



## **VOLUNTEER HANDBOOK**

**36<sup>st</sup> Annual FMO Conference**

**October 13-16 2022**

**Doubletree by Hilton Hotel, London, Ontario**

**[CLICK HERE FOR MAPS](#)**

### **2022 Folk Music Ontario Conference Staff**

**Executive Director:** Rosalyn Dennett

**Operations Manager:** Joel Elliott

**Conference Coordinators:** Copperworks Consulting Inc.

Dennis Landry

Mike Large

Tara Levesque

**Export Development Coordinator:** Dylan Menzie

**Volunteer Coordinator:** Melanie Young

**Developing Artist Program Coordinator:** Andrew Hicks

**Festivals Retreat Coordinator:** Darin Addison

**Folk In Film Fest Coordinator:** Sarah Greene

**Ontario Folk Music Awards Coordinator:** Kayla Nezon

**Showcase Coordinator:** Tomiwa Omolayo

**FMO CONFERENCE TECH CREW:**

### **FMO BOARD OF DIRECTORS**

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**Amie Therrien**

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**Cassidy Houston**

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**Mark Watson**

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**James Keelaghan**

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**Tara Williamson, Cécile doo-Kingué, Yasmina Proveyer, Umair Jaffar, Candace Shaw**

Incoming Directors: **Sherry Sinclair, Jo Proulx , Chris Greencorn**

## **Welcome FMO Volunteer Conference Team!**

Now in its 36<sup>th</sup> year, the FMO Conference is the key event for Canada's Folk, Roots, and Traditional music community. Spanning four days and three nights, it is a long weekend programmed with provocative speakers, educational seminars, engaging round-table discussions, informal networking, performer showcases, and jam sessions. We are expecting over 500 attendees (Artistic Directors, musicians, music industry, as well as provincial, national and international industry organizations). Volunteers contribute their time, effort and talent to help make this conference a success!

## **VOLUNTEER BENEFITS:**

Volunteers will receive:

- Complimentary Conference Registration
- T-shirt
- Snacks
- The opportunity to meet some of your favourite performers
- Knowing that you are contributing to a signature event in the Folk Music community.

## **VOLUNTEER CHECK-IN:**

When arriving for each of your shifts, please report to Volunteer Check-in 15 minutes early at the Volunteer Area (located in the glassed-in area of the mezzanine, 2nd floor). Upon completion of each of your shifts, you must report back to volunteer Check-in so that you may sign-out. If your shift is at one of the evening spotlight showcase venues, please check in by texting Mel at 613-430-9289.

## **REFRESHMENTS:**

Meals are not provided during the conference, however, we will have some light snacks available at the volunteer check-in, and there are various locations in and around the hotel where volunteers can purchase and enjoy meals and snacks before, after and between shifts.

You are more than welcome to bring something to eat, or pack snacks for your shift.

[Link to map with restaurants](#)

## **WHERE TO HANG OUT AND LEAVE YOUR 'STUFF':**

There will be a volunteers' area (Mezzanine, located on the 2<sup>nd</sup> Floor of the hotel) where you can go when not on shift. You may leave coats, umbrellas, bags etc. in this area. Please keep in mind that we are not responsible for your items, but the room will be monitored at all times, or else it will be locked. You may wish to 'travel light' and keep wallets, devices and other valuables with you. Please note, volunteers may use the Instrument Lock-Up to store your musical instruments while at the conference.

## **LOCATION:**

[DoubleTree by Hilton](#)

300 King Street, London, ON, N6B 1S2

## **LOST AND FOUND/FIRST AID KIT:**

The Lost and Found and the First Aid Kit will be at the Registration Area.

## **TRANSPORTATION AND PARKING:**

Please Note: You will be responsible for the cost of your own transportation

Link to Map of Parking Lots:

## **THE HOTEL**

Here is a map to the hotel:

<https://goo.gl/maps/q1rWMY64t2pcgW9R6>

## **BADGES AND WRISTBANDS:**

**There is ONE type of badge and 5 types of wristbands**

-Anyone with a *badge and a gold wristband* has access to all conference events over the entire weekend (but must rsvp to the awards ceremony)

-Anyone with a *badge and a daily coloured wrist band*, has access to all conference events for the day that is indicated on their wristband.

