

CALGARY INTERNATIONAL FRINGE FESTIVAL SOCIETY

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Welcome to  
the  
Fringe  
Crew!

The Volunteers' Guide to the Fringe



## **IMPORTANT INFORMATION AT A GLANCE**

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Cell phones are available at each venue. If you require the use of a Festival phone, ask your Venue Supervisor.

Volunteer Coordinator: Name: Volunteer Coordinating Team

Phone: 403.451.9726

E-Mail: volunteer@calgaryfringe.ca

"Day of" Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Festival Director/Producer: Michele Gallant  
Cell/Work: 403.451.9726  
E-Mail: michele@calgaryfringe.ca

## **IN AN EMERGENCY**

**Medical, Fire, or Police Emergencies: First**, stay calm and call 9-1-1. Follow the instructions of the 911 operator.

**Second**, notify the Festival Director (Michele Gallant at 403.451.9726) or, if you must remain on-line with 911, ask another staff member or volunteer to make the second call. Always defer to your Venue Box Office Supervisor for instructions and ensure patron safety by keeping exits clear.

## **LOST PEOPLE**

**Children:** See page 14 for detailed instructions. Remain calm and positive, the child may be very scared. Report the lost child to the Information Booth Supervisor and, unless instructed otherwise, arrange for the child to be accompanied to these locations by two adults (volunteer or staff). Direct any "Have you seen?" inquiries to these locations.

**Adults:** See page 15 for detailed instructions.

## **LOST PROPERTY**

The Festival's "Lost and Found" is located at the Information Booth. Deliver found items and direct enquiries to this place.

CALGARY  
FRINGE FESTIVAL



For more information visit:  
<http://www.calgaryfringe.ca>

**Charitable Registration Information**

Calgary International Fringe Festival Society  
867143877RR0001  
Registration: 7 January 2009  
Designation: Charitable Organization  
Fiscal Year End: 31 December

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## ABOUT THE FRINGE

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“Fringe Theatre” is a term used to describe alternative theatre, or entertainment not of the mainstream. The term comes from the Edinburgh Festival Fringe, where the unofficial alternative theatre companies performed in their own venues on the outside (or “fringe” areas) of the established festival.

Over the years, Fringe Festivals have become events in their own right and are held worldwide. The first Canadian Fringe took place in 1982 in Edmonton. Today, the Edmonton International Fringe Festival is the second largest Fringe Festival in the world (90,000 patrons). There are now over 34 festivals in North America linked through the Canadian Association of Fringe Festivals (CAFF). CAFF member festivals adhere to four fundamental criteria:

- Participants will be selected on a non-juried basis, through a first-come, first served process, a lottery, or other method approved by the Association;
- The audience must have the option to pay a ticket price, 100% of which goes directly to the artists (government taxes notwithstanding);
- Fringe Festival producers have no control over the artistic content of each performance. The artistic freedom of the participants is unrestrained; and
- Festivals must provide an easily accessible opportunity for all audiences and all artists to participate in Fringe Festivals.

The Calgary Fringe Festival is a non-juried, uncensored artistic event features raw and innovative local, national, and international theatrical productions – and MORE!

As they have done for over fifty years, Fringe Festivals around the world beget spontaneity, collaboration, and risk-taking. We are excited to bring this artistic legacy to Calgary. Prepare to experience our adventurous artistic community in action!

## **VOLUNTEER RESPONSIBILITIES**

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### **CODE OF CONDUCT**

Although you are a volunteer, your conduct is still subject to the rules and expectations of all Calgary Fringe Festival staff members. Once you have made a commitment to the Festival, we depend on you to follow through. You are an integral part of the Fringe Festival team!

Our volunteers represent the Festival to patrons and the public at large, and it is important to portray a positive image. Regardless of your role or experience, you are expected to:

- Treat patrons, visitors, artists, and staff with respect and courtesy;
- Be sensitive to the diverse populations involved with the Fringe Festival;
- Conduct yourself in a manner that portrays a positive image;
- Arrive on time and stay through your entire shift;
- Contact the Volunteer Coordinator immediately if you must cancel a scheduled volunteer shift;
- Show up on time dressed appropriately;
- Avoid alcohol while on a shift, and do not report for duty under the influence of alcohol or drugs;
- Scrupulously observe the Festival's Privacy and Confidentiality policies.

In return, you can expect to:

- Have your concerns, problems, and issues listened to;
- Be treated with respect and courtesy;
- Be kept informed about changes within the Festival that pertain to you;
- Be provided with a safe and enjoyable atmosphere in which to volunteer;
- Be provided with necessary training opportunities;
- Be appreciated for your contributions to the Festival in words, hugs, a free tee shirt, and other benefits.

