



## **VOLUNTEER MANUAL**

### **About Downtown Oshawa BIA**

The Downtown Oshawa Board of Management was created in 1974 to represent the designated Business Improvement Area (BIA) in the City of Oshawa. The businesses and property owners in the Downtown core are the members and their BIA fees fund beautification, promotion and marketing initiatives in cooperation with other like-minded organizations.

The Downtown Oshawa BIA is steadily renewing and diversifying. More businesses are moving into the area, new restaurants are opening up and we are seeing a wider variety of events in our downtown where Oshawa families can participate and enjoy. The downtown is once again becoming the destination of choice for people.

There is plenty to see and do in the downtown. The BIA hosts a “Show and Shine” for our local car enthusiasts every Wednesday evening between the months of May and September. This popular event gives people an opportunity to bring their classic cars downtown and show off these magnificent pieces of automotive history. Bikes on Bond, one of Ontario’s fastest growing motorcycle show features motorcycle vendors as well as their own Show and Shine. The ever popular annual Kars on King brings people from across North America to showcase their car and partake in Autofest at Lakeview park on the weekend. The Oshawa Wine Tasting Festival features wine from various regions of Ontario where the International Wine Festival highlights wine from around the world. Our latest additions include a Butter Tart Festival which doubled in size from the first year and the Christmas Market, which was so well received the first year we had to expand the footprint for the event. We encourage all Oshawa residents to partake in the variety of events taking place in this vibrant part of the City.

The Downtown Oshawa BIA is proud of the progress that has been made in the downtown, but more needs to be done. The positive evolution of the core is striking with the addition of new businesses, the permanent presence of UOIT students and faculty and the variety of shows and events. We are determined to work with our members, the City and the residents of Oshawa to ensure the downtown continues to offer a positive experience for everyone.

We have many challenges ahead, however, with your assistance and support we can make this Vision a reality!



## CODE OF CONDUCT

As a BIA volunteer, you are expected to strictly adhere the Code of Conduct during your shifts because you are a representative of the Downtown Oshawa BIA and Ambassador for the City of Oshawa.

1. Attend and be punctual to all the programs you are volunteering for, or provide timely notice that you will not be in attendance.
2. Value and respect all individuals.
3. We expect Volunteers to maintain a professional demeanour at all times. Be polite and courteous to all delegates and other volunteers.
4. Be flexible, as there may be times when we will need you to adjust and respond to various situations.
5. Volunteers should dress appropriately for the task at hand. Prepare for all types of weather.
6. Individuals must not be under the influence of alcohol or any illicit drugs while participating in volunteer opportunities.
7. You must complete/update and return the emergency contact form prior to volunteering
8. You must provide at least 24 hours' notice if you plan to cancel your shift
9. Perform your job to the best of your ability.



## POSITION DESCRIPTIONS

### ***Event Volunteer - Road Closures***

As a road closure volunteer, your main responsibility will be to ensure that **only** the designated people can enter into the road once it has officially been closed. For instance, only drivers that have special passes or residents where their homes are in the closed off area. It is your responsibility to ensure the integrity of the road closure, greet people and answer any questions that they have. You may be asked to assist visitors in their search for restaurants or the location of a local business or the main event.

### **Required Qualifications:**

- Ability to stay on your feet for up to six hours
- Willing to talk to strangers and groups
- Ability to set limits
- Explain and answer questions
- Ability to take and provide directions
- Ability to explain and enforce BIA policy in a firm and friendly manner.

### ***Event Volunteer - Runner***

Your main responsibility will be to provide breaks for the road closure volunteers and to ensure that they have enough supplies at their station at all times. In cases where police are present at the intersections directing traffic, supplies need to be delivered to them when delivering the supplies to the volunteers. You may be asked by visitors for assistant finding specific restaurants, the location of a local business or the main event.

### **Required Qualifications:**

- Ability to stay on your feet for up to six hours
- Willing to talk to strangers and groups
- Ability to set limits
- Explain and answer questions
- Ability to take and provide directions
- Ability to explain and enforce BIA policy in a firm and friendly manner
- Like to Take photographs
- Clean streets as required.



### ***Event Volunteer - Volunteer Headquarters***

Your main responsibility is to stay at the headquarters, inform volunteers arriving on shift of their duties and ensure they are equipped with all they will need before they leave the headquarters. Responsible for assigning and knowing who has the walkie talkies, sending the 'runner' out to provide breaks or supply refills. Ensuring that the BIA staff is available or is responding to any situation that may arise. An example is if a road closure volunteer needs assistance. You may be asked by visitors for assistance finding specific restaurants, the location of a local business or the main event.

