

maple ridge & pitt meadows parks & leisure services



## community event and volunteer resource guide



introduction	3
<b>BASICS</b>	
event planning process	4
facility booking	6
equipment and supply contacts	6, 7
advertising	8
post event clean-up help	9
special event checklist	10
<b>PARADE considerations</b>	
planning a parade	12
<b>ENTERTAINMENT considerations</b>	
entertainment contacts	14
sound production	15
SOCAN music tariffs	16
<b>FOOD considerations</b>	
food licensing and payment	17
food vendors and caterer contacts	18
environmentally friendly food service providers	19
beer gardens	20
<b>VOLUNTEER considerations</b>	
promoting volunteer opportunities	21
guidelines and safety procedures	22
volunteer code of ethics	26
craft vendor contacts	27
environmentally friendly event practices	28



Maple Ridge and Pitt Meadows has a well-established tradition of active involvement in community celebrations. Dating back to the early days of the community, people of all walks of life have contributed their planning skills and support to sports days, barbeques, Strawberry Teas, music festivals, dances, fundraising walks and other special events.

Event volunteers have provided the community with memorable festivities, but have also accumulated skills and knowledge, some of which has been gathered as material for this *Community Event and Volunteer Resource Guide*.

We welcome your ideas and suggestions for improving and adding to this guide. Please let us know of any suggestions for information that may be included.

And, many thanks to volunteers past and present for their input into this manual and for their ongoing commitment to enriching our local community life.



"Promoting Leadership, Networking, and Community Involvement"

### 1. Getting Started

New organizations often begin as small committees of like minded people with a vision for a common project or an event. After getting to know each other and sharing ideas, they begin to collaborate on a purpose and objectives for the project.

The over-arching goal is important and provides a focal point from which the work plan, budget, deliverables and other outcomes will flow.

### 2. Building you Committee – “many hands make light work”

When considering who might be valuable on your committee, event planners recommend making a list of all stakeholders who would have an interest in your event:

- Local businesses
- Other non profit groups with similar goals
- Students, seniors, and youth groups
- Politicians
- Advocates for similar causes
- Emergency services representatives
- Local media
- Friends, neighbours, and family members
- Practicum students
- New residents

Some groups recommend committees be composed of six to eight people. Regardless, establish from the beginning that the committee will be a working team, with every member playing a role.

### 3. Assigning Roles

Once there is a committed group of people, the team is ready to begin planning. Depending on the size of the event or project, work may be divided according to needs. For example:

- **Chair:** Organizes the meetings, sets the agendas, leads the discussion and provides leadership to the committee.
- **Treasurer:** Establishes the budget with the committee and maintains the financial records. Collects invoices and pays bills. Makes bank deposits
- **Secretary:** Maintains contact information for the committee and manages the email distribution list for group communication. Attends meetings and takes minutes.
- **Fundraising/Sponsorship Coordinator:** Compiles a list of possible sponsors and designs a donation letter. Mails out letters and does follow up calls to possible funders. Thanks sponsors after the event.
- **Volunteer Coordinator:** Creates a volunteer registration package and promotes the opportunities to the community. Calls volunteers to confirm interest and provide additional information. At the event, coordinates a volunteer registration area.

- **Food Coordinator:** Establishes a fee for vendors and researches self-sufficient, health-unit approved vendors. Contacts vendors about event and sends a letter or email to confirm details. Maps out locations for vendors with access to power and water.
- **Equipment and Logistics Coordinator:** Designs the site map for the event and creates a list of equipment needs (e.g. tables, chairs, tents, garbage cans, stage equipment, water unit, extension cords, etc.) Arranges for equipment to be set up and taken down.

### Arrange Schedule of Event Planning Meetings

Event planning meetings can occur as often as required and will need to be more frequent as the event draws closer. By following some basic guidelines, meetings can be efficient and productive:

- Arrive on time
- Stay focused on topic being discussed
- Listen to each other and support one person speaking
- Make decisions and take a stand on issues
- Be responsible for what you agree to and do not agree to what you cannot accomplish
- Remember to develop a purpose/theme to your event
- Encourage everyone to participate, share ideas and be creative

### Research Insurance Requirements

Every organization hosting an event must have adequate liability insurance coverage. This coverage protects the insured against damages and defence costs for liability, resulting from bodily harm injury to others or property damage arising out of the activities of the insured. The coverage must include volunteers, directors and the event itself. For example, Party Alcohol Liability (PAL) insurance is required at events that are serving alcohol.

### Consider Accessibility

When planning an event, always review the needs of those attending to ensure that everyone has complete access to all the facilities. Take into consideration people who are hearing impaired, visually impaired, in wheelchairs and those who need assistance from guide dogs or caregivers.

Create a 'Barrier Free' Event by considering the following:

- Wheelchair accessible buildings/washrooms/parks
- Designated parking marked with cones and signs
- Exposed wires are taped/fastened to floor
- Pre-trained volunteers to assist persons in wheelchair

## Facilities

There are a number of different venues to consider when deciding on a location for your event. Maple Ridge and Pitt Meadows have several venues including:

- Community halls
- Outdoor parks and park shelters
- Ice arenas
- Meeting rooms
- Gymnasiums
- Sports fields
- Fairgrounds
- Greg Moore Youth Centre and skateboard park
- The ACT theatre

Contact the Parks and Leisure Services Bookings Department at 604-465-2499 for more information or to book a venue.

## Equipment

Contact the Facility Booking Clerks to book any of the following items:

- Tents
- Tables, chairs, risers, staging
- Portable water stations
- Barricades

Below are some businesses that service special events that have contacted us. Please be sure to contact them directly to determine if their service is right for your event. If you have a business that would like to be included, please contact the Festival and Volunteer Office at 604-467-7325 or at [festival@mapleridge.ca](mailto:festival@mapleridge.ca).

