



**MARITIME MUSEUM**  
*of* BRITISH COLUMBIA

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**Classic Boat Festival  
Volunteer Manual**

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EXPLORE. EXPERIENCE. DISCOVER.

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Attached documents:

- CBF Site Plan with Volunteer Stations

# 1.0 Welcome!

Welcome aboard the Maritime Museum of BC! We are thrilled to have you on board with us this as a volunteer at Victoria Classic Boat Festival and are looking forward to working with you over the Labour Day weekend. In general, we have an open-door policy here at the Museum- if you have any questions or concerns at any point during your time with us, please do not hesitate to let us know. We hope you enjoy the Festival!

The 2018 Victoria Classic Boat Festival (CBF) will occur Thursday August 30<sup>th</sup> through to Monday, September 3<sup>rd</sup>, 2018. Vessels will begin arriving when the CBF takes possession of the docks at 12pm Thursday, August 30. CBF will utilize the Causeway Floats and Ship Point floats, as well as a small portion of the Upper Causeway at various times, until to 12:00pm Monday, September 3<sup>rd</sup>. Commonwealth Corner will host a variety of family-friendly activities, workshops, and musical performances.

All volunteers will be briefed regarding the contents of this document and provided with necessary supports to carry out the responsibilities noted within thus ensuring the safety and security of the populations and facilities at the event site.

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## 2.0 Standards of Volunteer Conduct

### 2.1 Institutional Conduct

Volunteers are expected to give thoughtful consideration to all their actions, in recognition of the fact that these will reflect on the institution. Volunteers will at all times:

- Keep private any Museum information that is of a confidential nature or that involves a matter of trust, and any information not in the public domain, where disclosure would be contrary to the best interest of the Museum;
- Respect and protect Museum facilities and GVHA property of every kind;
- Comply with the Museum's policies and procedures.

### 2.2 Conduct Between Volunteers and Staff Members

It is expected that each volunteer in his/her relationships with other volunteers and staff members will strive for excellence in his/her performance and be alert, considerate, and prompt in all duties; accept constructive criticism, discuss problems frankly and honestly

before bringing them to the attention of a third party; and use established channels or communication and authority when reporting a grievance.

It is further expected that each staff member in his/her relationships with:

- His/her fellow volunteers, will be cooperate and willing to share experience and expertise, be generous in acknowledging accomplishments, and be tolerant of the opinions and beliefs of others; and
- His/her superiors, will be responsible and conscientious in the performance of assigned duties but will also carry out each task with a sense of purpose in recognition of the fact that it is part of a larger whole.

## 2.3 Conflict of Interest and Personal Activities

Personal activities and conflict of interest situation that relate to the Museum and the official duties of a staff member must be considered in the light of accountability to the public. In view of the Museum's high profile and the sensitivity of its reputation with respect to any form of public criticism, it is therefore imperative that any activities or situation that present or would appear to present a conflict with the interest of the Museum and its well-being be avoided. Therefore, staff members shall arrange their private affairs in a manner that will prevent any conflicts of interest from arising.

## 2.4 Personal Use of Museum Property and Facilities

**Removal of Items:** No Museum tools, equipment, supplies, or materials should be removed from the premises.

**Duplication:** No employee should duplicate, copy, or reproduce the property of the Museum without permission of the responsible supervisor, except in the normal course of accomplishing assigned work.

## 2.5 Public Demeanor

As a volunteer, you represent the Museum. Representing the Museum is a public trust involving great responsibility. In all activities, volunteers must act with integrity and in accordance with the most stringent ethical principles as well as the highest standards of objectivity. Museums enjoy high public visibility, and volunteers are reminded that from this they enjoy a generous amount of public esteem. Accordingly, the conduct of volunteers must not bring the Museum into disrepute. When interacting with the public avoid use of profanity, and avoid sensitive topics including politics and current events. Employees must avoid situations which violate these policies or result in a public perception that a violation has occurred.

## 2.6 Smoking at Classic Boat Festival

Smoking is not permitted under any circumstances in any area within the Inner Harbour Causeway and the Museum building or any workspace, storage, or exhibit area owned, leased or used in any manner by the Museum, or in any space where assets of the Museum are kept. It is the direct responsibility of each volunteer to ensure that this policy is adhered to.