## **TERMINATION**

While we appreciate the time you generously donate to the Festival, reported negative behaviour is investigated and, depending on its' frequency and severity, could result in termination of your volunteer position and associated privileges.

## **PRIVACY AND CONFIDENTIALITY**

### **Personal Information:**

The Festival complies with all federal and provincial privacy laws. Through your application for a volunteer position, the Festival will receive personal information about you. Personal information may include contact information (name, address, e-mail address, and telephone number) as well as information about your qualifications and experience, your volunteer work with us, and related activities. Personal information is held securely and in confidence and is only used as required in relation to your volunteer activities.

### **Confidential Information:**

Festival volunteers agree that any information learned and/or contributed during the course of their service as volunteers is to be treated as confidential information and used solely for Festival purposes.

Volunteers shall not at any time or in any manner divulge, disclose, or communicate any confidential information without the written permission of the Festival except as required to perform their duties. Any breach may adversely affect the business of the Festival, its effective and successful management, and its inherent good will, and could result in termination of your position with the Festival.

### **More Information:**

For general information, visit the Festival web sites; on specific issues, contact the Festival Director.

## **DEALING WITH PATRONS**

Always be polite, informative, and helpful: You are, in the patrons' eyes, the 'Face of the Fringe' so do everything you can to make their visit an enjoyable one! Provide information, smiles, and a friendly attitude – it will make everyone's experience that much better.

### **Conflicts:**

Conflicts may arise, but stay calm. A good strategy is to acknowledge the other person's concerns and say, "Let me see what I can do to help." Your Venue Box Office Supervisor is always there to help you find an appropriate solution, along with the Festival Director if your Supervisor is unavailable.

### **Know the Festival Schedule and Shows:**

Patrons will ask, "What shows are good?" The simple answer is... "They're all good! What are you in the mood for?" Our mandate is uncensored, un-juried, unbiased theatre. To be fair to the Artists, we cannot recommend one show over another. We can point out shows of a certain genre (e.g. children's shows, musicals, comedies, etc.) but without favour. We promote all Fringe Artists equally.

### **Explain the Fringe Button:**

The Fringe Button helps the Festival cover the venue and technical costs. This enables us to pay the Artists 100% of their self-set ticket price. Patrons feel good when they know they are directly supporting the artists whose shows they attend.

## **DEALING WITH MEDIA**

### **Interviews:**

If media want an interview or, if they require Fringe Artist contact information, refer them to the Festival Director, Michele Gallant, by phone at 403.451.9726 or by e-mail at [michele@calgaryfringe.ca](mailto:michele@calgaryfringe.ca).

### **All Access Passes:**

Media will be equipped with a Media All Access Pass to attend any show at no cost. They are NOT required to have a Fringe Button; however, they MUST present their All Access Pass and may not be admitted without one.

**When Media Attend:**

When media arrive to see a show, ask which media outlet they represent and note it on the Artist Reconciliation Sheet. If they ask, let the Artist know which media attended.

If media show up and there are no remaining reserved media seats, your Venue Box Office Supervisor may be able to reallocate a seat from the general audience seating pool; however, there is no guarantee, especially if the show is popular.

**Always Be Positive!**

If rumours are about that appear to be controversial or 'negative,' the media may ask questions or for a comment. If approached in this way, politely but firmly request that they contact the Festival Director for comments or answers to their questions.

**DEALING WITH ARTISTS****When Artists Arrive:**

Upon arriving at a venue, artists must check in with the Venue Box Office Supervisor to see if the Technician is ready for them. Always advise artists that they must wait quietly outside the venue until the Venue Technician has given the okay for them to enter the venue.

**Promotions:**

Artists are the primary promoters of their performances and we want to enable them to advertise their shows as much as possible. They may come by the venues to drop off leaflets, put out sandwich boards or posters, or to socialize with patrons as they arrive or leave other shows. Please ensure they respect noise requirements when other shows are in progress, and rules about where to post items without creating litter. Otherwise, encourage them to get the word out!

**Guest Lists and Passwords:**

Artists often have guest lists and/or passwords that their guests can use to gain entrance without paying for a ticket (they still require Fringe Buttons). Please keep the names of Artists' guests and passwords well hidden and be discreet when accepting them. Furthermore, volunteers may not use Artists' passwords to gain entrance to shows without Artists' specific permission.

**Payouts:**

Artists will be paid at the end of the run by the Festival Director. If they have any questions, please refer them to the Festival Director.

**VOLUNTEERING AT THE FRINGE**

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**Dress Code:**

Volunteers are provided with a Festival tee shirt to wear at all times they are on shift. Otherwise, dress is informal (jeans are acceptable) and you may be artistic, expressive, or creative in ways that convey a positive image of the Festival (*See also "Theme Days"*).