Equipment type	Company Name	Contact Information
Portable Toilets	Western Rent-a-Can	1-888-645-3888
Portable Toilets	Super Save Toilet Rentals	<a href="http://www.supersave.ca">www.supersave.ca</a>
Portable Toilets	Smithrite Disposal LTD	604-529-4030
Portable Toilets	Mainland Portable Toilets	604-477-0049 <a href="mailto:info@mainlandtoilets.com">info@mainlandtoilets.com</a>
Tent Rentals	Remax - Elaine	604-230-2676 <a href="mailto:elanglout@remax.net">elanglout@remax.net</a>
Tent Rentals	Envision Financial	<a href="http://www.envisionfinancial.ca">www.envisionfinancial.ca</a> Under "community" link
Tent Rentals	J & J Rentals	604-477-9595 or 604-729-7107
Tent Rentals	Pitt Meadows Soccer Club	604-465-7399 or 604-465-9714
Tent Rentals	Danco Tent & Party Rentals	467-8368 danco@direct.ca <a href="http://www.dancotents.com">www.dancotents.com</a>
Fence Rentals	Super Save Fence Rentals	1-800-665-2800 <a href="http://www.supersave.ca">www.supersave.ca</a>
Popcorn Machine Rental	Envision Financial	<a href="http://www.envisionfinancial.ca">www.envisionfinancial.ca</a> Under "community" link
Waste Containers	Super Save Disposal	<a href="http://www.supersave.ca">www.supersave.ca</a> 1-800-665-2800

Equipment type	Company Name	Contact Information
Propane Rentals	Super Save Propane	<a href="http://www.supersave.ca">www.supersave.ca</a> 1-800-665-2800
Equipment Rentals	Bobs A to Z Rentals Ltd.	604-463-8894
Party supplies	Birthday in a Box	<a href="http://www.birthdayinabox.com/lobby.asp">www.birthdayinabox.com/lobby.asp</a>
Party supplies	Nation Wide	<a href="http://www.nationwideparty.com/">www.nationwideparty.com/</a> 1-877-727-89-57
Party supplies	Oriental Trading	1-800-875-8480 <a href="http://www.orientaltrading.com">www.orientaltrading.com</a>
Party supplies	Classic Party	604-855-9798
Party supplies	Turkey's	604-576-1467
Event Rentals	Classic Party Rentals	604-855-9797 ron@classicpartyrentals.ca
Balloon Decorations	R&T Balloon Affair	Rusteena Rawlyk 462-7693
Fireworks	Mr. Fireworks	Stephanie Greenwood 738-4304

## Community Event Kit Trailer

Maple Ridge and Pitt Meadows Parks and Leisure Services, in partnership with Ridge Meadows Association for Community Living, *2010 Legacies Now*, and the *Measuring Up* Program, is pleased to share a Community Event Trailer. This trailer is available to non-profit special event committees for use in Maple Ridge and Pitt Meadows. For a nominal fee, the trailer is delivered by the Ridge Meadows Association for Community Living, and their clients will assist the event volunteers with unpacking equipment and then returning the items to the trailer when the event is over. Contact the Festival and Volunteer Office at 604-467-7325 or email [festival@mapleridge.ca](mailto:festival@mapleridge.ca) for further information.



## Advertising

There are several avenues you may choose to advertise your event. To begin you must decide on who your target audience is and what method will be the best place to reach them. If you are holding a family event for example, you may want to place an ad in the local paper, and post event posters up in family-oriented environments such as the library.

You may also want to approach local businesses to see if they are willing to have a poster or flyers left in their store (a useful time to approach this would be when canvassing for sponsorship or in-kind items).

Here are some of the tools you may wish to use

Newspaper advertisements	Media release
Local radio	Signage and posters
Television- local community event listings	Internet

One important factor to keep in mind is that any street banner for events must be approved by the City Engineering Department.

Useful media contacts

Maple Ridge & Pitt Meadows News 604-467-1122  
 Maple Ridge & Pitt Meadows Times 604-463-2281  
 Maple Ridge & Pitt Meadows Neighbourhood Bugel 604-463-8686

Other Advertising:

Contact Tammy MacIver, promotions supervisor, to include the special event on public electronic signboards. 604-467-7346; extention 5295. Email [tmaciver@mapleridge.ca](mailto:tmaciver@mapleridge.ca)

Contact Joanne Georgelin, community calendar publisher, to have the community event included in monthly publications.  
 (See Appendix 1)

## Post event Clean- up Help Adopt- A- Block

The Adopt-A-Block Society provides litter pick-up supplies necessary for event clean –up crews to utilize after an event takes place. The supplies include a set of grabbers, blue bags, and vest. Prior to the event, event organizers may contact Adopt-A-Block to acquire the supplies and receive a short safety discussion by one of their staff. After the event clean-up has been completed, the supplies are returned to the society. For those interested in the use of Adopt-A-Block supplies, please contact:

Adopt-A-Block Society  
 604-463-9699  
[adoptablock@telus.net](mailto:adoptablock@telus.net)

## Special Event Checklist

### Insurance

- Identify on the policy the activities that are being offered
- Identify the name of the organization, the primary contact for the organization, location, business license or non-profit society number
- Identify the number of expected attendees and average age at the event
- Identify the number of volunteers to be organizing or supporting the delivery of the events
- Identify any high-risk activities: dunk tank, fireworks, water activities, go-carts, animals, rides etc. and have appropriate approvals
- Compare policy costs with Maple Ridge-Pitt Meadows Festival Society Insurance Program

### Food

- Is food being sold and/or homemade?
- Do the food servers have Food-Safe Certificate?
- Submit Food Vendor information and Site Plan to Health Unit 4 weeks prior to event
- (Deadline for Food Vendor registration is two weeks before event.)
- The Health Unit needs to be involved in licensing any food being offered to the public
- There are strict requirements for garbage removal, water access, grey water disposal, recycling
- Water access? You may need to provide a portable wash station. Three food vendors to a water station
- Are you using Food Vendors? Are they licensed? Meet Health Requirements? Self contained? Water? Power requirements? Propane tanks?

### Alcohol

- Is alcohol being served?
- Special Event License required?
- Serving It Right Certified Servers
- Abide by Drug and Alcohol regulations

### Volunteers or Staff for the Event

- Are they covered on the insurance policy?
- Do they have ID tags and/or are clearly identified as members of the organizing group?
- Training of volunteers on roles and responsibilities
- Volunteers working with children; recommend they are in pairs or otherwise volunteer/children might be put at risk
- Do the volunteers need a Criminal History Check?

### Crowd Control - Security Check-List

- First Aid station with qualified attendees
- Traffic Control/Parking Control
- Notification to Fire/Ambulance/Police services of the event
- "Lost" station – children and items
- Fire hydrants close by and/or Fire Lane
- No blocking of roads without written approval from Engineering Department
- Wheel Chair access & accessible parking
- Fire/Emergency evacuation plan or marked routes

**Washrooms**

- Porta-potties. How many? Wheel Chair access?
- When will they be delivered and to where?
- Who will meet the delivery?
- Access to our P & L Service washrooms? Key?

**Music**

- Power requirements?
- Staging requirements?
- What type of music?
- Will it have an impact on the neighboring residents?
- Does it conflict with another booking?
- When will they do set-up?
- How late will they be in the park?
- Caretakers need to be notified?
- Parks Staff need to be notified?
- Neighboring businesses or GVRD/BC Parks need to be notified?

