

Volunteer Handbook



TALL SHIPS® Hamilton

HAMILTON
2012-2015
1812-1815
BICENTENNIAL



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Volunteers Only Website:

- Schedule
- Important updates
- Presentations and Volunteer Handbook

www.tourismhamilton.com/tallshipsvolunteers



OFFICE OF THE MAYOR

BOB BRATINA
MAYOR OF HAMILTON

Welcome to TALL SHIPS® Hamilton!

On behalf of the City of Hamilton, I would like to extend warm greetings to those attending TALL SHIPS® Hamilton from June 28 to 30th at Pier 8.

The City of Hamilton is honoured to be one of the ports welcoming a fleet of tall ships to Hamilton's waterfront as part of the War of 1812 Bicentennial Commemorations.

I wish to acknowledge the hard work and commitment of the TALL SHIPS® Hamilton Organizers and the over 200 dedicated volunteers, who have allowed visitors a chance to experience our beautiful and ever growing waterfront. I thank you all for your dedication and determination in making TALL SHIPS® Hamilton a remarkable and memorable event.

To our visitors from near and far, I welcome you to Hamilton and I encourage you to explore the cultural, entertainment and recreation riches that make Hamilton a great city to visit, to play and to stay.

On behalf of the City of Hamilton, best wishes for an exciting TALL SHIPS® Hamilton event this Canada Day long weekend.

Sincerely,

Bob Bratina

Robert Bratina
Mayor





City of Hamilton
City Hall, 71 Main Street West
Hamilton, Ontario
Canada L8P 4Y5
www.hamilton.ca

Tourism and Culture Division, Planning and Economic Development Department
Physical Address: 28 James Street North, 2nd floor
Phone: 905.546.2424, Ext. 3967 Fax: 905.540.5511
Email: Anna.Bradford@hamilton.ca

Dear TALL SHIPS® Hamilton Volunteer,

On behalf of the Tourism and Culture Division, I want to take this opportunity to thank you for volunteering your time and talents to help with TALL SHIPS® Hamilton.

It is through the efforts and dedication of people like you that we are able to successfully host significant events year after year. Volunteers are indeed the face of an event, and we know that your warmth, hospitality and knowledge of our community will leave TALL SHIPS® Hamilton visitors with a wonderful impression of Hamilton.

I sincerely hope that you have a positive volunteer experience with the TALL SHIPS® Hamilton, and that you take the opportunity to enjoy the many features of this wonderful event.

Thank you again.

Regards,

Anna M. Bradford
Director, Tourism and Culture Division
Planning and Economic Development Department
City of Hamilton

YOUR WORK SCHEDULE

When arriving to Pier 8, go immediately to the Volunteer Check-In Tent. Once checked in you will be redirected to the location of your shift.

Date	Shift/Time	Position

Important Information:

From June 26 to July 1, if you are late or must cancel your shift please leave a voice mail message on the Volunteer Hotline telephone at 905-977-8640.

