



Volunteer Handbook

2024 Arts Awards

Ottawa Arts Council

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Ottawa Arts Council Beliefs and Values

Belief Statement

We envision a city enriched by the transformative benefits of the arts. To this end, we believe:

1. The arts are essential and provide intrinsic and integral value to individuals and society.
2. The arts increase self-expression and creativity, strengthen community connections and provide social and economic benefits.
3. The arts should be accessible to everyone.
4. An evolving, thriving and inclusive arts sector encourages engagement, innovation and excellence from a wide spectrum of artists.
5. Our creative community engages active participation by our residents, visitors, supporters, educators and the private sector.
6. Artists and arts organizations deserve exemplary support and services.

Values

- Integrity – We are open, honest, transparent and respectful in our efforts to deliver value.
- Innovative – We embrace the use of innovation and creative responses to solve problems and find solutions.
- Inclusion – We are committed to diversity and inclusion to ensure equitable representation and participation of everyone in the arts.
- Collaboration – We work collectively with others to advance our mandate and impact.
- Responsive – We are adaptive in responding to evolving needs and opportunities in the arts.

Message from the Executive Director

Welcome Volunteers!

First and foremost, thank you so much for playing such an important part in our annual Arts Awards!

The Ottawa Arts Council staff is extremely proud of this event which recognizes local artists, and we are confident that, with your volunteer contribution, it will be a great success.

We are leaders and catalysts in building an engaged, growing and inclusive arts sector. We support artists and arts organizations through leadership, guidance and providing opportunities to advance Ottawa's local creative potential. Through collaboration with a wide range of partners, and with arts supporters like you, the Council creates an environment where equity and diversity are celebrated, and artistic achievement is recognized.

In this handbook you will find information on your duties and expectations as a Council volunteer. But, above all, remember to stay safe and have fun!

On behalf of the entire team, thanks for your contribution in support of the Ottawa Arts Council.

A handwritten signature in black ink, appearing to read 'Nicole Milne', with a stylized flourish at the end.

Nicole Milne
Executive Director
Ottawa Arts Council

Code of Conduct

The Ottawa Arts Council Code of Conduct / Conflict of Interest document reflects the values that we hold. You will be asked to agree to this Policy so please read it carefully:

<https://www.ottawaartscouncil.ca/code-of-conduct>

Ottawa Arts Council commits to provide a workplace free from any type of harassment, violence, and discrimination where all are treated with respect and dignity. You will be asked to agree to our Workplace Violence and Anti-Harassment Policy so please read it carefully:

<https://www.ottawaartscouncil.ca/anti-violence>

Please note that the Ottawa Arts Council reserves the right to verify each volunteer's identity and confirm their commitment to our Policies by conducting a search of their social media accounts ahead of the event.

While working as a volunteer at the Arts Awards, you are representing the Ottawa Arts Council. The Ottawa Arts Council reserves the right to dismiss volunteers without notice, or to prevent individuals from participating in future Ottawa Arts Council events. All volunteers must also agree to the following Volunteer Conduct Policy:

ATTENDANCE/ILLNESS

- you must arrive at the scheduled time and check in with the Volunteer Coordinator
- if you will be late, inform the Volunteer Coordinator as soon as possible
- if you need to cancel your shift, inform the Volunteer Coordinator as soon as possible
- should you feel ill do not come to the event, inform the Volunteer Coordinator as soon as possible

PERFORMANCE/BEHAVIOUR/DISMISSAL

You will be asked to leave immediately if:

- you are displaying inappropriate behaviour or aggressive attitude
- you make inappropriate comments or requests of others (harassment in any form is not tolerated)
- you are committing illegal, violent or unsafe acts
- you fail to perform your assigned tasks
- you are insubordinate
- you are suspected of theft of any kind (financial, property, etc.)
- you are suspected of destruction of property or damage at the event
- you post or allude to any of the above on your social media channels or other messaging platforms

ATTIRE

The Arts Awards are a semi-formal event. Quick definition of semi-formal, sometimes called “dressy casual”, is that it falls between “black tie” and “casual”. While you won't need to show up in an evening gown or tuxedo, it's not a situation where anything goes, either. We would like you to dress comfortably but please no jeans, ripped clothing, etc. Please feel free to reach out to the Volunteer Coordinator if you have any questions.

