

PRESENTED BY



2020 Volunteer Orientation Kit

Birds Of A Feather!





MARCH 13-22 2020 ENERCARE CENTRE



Travelling to Canada Blooms



Enercare Centre is readily accessible via the TTC and Go Transit. Exhibition

The Enercare Centre at Exhibition Place is located 4 kms west of downtown Toronto and is accessible via the Gardiner Expressway or Lakeshore Boulevard. Exhibition Place is bordered by: Gardiner Expressway to the North; Lake Shore Boulevard to the South; Dufferin Street to the West; Strachan Avenue to the East

By Streetcar

#511 Bathurst Streetcar

Take the Bloor subway to Bathurst Station, board the #511 streetcar south to Exhibition Place. There are two streetcar stops at Exhibition Place, at Strachan Avenue, and adjacent to the Horse Palace/GO Station.

#509 Harborfront Streetcar

Take the Yonge-University subway to Union Station.

From Union Station: Take the 509 HARBOURFRONT Streetcar towards EXHIBITION.

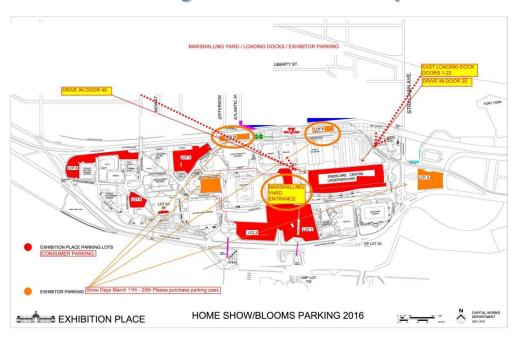
There are two streetcar stops at Exhibition Place, at Strachan Avenue, and adjacent to the Horse Palace/GO Station.

By Go Train

Exhibition Place also has a GO station located right on our grounds. The station name is EXHIBITION and is one stop west of Union Station on the East-West Lakeshore line. For more information contact GO Transit at www.qotransit.ca or 416-869-3200.

* Please note that one TTC fee applies to all consecutive travel. Upon boarding any TTC line (subway, bus or streetcar) please obtain a transfer which will allow you free access onto your connecting line. For more information, visit the TTC at www.ttc.ca or call 416-393-4636.

Travelling to Canada Blooms by car



Access via Automobile:

FROM THE EAST: Take the Gardiner Expressway west to Spadina/Lake Shore Boulevard cutoff and follow the signs for Lakeshore Boulevard. Take Lake Shore Boulevard west of Strachan Avenue to Newfoundland Drive

Note: Due to construction there is no entrance through the Princess Gates

FROM THE WEST: Take the Gardiner Expressway east to Lake Shore Boulevard or Jameson Avenue. There are two entrance points to Exhibition Place from Lake Shore Boulevard - Ontario Drive and Newfoundland Drive.

Note: Due to construction there is not a through entrance from British Colombia Drive.

FOR VOLUNTEERS HELPING WITH THE MOVE-IN:

PARKING PRIOR TO OPENING DAY OR AFTER CLOSING DAY IS NO CHARGE IF YOU PARK IN DESIGNATED AREAS – LOT 1, LOT 3, LOT P and LOT A

Parking during the festival is available per day:

Weekends (Sat/Sun) Underground & Surface: \$21 & \$18

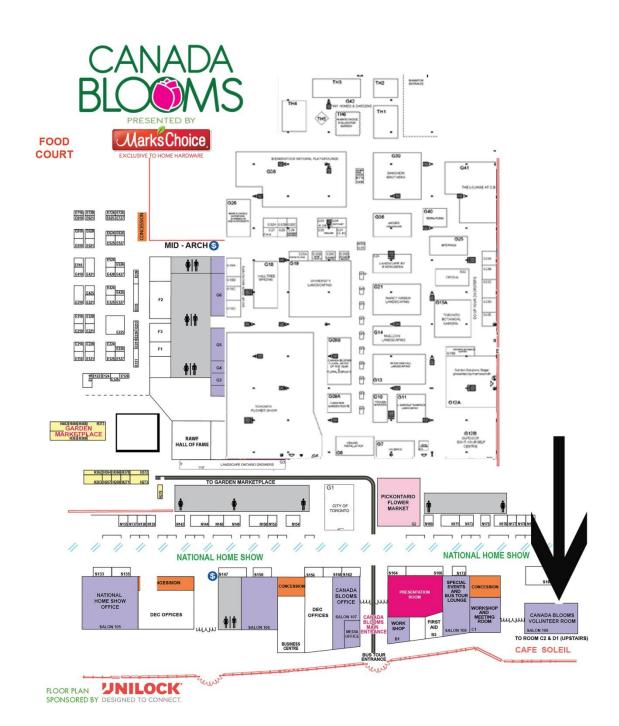
Weekdays (Mon-Fri) Underground & Surface: \$15 after 4pm FREE.