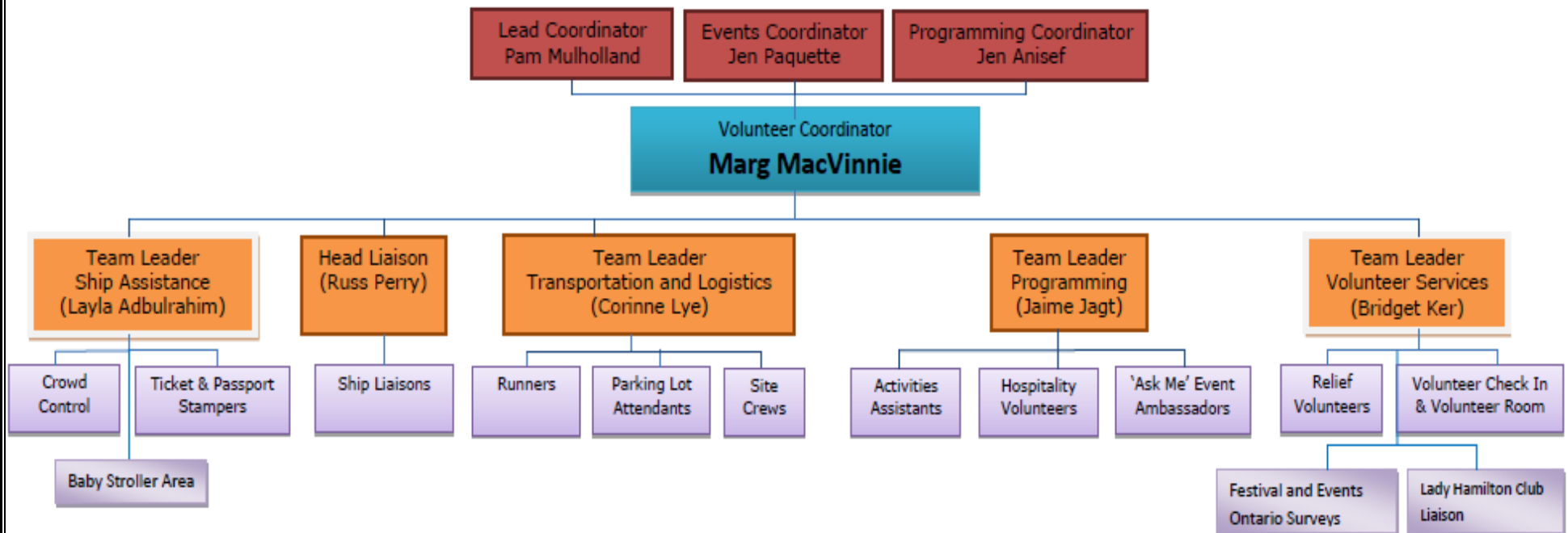
Please note: **This telephone number will only be monitored starting Wednesday June 26.**

If you require any changes to your schedule please email Marg MacVinnie, Volunteer Coordinator at tallshipsvolunteer@gmail.com

Team Leader Contact Information

On the back of your volunteer badge you will have a complete list of all the contact telephone numbers of your Team Leaders and Emergency Numbers.
(See Page 7 for the name of each Team Leader)

TALL SHIPS® Hamilton Volunteer Program



June 10, 2013

VOLUNTEER CODE OF CONDUCT

Your function as a volunteer is to represent the City of Hamilton and help TALLSHIPS® Hamilton visitors have an enjoyable event experience by providing information and assistance. As a volunteer you are expected to:

- Be a positive ambassador for the City of Hamilton.
- Answer questions from visitors politely and accurately. If you do not know the answer to a question you are asked, obtain the information from another volunteer or ask your Team Leader
- Comply with all policies and procedures.
- Carry out assigned duties in a responsible and professional manner.
- Know what authority you have to make decisions and solve problems that arise.
- Direct ALL media requests to the Media Tent and to professional staff.
- **NOT** consume alcohol during your work shifts.

VOLUNTEER NOTICES

- Please arrive at least fifteen (15) minutes prior to the start of your scheduled shift.
- Register for your shift at the Volunteer Check-in Tent located in front of the Hamilton Waterfront Trust Building. At your first check in, you will be given your volunteer shirt, accreditation and directed to your assignment. Ensure that you report to your Team Leader at the start and end of each of your shifts.

DRESS CODE

During your shifts as a Volunteer you are required to wear the City of Hamilton issued Tall Ships Volunteer shirt; official volunteer name tag; and an appropriate slacks, capris, khakis, skirt or walking shorts. You are encouraged to wear proper sun protection including a hat, sunscreen and sunglasses. **REMEMBER YOUR SUNSCREEN!**

If you wish to remain at Pier 8, after your shift, your uniform and staff accreditation must be removed.

ACCREDITATION

- All ship crew members will be identified with a TALL SHIPS® America 'Crew' name tag.
- TALL SHIPS® Hamilton Event Lead Staff will be wearing red shirts.
- Volunteer Coordinator, Team Leaders and volunteers will be identified with a blue name tag.
- City of Hamilton Staff will be identified will be wearing grey shirts.

PARKING AND TRANSPORTATION

Volunteers are responsible for their own transportation to and from the event. Public Transit is the preferred means of transportation as the downtown core and Pier 8 will be busy throughout the weekend. If personal vehicles are used, volunteers will be responsible for their own parking charges.