-Anyone with *no badge, and a wristband only*, has access to the evening spotlight venues for the evening indicated on their wristband.

## **CODE OF CONDUCT:**

--Your work as a volunteer is extremely important. You will be expected to show up for all shifts 15 minutes early. Remember that we are all a part of a volunteer team, therefore, everyone's volunteer involvement is essential.

--Be polite and courteous—you are the 'face' of the conference, and you will be representing FMO.

--Answer any questions to the best of your ability. If you do not know, please locate someone who does.

--Take time to familiarize yourself with the hotel; you will find floor plans in the conference guide and on large signs posted throughout. The pre-conference orientation is mandatory and will help you to get to know our space as it is likely that you will be asked for directions by delegates.

--Avoid conducting personal business (such as handing out your own press kits and networking) during your shifts.

--Please refrain from using your cell phone during your shift unless you have some 'down' time.

--Abstain from possessing and or using alcohol or non-prescription drugs before and/or during all shifts.

--If you are approached by someone who is aggressive, argumentative or belligerent, please do not confront them—contact a FMO staff member immediately to report the incident.

--If you want to offer assistance to those with disabilities and are not sure what to do, ask if they need help, and, if they do, you may then ask how you can help; they will tell you how.

--There is no dress-code as such. As you will be kept busy we would encourage you to wear comfortable clothes and, (if your role involves standing), comfortable shoes. Please wear your t-shirt and badge while on your shift—this will make it easier for delegates to recognize our team of volunteers.

**IMPORTANT:**

If you are going to be late or must miss a shift, please contact Melanie Young 613-430-9289 as soon as possible so that a replacement volunteer may be found.

## **2022 Volunteer Job Descriptions/Requirements**

**\*\*\*ALL VOLUNTEERS ARE REQUIRED TO ATTEND A MANDATORY ORIENTATION SESSION AND REPORT TO VOLUNTEER CHECK-IN AT THE BEGINNING OF EVERY SHIFT\*\*\***

### **BALLROOM DOOR MONITOR / 3RD FLOOR ENTRANCE MONITOR**

Volunteers stand or sit at the event's entrance and ensure entry is available only to registered delegates wearing the appropriate badges/wristbands.

### **EXHIBIT HALL MONITOR**

Volunteers in this position assist exhibitors with set-up and tear-down, and are generally present to answer questions.

### **FLOATER**

Volunteers in this position report to Volunteer Check-In at the beginning of their shift, and then spend their shift in the Volunteer Lounge waiting for assignments. These volunteers may be asked to perform miscellaneous tasks, or to fill in for any of the other volunteer positions. They are expected to familiarize themselves with the job descriptions and requirements of ALL of the volunteer positions. They report back to Volunteer Check-in when the assigned job or shift ends.

### **INFORMATION DESK MONITOR**

Volunteers in this position provide information to delegates on all aspects of the conference, including hotel layout, amenities, and directions, panels and workshops, conference schedule, etc. These volunteers should be prepared to educate themselves and have a helpful, friendly demeanour. Fluency in languages other than English is a definite asset.

### **INSTRUMENT LOCK-UP MONITOR**

The instrument lock-up room is a safe place for delegates to store their instruments while they attend the conference. Volunteers in this position ensure that appropriate signage is displayed clearly for all artists to see. They ensure each instrument is tagged with the same number for the duration of the conference, even if it is signed in and out several times. They make sure that only the owner of the instrument signs his/her instrument(s) in and out of the room. Instruments are not to be left in this room overnight; the room is locked up and anything in it is inaccessible after the posted closing time each night of the conference.

### **MERCH TABLE MONITOR**

The Merch Table is where artists may leave music and cards for house concert presenters, radio station deejays, festival artistic directors, and others who may help to promote their music. Volunteers in this position supervise the table and keep people moving if they start congregating. They ensure people submit only a card/postcard and a maximum of 8 CDs/Albums, not a full physical press kit, or posters.