If you attend more than 6 days you might want to consider ordering a parking pass

Must be purchased in ADVANCE:

Outside pass \$110.00 (only needed during the festival)

See back page for parking pass (please send directly to the Enercare Centre).





Volunteer Jobs and Descriptions

CANADA BLOOMS
ENERCARE CENTRE
100 PRINCES' BOULEVARD
TORONTO, ONTARIO M6K 3C3
Co-locating with
the National Home Show

CANADA BLOOMS DAYS MARCH 13-22, 2020

Canada Blooms Horticulture Volunteer Coordinator Tanya Smith bloomshortvolunteers@gmail.com

Canada Blooms head office and festival office: 416-447-8655 info@canadablooms.com



Garden/Landscape Aide, Nursery Aide or Plant Receiver/Sorter

- 1. Construction: Saturday March 7 through Thursday March 12 SHIFTS: 8:00am-3:00pm, 2:00pm-7:00pm
- 2. Changeover: Monday March 16, 8pm-11pm
- 3. Move out: Sunday March 22 5pm-11pm, Monday March 23 & Tuesday March 23

SHIFTS: 8:00am-3:00pm, 1:00pm-6:00pm

Canada Blooms again co-locating with the National Home Show. The Canada Blooms Festival will take place in our new location in Hall G and Heritage Court and part of Hall F. The National Home Show will take place in the remainder of Hall F and Halls A, B, C and D

The main entrance to Canada Blooms is through Hall B, with a secondary entrance at Heritage Court (servicing TTC riders, Bus Groups and additional parking). The main entrance to the National Home Show is through Hall A.

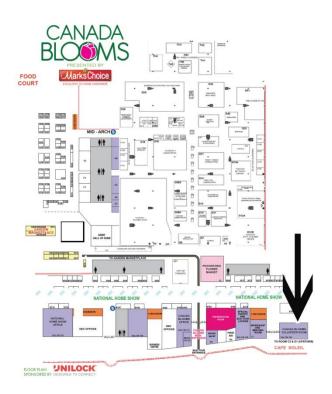
The Canada Blooms Festival Office will be located in Salon 107 adjacent to the Hall B entrance.

The co-location means that the ticket for either event will allow entry into both Canada Blooms and the National Home Show.

VOLUNTEER CHECK IN—Salon 109 (across from Café Soliel)

All volunteers must check into Salon 109 (down the hall from the Festival Office, 107, Entrance B) located at the Hall C exit (there is no entrance through Hall C, you must enter either through the volunteer room, or Hall B.

Please use entrance from the Galleria (no entrance ticket is needed from this side).



Volunteers will not need a ticket to enter the Volunteer Room. Security has been authorized to allow participants wearing proper attire (Volunteer Apron) entrance into the event. Upon finishing your shift we would ask volunteers to have their hands stamped on exit so that they can re-enter and enjoy the festival. Upon returning your apron you will receive a ticket for a future visit to Canada Blooms should you want to visit the festival at a later date (see the PLEASE NOTE section below).

PLEASE NOTE: As a thank you for your dedication and hard work, along with your admission into Canada Blooms on the day that you volunteer, we will offer our volunteers a Canada Blooms ticket for each shift worked (to a max. of 3 tickets) to come back and enjoy Canada Blooms on another day. Please note that tickets will be given

only after the shift has been completed and your apron has been returned to the volunteer room. For those working the final Sunday, please contact co-ordinator to discuss.