**Signage**

- Visible from the Highway?
- Approval is required if the signage is going on a main access road
- Signage at event

**Publicity of Event**

- How is the public being notified of the event?
- Where can calls be directed for more information?

**Budget**

- Expenditures: All costs incurred by the organizing committee
- Examples: advertising, signage, porta-potties, parks crew labour-costs to deliver barricades and equipment, decorations, security
- Revenue: What sources of revenue does the committee have?  
Donations, admission charges, grants, fundraising initiatives, sales, etc.

**Event Day**

- Parking spaces reserved
- Event Schedule posted, Master of Ceremonies welcome
- Protocol issues; dignitaries seated, speakers
- Festival/event performance
- Orderly closure of event

**Clean-up**

- Volunteers registered for take-down of event
- Security check-list

**Evaluation**

- Event Survey taken during event
- Wrap-up Meeting- evaluation of event by organizers and volunteers

## Planning a parade

When planning a parade, consider the best route possible. Advertise for parade entries through the local newspaper and community events calendar 604-467-7459. Also, create simple registration forms with safety rules attached.

- \* *Key participants should lead the parade such as the RCMP and safety vehicles.*
- \* *Appoint a small group of committee members to be responsible for judging.*

### Road Closures

Two months prior to your event, send a letter of intent including the date and time of the requested road closure, a route description, and contact info to the Engineering Department of the District of Maple Ridge or the City of Pitt Meadows.

- \* *Contact others that may be affected by the closure, for example, businesses or residents along the closure route.*

### Fireworks

A permit must be obtained from the local Fire Department and fire regulations will be reviewed and discussed before the permit is issued.

### Traffic Control

Approach the RCMP Community Police and trained volunteers to assist with traffic control. Ensure that there are plenty of barricades and liaise with the Municipal Works Yard for appropriate road detour signs.

### Registration Area

When floats arrive, they go to the Registration Area. This area is designated with lots of room to allow the floats to drive in, register and pull out easily.

### Staging Area

Side streets along the beginning of the parade route are used for the staging area. This is where floats are parked prior to the parade in the sequence they will participate in.

### Disbursement Area

After the parade, many floats need a designated area where they can remove decorations and prepare their float or vehicle for the drive home. To avoid congestion, organizers should plan a large parking area clear of the parade route. Contact the Engineering Department in the District of Maple Ridge or City of Pitt Meadows for information and procedures regarding parade liability (604 467-7339).

- \**Keep in mind that large floats can have poor visibility; therefore, have a spotter to walk or cycle along with the participant.*

**Parade Form**

*The following form needs to be filled out and given to the RCMP prior to a parade:*

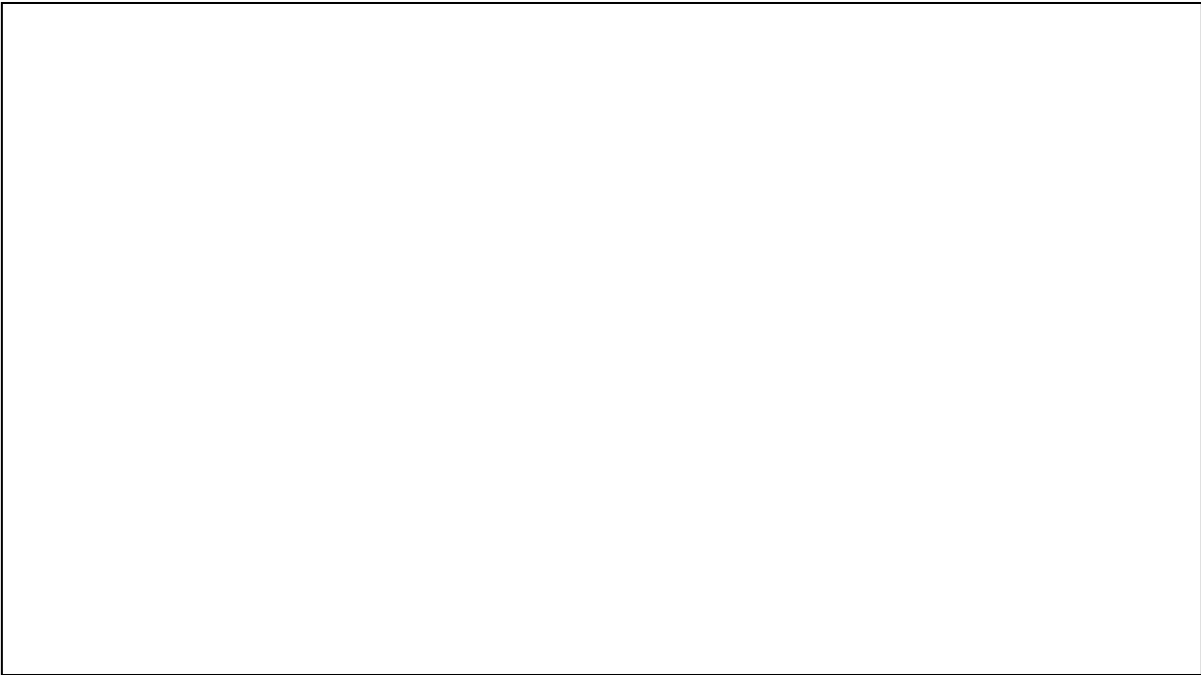
**Details of the Event**

Date: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sketch of Traffic Control Plan:



RCMP concurrence for the proposed Traffic Control Plan \_\_\_\_\_

*The following agencies have been advised and acknowledge the event:*

BC Transit \_\_\_\_\_

Fire Department \_\_\_\_\_

Ambulance Services \_\_\_\_\_

Other \_\_\_\_\_

## Entertainment

The first step is deciding what type of entertainment your event will need that will suit your audience. Music, performers, emcees, guest speakers etc. are all part of what add to the flair of your event.

Entertainment should be scheduled so that it adds to the story of your event. Design an event schedule that varies the entertainment throughout the course of the event to prevent time periods where there is little happening. Keep in mind if you have vendors you may want to schedule small breaks where event-goers have the opportunity to check out what is being sold.

Ensure that you have booked all the equipment needs for the entertainers you have booked. Do they require equipment such as staging, sound equipment, tables or chairs? These are all items you would want to make note of and book beforehand.

It is useful to make entertainers aware of where and who they are supposed to check in with on event day. Let them know in advance of what time they need to arrive.

