible that we may need to borrow you for a temporary replacement.
- Always remember to smile and greet people as much as possible in French and English. This creates a good ambience for the festival.
- Please take your breaks if you need them – if your replacement does not show up, please leave and report it immediately to the trailer.
- Arrive at least 10 minutes before your shift, and phone if you will be late.
- **There is a new tent for volunteers and performers ON SHIFT ONLY. There will be snack food and drinks available at all times, as well as hot foods at meal times.**
- Always treat other volunteers, staff and visitors with respect!

EXTRA HOURS?

If you are enjoying your experience, and want to pick up some extra hours during the festival, please speak with the volunteer coordinator in person or by email.

QUESTIONS?

Please remember to address all questions and concerns to Karen San Filippo, Volunteer Coordinator, at (204) 471-8877 or volunteers@heho.ca

MERCI!

Once more, thank you for your generosity and your support, which greatly contribute towards the success of Festival du voyageur year after year. To thank-you properly, the Festival staff have organised a Volunteer thank-you party (date to be determined). Please watch for your invitation, which will be sent to you by email after the festival. We look forward to seeing you!