Many shifts are outdoors and in the evening. Remember, Alberta weather can be changeable so be prepared for daily conditions by bringing layers as needed. Indeed, it could rain - or even snow!

**Accreditation:**

A Fringe identification badge with your name (or your fringe name) must be worn anytime you are on duty. Be prepared to show the badge when using volunteer passes or requesting merchant discounts.

**Shifts:**

You will be advised of, and asked to confirm acceptance of, your assigned shifts. You may check the schedule anytime by following the Volunteer Information Centre weblink distributed by the Volunteer Coordinating Team. If time permits, you may receive a reminder call or e-mail; however, you have the prime responsibility to know your shift schedule. Please arrive on time and ready to start work when your shift commences. Check in with your Venue Box Office Supervisor on arrival to discuss the details of where you will be stationed and what your duties will be.

If you will be late, please call the Volunteer Coordinating Team to let them know that you are delayed. If you must cancel or re-schedule a shift (we appreciate that it might be necessary), please give the Volunteer Coordinating Team as much advance notice as possible so we can find a substitute.

**Breaks:**

Given the nature of the Festival, breaks are easy to arrange; however, venues must not be left unsupervised or understaffed at busy times.

Breaks are arranged among venue staff and the Venue Box Office Supervisor according to the day's show times. Make sure to take a break at least every 4 hours, to keep yourself healthy and alert.

**Volunteer Confirmation:**

Some Volunteers may need confirmation of the numbers of hours of their participation. If you are one of these, please make a request to the Volunteer Coordinating Team. The number of service hours will be based on your confirmed hours volunteered.

**Transportation:**

The communities are well served by bike paths and public transit.

*Parking:* there are both pay lots and street parking (free after 6pm daily and all day Sundays) but there is no especially reserved parking for Festival volunteers or staff. Residential parking restrictions are in force on many side streets, some with a two-hour time limit.

**Waste Reduction:**

Recycling bins for drink containers, paper, cardboard, and other materials accepted by the City's recycling program situated at each venue. Please use them, encourage patrons to use them, and help keep our Festival's environmental footprint small!

**Safe Walk:**

If you feel uncomfortable walking in the area, especially after a late night shift, please feel free to ask another volunteer to accompany you or call the Volunteer Coordinating Team to have someone walk with you. Try to ask as soon as possible so we can ensure someone is available.

**Grievances:**

When differences arise between volunteers or between volunteers and Festival staff, the parties should first try to resolve the issues between/among themselves.

If another party is required to help with a resolution, ask for the assistance of the Venue Box Office Supervisor. If the matter involves a Supervisor, ask for the assistance of the Festival Director.

## **FUN AT THE FRINGE**

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We want all of our volunteers to enjoy their Fringe Experience, so here are some of the ways we say “thanks for being awesome!” and help make each day a fun and enjoyable one!

### **Daily News:**

Keep current on volunteer events, artists, and shows, schedule changes, merchant discounts and others Festival news by logging into the Volunteer Information Centre for updates.

### **Artist Appreciation Shows:**

Our Artists know how hard you work and one way they may show their appreciation is to invite volunteers to one of their performances – free! For a current listings of available Volunteer Appreciation shows, log into the Volunteer Information Centre for updates.

### **Volunteer Show Passes:**

For every minimum 4 hour shift worked, the volunteer will be entitled to receive a Volunteer Show Pass, which is redeemable at any of our venues starting a half an hour prior to the scheduled performance time. (*Seating is limited and subject to availability*).

### **Water and Snacks:**

Venues are stocked with bottled water (although we encourage you to bring a refillable bottle!); soft drinks and juices may also be available. A selection of snacks including fresh fruit is provided daily. The Festival does not provide regular meals (lunch or dinner) but some local vendors provide volunteer discounts and the community has a wide selection of eating establishments. Also, feel free to bring your own food to snack on.

### **Theme Days:**

Each day will have a different ‘Theme’ (Tropical Paradise Day, Saturday Night Fever, etc.), which volunteers are invited to take part in. Fringe staff will be on the lookout for those playing along, with ‘Fringe’ benefits for those that do! Log into the Volunteer Information Centre for more details.

### **Merchant Discounts:**

A number of local merchants may offer volunteer discounts on food and beverage purchases and on other goods and services. To take advantage of these offers, simply show your Fringe Button and volunteer badge! Please reciprocate their support for us by visiting them throughout the Festival. A list of participating merchants will be provided at Festival time.

### **Meet and Greet:**

All volunteers, artists, and fringe staff are invited to a Meet and Greet event. Look for an announcement via Facebook and Twitter, or log into the Volunteer Information Centre.