Volunteers are invited to wear clothing of their choosing provided it is respectful of others and follows the following dress code:

- clothing covers the groin, buttocks and nipples with material that is not see-through or transparent
- includes more than underwear as the only layer of clothing
- includes footwear with consideration for health and safety
- ensures the volunteer's face is not fully covered (This is for safety reasons and to ensure the correct volunteer signs in. This does not prohibit any volunteer from wearing a facemask ([click here to view proper guidelines](#)) provided it does cover their entire face.)
- clothing may not include wording or graphics that reasonably could be construed as promoting or symbolizing hate or discrimination, drugs, alcohol, tobacco, cannabis, illegal activity, profanity, nudity, pornography; or that incites violence or harassment

A badge identifying you as a volunteer will be provided upon arrival and must be worn during the entire shift. We will make a call out to confirm the name on your badge. Should you wish to have a rainbow symbol, pronouns or other diversity & inclusion symbol/info (space permitting) on your badge we will provide a deadline by which to add one or make any changes to your name. Note that any requests need to fall in the above-mentioned guidelines.

ALCOHOL & ILLEGAL SUBSTANCES

You will be asked to leave immediately if:

- you are using or possessing drugs and/or illegal substances on site
- you are possessing or consuming alcohol on site, or are intoxicated while on shift
- you are smoking or vaping while on site

Volunteers may be dismissed for any other reason deemed applicable by Ottawa Arts Council staff. The Ottawa Arts Council reserves the right not to discuss details of a dismissal with the volunteer in question. Once a volunteer is dismissed, they must hand in their badge and leave the property immediately. Failure to adhere to the above will result in immediate loss of your volunteer standing for the current and/or future years.

By signing in at your first shift you are agreeing to all Ottawa Arts Council policies, as stated above, so please read the information carefully.

If you have any questions, comments or concerns please let the Volunteer Coordinator know right away. If you do not have the Volunteer Coordinator's contact information you can email hello@ottawaartscouncil.ca.

Volunteer Roles

Location for all Arts Awards volunteer activities is the Ottawa Little Theatre, 400 King Edward Avenue, Ottawa.

For the Arts Awards, we are seeking volunteers to fill the following roles:

Set up - May 21:

- Help will be needed to ensure the area is prepped and tidy during the day.
- Decorating: linens on tables, setting up furniture, hanging decor items, etc.
- Signage: placing directionally signage with arrows, advertising, etc.
- Times flexible from 1:30pm to 4:30pm. If interested please specify your availability.

The roles below take place May 21 from 4:30pm to 9:30pm

Registration Desk:

- Registration table will be situated in the main entrance of OLT; greet guests as they arrive.
- Check their names off the list.
- Have them add their names and email addresses if they are not registered.
- There is no cost to attend
- Registration desk will be closed within 1 hour of the event start time.

Hospitality Assistants:

- Hospitality assistants ensure that the refreshments are displayed nicely, garbage is disposed of, food trays taken replenished or removed when empty and that the room is kept tidy. Food will be prepped in a small kitchen off the mezzanine
- Place, refill and remove cheese and charcuterie boards when empty.
- Tidy all food items and wash up any dishes (minimal) at the end of the night.
- The OLT takes care of the bar and will wash any glassware.

Stage Crew:

- A few hands are necessary to help people up and down the stairs to the stage during the event.
- Ensure podium, microphone, etc. is set up.
- If volunteer has experience with theatre lighting/sound there may be some other ways to assist

Artist Liaisons:

- acting as the contact for our awards nominees, and any featured performers, you will ensure they have arrived on time and go over their entrance and exit off of the stage as well as the time for photos. Recipients will not be giving speeches.

Sponsor Liaisons:

- acting as the contact for our sponsors, you will ensure they have arrived on time and go over their entrance and exit off of the stage as well as the time for photos. Copies of the script will be available and any last minute changes will be highlighted for them on a printout.

Photographer/Videographer:

- volunteers to take photos and/or video would be greatly appreciated

Silent Auction Volunteers:

- Silent auction volunteers help safeguard the pieces so attendees do not touch them
- One volunteer will be positioned at each silent auction table
- Winners of the silent auctions will be announced at the end of the ceremony. Volunteers will ensure the correct winner receives the correct piece
- Any items not taken that night will be packed up

Strike and Clean Up:

- clean up food prep room
- pick up in auditorium (food, glasses, programs, garbage)
- remove all linens from tables
- all leftovers (food, supplies,) are boxed up for transport

Additional Volunteer Information

Arrival/Shifts: Arrive at least 15 minutes prior to your shift to ensure the supervisor on site can check you in. Times vary depending upon the volunteer role chosen. See details for the specific roles above.