(See HSR Public Transit Map and Schedule page 19)

MEALS

Volunteers will be provided with free bottled water at each of the Information Tents and 1 meal voucher per day. Food vouchers are redeemable at any Pier 8 food vendor and restaurant. The Volunteer Office will be designated for volunteers to relax and consume all meals, beverages and snacks.

CELL PHONES

The use of cell phones for personal use or texting is prohibited while on shift unless as directed by Team Leader.

FIRST AID & SECURITY

In the case of a medical or other incident, refer the visitor to Hamilton Police Services or EMS and inform your Team Leader immediately. Hamilton Police are the first responders. EMS will be onsite through out the day for medical assistance.

Hamilton Police Service will be onsite at Discovery Drive and throughout Pier 8, Friday, June 28 from 1pm to 7pm; Saturday, June 29 and Sunday, June 30 from 10am to 6pm. Intelliguarde Security will be dockside with each of the ships and will be providing overnight onsite security.

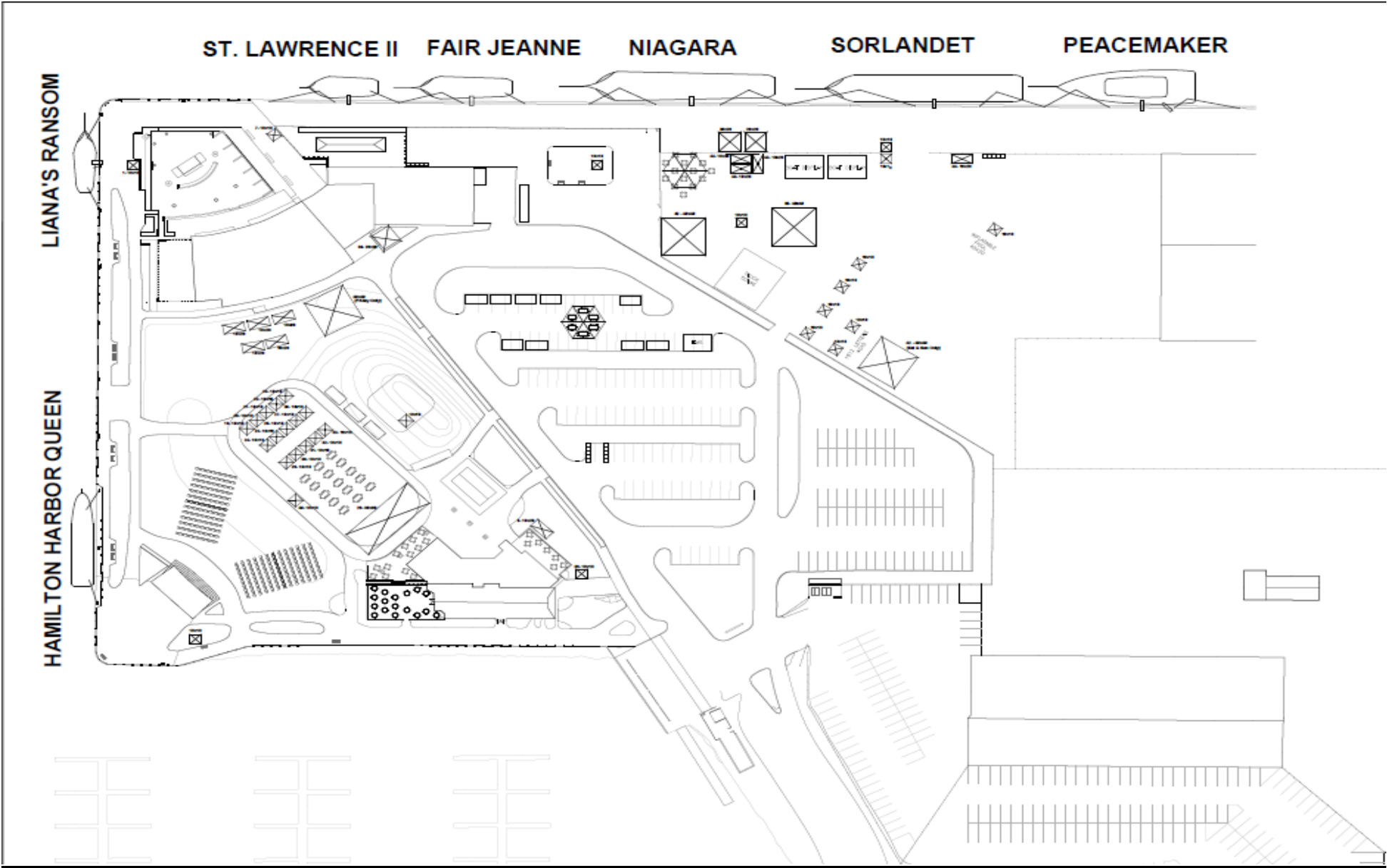
COMPLIMENTS AND FEEDBACK FROM VISITORS

We want to receive feedback from visitors about their TALLSHIPS® Hamilton experience. All information tents will have a comment book for visitors to record their comments. Encourage visitors to give feedback on their experience.

Should a visitor have a complaint that requires action, please notify your Team Leader. If a complaint pertains to safety issues the event staff or security will be notified immediately. The completed form should be signed by the visitor and the volunteer accepting the form. These forms will be collected daily by a Team Leader.

TALL SHIPS® Hamilton CUSTOMER SERVICE AND FEEDBACK FORM	
Please fill out the relevant information below and submit the form for processing.	
Contact Information	
Name:	<input type="text"/>
Street:	<input type="text"/>
City:	<input type="text"/>
State/Province:	<input type="text"/>
Zip/Postal Code:	<input type="text"/>
Country:	<input type="text"/>
Phone:	<input type="text"/>
Email:	<input type="text"/>
Feedback Information	
Issue/Concern:	<input type="text"/>
