



Vancouver International Children's Festival – May 2007

Building and managing a
comprehensive volunteer programme



Information for these slides was supplied by Diana Stewart-Imbert, Volunteer
Manager Vancouver International Children's Festival



Aim

1. To understand how recruitment, selection and retention of event festival volunteers is achieved
2. To consider what makes a successful volunteer programme
3. How volunteers contribute to the Vancouver International Children's Festival

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Volunteer Contribution to this festival (2006 annual report)

- 1480 volunteers contribute 21,300 man-hours to help prepare for and run the festival.
- Also 1-4 volunteers per week for a period of 6-12 weeks by the end of the year that means 80 volunteers in the office.
- Creation of 'key volunteers' who work in the schools taking the load off career councillor's/teachers. Key volunteers recruit their fellow students into the programme and form a vital link back to the school. 60 key volunteers recruited more than 1000 school volunteers in 2006.
- Other volunteers sign up online at the festival website.

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Key lessons

- Nurture the key volunteers and keep in touch with them over time
- Recruit from other sources e.g. Language school's, colleges
- Pre plan well in advance contact with the schools and use software and web site to smooth the connection between applicants and the festival
- Plan major contingencies e.g. Floaters and back up
- Provide a system of tangible rewards for volunteer participation including; formal recording of community service; Evaluation and ability to attend festival shows and workshops

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Volunteer Recruitment Process

- When you volunteer for the festival, you're transported to a magical world where you can share a smile with a child, create memories that will last a lifetime and enjoy some amazing performances



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•As a volunteer, you'll make a difference in the life of a child, contribute to your community's spirit, meet new friends and learn new skills. You'll also get an invitation to our 'Wrap Party' and have loads of fun!



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Some of the volunteer activities include:

- Traffic Management; Car Parking
- Floaters (doing many different things
- Tent workers e.g. Dance;Kite Making; Origami; Circus; Make a Book; face-painting and more
- Tickets; Raffles: Bus Marshals;
- Security; Clean-up
- Survey; Entranceway monitoring
- Admin and Volunteer tents; food service
- Relievers

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Information Manual - Volunteer Tent

- **Content**
- **General Information**
 - **Volunteer Information Schedule**
 - **Map of the Venue**
 - **Copy of Brochure**
 - **Staff Contact List**
 - **Festival Fare Schedule**
- **Schedules**
 - **Volunteer Orientation Schedule**
 - **Performers Schedule**
 - **Workshop Schedule**
 - **Band shell Schedule**
 - **Dance Schedule**
 - **Story-telling Schedule**
- **Special Information for Volunteers**
 - **Gate-keepers duties**
 - **Usher Sheet**
 - **Security Sheet**

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Volunteer Orientation



- Dynamic and targeted to the festival activity they have volunteered for rather than mass orientation
- Orientation run by the supervisors of the areas they will be working in. (There are 20 special areas) and a special performance for the “floater” category of volunteers

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Volunteer Coordination



- Behnaz Ommi
6 month (Practicum is 2 *4 months)

(Arts and Entertainment Management 2 year diploma at Capilano College, Vancouver).

Behnaz also has:

- Degree Bachelor in Cinema Movie and Master in Fine Arts
- 15 years as film, producer and as film editor

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Volunteer Recruitment Software

- The software works by capturing the volunteer at the beginning of the process when they first register interest.

<http://childrensfestival.ca/>

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Information and format

Tessa Lind		School/Org: Semiahmoo
See Activities Orientation Chart for Date & Time		Orientation Session*
<i>Date</i>	<i>Time</i>	<i>Activity</i>
Fri May 18	9:30 AM to 5:00 PM	Face Painting: Friday
Sat May 19	10:30 AM to 5:30 PM	Tent Activities: Saturday Origami
Sun May 20	10:30 AM to 5:30 PM	Tent Activities: Sunday Origami
Mon May 21	10:30 AM to 4:30 PM	Tent Activities: Victoria Day Origami

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KEY VOLUNTEERS THANK YOU PARTY



Please attend your thank you party for your amazing efforts to make this years festival a success.

There will be Cake and there will be Prizes!

When: Saturday 19th May 5.30 to 6.30

Where: Volunteer Tent

RSVP at the volunteer tent by Friday or send an email to:

edu@childrensfestival.ca

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Volunteers in Action at the 2007 festival



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Why people volunteer for the festival and what they expect to get out of it?

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Diana Stewart-Imbert



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