Volunteer Orientation/Training: There is no advance orientation/training necessary for these volunteer roles. If you have any questions you can contact Joni Hamlin (joni@ottawaartscouncil.ca).

Emergency Contact Information: You will be asked to provide the Ottawa Arts Council with your full name, cell phone number (if available) and home address. The Council will also request the name and phone number of an emergency contact, as well as their relationship to you.

Personal Possessions: If possible, travel as light as you can. The Ottawa Arts Council is not responsible for any lost, stolen or damaged items.

Conflicts or Issues: If you have a concern or happen to find yourself in conflict with anyone, please bring this to the attention of the Volunteer Coordinator. If they are not available, take your concerns to the supervisor on duty or any Ottawa Arts Council staff member.

Washroom Facilities: Washroom facilities are available at the Ottawa Little Theatre. Should you need a washroom break during your shift, inform your onsite supervisor. Be certain to wash your hands well before returning to your duties.

Water and Breaks: Please bring a reusable water bottle with your name on it. Snacks are not provided for volunteers. There will be plenty of opportunities for breaks but please inform your supervisor when you'd like one.

First Aid/Medical Emergencies: A First Aid Kit will be available. If you happen to have a serious medical condition, let the Volunteer Coordinator know ahead of time so, in the event something happens, we can provide immediate assistance.

Emergency Procedures: An Emergency Plan is in place for the venue and announcements will be made if needed. In the event of any emergency, do not hesitate to leave the location. If you see any areas for safety improvements, please inform the Volunteer Coordinator.

Thank You

Volunteers play an important role in Ottawa's vibrant arts and culture scene. In addition to the volunteering of physical labour, their life experiences, knowledge, and expertise, contribute greatly to the success of the event and overall sense of community at the Ottawa Arts Council.

All volunteers are valued partners and the interaction and co-operation between and among the Council and the wider community benefits us greatly, while enabling volunteers to gain valuable experience, friendships, personal growth and the satisfaction of working with an incredible team for an incredible cause – THE ARTS!

Liability

The Ottawa Arts Council is covered by Commercial General Liability insurance. The policy states that volunteer workers are covered for General Liability during the regular course of Ottawa Arts Council business operations.

In any Ottawa Arts Council activity that is undertaken by a volunteer, the Council's liability insurance regarding will apply. Volunteers should be aware that the Council's insurance does not include a loss-of-income provision should the volunteer sustain an injury that prevents them from resuming their normal employment.

Safety

The following measures will be taken to ensure a safe environment:

- on-site evaluation completed in advance and changes made to ensure all recommended health and safety guidelines are followed (floor plans, clear signage, identifying problem areas, etc.)
- evaluation of flow of traffic and clear signage/indicators will be planned and posted
- test-runs have been performed to assess logistics and safety measures prior to the commencement of the event

Parking

The Ottawa Arts Council does not reimburse volunteers for parking and cannot provide free parking. Please refer to the OLT website: <https://www.ottawalittletheatre.com/parking/>

There is also street parking located around the theatre. Please note if you are travelling by bike, we would recommend you bring the bike into the theatre building and we will find a secure place for it.

Special Accommodations and Accessibility

Volunteers requiring special accommodations should inform the Volunteer Coordinator prior to taking part in the event.

- While maintaining privacy and avoiding discrimination, special situations will be identified and addressed to support all present.
- Accessibility - Ottawa Arts Council is committed to diversity, inclusion and accessibility for persons with disabilities and to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Should you require any accommodation to make your experience more enjoyable please let the Ottawa Arts Council Volunteer Coordinator know. We will make every attempt to accommodate our volunteers.

Etiquette and Respect

Respect for Ottawa Arts Council Staff, Contractors, Artists, Volunteers and Attendees.

Abuse will not be tolerated, particularly towards Ottawa Arts Council volunteers or staff.

Refrain from:

- pushing
- foul language
- yelling
- disregarding safety measures
- disregarding Code of Conduct
- angry confrontations of any kind

Ottawa Arts Council will do its utmost to make your experience enjoyable and memorable. Any unacceptable behaviour will result in immediate removal of the person or persons committing the offense.

Appendices

Appendix A: ARTS AWARDS CONTACTS

Position	Name	Email
Volunteer Coordinator	Axandre Lemours	axandre@ottawaartscouncil.ca
Event Coordinator	Joni Hamlin	joni@ottawaartscouncil.ca