



FRINGE NORTH

INTERNATIONAL THEATRE FESTIVAL

Key Dates

- August 8 to 18, 2019
- Volunteer Appreciation Party at the Bondar Pavilion Tuesday August 13, 2019

We ask that you follow these basic responsibilities:

- Show up for your scheduled shifts on time
- Contact the volunteer Coordinator if you can't make a shift
- Attend volunteer training

As our ambassador of Fringe North, you must adhere to the Volunteer Code of Conduct Personal Safety:

You have a right to feel that you are treated with respect. If you should ever have a concern in that regard, please talk to your volunteer Coordinator immediately.

Access for Ontarians with Disabilities (AODA) The Access for Ontarians with Disabilities Act ensures that Fringe is accessible to all. Venue Managers and staff will be required to have additional AODA training in their roles.

While working and volunteering, for Fringe North and District staff and volunteers will be guided by the following principles:

- Treat Fringe volunteers, staff, artists, performers and patrons with respect. We are all part of the same team.
- Represent all Artists fairly and equitably. Artist success is the goal.
- Personal opinions and reviews of shows must be withheld.
- Please focus on the event – texting and any other phone use is distracting to others and takes you away from your role of caring for event details. Patrons are your guests and deserve your full attention.
- To the person you help, YOU are Fringe North. All staff and Volunteers will make every effort to represent Fringe North and District positively.
- Know your job, and take the time to find out about Fringe so that you can answer questions accurately and knowledgeably (or know who can give you the right answer).
- Act with integrity.
- No staff or volunteer will use for their own advantage any property or monies belonging to Fringe.



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- All staff and volunteers will put organizational goals before his or her personal goals.
- All staff and volunteers will be honest and trustworthy. Illegal activity will not be tolerated.
- We welcome diversity. Fringe North welcomes involvement by people who reflect the diversity in our community. Volunteers are expected to work cooperatively with people whose ability, race, sexual orientation, life experience, beliefs or age may be different than their own.
- Failure to comply with this Code of Conduct may result in corrective action, which may include dismissal from your position. If you have a concern that makes it difficult to follow this Code of Conduct, talk to the Executive Director or the Volunteer Coordinator immediately.

Fringe North maintains the right to remove volunteers from their positions at any time if a volunteer's behavior is in contravention with the Fringe guidelines.

- **Media and Public Relations:** Formal requests for information from the media or other public organizations should be directed to Fringe North to ensure that a consistent message is delivered to the community at large.

- **Respect and Kindness:** Our volunteers are Fringe ambassadors – They introduce Artists, performers, patrons and others to the events. We want to create the best experience possible for everyone involved, which means treating fellow volunteers, artists, performers, patrons and others with respect and kindness. We expect all volunteers to read and adhere to our Code of Ethics.

- **A note for parents:** childcare arrangements must be made whilst parents are working volunteer shifts.

- **Meetings:** Each crew meets before event to receive updated information and to arrange their volunteer schedule. Attendance at the crew meeting is important. A Volunteer Orientation will be scheduled before events begin.

Volunteer Duties If any volunteer is having trouble with an artist, a member of the public or anyone else in general, please direct the issue to a core Fringe team member (Peter, Russ, etc.) either by passing along the Fringe contact information (the general phone number) or contacting us directly so we can come help you. We want all volunteers to have a pleasant experience and this means not dealing with problems that may arise during the festival.



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Theatre

- Set up box office before show: count float, ensure there are programs on the table, make sure signs are up
- Box office opens 30 mins before show time
- Sell tickets at the door: collect money, keep an accurate ticket count
- Collect money from the artists (or crew) for any pre-bought tickets
- When the show is ready to start (ALWAYS ON TIME), box office closes and theatre doors close
- If someone leaves, they CANNOT re-enter
- Volunteers may sit inside to watch the performance but must sit near the door to ensure that people are not coming and going throughout the performances
- After a performance: volunteers can help usher people out of the theatre (quickly as possible as there are tight flips between performances)
- Remind audience members to 'Tip the Fringe' on their way out
- Between shows: assist tech crew and performers with flips on stage (as necessary)
- Fill out box office tracking sheet with ticket sales, cash information etc.
- Place performer money in envelop and hand either to performer or Fringe crew member and tracking sheet to a Fringe crew member
- Prepare box office for next show (if shows are running back to back)

Beer Tent

- SMART SERVE CERTIFIED IS REQUIRED
- Ticket sellers: will sell tickets to those buying drinks at the beer tent
- Bar tenders: serve beer, wine, coolers and collect beer tickets (NOT CASH)
- Everyone working the beer tent is responsible for checking IDs
- Clean up any garbage left around



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Kids Fringe

- Assist with set up and take down for Kids Fringe activities
- Help/play with the kids at the Fringe – help them do their arts and crafts, etc.
- Keep the Kids Fringe area organized
- Help out those running specific Kids Fringe activities (i.e. if the mermaid needs help with something)
- Basically: be super flexible and help out as necessary and be prepared to answer questions about what the Fringe is

Bondar Stage

- Assist with stage management at the Bondar
- Help musicians, other performers and crew with set up and take down
- Help venue manager and tech crews with other tasks as necessary
- Introduce performers before performance/in between performances to help 'direct traffic' and keep audience around so they know more performances are coming up (Emcee)

Floater

- Assist with the various activities at the Bondar such as the Graffiti Wall, Art in the Park 'N Lot, Art Battle, food, info table (basically anywhere that needs help)
- Potentially step in to help Emcee the Bondar stage
- When floaters aren't busy, they can walk around the boardwalk/pavilion area handing out programs/flyers to inform the general public around the area of the events happening

Contact Information

Websites: fringenorth.ca and ssmarts.org

Email: saultfringe@gmail.com

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