Location:	<input type="text"/>
Date of occurrence:	<input type="text"/>
Complaint Categories (Choose one or more)	
<input type="radio"/> Accommodation	<input type="radio"/> Attraction
<input type="radio"/> Dining	<input type="radio"/> Entertainment
<input type="radio"/> Airport	<input type="radio"/> Parking
<input type="radio"/> Transportation	<input type="radio"/> Event
Other (specify): <input type="text"/>	
Please provide details:	
<input type="text"/>	
Date: _____ Signature: _____	
Name of Volunteer accepting form: _____	

Site Map – Complete Overview



Site Map – Event Program



Event Schedule

Friday June 28	Event	LOCATION
9:30 am;11:30 am; 1:00 pm, 7:00 pm	Liana's Ransom Harbour Cruises	Pier 8, Hamilton Harbour
12:00 pm	Food, Beverage and Craft Vendors Open	Pier 8
2:00 pm – 4:00 pm	Parade of Sail – Fully Narrated at Pier 8	Viewing Areas: Pier 8, Bayfront & Pier 4 Parks, York Blvd Bridge, La Salle Marina
4:00 pm – 6:00 pm	Free Live Music	Waterfront Stage – Pier 8
6:00 pm – 6:30 pm	Opening Ceremony	Waterfront Stage – Pier 8
7:00 pm – 11:00 pm	Free Live Music	Waterfront Stage – Pier 8
Saturday June 29	Event	LOCATION
10:00 am – 5:00 pm	Deck Tours	US Brig Niagara, Sorlandet, The Peacemaker, Fair Jeanne & St. Lawrence II
10:00 am – 6:00 pm	Free On Land Programming	Family Zone, Craft Fair and Naval Re-enactor Encampment, Boat Building Demonstration, Theatre Performances
10:00 am;12:00 pm; 2:00 pm; 4:00 pm, 7:00 pm	Liana's Ransom Harbour Cruises	Pier 8, Hamilton Harbour
10:00 am – 11:00 pm	Food and Beverage Vendors are open	Pier 8
7:00 pm – 11:00 pm	Free Live Music	Waterfront Stage – Pier 8
Sunday June 30	Event	LOCATION
10:00 am – 5:00 pm	Deck Tours	US Brig Niagara, Sorlandet, The Peacemaker, Fair Jeanne & St. Lawrence II
10:00 am – 6:00 pm	Free On Land Programming	Family Zone, Craft Fair and Naval Re-enactor Encampment, Boat Building Demonstrations, Theatre Performances
10:00 am;12:00 pm; 2:00 pm; 4:00 pm; 7:00 pm	Liana's Ransom Harbour Cruises	Pier 8, Hamilton Harbour
10:00 am – 11:00 pm	Food and Beverage Vendors are open	Pier 8
7:00 pm – 11:00 pm	Free Live Music	Waterfront Stage – Pier 8