### Useful Contacts for Local Entertainers:

Entertainer	Contact	Phone and Email	Type of performer
Fabulous Feet	Lynda Carter	604-467-9846	Dance School
Peggy Peat	Margaret Derkson	604-465-6636	Dance School
Centre Stage	Shannon	604-465-6681	Dance School
Bruce James Orchestra		604-460-8329	17 piece swing/jazz band
Emerald Pig		604-476-1984	Theatre group
Millennium Players		604-216-7529	Theatre group/ musical
Table 23	Russ Brummer	www.table 23.com	Improv/hosting
Robert Campbell		604-467-8373	Piano/singer
Kauhane School	Paddy	604-467-9199	Hawaiian Dance
Taryn Stephenson		604-465-8224	Soloist/anthem
Ed Dumas		604-467-7115	THSS Band
Alouette River Band		www.alouetteriverband.com	Bluegrass Band
Meadow Ridge Singers		604-465-4756	Choir
Maple Ridge Concert Band	Noreen Moss	604-467-9159	Concert Band
Stave Falls Scottish Dancers		604-462-9935	Dancers
Kids Choir		604-463-5361 bdesilva@telus.net	Kids Choir
Belly Dancers	Lalia Dancers	604-465-0516 laliadancer@telus.net	Belly Dancing Class
Shin Myung	Inga Min	604-506-5249 <a href="mailto:inkimin@shaw.ca">inkimin@shaw.ca</a>	Korean Drum Group

## Sound Production

Sound and Lighting equipment are important aspects of many special events. Prior to the event, ensure that the volunteer in charge of lighting and sound understands how to set up and operate the equipment.

### Sound Equipment Rental Providers:

Equipment	Company	Contact
Sound, lighting, effects lighting equipment, fog machines rentals	Long & McQuade	604-464-1011
Sound equipment	Tom Lee Music	604-941-8447

### Sound Production Services

Sound Production services comprise of sound and lighting equipment, as well as a professional technician to set up and operate the equipment. In order to get the best value, request quotes from at least three different companies before making a final decision. When requesting a quote, the following information is helpful:

- Type of event
- Event location : indoors or outdoors
- Size of venue
- Number of microphones and other staging equipment needed
- Number of sound technicians needed and technician location (front of house, in crowd, etc)
- Lighting requirements
- Mobile stage requirements

If a live band will be performing during the event, it is helpful for the sound production company to know what kind of music the band plays. Requesting a *technical rider* (list of equipment) from the band will also be useful in determining the specific equipment needs.

Company	Contact
Rocky Mountain Production Services	604 255-5787
Briere Sound	604 299-1026 Ext. 106
Project Indie Studios	778 230 5667

## SOCAN Music Tariffs

### Music At Work In Your Business & SOCAN

Value, accessibility and convenience

The most immediate way to sense the value of music to your business or event is to imagine your business without it. SOCAN customers, tens of thousands across Canada, consider music so integral to their business that it's part of their brand – as important as décor. Here is a brief explanation of why you, as an owner/operator or event producer, require a performing rights license when you use copyright-protected music in your facility or during your event. That's where SOCAN comes in.

SOCAN stands for Society of Composers, Authors and Music Publishers of Canada. We ensure that music creators and their publishers get paid for the communication to the public and public performance of their music. SOCAN does this by granting performing rights licenses to businesses and individuals publicly playing or broadcasting live or recorded music.

SOCAN will grant such a license, allowing you access to virtually the world's entire repertoire of copyright-protected music, when the applicable license fees are paid. These fees are based on tariff rates set by the Copyright Board of Canada.

There are more than 21 different SOCAN tariffs to accommodate the many different uses of music. Here are the most common pertaining to Concerts/Meetings/Conventions/Fairs/Parades:

#### Popular Music Concerts – Tariff 4A

Where admission is charged, the fee per concert is 3% of gross receipts from ticket sales (minimum \$20 per concert). Where no admission is charged, 3% of fees paid to performing artists (also minimum \$20 per concert).

#### Exhibitions & Fairs – Tariff 5A

Fees are based on total attendance:

- a) Up to 75,000 persons – from \$12.81 to \$64.31 per day
- b) Attendance in excess of 75,000 persons:
  - i) for the first 100,000 persons – 1.07 cents per person
  - ii) for the next 100,000 persons – .47 cents per person
  - iii) for the next 300,000 persons – .35 cents per person
  - iv) all additional persons - .26 cents per person

#### Rental Functions where either live or recorded music is used – Tariff 8

This tariff pertains to banquet facilities, meeting rooms, reception areas, etc. This is charged per event, and the fee is calculated based on the capacity of the room and whether or not dancing is part of the function. Please note that while it is the facility that holds the license and is legally responsible, it is common practice to pass along the fee to the client or event producer as one of the costs of the function.

#### Marching Bands; Floats with Music – Tariff 10B

Fee per band: \$8.78 for each marching band or float of music participating in a parade (minimum fee of \$32.55 per day).

For full details on these and other SOCAN tariffs, or to find out more about SOCAN, visit [www.socan.ca](http://www.socan.ca) [link to SOCAN customer home page] or give us a call. For new customers, please call 1-866-944-6210 and for existing customer queries, please call 1-866-944-6223

## Food Vendors

Prevent food-related illness and potential liabilities by ensuring that food is provided in a sanitary manner. It is the responsibility of the food vendor to apply for a food permit and to meet the requirements as outlined by the Public Health Services office.

Fraser Health Authority  
400-22470 Dewdney Trunk Rd.  
Maple Ridge, BC V2X 5Z6  
Telephone: 604 476-7000

\*Submit the 'Special Event Food Permit Application' two weeks prior to the event. Contact the Public Health Services office for more information. You can get the application online:

<http://www.fraserhealth.ca/HealthInfo/PublicHealth/HealthProtection/FoodEstablishmentClosures.htm>.

## Payment Schedule

Establish a method of payment for the food vendor prior to the event.

- 1) Flat rate (i.e. \$150 per event)
- 2) Percentage of money earned by the vendor (i.e. 10% of overall profits)

Outline this schedule in a contract between you and the vendor.

