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2025 VOLUNTEER HANDBOOK

INTRODUCTION

Thank you for registering to volunteer for Sled Island 2025!

Each year, we welcome over 30k guests to Sled Island, and in order to pull it off we assemble a crew of over 300 volunteers. Taking place over a dozen downtown venues across 5 days, Sled Island is a one of a kind festival that focuses on independent music, and we simply cannot do this without all of your energy, time and enthusiasm. I want to thank you in advance for taking time out of your busy life in order to make your personal contribution to our festival.

This document contains all the essential information to get you started on your journey with Sled Island this year, please read it thoroughly and keep it handy for future reference. If you have any questions, please don't hesitate to contact volunteer@sledisland.com with any questions.

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IMPORTANT CONTACTS

Your main points of contact for Sled Island 2025 will be:

- Rony Yoc, Volunteer Coordinator: volunteer@sledisland.com
- Sami Parker, Assistant Volunteer Coordinator: volunteer@sledisland.com

HOW TO CALL IN SICK/LATE

If you are unable to make a scheduled shift because of an emergency or illness, please contact the Volunteer Coordinator at volunteer@sledisland.com or your Crew Coordinator as soon as you are able to. If you miss a shift without notifying us, you may be excluded from future volunteer opportunities.

CONTACT LIST

During your time volunteering with Sled Island 2025, you may need to contact Sled Island staff to resolve an issue. If the issue is not time-sensitive, please use the provided email addresses. If the issue is time-sensitive, please check in with your venue manager and they will text or call the appropriate contact.

General Volunteer Questions:

- Rony Yoc, Volunteer Coordinator - volunteer@sledisland.com
- Sami Parker, Assistant Volunteer Coordinator - volunteer@sledisland.com

General Festival and Artist-Specific Questions:

- Hemen Tor-Agbidye, Festival Manager - hemen@sledisland.com

Artist Payment, Contracts and Taxes Questions:

- Maud Salvi, Executive Director - maud@sledisland.com

Ticket and Box Office Questions:

- Kurtis Gregor, Marketing & Communications Manager - kurtis@sledisland.com

Technical and Production Questions (please first consult the on-site sound technician):

- Charlotte Cuvilier, Technical Coordinator - td@sledisland.com

Transportation Questions:

- TBD, Transportation Coordinator - transport@sledisland.com

Hotel, Billeting and Flight Questions:

- Hassan Rizwan - logistics@sledisland.com

RESPONSIBILITIES and QUALIFICATIONS

All volunteers must:

- Be at least 16 years of age (Venue Managers must be 18 years old so they can access all venues, Transportation Crew drivers must be 25 years old for insurance purposes).
- Register on Shiftboard with a current email address
- Complete 16 volunteer hours before OR after June 18, 2025 in order to qualify for a Sled Island Discovery Pass. If under 18 years of age, 8 volunteer hours are required to receive an All-Ages Pass.
- Complete the Crew Selection Google form to select a crew and build a schedule to fill your required hours. The link can be found here:
<https://forms.gle/pEDoCWV75h5HG93C7>
- Read and abide by the Sled Island volunteer handbook.
- Acknowledge and agree to Sled Island's policies and procedures (outlined below).
- Read Sled Island crew descriptions and understand crew requirements/qualifications.
- First-time volunteers must attend a mandatory new volunteer orientation. This is optional for returning volunteers. Times and location can be found below.
- Attend all mandatory pre-festival meetings for your crew.
- Show up for all shifts and communicate changes in a timely manner to the Volunteer or Crew Coordinator.
- Follow the directions of Sled Island staff, Crew Coordinators and Venue Managers.
- Have fun!

ORIENTATION AND TRAINING

- **Volunteer Orientation** will be held exclusively virtually this year, on **May 15th, 600pm-645pm, over Zoom.**
- **Pre-event Training will be held on June 14th.** If your Crew requires this training, you will be given exact times/locations via email. For first-time volunteers we are making this mandatory, and for returning volunteers we highly recommend attending. You can also grab your t-shirt and Discovery Pass at this event so it will save you a trip during the festival.

VOLUNTEER PERKS

- Sled Island Discovery Pass **OR** All-Ages Pass for volunteers under 18 years old
- Volunteer t-shirt
- Passholder discounts from Sled Island's community partners
- An invite to the Sled Island Wrap-Up Pig Roast on Sunday, June 22 at the Palomino Smokehouse (109 7th Ave. SW, food served between 3.30 – 4.30pm)
- Good times and new friends!