Waterfront Stage Lineup

Friday, June 28th:

4:00 pm Ian Bell & Geoff Summers (Duo)
5:00 pm Earth Wind & Choir
7:00 pm Hell's Belles Swing Dancers
7:10 pm Alex Pangman
8:30 pm The Dinner Belles
10:00 pm Young Rival

Saturday, June 29th:

7:00 pm Marker Starling
7:45 pm Jessy Lanza
8:45 pm Zaki Ibrahim
9:30 pm Young Empires

Sunday, June 30th:

7:00 pm Hamilton Youth Steel Orchestra
8:15 pm Harrison Kennedy
9:30 pm The Soul Motivators

Free Activities

Friday, June 28 to Sunday, June 30

<p style="text-align: center;"><u>MUSIC</u></p> <ul style="list-style-type: none"> • Sea shanties, folk, period music and opera performed Dockside • Saturday: What the Folk* The Urban Fiddler* The Bilge Rats* Jumble • Sunday: Gord Simmons* Pauline Grondin* The Human Orchestra* Scantily Plaid • Modern rock, indie and soul acts on the Waterfront Stage, nightly 7pm-11pm 	<p style="text-align: center;"><u>THEATRE</u></p> <ul style="list-style-type: none"> • <i>18 Minutes 12 Seconds</i> - an interactive theatrical interpretation of the War of 1812 • <i>THE WHARF: where folklore gets interactive</i> - an immersion theatre experience bringing the 1813 wharf to life
<p style="text-align: center;"><u>FILM AND PERFORMANCE</u></p> <ul style="list-style-type: none"> • Hamilton & Scourge documentary, artist talks, and historical storytelling in the Hamilton Waterfront Trust Centre indoor theatre 	<p style="text-align: center;"><u>ARTS</u></p> <ul style="list-style-type: none"> • Art Battle 60: Saturday 2pm. Twelve artists compete in a live painting exhibition; the audience vote decides who will represent Hamilton at the Art Battle National Championship. • Craft Fair with a naval and historical twist • Nautical landscape printmaking activity by Centre[3] • Flotilla Parade instrument making by Hamilton Conservatory for the Arts • Heritage natural dye demonstration by Textile artist Thea Haines • Bicentennial Quilt Show telling War of 1812 stories • Artist Matthew Walker's Sound Cannon installation
<p style="text-align: center;"><u>HISTORY</u></p> <ul style="list-style-type: none"> • <i>The Amazing 1812 Race Game</i> led by historical interpreters on a giant 1812 map • Six Nations Legacy Consortium display of historical Six Nations artifacts • Parks Canada's <i>1812 on Tour</i> Exhibit, showcasing key figures in 1812 history 	
<p style="text-align: center;"><u>NAUTICAL</u></p> <ul style="list-style-type: none"> • Naval history comes alive in the Naval Encampment featuring a Ship Carpenter, Firearms display, Doctor, Chandlery and a Coopersmith • Confederation Marine Modelers of Hamilton model boat display • A display of reproduction historical longboats • International Guild of Knot Tyers demonstrating knot tying techniques • HMCS Star under water diving simulator • Rowing demonstration by Leander Rowing Club 	

Harbour Cruises Ticket and Schedule Information

Liana's Ransom – tall ship

Liana's Ransom Harbour Cruises will be leaving from the Pier 8, adjacent from Sarcoa Outdoor Patio on the west side of the dock face.

Friday, June 28:

Departure Times – 1.5 hour cruise

9:30 a.m., 11:30 a.m., PARADE OF SAIL CRUISE, 7 p.m.

PARADE OF SAIL HARBOUR CRUISE: SOLD OUT

Special Rate - \$60 per person

1:00 p.m. – 4: 00 p.m.