## Caterers

Company Name	Contact information
Cosmic Catering Ltd	604-465-3663
The Flying Lunch doctor	604-460-8121
Golden Ears Express Caterers	604-467-3295
Gourmet Daves Catering & Bistro	604-463-9977 Email: gourmetdave@telus.net
Gourmet Hideaway Restaurant	604-463-7122
Haney Deli	604-463-8015
Lakeside Caterers	604-463-8149
Star Five Classic Country Catering	Louise Manseau 604-467-6041 Email: <a href="mailto:starfive@look.ca">starfive@look.ca</a>
Jim's Pizza	Eva @ 604-467-6931 (before 5pm) or 604-462-9377 (after 5pm)

## Food Vendors

Company name	Contact
Gilli's Mini's Mini Donuts	Carmen Mikulic - 604-837-6379
Sweetz Designer Edibles	Natalie Baxter Email: <a href="mailto:sweetzdesed@shaw.ca">sweetzdesed@shaw.ca</a>
Turner's Place Lemonade	Turner Vink 604-463-3814 Email: <a href="mailto:tvink@telus.net">tvink@telus.net</a>
Café ético	604-708-8782 Email: <a href="mailto:etico@codev.org">etico@codev.org</a>
Tim Horton's Community Cruiser	Angela Hazelton - 604-309-7454 <a href="mailto:timhortonscruiser@telus.net">timhortonscruiser@telus.net</a>
Crazy Cake Lady	Toby Jones or Francine Horne - 604-313-9855 <a href="mailto:info@crazycakelady.ca">info@crazycakelady.ca</a>



## Environmentally Friendly Food Service Providers

With increasing demands on finite resources, event planning is rapidly adapting new products and approaches to minimize the environmental impact that events often create. A large source of energy consumption and waste production at events is food. Here are only a few of the many ways to incorporate environmentally friendly food service providers into your upcoming event.

### Food Selection

Select foods that are locally grown and produced, as well as organic, to further increase sustainable and environmentally sound options. Considering donating excess food to a local food bank for those in need, and strive to separate organic waste from non organic waste so that composting is possible afterwards.

### Cutlery, plates, and napkins

If possible, choose reusable plates, cutlery, and napkins when serving food at a special event. To reduce the amount of dirty dishes afterwards, advertise for participants to “lug a mug” for drinks, or sell reusable drink ware with your event logo for participants to purchase. This not only reduces the amount of waste generated, but also serves as an event souvenir. In some cases, disposable plates and cutlery are necessary. Choose disposal products that are biodegradable and chemical free.

#### Helpful links

- [www.aspenware.ca](http://www.aspenware.ca)
- [www.frogfile.com](http://www.frogfile.com)

### Getting Rid of Waste

When organic waste and biodegradable utensils are used, disposing of these wastes in regular garbage bags slows the break down process. These materials are best disposed of in biodegradable garbage bags made out.

#### Helpful links

- [www.ecosafeplastics.com](http://www.ecosafeplastics.com)

## Planning a Beer Garden

Hosting a successful and safe Beer Garden at your next public event takes careful planning and preparation.

### Obtaining a liquor license:

- Ask for a letter of permission from Parks & Leisure Services staff – and bring it with you to the BC Liquor store and the RCMP.
- The person taking out the license must be certified with *Serving it Right*. This course costs \$40 ([www.servingitright.com](http://www.servingitright.com), 604-633-9798)
- Applications for liquor licenses cost \$100 per day and can be obtained from the local BC liquor store.
- The license then has to be submitted to the local RCMP station for approval and they usually provide guidelines depending on location, size, etc.
- Liquor has to be purchased from a liquor store.
- There is a price limit for drinks.

### Insurance Coverage

Serving alcohol at an event requires additional insurance. The additional insurance cost for a beer garden ranges from \$150 - \$250 per day depending on the size of the event. Check with your event insurance company for further information.

### Risk Management Resources

Imagine Canada has launched a new Insurance and Liability Resource Centre for Nonprofit and charitable organizations. The Centre's mission is to help charities and nonprofits become informed insurance consumers and take a practical approach to managing risk so that they can protect their people (volunteers, staff, board members, clients, participants) and fulfill their missions. For smart tips on serving alcohol visit [www.insuranceinfo.imaginecanada.ca](http://www.insuranceinfo.imaginecanada.ca)

### Other considerations

Refrigeration  
Electrical needs  
Seating  
Fencing

## Volunteers

Special events and festivals do not happen without the help of many volunteers and a strong support system. Developing and maintaining a system of recruitment, orientation and training, evaluation and recognition will establish and build a strong volunteer base.

### Promoting Volunteer Opportunities

#### *Volunteer Opportunities List*

A list of volunteer opportunities is compiled and submitted to the media, prospective volunteers, the Parks and Leisure Services web site, Volunteer Vancouver, Community Services, CAPP teachers, and more contacts. To be included, submit a short description of your organization or event with a contact name and number and, if applicable, your web address. This will allow your volunteer opportunity to be promoted to a variety of sources.

#### *Community Calendar*

Parks and Leisure Services and Festivals Society publish a monthly community calendar. Call the Festivals Coordinator at 604-467-7459 or fax to the Community Events Office at 604-467-7373 before the 15<sup>th</sup> of the month prior to publication to have your volunteer opportunity included.

#### *Local Media*

Write a press release and email it to the local newspapers. Remember to include a contact name and number for volunteers to call for more information, and include the basics of a press release: Who, What, Where, When, and Why.

#### Resources

The News: [newsroom@mapleridgenews.com](mailto:newsroom@mapleridgenews.com)

The Times: [editorial@mrtimes.com](mailto:editorial@mrtimes.com)

Bugel: [mrpm@arcadiapublishingcorp.com](mailto:mrpm@arcadiapublishingcorp.com)

#### *The Volunteer Services/Events Office in the Leisure Centre*

A volunteer information centre is set up in the Leisure Centre with volunteers available to give information about community opportunities. You are welcome to bring pamphlets about your non-profit organization. Call Parks & Leisure Volunteer Services at 604-467-7459 for more information.

#### *Parks and Leisure Services web site*

<http://www.mapleridge.ca/EN/main/residents/volunteers.html>

A list of volunteer opportunities is available for viewing on the volunteer page of the Parks and Leisure Services web site. To be included, email Kathryn ([kbaird@mapleridge.ca](mailto:kbaird@mapleridge.ca)) or the web master, Cindy Dale ([cdale@mapleridge.ca](mailto:cdale@mapleridge.ca)) with a short description. Remember to include a contact name and number, plus the address of your web site.

### Community Bulletin Boards

There are a number of community bulletin boards that may be used for posting your volunteer information. Try your public library, leisure centre, local mall, coffee shops, and bookstores.

### High School Students

High school students require community service hours as part of their curriculum. High school teachers provide students with a list of opportunities on a regular basis. Prepare a short description of your ad, with a contact name and number, and forward this information to Volunteer Services with a request that it be included on the Volunteer Opportunities list. This list is regularly forwarded to the school board and directed to the teachers.