PASS PICK-UP POLICIES

- You must bring a government-issued photo ID to pick up your wristband.
- You may only pick up your **OWN** pass, and please make sure you can pick up your Pass and T-shirt **BEFORE** your first shift.
- **Replacement wristbands are not offered.** For this reason, we highly recommend you secure your pass on your wrist at Pass Pick Up. We understand it might be uncomfortable to wear something on your wrist for the week of Sled, or until your last

shift, but it is essential to avoid a lost or stolen pass from being shared from person to person.

- At least **16 hours** of volunteer shifts must be logged on Shiftboard in order to get the pass. Please contact volunteer@sledisland.com in order to get more hours if you are in Pre-fest or to resolve any issues.
- If you are under 18 years old, you must email a completed **VOLUNTEER SERVICES PARENTAL PERMISSION FORM** to volunteer@sledisland.com.
- Understand that by registering for Volunteering and getting a Discovery Pass you are agreeing to abide by the Safer Spaces Policy and Volunteer Declaration.
- If you are asked to return your pass for any reason, please return it immediately to Pass Pick Up or send us a picture of it cut up into three pieces as soon as possible.

PASS PICK-UP HOURS

At Volunteer **Pre-event Training, June 14th**, you can come get your pass/t-shirt even if your Crew does not have training that day. Otherwise, volunteers can pick up their t-shirt and pass at Pass Pick-Up, located at **Spanic Arts (131 6th Ave SW)** during the following times. Please review the pass pick-up policies before picking up your pass.

- **Tuesday, June 17:** 10:00am – 10:00pm
- **Wednesday, June 18** 10:00am – 10:00pm
- **Thursday, June 19:** 10:00am – 10:00pm
- **Friday, June 20:** 10:00am – 10:00pm
- **Saturday, June 21:** 10:00am – 10:00pm

SHIFTBOARD

Our Volunteer platform is Shiftboard, and you must have an active Shiftboard account in order to volunteer and receive shifts for 2025. Visit this link to register:

www.shiftboard.com/sledisland/register.html

Both returning and new volunteers must register. We do this so that we know your intentions for the Sled 2025 season, get any new personal details that may have changed, inform you of changes to specific crews/venues, and have you sign off on our Handbook and Safer Spaces policy.

Shiftboard does have a mobile app which comes in handy, please go to this link for a quick tutorial on how to navigate the app:

<https://support.shiftboard.com//en/article/s4m2pz63ih-i-os-mobile-app>

SCHEDULING

- To earn a Sled Island Discovery Pass, you must volunteer 16 hours before or during the festival. To earn a Sled Island All-Ages Pass, we only require 8 volunteer hours.
- In order to get your schedule, you must pick a crew and let us know when you are available to work via the Crew Selection Form:
<https://forms.gle/pEDoCWV75h5HG93C7>
- We will schedule you according to both your availability and the requirements of your Crew of choice, so please read carefully when filling out the Crew Selection Form.
- After the Crew Selection Form is completed, you will receive a Confirmation Email from us, and then we will assign you shifts based on availability. You will get email notifications each time we assign a shift, but it is imperative that you still sign in to Shiftboard to check your schedule in case there have been any changes.
- We will make all efforts to fulfill requests such as pairing you up with friends or giving you a night off to see a specific show, but please understand that we can't guarantee any of these requests. The earlier you register and fill out the form, the more likely we are to be able to accommodate these requests.
- Volunteers may drop out without penalty up to two weeks before the start of the festival.

If you are unable to make a scheduled shift because of an emergency or illness, please contact the Volunteer Coordinator at volunteer@sledisland.com immediately. Please give us as much notice as possible, so we can find a replacement. If we do not hear from you after a missed shift, this may impact your future volunteer opportunities with Sled Island.

BEFORE YOUR SHIFT

- Sign in to Shiftboard and check your schedule
- Review any training materials we have provided
- Refer to <https://www.sledisland.com/venues> for detailed venue information (parking/accessibility etc).
- Pick up your Pass and T-shirt at Pass Pick Up **BEFORE** your first shift.
- Arrive for your shift **ON TIME**. We will schedule you so that your start time aligns with how many tasks need to be completed at your venue.
- Keep your phone charged and ready to receive texts/calls.
- Wear comfortable shoes.
- Remember to bring:
 - A valid ID
 - Your volunteer t-shirt, pass (Transportation Drivers **MUST** wear a mask while in a vehicle)
 - **A reusable water container and a snack or meal**
 - Your ProServe card (if serving alcohol)

- An activity to do in case there is downtime
- **A change of shirt so you can enjoy Sled Island after your shift! Please do not wear your volunteer t-shirt when you are off shift.**
- Please leave valuables at home—you may be assigned to a location without secure storage for your things during your shift. The festival is not responsible for any lost, stolen or damaged items.