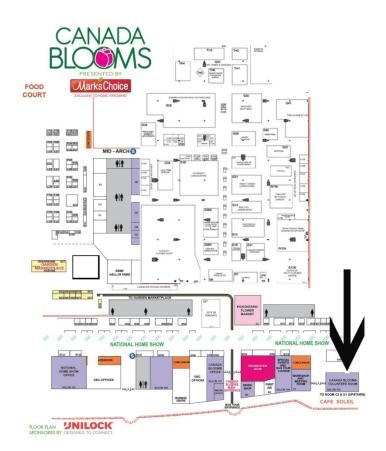
After your final shift please pick up your Certificate of Appreciation and if required, have Barb Ginsberg/Marilyn Maleta or Tanya Smith sign any proof of volunteer hours slips.

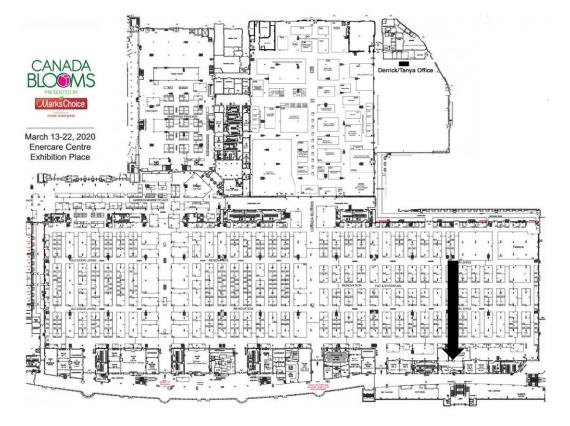
IMPORTANT INFORMATION:

Please do not bring any valuables to the festival. Although we try our best, Canada Blooms is not responsible for lost or stolen items left in the Volunteer Room. There is a coat check available (for a fee) should you require it.

What to wear... warm clothes and comfortable shoes are essential. The temperature on the Festival floor can quite cool in order to keep the plants looking fresh. If you have a nametag from your horticultural group or garden club, please feel free to wear it during your shift.

Food and beverage... there are concession stands and the exhibitor lounge (salon 101) open for purchase of food and beverage. You are welcome to bring food of your own. **BRING A REFILLABLE WATER BOTTLE** – there will be water fountains available.





VOLUNTEER JOB DESCRIPTIONS FOR CANADA BLOOMS 2020

IMPORTANT: during move in/move out Canada Blooms is a <u>Construction Zone</u> and <u>hard hats</u>, <u>safety vests</u>, <u>steel toed boots and other protective gear MUST be worn on the Festival floor.</u> Some hard hats and vest may be available on a first come, first serve basis, but if you do not have proper Personal Protect Equipment you WILL NOT BE ALLOWED ON THE FLOOR. Access doors may be open so warm clothing may be required.

Plant Receiver/Sorter

The primary function of the receiver/sorter is to assist the Plant Procurement Person with receiving and sorting of plant material to be planted by Nursery Aide volunteers. You must be able to identify basic plants (difference between pine & spruce) lift and move materials to designated areas. As well as other activities that are required to get the festival ready for opening day.

Preferred Qualification and Skills

- •Must be 16 years or older
- Experience with plants and/or receiving preferred
- Can distinguish between plants
- ·Lifting, carrying and bending are required
- •Able to switch tasks as needed
- •Able to lift 50 75 lbs
- Able to follow directions
- PPE required

Nursery Aide

The primary function of the Nursery Aid is to assist the Horticultural Director with planting, watering, maintenance and other activities that are required to get the festival ready for opening day. During move out volunteers may assist with clean up of plant materials. Duties may also include preparing plant material for donation to designated facilities and organization.

- •Must be 16 years or older
- •Energetic and positive attitude
- Able to follow directions
- ·Lifting, carrying and bending are required
- •Able to switch tasks as needed
- Able to lift 50 lbs
- PPE required



Garden/Landscape Aide

The primary function of the Garden/Landscape Aid is to assist Canada Blooms Feature Garden Builders in completing their gardens in the allotted time limits. Volunteers may be asked to do a number of duties. Similar duties may be required for move out.