### Staples Business Depot

Staples Business Depot welcomes volunteers who wish to set up an information table in their Meadow Ridge store. Contact Volunteer Services for more details and a Staples contact name and number: 604 467-7459.

### National Volunteer Week

The third week in April is National Volunteer Week in Canada. Maple Ridge and Pitt Meadows Parks and Leisure Services, together with other community partners, plan a number of appreciation events, workshops, a volunteer fair at the Home Show, and promotional ads and editorial in local papers. Find out how you can be involved by contacting Volunteer Services, 604 467-7459

[kbaird@mapleridge.ca](mailto:kbaird@mapleridge.ca)

### Ask

According to research done by the Canadian National Survey of Giving, Volunteering, and Participating, "43% of volunteers become involved because they were personally asked by someone in the organization...on the other hand, one in three non-volunteers reported they hadn't become involved because no one had personally asked them."

### Criminal Record Searches

Where volunteers may be in contact with minors, the volunteer should be asked to consent record search. This will protect the public and the committee organizing the event.

For more information on criminal record searches contact the RCMP

Detachment:

Maple Ridge 604 463-6251

Pitt Meadows 604 465-2402

(See Appendix 2 for Volunteer Canada's Safe Steps for Screening)

### Orientation and Training

Provide as much information as possible about the event to the volunteer prior to event day. Create a schedule for all aspects of the event and ask committee members how many volunteers they will need for their area. Ensure that all committee members are present so that they can introduce themselves and describe their roles. Have refreshments available and make sure it's a fun and social time.

Ask for volunteers to arrive 10 or 15 minutes prior to their shift so there is time to show them to their area and introduce them to others they will be working with. On the day of the event give each volunteer a nametag and include written instructions for their role, the time their shifts starts, a schedule of events and a site map that indicates where the venues are located

### Logging Volunteer Hours

Once a person volunteers, they can keep track of their volunteer hours by logging them into the Parks & Leisure website

<http://www.mapleridge.ca/EN/main/residents/volunteers.html>. It's a fast and easy way to stay organized and give the volunteers a sense that their efforts count. For more information, call Kathryn Baird at 604 467-7459.

## Guidelines and Safety Procedures

### Safety Guidelines

Some volunteer coordinators provide a small logbook that may be used to record any incidents or observations during the course of the shift. At the start of the shift volunteers print their name, the date and the start time of the shift and a brief description of the assignment in their logbook. During the shift, volunteers may make notes if, or when, any incident occurs. For example, if somebody trips and falls, they record details such as the time, possible cause of the fall, and whether or not first aid was required. Volunteers should promptly log as much information as possible after the incident. Waiting until the end of the shift may result in overlooking some pertinent details.

### Glass, Needles or Other Potentially Hazardous Items

It is important that the potentially hazardous item not be left alone while the volunteer seeks help. Ask another person to notify a person trained to deal with such an object, and remain with the object to guard against someone being injured. A qualified individual, for example, an RCMP officer, a fireman, a Community Police Volunteer, an Adopt a Block volunteer, or a Parks and Leisure staff person will have the necessary equipment to properly dispose of the item.

Ensure you take a few minutes to record the incident while the details are fresh in your mind. In the event that you are injured while carrying out your duties, obtain first aid attention as soon as possible regardless of how minor the injury may be.

### Dealing with an Irate Person

On rare occasions you may encounter an upset or irate client. In the event of confrontation, remain calm, and listen carefully. Maintain eye contact with the individual, and keep at a safe distance. Make every effort to de-escalate the stressful situation by speaking quietly. Immediately following the encounter, note the details in your logbook.

### Guidelines

- Focus on the emotions first, remain calm as this may have a calming effect on the other person
- Listen carefully
- Obtain the individual's name, if possible
- Do not make promises you cannot keep
- Avoid escalation of the situation. Suggest alternatives or options
- Remain confident
- Obtain assistance from another volunteer or staff person, if required

### Garbage Handling

When you notice a garbage can is full, never push down garbage. You must avoid the possibility of making contact with broken glass or other sharp objects. Always wear gloves when dealing with garbage or doing washroom clean-up duties.

### Traffic, Parking and Security Duties

Volunteers assigned to these duties will be provided with a neon vest for identification purposes. At events such as community parades, the auxiliary police volunteers often provide specialized support.

Remember most situations encountered by volunteers during their shift can be handled by the use of common sense. Participation as a volunteer should give a sense of accomplishment as a result of the assistance provided in making the program or event a success.

### Lifting and Moving Supplies

Care must be taken at all times to avoid injury to volunteers who are required to move or carry any materials. The following guidelines will help volunteers safely lift objects:

- Place feet apart for good balance
- Bend the knees, lift with the knees and the quads, and not with the back
- Hold the object as close to the body as possible
- Lift smoothly and slowly
- Pivot with the feet; do not twist the back
- Push, rather than pull a load
- Share the load with a partner

### Minor Accidents

A minor accident or injury (for example, a scraped knee) can be treated by a qualified volunteer or staff member.

1. Check the person and assess their injury
2. Administer first aid or wait for the first aid attendant
3. Ask the person whether they would like to either contact a family member to be taken home or remain for the duration of their shift
4. Inform the family member of the injury. Even when the participant is feeling better at the end of the program or event be sure to inform the parent or caregiver of the incident
5. Make notes in your log book and contact your supervisor immediately

### Serious Accidents / Emergencies

In the event of an accident, remain calm and prepare to assist the victim. Ask the basics about what happened:

▪ Who	▪ Why
▪ When	▪ Was anyone else involved?
▪ Where	

Contact First Aid or 911 immediately (or 9 – 911).

If extent of the injury appears to be serious, do not attempt to move the victim. Call 911.

1. Check the victim and assess the extent of their injuries
2. Follow the emergency procedures for calling 911
3. While waiting for emergency services, comfort the victim and record all necessary information
4. When the ambulance arrives, provide the paramedic with all of the appropriate medical and emergency contact information for the victim.
5. Contact your supervisor immediately and the parents or caregivers of the victim
6. Complete an Incident Report Form and forward a copy to your supervisor

### 911 Procedures

Police, Fire, Ambulance

- Lift the receiver and dial 911 (or 9 – 911). Be prepared to state which emergency unit you need e.g. police, fire or ambulance
- State your name, location, address and phone number
- For an ambulance, describe the type of injury and your location. Have a staff member or designated person meet the ambulance upon arrival and direct them to the victim's location
- If the phone is not working in your facility's location, make the phone call at the nearest phone. For a pay phone, dial "0" and ask for 911

### Non Emergency Numbers

Police 604 463-6251  
 Health Unit 604 466-7200  
 Ambulance 604 872-5151  
 Hospital 604 463-4111  
 Poison Control 604 682-5050  
 Internal First Aid Local 2800 (Leisure Centre)

For large events, it may be a good idea to have ambulance service on site all day. For more info on booking emergency medical services on a contract basis, visit [www.health.gov.bc.ca/bcas](http://www.health.gov.bc.ca/bcas).