AT YOUR SHIFT

- Check in with your venue manager or crew coordinator when you arrive and check out before you leave.
- Wear your volunteer t-shirt at all times during your shift.
- If your shift is 5 hours or more, you **MUST** take a 30-minute break, so please check in with your Venue Manager/Crew Coordinator when is the best time to take this break. For a full breakdown of the rest of the policies, go to: <https://www.alberta.ca/hours-work-rest#short-periods>
- Stay Hydrated! All venues will have access to water, so please make use of the bars/fountains if you need water, we will not be providing bottled water at all.
- Have fun and remember you are representing Sled Island for the public.

SAFETY

- Report all incidents to your Venue Manager/Crew Coordinator.
- While on-site, if you feel any of your volunteer duties present a risk of injury to yourself or others, please stop immediately and notify your Venue Manager/Crew Coordinator.
- If you witness any dangerous behavior or violence, **DO NOT** get involved. Instead, notify security staff, venue staff, or your supervisor immediately.
- If you encounter an attendee requiring first aid or medical attention, notify Sled Island staff, venue staff, your crew lead or venue manager. **If an emergency is taking place, call 911.**
- In case of an evacuation order at a venue, you may be asked to help maintain calm while directing patrons to the exits.

ETIQUETTE

- Always be respectful and use discretion when in contact with performers. It's exciting to see an artist you recognize, but please be respectful of their privacy and do not ask for selfies or autographs while wearing your volunteer t-shirt as it is unprofessional. If you must interact with an artist, please wait until after your shift to say a friendly hello.
- Unless directed by a venue manager, do not go into a green room or backstage area.
- Do not engage with the media unless given permission by Sled Island staff.

REASONS FOR DISMISSAL

Betrayal of your volunteer commitment in any of the following ways will result in dismissal:

- Involvement in the theft of wristbands, merchandise, cash or property.
- Use of drugs or alcohol before or during your volunteer shift.
- Jeopardizing the safety of self or others.
- Causing damage to Sled Island, its staff, volunteers, partners, artists or venues, in any way.

CREWS

Sled Island offers a wide spectrum of Crews to work in, and each has its own unique set of schedules, qualifications and locations. We have made our best efforts to explain those details below, but remember things can change and if you have more questions please do not hesitate to contact us.

1. Venue Crew

Qualifications: Must be willing to talk to and engage the public so some customer service is welcome but not required. A minimal level of computer literacy is required to use ticket scanning systems. Some cash handling may be required. Venue Crew is both 18+ and All Ages

Reports to: Venue Manager (contact information available at start of first shift)

Operates from: Assigned venue in downtown Calgary. The majority of these shifts will take place at indoor music venues, though some shifts will take place during comedy events or other programming TBD

Tasks: Admit attendees to music venues, collect cash for ticketed events, manage lineups, monitor venue capacity, answer attendee questions and clear the venue after each show. Track wristbands and record all information in Venue Package

Training: YES, June 14th at time/place TBD

Shifts: Must be available for shifts on Wednesday, June 18 or Thursday, June 19 and Friday, June 21 or Saturday, June 22. The timing of shifts is **mostly evening/late night until 2am**, but there are **some afternoon shifts** available on the Friday/Saturday of the Festival.

2. Merch Crew

Qualifications: Must be over 18. Experience with customer service and handling cash is an asset, and minimal level of computer literacy.

Reports to: Breanne Christie, Merch Coordinator

Operates from: The majority of these shifts are in music Venues, but we will have shifts in the daytime at Sled Village (aka Spanic Arts) to operate the Poster Show.

Tasks: Responsible for the selling of Sled Island and artist merch at venues.

Training: YES, June 14th at time/place TBD

Shifts: Day and night shifts available from Wednesday, June 19 - Saturday, June 23. Must work at least one weekday shift. **Shifts can run as late as 2am**

3. Security Crew

Qualifications: Prior security experience is an asset but not required.