Preferred Qualification and Skills

- •Must be 16 years or older
- Energetic and positive attitude

For Landscape or Nursery Aide, please contact Tanya Smith, Canada Blooms Volunteer Coordinator directly to discuss type of help needed and shift time/days, email Tanya at bloomshortvolunteers@gmail.com

<u>Fulfillment</u> – (Wednesday March 6th & Thursday March 7th) Stuffing bags for group tours and preparing packages for the Tree-sure Hunt.

Contact Barb Ginsberg or Marilyn Maleta at bloomsvolunteers@gmail.com



DURING THE FESTIVAL

Volunteer Room Admin/Volunteer Supervisor Aid (2 per shift)

Work with the Volunteer Supervisor to insure that volunteers check-in and receive their assignments. Volunteers might need to direct volunteers to washroom, food area, location on floor plan of designated job area. Provide volunteers with a festival guide and point our important feature areas of the day. Volunteers may be required to check on volunteers at stations to see if they need a break.

Preferred Qualification and Skills

- Detail oriented
- Pleasant and Welcoming

<u>Bus Greeter</u> (5-6 volunteers per shift on heavy days, 2-4 on lighter days) The primary function of Bus Greeter is to greet tour bus visitors as they arrive, creating a friendly, welcoming atmosphere and assist with orientation – explaining where major feature areas are and where and when to meet when departing. Volunteers meet bus tour leader (Bus drop off is at Hall B entrance).

- •Board bus and give prepared welcome and direct them to the Bus Tour Room (Salon 108). Direct visitors to washrooms and make certain guests know that they should arrive back at the pickup location 15 minutes prior to departure.
- •Buses registering late will have tickets available for them on arrival
- •May be required to bring forms/payment to Festival office for processing by a designated staff person.
- •Assist with getting magazine and/or "goodie" bag, making sure pick Ontario voucher card is given out.
- •Be prepared to answer questions and point out main features (provided)
- •Room can be used by tour groups for lunch
- •If there is quiet time, be prepared to take on (briefly) another task.
- •At departure assist gathering guests into the Tour Room where they can rest and wait for buses to arrive.
- •Tidy up room, put any clutter in trash before leaving. If additional garbage bags are needed, please pick them up from the Festival Office.



- Friendly and Welcoming
- Able to walk outside to greet buses
- Able to handle large volume of people at one time
- Able to handle money
- Able to point out Canada Blooms features and highlights

EXPANDED: Gardening Experience Workshop & Children's Activation Areas

(2-3 per shift: Workshop area, 2 per other location – 11am-4pm)

1. The Mark's Choice Gardening Experience Workshop Area consists of preplanned workshops designed to educate people on different floral, horticultural and fun activities.

When the area has scheduled activities, volunteers may be asked to act a gatekeeper, insuring that those who are attending have paid, people do not sit in the workshop area if they are not part of the class. If spaces are available, volunteers may direct visitors as how to sign up, be aware that money may have to be collected by Blooms staff before they can participate. Volunteers may be asked to help neaten up the area after each workshop to prepare for the next workshop.

When official workshops are not scheduled the area will be a Gardening Experience activation designed to educate visitors on the importance of soils, seed starting and care for plants Volunteers will be given a script . WHEN MASTER GARDENERS LI'L SPROUNTS EDUCATION SESSIONS ARE ON, Volunteers will assist the Master Gardener in Charge, and when the session is over resume providing soil information to visitors and to assisting "plant seed and take it with you".

- 2. The Tree-sure Hunt, volunteers will hand out a scavenger hunt to children under 12 (approx 500 per day) and direct them as to how to complete the hunt (information will be given), the final step will have children end at the Mark's Choice Gardening Experience Workshop where they will be given a completion "package" of seeds, volunteers may be asked to help turn scavenger hunt form into a "pot" for planting.
- **3.** The Vegepod Education Centre consists of a plant and take activation. Volunteers will assist the Vegepod Manager in Charge as needed with helping with the activation as well as helping to keeping area neat and tidy.
- **4.** The National Home Show Children's Activation Area, where volunteers will help encourage visiting children to take part in crafts and colouring. Volunteers may be asked to help children with crafts. Parents should be reminded politely that they should remain in sight of children, this is a fun activation NOT a babysitting service.