### **After Party & Awards Presentation:**

Come celebrate the Festival's success and meet your colleagues and the artists at our lively After Party & Awards Presentation. Log into the Volunteer Information Centre for updates.

## **SAFETY AND SECURITY**

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### **Personal Safety:**

Be cognizant of where you are at all times, especially after dark. Try not to walk alone, and feel free to arrange a Safe Walk at any time.

Prepare for the weather. Dress in layers, bring sunscreen and/or a hat on hot days, and be sure to stay well hydrated. We provide free water and snacks, so take advantage!

**R** - RECOGNIZE THE VALUE OF EACH PERSON

**E** - ELIMINATE DEROGATORY LANGUAGE AND ACTIONS

**S** - SPEAK WITH PEOPLE - NOT AT THEM ... OR ABOUT THEM

**P** - PRACTICE EMPATHY AND KINDNESS. WALK AWHILE IN OTHER' SHOES

**E** - ENCOURAGE ONE ANOTHER AT ALL TIMES

**C** - CONSIDER OTHER'S FEELINGS AND WELL BEING BEFORE SPEAKING AND ACTING

**T** - TREAT EVERYONE WITH DIGNITY, COURTESY, AND RESPECT

### **Personal Property:**

The Festival does not provide secure storage for items of personal property, either centrally or at the venues. Protect your personal property and if you are concerned about losing it – don't bring it! The Festival is not responsible for lost or stolen personal property.

## **IN AN EMERGENCY:**

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### **Fire:**

Stay calm and call 9-1-1 immediately. Ensure patron safety at all times by keeping exits clear, directing them to the exits and then to a safe location across the road from the building. Never re-enter a building that is on fire. Always defer to your Venue Supervisor for directions.

### **Medical:**

Again, stay calm! For serious medical emergencies, call 9-1-1 immediately. NEVER attempt to administer first aid unless trained to do so. Keep the injured person as calm and comfortable as possible, and have all non-related patrons clear the area.

If necessary, make room for EMS to work. Ensure the entrances are clear of obstructions so they can bring in a stretcher or other equipment if needed. Always defer to your Venue Supervisor for directions.

For minor medical emergencies, there are first aid kits at every venue, with the technicians at the theatre venues and at the Information Booth. Depending on the seriousness of the emergency, a staff member or volunteer trained in dealing with minor emergencies may be dispatched to the location.

## **LOST AND FOUND**

### **Lost Property:**

The Festival's Lost and Found depot is located at the Information Booth. Deliver found items to these areas and direct enquiries accordingly.

**Lost Children:** If an adult reports a lost child to you:

- Direct or when possible, accompany the adult to the Information Booth and have the adult provide the name, sex, age, height, weight, hair colour, eye colour, and clothing worn by the child. The child may already be found but must be positively identified to be released. Do your best to determine the child's last known location.
- If the child has yet to be found, you may be asked to help look for the child at the last known location. If you are on duty, contact your Venue Box Office Supervisor ASAP to ensure they are aware of your whereabouts and to keep aware of what's happening with the search. After the child is found, and the Fringe staff has control of the situation, return to your volunteer duties.

**Children:** If you find a child:

- Never escort a child by yourself. Find another volunteer and escort the child together to the Information Booth.
- If a child refuses to go with you, do not force the issue. Stay with the child, contact the Festival Director, and give your location.
- Please remember that a lost child is an upset child. It is important to keep explaining to them what is happening and most of all to be calm. Reassure them that their accompanying adult will soon be found and they will be reunited.
- Do not abandon the child at the Information Booth. Stay until the Information Booth staff releases you before returning to your regular volunteer duties. Inform your Venue Box Office Supervisor of your whereabouts.
- Assist in getting as much information as possible from the child: parents' names, addresses, phone numbers, descriptions of the parents or guardians, etc.
- Talk to the child, being honest about what is happening, and remember to stay calm. Reassure the child and keep the child company.

**Lost Adults**

If a patron cannot find their party, suggest that they go to the Information Booth. It is a central and easy-to-find location. If the patron requires further assistance for any reason, accompany them to the Information Booth and immediately inform your Venue Box Office Supervisor as to where you are. Stay with the patron until the Information Booth let you know it is okay to return to your regular duties.

## **VOLUNTEER FEEDBACK**

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Let us know what you think; give us your ideas. We want to improve the Festival experience for all – our artists, patrons, and volunteers. Please help us by providing your feedback.

A volunteer feedback questionnaire is available through the Volunteer Information Centre. The questionnaire asks about your volunteer experience and provides an opportunity to comment on or rate various aspects of your volunteer work. Please take the time to complete the form. Your views and suggestions are most welcome.

## YOUR NOTES

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## **VOLUNTEER GUIDE - 2013 EDITION**

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