### *Reporting Incidents of Abuse or Neglect*

Volunteers, working in any area, who witness abuse or who have received a disclosure of abuse or neglect of a child (under 12 years of age), are responsible to report the circumstances.

Report your concern to a municipal staff member immediately.

### *Lost Children and Lost & Found Area*

Designate an easy to find area, such as the volunteer sign in booth, for lost children or objects.

### *Thank you*

Thank the volunteers for their time by following up with a phone call. Create thank you letters or fun certificates and hand them out at a volunteer appreciation or a recognition event.

### *The Rights and Responsibilities of Volunteers*

Volunteering should always be a rewarding experience for the volunteer, the agency to whom they are responsible, and the people they meet during their placement. Mutual respect and understanding are the keys to effective volunteering. The following guidelines should help promote understanding between volunteers and those with whom they work.

#### *Volunteers have the right to*

- Opportunities for growth and development.
- An orientation, training, continued support and supervision.
- Respect.
- Safe and healthy working conditions.
- A variety of activities.
- A challenging job.
- Regular evaluations and feedback.

#### *Responsibilities of the volunteer*

- Be committed to the job – dependability, punctuality and reliability are important! Remember: A lot of people are counting on you.
- Inform your supervisor if you will not be at work.
- Enforce safety procedures and rules.
- Be enthusiastic – tell your supervisor if you are not happy in your placement.
- Assist the leader wherever possible.
- Never report to work under the influences of alcohol or drugs.
- Leave the area you used as you found it.
- Be a good role model.

## Volunteer Code of Ethics

Volunteers with Parks and Leisure Services will agree to adhere to the following statements at all times in their service to the citizens of Maple Ridge and Pitt Meadows:

### Volunteers will agree to:

- Be on time for my volunteer shift.
- Provide my supervisor with as much notice as possible if unable to attend a given shift.
- Abide by all written policies and guidelines of Parks and Leisure Services.
- Be open to training opportunities in order to provide quality service.
- Accept supervision in the performance of my duties.
- Perform all assigned tasks to the best of my ability.
- Treat with courtesy each individual with whom I come into contact.
- Obey all laws and regulations, including traffic laws, while volunteering for Parks and Leisure Services.
- Keep my personal interactions with Parks and Leisure Services customers on a professional basis by ensuring that my personal involvement and socialization is limited to activities taking place solely under the direction of the Parks and Leisure Services department.
- Bring my best skills and abilities to complete the tasks given as a volunteer and not conduct myself in a manner contrary to the interests of Parks and Leisure Services.
- Positively promote Parks and Leisure Services programs.

### Volunteers agree **not** to:

- Use contacts made at Parks and Leisure Services for business or personal gain.
- Discriminate on the basis of any of the prohibited grounds in the BC Human Rights Code including race, color, religion, age, gender, sexual orientation or national ancestry.
- Report for volunteer work while under the influence of alcohol or drugs.
- Wear identification tags or Parks and Leisure Services uniforms when not doing volunteer work.
- Represent myself as a staff person or an agent of Parks and Leisure Services when dealing with any press or media, and the public. I understand my role is in a volunteer capacity only.
- Comment to the media on any confidential or sensitive issues, with regards to the Municipality or Parks and Leisure Services, unless pre-approved by my supervisor.

## Craft vendors

Craft vendors add a unique and creative atmosphere to special events. Below are just a few of the many local craft vendors to make your next event perfect. If you are a craft vendor, or know of a vendor that would like to be listed in this resource guide, please email [festival@mapleridge.ca](mailto:festival@mapleridge.ca).

Company Name	Telephone #	Email
Bead & Image	604-826-1999	BeadandImage@shaw.ca
Sacré Sac	604-466-0856	
Handcrafted Cards by Robyn		probyn@yaho.ca
Sew Many Threads	604-465-8072	eschroeder@telus.net
Alma Valle Silver Jewellery	778-216-0609	Av@almavalle.com
Jewellery created by Sandi	604-466-9924	Sj19west@telus.net
Trillium Grove	604-476-0474	rmyhill@shaw.ca
Viking Girl Crafts	604-820-7667	vikinggirlcrafts@yahoo.ca
Whovianart		whovianart@gmail.com
Maple Ridge Town Tailor	604-463-8026	
Serendipity Workshop	604-467-2755	serenworks@yahoo.ca

## Environmentally Friendly Event Practices

There are many ways to reduce the environmental impact of events, both large and small. Here are just a few ways to make your next event more eco-friendly.

### Transit Planning

Advertise bus routes for participants to take to your event.

### Bike Parking

Encourage event goers to cycle to your event by providing free bike lockout up on site. Contact the Maple Ridge and Pitt Meadows Bicycle Advisory Committee, or another local bike group to host the bike parking area. Create a fenced off area to store bikes and have volunteers stationed at the entrance of the gated area to secure the area.

### Green Team

This group of volunteers support "green initiatives" such as environmental education, green tips, clean ups, etc. An application form is available at: [www.metropolisatmetrotown.com](http://www.metropolisatmetrotown.com). Requests are booked on a first come, first serve basis.

### Reduce waste

- Print event programs on large signs in high traffic and visible areas rather than printing hundreds of paper programs
- Invest in signage that can be reused again the following year

### On site recycling

Provide event participants with designated recycling bins for plastic, glass, and papers throughout the event site and close to activities that generate waste. Consider approaching your local recycling station for appropriate signage and bins. Inviting a sports team or other community group to collect cash value recyclables is an easy fundraiser and reduces the amount of cans and bottles in the garbage.

## Appendix 1

### Effective Media Relations for Community Groups

It's easy to make yourself or your organization, sports group or community event newsworthy! Editors and writers have a tremendous challenge coming up with interesting new stories to fill the pages of our newspapers. In doing something of interest, observing a trend, hosting a special event, or telling a story, you become their greatest ally. Your press release will have a good chance of being printed and a reporter may even run an in depth story.

Editors will be delighted to hear from you, provided you are articulate and organized and present yourself as serving the community – not just seeking free publicity or a way to make a profit. Below are a few tips for getting the press on your side.