- Pleasant and welcoming
- Able to provide brief general knowledge on seed starting per instructions given by Coordinator
- •Able to follow sponsor script on soil usage
- Able to stand for shift
- Hands may get dirty, working with seeds and soil
- •Able to work with all types of personalities



Ballot Counting (2-4 volunteers per shift)

Volunteers who would like to sit will help us tally and track ballots for the various draws taking place at Canada Blooms. We will also need volunteers to collect ballots at various times and locations throughout the day.

There will be two entries on each ballot for tabulation – People's Choice Feature Garden, People's Choice Professional Floral Artist (Floral Alley) and People's Choice Gnome (Gilda's Club Gnome Garden)

Preferred Qualification and Skills

- Detail oriented
- Able to sort by categories
- Able to tabulate

Fulfillment (10-20 per shift)

We may need volunteers to help us stuff "goodie bags" for our guests, special events or special features. The number of shifts, times and volunteers required depends on what events are happening per festival.

We do require help during move in of the festival to get a reserve of bags (Wednesday/Thursday prior to start of Festival).

Preferred Qualification and Skills

- Detail oriented
- Able to sort by categories
- •Able to stand for periods of time

Horticulture/Design Monitor (Floral Areas & Gnome Garden) (12-18 per shift)

Be the welcoming committee – not just a security guard.

But this is a DO NOT TOUCH job to make sure the competition displays are not tampered with, as well as other duties as they arise; answering questions, etc. Circulate throughout the Floral Displays to ensure members of the public do not touch designs, plants, sit on walls or other staging, or try to remove materials that belong to Canada Blooms.

Remember to rotate around the area with other volunteers rather than stay in 1 spot, volunteers may be asked to help monitor other areas as needed.

Encourage visitors to ask questions/agree with judges/understand a special exhibit Talk about the festival pointing our special features, provide directions to washroom, stages and features.

Any Horticultural questions which you cannot answer can be directed to a Garden Club of Toronto member present or Master Gardener (see designated areas). Each of the shifts should have a designated shift captain whose job it will be to report any unforeseen problems to the Canada Blooms Festival office.

NOTE: PLEASE LET VOLUNTEER COORDINATOR KNOW IF YOU HAVE FLORAL DESIGN/HORTICULTURE EXPERIENCE TO SEE IF YOU QUALIFY FOR AN "ASK THE EXPERT" POSITION

- Friendly
- •Some understanding of plants this is ideal for horticulture/floral students

<u>InfoCentres</u> – (4-6 per shift depending on number of booths)

This is one of the most important positions, volunteers are the main source of information for the festival. Volunteers be answering general festival question from information provided by festival. Should be able to answer general questions on both Canada Blooms and The National Home Show and direct visitors – bathrooms, features, stages, food locations, special events, etc.

Preferred Qualification and Skills

- Friendly & Welcoming
- •Able to read a floor plan follow information given by Volunteer Coordinator
- •Able to work with all types of personalities

<u>Ice Cream Cart Host</u> (1-2 per shift)

SHIFTS: SAME AS REGULAR SHIFTS

There are 3 Harrison Ice Cream on a Stick Ice Cream stands around the festival floor. Volunteers will be responsible for the cutting, dipping and creation of 'ice cream on a stick' cones. PLEASE NOTE PEANUTS ARE USED IN THE MAKING OF THIS ICE CREAM TREAT.

Volunteers will be escorted to each cart by a Harrison staff person who will explain all the details.

This is one of the most important positions at Canada Blooms. Ice Cream sales are one of the ways that Canada Blooms earns revenue to give back to horticultural and community projects.

Each cart will have a pair of volunteers and a Harrison Employee. We ask that volunteers never leave a cart unattended. Please remain at the carts until the next pair of volunteers are able to take over or the Volunteer Coordinator or Harrison employee indicates you can go.

Gather in volunteer room 15 minutes prior to shift for orientation.