#### **Required Qualifications:**

- Problem solve
- Willing to talk to strangers and groups
- Explain and answer questions
- Ability to take and provide directions
- Ability to explain and enforce BIA policy in a firm and friendly manner.

### ***Special Event/Project Volunteers***

As a Special Event volunteer, your role may vary depending on the special event. As a representative of the BIA, you may be asked various questions about the local merchants and required to hand out information about the local area.

#### **Required Qualifications:**

- Ability to stay on your feet for up to six hours
- Willing to talk to strangers and groups
- Ability to set limits
- Explain and answer questions
- Ability to take and provide directions
- Ability to explain and enforce BIA policy in a firm and friendly manner.

### ***Media Distribution Volunteer***

As a media distribution volunteer, your role will include walking around downtown Oshawa distributing posters, hand bills and other notices for BIA members. As a representative of the BIA, you may be asked various questions by the local merchants as you distribute the media.

#### **Required Qualifications:**

- Ability to stay on your feet for up to six hours
- Walk around the downtown and go into businesses with stairs



## **Orientation and training**

For all events with road closures, the orientation will occur a few days prior to the event at a set location and time. At this time a preliminary schedule and map will be provided.

## **Event Headquarters**

An Event Headquarters will be established at a designated location for volunteer communications, and will be equipped with volunteer supplies. This location may change with each event depending on the location of the event.

The Headquarters will be the main point of contact between all the volunteers and BIA staff. As a volunteer, you should arrive at least 15 minutes before the start of their scheduled shift. Upon arrival volunteers, will be provided with safety vests, bottled water, location for your shift and at least one person at this location will be assigned a walkie talkie for communication.

The Headquarters will also be equipped with the schedule and locations of all the volunteers for the event. Any new information that you may need to know for your shift will be given to you upon arrival to your shift

Volunteer Headquarters is the designated child lost centre as well as the first aid station.



## Downtown Oshawa BIA NEEDS You!

Your BIA is coming to life and we need your help to make it the very best it can be! The opportunities to get involved are limitless and the amount of time you spend is up to you. Please fill out this form and forward it to your BIA today!

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

The best time to contact time: \_\_\_\_\_

### I want to get involved!

I would enjoy (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> Doing office work           | <input type="checkbox"/> Planning festivals/ cultural events |
| <input type="checkbox"/> Writing newsletter features | <input type="checkbox"/> Working on a board and/or committee |

I would like to help with the following committee-related work:

- |   |  |
|---|--|
| <input type="checkbox"/> Activity surveys and follow-up | <input type="checkbox"/> Building improvements planning      |
| <input type="checkbox"/> Event planning                 | <input type="checkbox"/> Graphic design                      |
| <input type="checkbox"/> Marketing Working Group member | <input type="checkbox"/> Fundraising                         |
| <input type="checkbox"/> Media relations                | <input type="checkbox"/> Partnership development             |
| <input type="checkbox"/> Poster/Newsletter distribution | <input type="checkbox"/> Events Working Group member         |
| <input type="checkbox"/> Research of funding sources    | <input type="checkbox"/> Beautification Working Group member |
| <input type="checkbox"/> Volunteer recruitment          | <input type="checkbox"/> Working with local schools          |
| <input type="checkbox"/> Other: _____                   |  |

I would like to volunteer:

- |  |  |
|--|--|
| <input type="checkbox"/> On a regular basis        | <input type="checkbox"/> Two to 10 hours a month |
| <input type="checkbox"/> About an hour a week      | <input type="checkbox"/> About two hours a month |
| <input type="checkbox"/> On short, finite projects | <input type="checkbox"/> On a committee          |
| <input type="checkbox"/> On a subcommittee(s)      | <input type="checkbox"/> As needed               |



## *Emergency Contact and Medical Information*

### **PERSONAL**

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

Home Phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Email address: \_\_\_\_\_

Address: \_\_\_\_\_

### **MEDICAL**

Family Doctor: \_\_\_\_\_ Doc Phone: \_\_\_\_\_

Doc Address: \_\_\_\_\_ Health Card # \_\_\_\_\_

Allergies: \_\_\_\_\_  none

Medications: \_\_\_\_\_  none

Medical conditions: \_\_\_\_\_

\_\_\_\_\_

Hospital of choice: \_\_\_\_\_

### **EMERGENCY CONTACTS**

#### Contact #1

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

#### Contact #2

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

### **ADDITIONAL INFORMATION**

\_\_\_\_\_

\_\_\_\_\_