Reports to: Venue Manager (contact information provided at start of each shift)

Operates from: The #1 Legion (116 7 Ave SE)

Tasks: At the Legion, you will be stopping patrons from entering the green room and exiting through the wrong door to the right of the stage. We have paid security to handle all other matters, this shift is just to keep eyes on these doors.

Training: YES, June 14, times/place TBD

Shifts: Night shifts available on Wednesday, June 19, Thursday, June 20 and Friday, June 21. Must be available on Saturday, June 22. **Shifts will run as late 130am**

4. Production Crew

Qualifications: Must have access to **CSA approved footwear** and be comfortable lifting 30 lbs.

Reports to: Charlotte Culivier, Technical Director

Operates from: Central United Church (131 7 Ave SW) or #1 Legion (116 7 Ave SE)

Tasks: Support load-in and load-out of production equipment at venues, assist in setup and teardown of technical equipment.

Training: YES, June 14 time/place TBD

Shifts: Day shifts available on Wednesday June 18 and Sunday June 22nd. Friday night shifts June 20th as late as 1am. Additional shifts may be available.

5. Venue Manager Crew

Qualifications: Prior event management skills are preferred. Must be willing to attend Calgary Sexual Health Center Bystander Training, times/place TBD. 18+ Moderate computer proficiency preferred, as well as communication skills.

Reports to: Hemen Tor-Agbidye, Festival Manager

Operates from: Assigned venue in downtown Calgary.

Tasks: Act as main point of contact for volunteers, artists, sound techs, sled staff and oversee all aspects of event operation.

Training: Mandatory Community Bystander Training, date and time TBD, plus Venue Manager Training on June 14th, times/place TBD,

Shifts: Must be available for night shifts on Wednesday, June 19 or Thursday, June 20 and Friday, June 21 or Saturday, June 22. Some daytime shifts available. **Shifts can run as late as 2am. For this crew, you will be assigned the same venue 2 nights in a row to make things run as smoothly as possible**

6. Artist Lounge Crew

Qualifications: Must be 18+ and have valid Proserve. Some lifting may be required so being willing to lift up to 20lbs

Reports to: Courtney Smith, Artist Lounge Coordinator

Operates from: TBD

Tasks: Admit Artist Lounge wristbands and Discovery Plus passholders to the Calgary Tower's observation deck. If bartending, provide friendly service to artists, VIPs and Discovery Plus passholders.

Training: Artist Lounge Crew may have on site orientation prior to Lounge Opening, date/time TBD.

Shifts: Day shifts and night shifts available from Wednesday, June 18 to Saturday, June 21.

7. Billet Crew

Qualifications: Additional information is required to assess suitability of your accommodations.

Reports to: Rony Yoc, Volunteer Coordinator

Operates from: Your home!

Tasks: Have a spare room? Want to give an out-of-town artist a place to stay during the festival? Let us know! This is a great way to meet new people and have an incredible Sled Island experience. Please note that signing up to this Crew does not guarantee being matched with an out-of-town artist, so we still need your availability in order to place you in your second crew of choice.

Training: N/A

Shifts: Tuesday, June 18 to Sunday June 23

8. Green Island Crew (Bike Racks)

Qualifications: Ability to lift up to 30lbs. Ability to transport yourself around downtown (a bike or car) is essential as you will be setting up bike racks around town

Reports to: TBD, Green Island Coordinator

Operates from: Mobile crew—operates across downtown Calgary locations.

This crew operates outdoors, please plan accordingly for varying weather.

Tasks: Set up and take down bike racks across downtown Calgary

Training: On site!

Shifts: Daytime shifts available Tuesday June 17, Wednesday June 18, Sunday June 22 and Monday June 23

9. Hospitality Crew

Qualifications: Must be 18+ and ability to lift up to 30lbs. Having your own vehicle is an asset but not required.

Reports to: Kirstin Wiens, Hospitality Coordinator.

Operates from: Mobile crew—operates across downtown Calgary locations.

Tasks: Supports Hospitality Coordinator by ensuring sufficient purchasing, preparation and delivery of food and beverages to various venues for artists.

Training: Onsite!

Shifts: Day and night shifts from Wednesday, June 19 to Saturday, June 22.

10. Pass Pick-Up Crew

Qualifications: Must be willing to talk to and engage the public, and be respectful to artists. On Saturday June 21st must be willing to lift up to 30lbs, as this is the last day of pass pick up/load out. Otherwise this Crew does NOT require any heavy lifting.