Saturday, June 29 and Sunday, June 30:

Departure Times - 1.5 hour cruise

10 a.m., 12 p.m., 2 p.m., 4 p.m., 7 p.m.

PRICE:

Regular Cruise onboard Liana's Ransom: \$30

Children under 5: \$10

PARADE OF SAIL CRUISE SPECIAL RATE: \$60

PARADE OF SAIL CRUISE Children under 5: \$10

Online:

Any tickets purchased online will have a \$2 surcharge applied to each ticket price. Tickets are only available online till June 27.

www.1812hamilton.com/tallships

In-person: Only from June 28 to 30 during the event at Pier 8 Harbour Cruises Box Office.

HAMILTON HARBOUR QUEEN – Hamilton Waterfront Trust

The Hamilton Harbour Queen operated by the Hamilton Waterfront Trust will be offering sightseeing tours during the Tall Ships® to Hamilton event weekend.

Schedule to be confirmed by the Hamilton Waterfront Trust.

The Hamilton Harbour Queen is offering a PARADE OF SAIL Sightseeing Cruise.

Come aboard the **Hamilton Harbour Queen** and welcome the Tall Ships® to Hamilton this summer. This is an incredible way to see and enjoy the best view of these wonderful vessels. We will set sail and join the Tall Ships® as they parade into the harbour. Our staff will provide the facts and history of each ship as it passes by. A light buffet is included in your ticket price.

Friday June 28 – SOLD OUT

1:00pm – 4:00pm

\$40.00 per person (*subject to 13% HST)

For ticket information: www.hamiltonwaterfront.com or call 905-523-4498

Sightseeing Schedule for Saturday June 29 & Sunday June 30:

11:00 am, 1:00 pm, 3:00 pm, 5:00 pm

In-person:

Only harbour cruise tickets onboard the Hamilton Harbour Queen will be available for purchase at the Box Office located inside Scoops Ice Cream Shop at Pier 8 prior to the event weekend. Hamilton Harbour Queen Harbour Cruise tickets will be available for purchase June 28 to 30 at Pier 8 Harbour Cruises Box Office.

TALL SHIPS® Hamilton DECK TOUR TICKETS INFORMATION

Ship Deck Tours are taking place Saturday June 29 & Sunday June 30 onboard the following five ships with your admission:

- Fair Jeanne
- St. Lawrence II
- SS Sorlandet
- The Peacemaker
- US Brig Niagara

Ship Deck Tour Times:

Saturday June 29 & Sunday June 30 - 10:00 am to 5:00 pm

DECK TOUR TICKETS PRICING:

Regular Admission: \$10 per person (*tour all five ships with your purchase*)

Children under 5 are FREE (must have a ticket/wristband to gain access to the ships)

(Please note: tickets purchased online will have a \$2 surcharge added per ticket)

DECK TOUR TICKETS ARE AVAILABLE:

- Online until June 27: www.1812hamilton.com/TALLSHIPS
- In-person:
 1. Scotiabank Branches – Hamilton locations, until June 27
 2. Tourism Hamilton Visitor Centre, 28 James Street North, until June 27
 3. from June 28 to 30, at Pier 8 – Deck Tour Tickets Box Offices

Deck Tour Ticket Boxes are located in three areas at Pier 8. Please refer to the site map for locations.

F.A.Q.

Prepare to answer these questions. You may need to speak with your Team Leader and review information provided at the orientation sessions. We do encourage you to tour the site to ensure you are familiar with your surroundings.

Q: Will I have access to the ships during my shift?

A: No, the only volunteer positions that are allowed on board the ships are the [Ship Liaisons](#). We encourage you to purchase your deck tour and harbour cruise tickets to enjoy the tall ships after your shift.

Q: Is there a Lost and Found on site?

A: Yes, please direct the general public to the information tent located in front of the Hamilton Waterfront Trust Building (*formerly the Marine Discovery Centre*)

Q: Are the ships accessible for wheelchairs, scooters and strollers?

A: Unfortunately they are not. Wheelchairs, scooters and strollers must be left on the dock while individuals are onboard the ships.

Q: Can I take pictures of the ships during TALL SHIPS® Hamilton?