### **PANEL ROOM MONITOR**

Volunteers in this position arrive at the room 15 minutes before the session. They introduce themselves to the moderator/host and assist in room setup as needed (including placement of panelist name cards, etc.) They stand or sit at the event's entrance and ensure entry is available only to registered delegates wearing the appropriate badges/wristbands. They keep doorways clear and ask people who start congregating to move into the showcase room or back to the hallway area. Room monitors use time indicator signs to help end the session. They fill out the session report, including a count of the attendees  $\frac{3}{4}$  of the way through the session. They tidy up the room as necessary following the session.

### **REGISTRATION DESK**

Volunteers in this position check in delegates by crossing off each delegate's name on the master list and assisting in processing new registrations for those delegates who have not registered in advance of the conference. They hand each delegate their badge and a tshirt if they have ordered one. They may facilitate the processing of new Folk Music Ontario memberships and renewals. Volunteers in this position also remind all delegates about specific information provided by Folk Music Ontario staff, and will show delegates how to save the Conference website onto the homepage of their smartphone.

### **SHOWCASE ROOM MONITOR**

Volunteers in this position stand at the event's entrance and ensure entry is available only to registered delegates wearing appropriate badges/wristbands. They keep doorway clear and ask people who start congregating to move into the showcase room or back to the hallway area.

### **SILENT AUCTION MONITOR**

Volunteers in this position assist in the setup, maintenance and tear-down of the Silent Auction displays. They ensure Silent Auction items are not damaged or stolen and assist delegates when placing bids. They answer questions to the best of their knowledge, and assist in distributing prizes to the winning bidders, and processing payments.

### **SOUND TECH ASSISTANT**

These volunteers assist the Conference Technical Director and all of the sound techs with various duties: showcase load-in, showcase load-out, stage setup, etc.

### **VOLUNTEER CHECK-IN**

Volunteers in this position provide important support to the Volunteer Coordinator. They sign in volunteers as they arrive for shifts and provide them with any supplementary information related to their shift. They help to assign floaters as needed and answer volunteers' questions to the best of their knowledge. The volunteer check-in binder will be available and includes: volunteer sign-in sheets, a master list of volunteers, a volunteer handbook, individual schedules, and supplemental shift information.

### **SHIFT CHANGES OR CANCELLATIONS**

**DURING THE CONFERENCE** – In the event you need to cancel a shift once the conference has begun, please notify **Melanie Young 613-430-9289** as soon as possible. Please keep your messages brief.

### **QUESTIONS, CONCERNS AND SUGGESTIONS:**

Please direct any questions, concerns and suggestions that you may have to [office@folkmusicontario.ca](mailto:office@folkmusicontario.ca)

Please note that during the duration of the conference, we will not be at the Ottawa office.

Restaurants and

## Other Amenities

### Pharmacies

Medpoint Care Pharmacy	355 Wellington St. (Citi Plaza) 250 m
The Medicine Shoppe Pharmacy	400 m 413 King St.
Shopper's Drug Mart	750 m 431 Richmond St.
Aim Drugmart Pharmacy	1.4 km 450 Central Ave
Rexall Pharmacy	1.6 km 350 Oxford St. E.

### Coffee, Tea & Desserts

Tim Hortons	75 m 380 Wellington St.
Happiness	350 m 430 Wellington St.
Coffee Culture	350 m 260 Dundas St.
The Whale Tea	500 m 209 Dundas St.
Tim Hortons	600 m 174 Dundas St.
Saga Board Games & Coffee	750 m 105 King St.
Cinnaholic	800 m 114 Dundas St.

### Grocery & Convenience Stores

S&H Health Foods	355 Wellington St. (Citi Plaza) 250 m
Bulk Barrel	355 Wellington St. (Citi Plaza) 250 m
News Depot	300 m 262 Dundas St.
Hasty Market	350 m 338 Dundas St.
London Tower Convenience	400 m 379 Dundas St.
Grace Bodega	500 m 211 Dundas St.
London's Corner Variety	500 m 210 Dundas St.
Covent Garden Market	600 m 130 King St.
D&R Smoke Shop	650 m 163 Dundas St.