#### Writing Press Releases:

- Do: know your target newspapers and read them. Be aware of the kind of stories they are interested in running.
- Do: address your press release to the appropriate staff person and update your list regularly. Mail sent to someone who has not worked for the newspaper for ten years or who has departed this Earth altogether will end up being tossed!
- Do: know your reporter before making the first contact.
- Do: use subject headers that are interesting. Avoid a heading that looks like spam.
- Do: include a signature that includes full contact information.
- Do: avoid calling reporters on deadline day. If you're not sure of these days, it is better to email or send a fax.
- Do: avoid using jargon in your press release.
- Do: write just the facts and remember "less is more". Just the facts are needed and keep the press release interesting. Generally a one page press release is lengthy enough.
- Do: Include: "Who, What, Where, When, and Why?" Also, contact information (and a web address, if possible).
- Do: Editors receive more press releases than they can use. However possible, help the reporter write the story without needing to contact you. It is fine to include a quote with your press release.
- Don't: follow up with a phone call to ask if the reporter received your email. Newspapers receive hundreds of press releases every day and won't remember your email. After a few days, it is fine to call and ask if the reporter has any questions. Briefly outline your press release as they might not remember reading it.
- Don't: send a press release to your full media contact list. It will be assumed that the story will be covered by someone else. Writers like to know they have a unique story to cover.
- Don't: ask to see the article before it appears in the publication. This is an absolute no-no.

### How to Create News for your Organization, Event, or Committee:

- Tie it in with current news events.
- Conduct a poll or survey.
- Arrange an interview with a celebrity.
- Make a prediction.
- Announce names for a committee.
- Hold an election.
- Celebrate an anniversary.
- Issue a list of facts.
- Present an award.
- Hold a contest.
- Appear before public figures or run for office.
- Write a letter to the editor.
- Organize a special event.
- Release a letter you received.
- Issue a protest.
- Stage a debate.
- Honour an institution.
- Organize a tour.
- Adapt national reports and surveys for local use.

From: Wilcox, Ault, and Agee, *Public Relations: Strategies & Tactics*, 3rd ed. (1992)

### What if the story is inaccurate?

- Send an email to the writer with a cc to the editor and ask for an error correction to appear in print as soon as possible.
- As objectively as possible, explain the errors or omissions and cite the facts. Don't let anger get in the way but approach the situation with an attitude that there has been a misunderstanding that can be corrected. Politeness goes a long way during this process.

### Effective Interviews with Reporters:

When you have a request from a reporter for an interview and agree to talk to the reporter, the following are some tips for success (from Public Affairs Specialist, Linda Thielke):

- Talk about what you know. Don't discuss issues outside your area of expertise.
- Treat the reporter with respect and trust. In most cases a reporter is not trying to trick you or get you to say something you don't want to say. They are just professionals trying to do their job.
- Realize that stories are written for the 5th to 8th grade reading level. Avoid jargon and too many details during an interview.
- Understand the importance of a reporter's deadlines, and do your best to meet them.

- Be prepared. Ask the reporter who else has been interviewed, ask about the focus of the story, and find out when the deadline is for the story.
- Know two or three messages that you want to communicate to the reporter and structure your answers around these key points. Don't worry about being repetitious because only a few of your comments will be included in the story.
- Practise your answers to tough questions before calling the reporter back for the interview.
- Be concise and have examples to support your claims where appropriate.
- Don't fear silence. It's okay to think quietly about your answer before replying. As well, when you finish talking there may be a silence while the writer is making notes.
- If you don't know an answer to a question, just say so. If you can, offer to do some research and get back to the reporter with the necessary information.
- If you can't answer a question, tell the reporter that the information is private but avoid saying "no comment" as this tends to sound suspicious to reporters.
- Keep the relationship professional and remember everything is on record. Don't say anything you wouldn't want to read later -- even when the reporter is friendly and easy to have a talk to.
- Be as natural and relaxed as you can be during the interview.
- Always think about your audience (e.g. your volunteers, your sponsors, your clients, your employees, etc.). Remember that the reporter is only a conduit to your true audience.

From: kc-associates.com, Ideas and Ways to Improve Your Marketing (2006)

## Appendix 2

### Screening: Volunteer Canada's Safe Steps screening program

Volunteer Canada's Safe Steps Screening Program provides an easy-to-use method for organizations to ensure that the people they serve are safe. The Safe Steps are much like a menu - you need only select those steps that apply specifically to positions within your organization. The key to a successful screening program is to use the steps in a way that best suits a specific position within your organization. The 10 Safe Steps are:

1. **Determine the risk**  
Organizations can control the risk in their programs. Examining the potential for danger in programs and services may lead to preventing or eliminating the risk altogether.
2. **Write a clear position description**  
Careful position descriptions send the message that an organization is serious about screening. Responsibilities and expectations can be clearly set out, right down to the position's dos and don'ts. A clear position description indicates the screening requirements. When a volunteer changes positions, the screening procedures may change as well.
3. **Establish a formal recruitment process**  
Whether an agency posts notices for volunteer positions or sends home flyers, they must indicate that screening is part of the application process.
4. **Use an application form**  
The application form provides needed contact information. If the volunteer position requires other screening measures (medical exam, driver's record, police records check), the application form will ask for permission to do so.
5. **Conduct interviews**  
The interview provides not only an opportunity to talk to the potential volunteer about their background, skills, interests, and availability, but also to explore any doubts about the suitability of the candidate. In other words, the interview will help determine the "right fit".
6. **Follow up on references**  
By identifying the level of trust required in the position and asking specific questions, the applicant's suitability may be easier to determine. People often do not expect that their references will be checked. Do not assume that applicants only supply the names of people who will speak well of them.
7. **Request a Police Records Check**  
A Police Records Check (PRC) is just one step in a 10-step screening process. PRCs signal — in a very public way — that the organization is concerned about the safety of its participants.
8. **Conduct orientation and training sessions**  
Screening does not end once the volunteer is in place. Orientation and training sessions offer an opportunity to observe volunteers in a different setting. These sessions also allow organizations to inform volunteers about policies and procedures. Probation periods give both the organization and the volunteer time to learn more about each other.
9. **Supervise and evaluate**  
The identified level of risk associated with a volunteer position will determine the necessary degree of supervision and evaluation. If the risk is great, it follows that the volunteer will be under close supervision. Frequent feedback in the first year is particularly important. Evaluations must be based on position descriptions.
10. **Follow up with program participants**  
Regular contact with participants and family members can act as an effective deterrent to someone who might otherwise do harm. Volunteers should be made aware of any follow-up activities that may occur. These could include spot checks for volunteers in high-risk positions.