Reports to: TBD, Pass Pick Up Coordinator

Operates from: Sled Village (aka Spanic Arts, 131 6 Ave SW)

Tasks: Act as the first point of contact for Sled Island attendees, artists and partners picking up wristbands, secure wristbands to guests' wrists, answer questions about Calgary and Sled Island, sell festival passes, provide delegate bags when applicable. Must be ok with highly variable pace of work (hectic at times, very slow at other times)

Training: Yes, June 14 times/place TBD

Shifts: Must be available for a combination of day and night shifts from Tuesday June 17 to Saturday June 21.

11. Pre-Fest Crew

Qualifications: Some tasks require lifting up to 30lbs but not all. Must be organized and respond to us in a timely manner to give us updates on your progress for certain tasks.

Reports to: Rony Yoc, Volunteer Coordinator

Operates from: Sled Island offices. May involve travel for deliveries, postering, etc.

Tasks: Promoting Sled Island at various events around the city, completing administrative tasks, working at fundraisers and posting posters in local businesses. 16 hours of volunteering are required and must be completed before Wednesday, June 18th. If a volunteer is unable to complete all hours, they must join a new crew to complete their remaining required hours during the festival.

Training: Onsite.

Shifts: Highly variable, but availability during the day on weekdays is essential for distribution of marketing materials.

12. Relief Crew

Qualifications: 18+ and ability to lift up to 30lbs. Ability to rapidly transport yourself across downtown Calgary is ideal (bike/car)

Reports to: Rony Yoc, Volunteer Coordinator

Operates from: Sled Village (aka Spanic Arts) but only for the start of your shift. Otherwise you will be sent to wherever we need people.

Tasks: Relief volunteers fill in wherever volunteers are needed in case we have shortages. In general, the most likely crew you will be assigned is Venue Crew or Merch Crew as those crews are very large and people sometimes dropout on short

notice

Training: Yes, June 14th, times/place TBD

Shifts: Must be available for night shifts on Wednesday, June 19 or Thursday, June 20 and Friday, June 21 or Saturday, June 22. Some daytime shifts available.

Shifts can run as late as 2am. You will get a scheduled shift (ex. 6pm-2am), and head to Sled Village if we have not contacted you beforehand if we know of a location that needs help.

13. Transportation Crew

Qualifications: Must be over 25 years old and possess a non-GDL license.

Must be professional and responsible around artists. **MUST BE WILLING TO REMAIN MASKED AT ALL TIMES WHILE INSIDE VEHICLE.**

Reports to: Chelsea Poirier, Transportation Coordinator

Operates from: Transport Desk at the Delta Hotel Calgary Downtown (209 4 Ave SE)

Tasks: Safely pick up and deliver people and things using Sled Island's rented vehicles. May involve escorting artists to and from nearby locations on foot. Provide information to artists about Calgary, Sled Island, load-in times, etc.

Training: Yes, Orientation date/time TBD

Shifts: Day, afternoon and Night shifts available from Tuesday, June 18 to Sunday June 23. The Transport Crew operates from 7am-3am daily so there is a huge variability in available shifts.

14. Office Runner Crew

Qualifications: Personal vehicle and/or bicycle and willingness to transport a variety of things around town. There will be shifts for both bicycle and vehicle office runners so please let us know which kind of office runner you want to be. You will be reimbursed for all mileage/parking you incur.

Reports to: Any Sled Island staff can assign you to a run during your shift.

Operates from: Sledquarters - 2206a 4 Street SW

Tasks: Transport anything that needs to get from one place to another. This can include food, envelopes, phones, instruments, etc.

Training: No

Shifts: Bike Office Runners work 10am-6pm Wednesday-Saturday, Car Office Runners will work *approximately* 11am-7pm

15. Tech Assistant Crew

Qualifications: 18+ and basic knowledge of technology, ability to lift up to 30lbs. Ability to follow directions and learn quickly. Comfortable working with instruments and previous knowledge of production terms (ex. XLR or TRS, do you know what this means?) is **REQUIRED**

Reports to: Tech, TBD

Operates from: Central United Church or #1 Legion

Tasks: Help the Tech during sound checks at Church and/or Legion, and then during

showtime, assist with changeovers for the entire night

Training: Yes, June 14th, times/place TBD.

Shifts: Afternoon/evening shifts available from Wednesday, June 18 to Saturday, June 21. These shifts are VERY limited, so if you are interested in this Crew, we will ask that you be placed in Production as a 2nd choice by default.