Latina Market	700 m 470 Dundas St.
Dollarama	700 m 141 Dundas St.
Valu Mart	2.4 km 234 Dundas St.
Sunripe Freshmarket	2.6 km 744 Adelaide St. N.
Metro	3.3 km 395 Wellington St.
Real Canadian Superstore	3.7 km 825 Oxford St. E

#### Beer, Wine, Spirits

LCBO - York Street	1.0 km 71 York St.
Beer Store - Adelaide	1.8 km 514 Adelaide St. N.
Beer Store - Piccadilly	1.9 km 250 Piccadilly St.
Wine Rack	1.9 km 743 Richmond St.
LCBO - Oxford St. E.	3.6 km 900 Oxford St. E.
Wine Rack	3.7 km 825 Oxford St. E

#### Music Stores

Strings Guitar Shop	1.9 km 755 Dundas St.
JJ Music Sales & Repairs	2.5 km 30 Adelaide St. N.
Plumb Pianos	3.6 km 900 Oxford St. E.
Music City Canada	7.5 km 46 Charterhouse Cr.
Long & McQuade - South	8.1 km 20 Meg Dr.
Long & McQuade - North	9.1 km 725 Fanshawe Pk Rd W.

#### Record Stores

Grooves Records	400 m 236 Dundas St.
The Village Idiot	2.0 km 135 Wortley Rd
Speed City Records	3.5 km 294 Springbank Dr.



Restaurants	Cost Style	Cuisine	Address	Phone	Services	Menu/Delivery
			394			
Taste of Asia	\$ Chinese	20 Water	0 loo m St.	(519) 858-2988	Dine-in · Takeout · No-contact delivery	fantuan.ca
Zen Gardens	\$ Asian, Vegetarian	25344 Dundas St. W	(519) 433-688	Dine-in · Takeout · Delivery		zengardenslondon.com, ubereats.com, skipthedishes.com, doordash.com
Crabby Joe's	\$ Restaurant	30276 Dundas St. W	(519) 645-4880	Dine-in · Curbside pickup · Delivery		crabbyjoes.com, skipthedishes.com, ubereats.com
The Scot's Corner	British Pub	30268 Dundas St. W	(519) 667-277	Dine-in · Takeout · No delivery		NA
Ale House London	Pub & Grill	35288 Dundas St. W	(519) 204-2426	Dine-in · Takeout · Delivery		londonalehouse.com, skipthedishes.com
Budapest Restaurant	\$ Hungarian	35348 Dundas St. W	(519) 439-3431	Dine-in · Takeout · No-contact delivery		budapestrestaurant.com, ubereats.com, doordash.com, skipthedishes.com
Charminar	\$ Indian Cuisine	35252 Dundas St. W	(226) 663-2357	Dine-in · Curbside pickup · No-contact delivery		charminarindiancuisine.com
Morrissey House	\$ Gastro Pub	35361 Dundas St. W	(519) 204-9220	Dine-in · Takeout · No delivery		themorrisseyhouse.wordpress.com
Pizza Rounds	\$ Pizza	35422 Waterloo St	(519) 808-888	Dine-in · Takeout · Delivery		mealsy.ca, skipthedishes.com
Udupi Dosa	South Indian, Vegetarian	35350 Dundas St. W	(519) 601-3672	Dine-in · Curbside pickup		udupidosa.order-online.ai, skipthedishes.com, ubereats.com, doordash.com
Rebel Remedy	Takeout Restaurant	40242 Dundas St. W	(519) 709-2782	Curbside pickup · No-contact delivery		rebelremedy.com

Che Restobar	\$ Latin American	45 225 Dundas St. W	(519) 601-7999	Dine-in · Curbside pickup · Delivery	ubereats.com, skipthedishes.com, doordash.com
Massey's Fine Indian Cuisine	\$ Indian Cuisine	45 174 King St. W	(519) 672-989	Dine-in · Takeout · No-contact delivery	masseys.ca, onlinefoodorders.ca, skipthedishes.com, ubereats.com, doordash.com
Wild Wing London	\$ Chicken Wings	45 186 King St. W	(519) 204-7711	Dine-in · Curbside pickup · No-contact delivery	wildwingrestaurants.com, skipthedishes.com, doordash.com, ubereats.com
Frank & Furter's	N Restaurant & Bar	50 172 King St. W	(226) 663-1115	Dine-in · Takeout · No-contact delivery	frankandfurters.com, ubereats.com, square.site, doordash.com, skipthedishes.com



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