## 2.7 Dress Code

All volunteers must present themselves in a way that is professional and non-offensive. A couple of notes:

- All volunteers are required to wear the official Classic Boat Festival Volunteer t-shirt during their shift (s).
  - All volunteers must maintain personal hygiene and have a tidy appearance.
  - Dark jeans are permitted, but please no light-washed jeans, no tears in pants, etc.
  - Tattoos and piercings are not a concern unless they are offensive/discriminatory to the public..
  - Comfortable walking shoes are encouraged.
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# 3.0 Obligations

## 3.1 Volunteer Environment

The Maritime Museum of BC is committed to providing a collegial working environment in which all individuals are treated with respect and dignity. Each individual has the right to volunteer in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices.

## 3.2 Volunteer Concerns

The Museum is committed to maintaining a healthy work environment where volunteers can complete their duties in an atmosphere of respect and dignity at all times. Each volunteer is entitled to a frank and confidential discussion of any legitimate concern with his/her immediate supervisor.

### 3.3 Health and Safety

The Museum is committed to ensuring a safe and healthy work environment for all of its volunteers. Please refer to the Safety and Security (4.0) for more details.

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## 4.0 Safety and Security Plan

### 4.1 Objective

Our objective is to provide the Festival with safety oversight using a combination of festival volunteers and participants.

### 4.2 Confidential Resources

#### CHAIN OF COMMAND

Festival Chair: William Noon (250.361.5148)

Festival Co-Chair: Ross Brand

Executive Director: David Leverton (250.385.4222 ex. 101)


Operations: Clay Evans

Planning: Rachel Meyer (250.385.4222 ex. 105 OR 250.858.3167)

Victoria Police Marine Unit (MRU) Marine Unit will be available on a 911 basis for marine related police emergencies - MRU stand on VHF 83

### 4.3 Communications

#### VHF Channels

Canadian Coast Guard distress	CH 16
Harbour Patrol 	Ch 18a
Victoria Harbour Authority	Ch 66a
Festival Wharfinger / sailpast	Ch 68
CCG/Police working channel	Ch 83a

**In case of fire**

- ✓ Call 911
- ✓ Pressurized static fire lines are on the docks.

**In case of medical emergency**

- ✓ call 911 for BC Ambulance Service

**In case of Marine Emergency**

- ✓ Canadian Coast Guard on VHF channel 16
- ✓ If the vessel is alongside dial 911 (This includes missing persons)
- ✓ For pollution, including marine spills, call 1-800-889-8852

**Communications**

Waterside units on VHF 68

<b>Classic Boat Festival Committee Members</b>	<b>Area of Responsibility</b>	<b>Phone</b>
Banks, Nick <b>Assistant to Nick Banks</b>	Wharfinger (Volunteer) Race Coordinator	250-661-3747 ???
Brand, Ross	Co-Chair (Volunteer)	250-812-3627
Evans, Clay	Safety and Security (Volunteer)	250-213-8915
McKee, Rhian	Volunteer Coordinator (Volunteer)	250-589-3376
Meyer, Rachel	Planning (Staff)	250-858-3167
Noon, William	Festival Chair (Volunteer)	250-361-5148

**Miscellaneous**

GVHA	Tereza Ticha	250-383-8326 250.896.5713 (Cell)
Harbour Master	Mariah McCooley	250-363-3578
Maritime Museum of BC	Brittany Vis	778-871-6098
Towing contact - C Tow	Brian Glennon	250-896-3783

## 4.4 Equipment

First aid kits and fire extinguishers will be available at the GVHA Booth on the docks, at the Information Table on the Upper Causeway, and aboard the Committee Vessel Messenger.

## 4.5 Site Personnel

Volunteer dock safety personnel will be onsite from 9AM – 6PM. Hired security will be onsite from 6 PM – 11PM daily. Security responsibilities while on-site are as follows:

- Must carry a VHF radio on ch 68
- Monitor and move between Causeway and Ship Point floats
- Responsible to watch for any safety concerns, unusual activity or potential threats to public, participants, vessels and event site.

**Report all incidents to Festival Operations VHF Ch 68 and/or alert police, fire, or ambulance service as required by 911 or ch 16 for marine incidents AND Alert Festival Committee Member at Information Table.**

- Fire, ambulance, police: Call 911
- Marine emergency: VHF ch 16
- Wharfinger (Nick Banks) VHF ch 68
- GVHA VHF ch 66a