A: Volunteers are not permitted to take photos of the ships during their scheduled shifts, unless as directed by your Team Leader. Once your shift has ended we encourage you to stay and enjoy the event.

Q: Will there be bike racks?

A: Bike racks are available at Pier 8. The event organizers are not held responsible for any lost, stolen or damaged bikes.

Q: Where can I find additional information on TALL SHIPS® Hamilton?

A: You can visit www.1812hamilton.com or by sending an email to 1812@hamilton.ca.

Social Media: Facebook and Twitter: @1812hamilton

Q: Is there a volunteer website for our schedules, event information etc.?

A: Yes, this website page is only for tall ship volunteers and will not be shared with the general public. <http://www.tourismhamilton.com/tallshipsvolunteers>

Q: Is there a place to secure my personal belongings?

A: No, we suggest you keep your personal belongings to a minimum and keep them on you. You may leave items in the Volunteer Room (Hamilton Waterfront Trust Board Room), however we are not held responsible for any lost or stolen items.

Parking Lot Shuttle



Parking Lot Shuttle - Hours of Operation

Friday - 12 noon to midnight
Saturday - 9 a.m to midnight
Sunday - 9 a.m to midnight

- 1 Parking Lot Stop (Bayfront Park)**
Departures at :10, :30 and :50
- 2 Parking Lot Stop (Strachan & MacNab)**
Departures at :12, :32 and :52
- 3 Parking Lot Stop (Strachan & John)**
Departures at :14, :34 and :54
- 4 Parking Lot Stop (Eastwood Park)**
Departures at :18, :38 and :58
- 5 Parking Lot Stop (Pier 8)**
Departures at :05, :25 and :45



QUICK REFERENCE

Most volunteers will be working in various positions through out the weekend. Below is list of the various volunteer requirements and a brief description should you be placed in another role.

Activities Assistants:

- As a TALL SHIPS® Hamilton Activities Assistant, you are responsible, confident, and self-motivated individual that is capable of working in a fast paced, team-based environment. Your role is to assist with arts, craft, historical, nautical and all age's activities during the TALL SHIPS® Hamilton event.

"Ask Me" Event Ambassadors:

- As a TALL SHIPS® Hamilton "Ask Me" Event Ambassador your role will include assisting the public with directional and attractions information about Hamilton.

Crowd Controllers:

- As a TALL SHIPS® Hamilton Crowd Control volunteer you are responsible for controlling ship lines and assisting patrons on and off the ship. Volunteers are dockside.

Ticket & Passport Stampers:

- As a TALL SHIPS® Hamilton Ticket & Passport Stamper you are responsible to ensure that customers have proper ticket/identification to enter ship deck tours and tall ships harbour cruises. You will stamp visit boarding passes with a stamp for each ship before they enter the gangway.

Relief Volunteers:

- As a TALL SHIPS® Hamilton Relief Volunteer you will be responsible to check in volunteers at the Volunteer Check In Tent, provide breaks to volunteers, serves as runner and you may be required to assist other positions.

Hospitality Volunteers:

- As a TALL SHIPS® Hamilton Hospitality Volunteer you will be responsible to assist with events for ships' crews and trainees.

Transportation Drivers:

- As a TALL SHIPS® Hamilton Transportation Driver you are responsible for the pick up and delivery of items accompanied by the Ship Captains and Crew Members. Your role will require an above average knowledge of Hamilton. Must have a valid Class G license.

Site Crews:

- As a TALL SHIPS® Hamilton Site Crew you will be responsible for assisting with event set up and take down. Your role will consist of setting up tables, chairs, stage, vendor tents and signage.

Ship Liaisons:

- The prime duty of the Ship Liaisons is to act as an interface between the captains of the visiting ships and the host port. Ship Liaison is committed to ensuring that our guests, the officers and crews have full access to the events and services that are part of the festivities surrounding their visit.

Parking Lot Monitor:

- To ensure that VIPs, vendors, buses, taxis and those with onsite parking use their allotted lots and drop off locations.

Survey Conductors:

- Assist the Event Research Coordinator will conducting surveys to event participants. This survey is from the Festival and Events Ontario.