Harrison staff will be in charge of collecting the money made from selling ice cream. This is a great position for those looking to fill volunteer hours because it offers a variety of skills, social skills (greeting people, interacting with public by being outgoing but not pushy), dexterity (creating ice cream cones, cutting, dipping) use of memory (pointing out special features, directing guests), math skills (making change), responsibility (handling money), problem solving (working with cart mate, making suggestions of products for visitor agreement), working toward a team goal (raising money to go towards horticulture and community projects).

Preferred Qualification and Skills

- Friendly
- Able to work quickly,
- •Comfortable working with ice cream, chocolate and nuts
- •Some math skills to make change (if needed)
- Able to stand for shift

ALLERGY WARNING: Peanuts, Latex Gloves



<u>Silent Auction at Gilda's Club Gnome Garden</u> (2 volunteers per shift)
Help guide visitors who wish to bid on gnomes on display. Proceeds going to Gilda's Club Greater Toronto.

- •Duties may vary. Collecting information, making sure bidders complete the registration form and receive a bidding number. Colleting and neatening the bidding form area.
- Answering questions about gnomes, auction and celebrities (information will be provided)

Preferred Qualification and Skills

- Detail oriented
- Pleasant and Welcoming
- · Comfortable speaking with people
- Good penmanship

<u>Presenter Aide/Stage Help</u> (1-2 volunteers per shift, depending on floral demos) Help invite visitors in/discuss topics with them, assist presenter as determined by the Stage (Unilock Celebrity Stage, IsuzuGarden Solutions Stage presented by Harrowsmith) Coordinator.

- •Duties may vary depending on what is on each stage, and if Stage Coordinator has their own help.
- •Most presentations are scheduled to start after 11am and finish before 5pm. Please check the schedule in the festival guide to make sure volunteers are at each stage 15 minutes prior to the start of a presentation.

**** Floral Artist Day – Friday March 20th, Volunteers may be asked to assist in removing product and neaten up the area associated with the Canada Blooms Floral Artist of the Year Imposed Design Class. Ask Volunteer Coordinator for Time *****

- Assist Stage Coordinator as needed
 - Assist with distribution and collection of surveys
 - •"Work the door" to invite visitors in
 - Act as crowd control, facilitate seating
 - •Tidy area between speakers, this is especially important after floral demonstrations, where area needs to be cleaned up quickly.
 - Possibly welcome speakers and guests, introduce speakers
 - Assist presenter with book sales as needed (setting up table with books)
 - Enjoy lectures

- Detail oriented
- Pleasant and Welcoming
- •Able to follow instructions of the Speaker Coordinator
- Comfortable introducing speakers, only if needed



General Greeter – (4-8per shift – 2 locations, Hall B and Heritage Court)

Volunteers in this position are ambassadors to Canada Blooms, the first point of contact for people who are looking to plan their visit. Visitors may be asked to control the flow of traffic from the ticket area to the main entrance, to offer directions and information to incoming guests as needed. Provide magazines and /or maps to visitors. Hand out sponsor flyers/bags as needed. Volunteers will alert Festival Staff in Salon 107of any issues that arise, Volunteers may also be asked to man the self-serve ticket counters to show visitors how to use the machines to purchase tickets using credit card only.

Preferred Qualification and Skills

- Friendly & Welcoming
- •Able to read a floor plan follow information given by Volunteer Coordinator
- •Able to work with all types of personalities

General Help (4 per shift)

Volunteers may be asked to do a variety of different tasks from refilling magazines and relieving other volunteers for breaks to general "runner". May be "floater" for various areas to cover washroom breaks

Preferred Qualification and Skills

- •Able to stand for periods of time
- •Able to lift up to 30 lbs.
- Able to follow directions

**** Floral Artist Day – Friday March 20th, Volunteers may be asked to assist in removing product and neaten up the area associated with the Canada Blooms Floral Artist of the Year Imposed Design Class. Ask Volunteer Coordinator for Time *****

If you are unable to commit to a specific day or time, please sign up for General Help/Duties to be Assigned and the Volunteer Coordinator(s) will find a job for you when you arrive.

Toronto Flower Show

The Master Gardeners and Garden Club Members staff this area, if you are a Master Gardener or Garden Club of Toronto Member please contact the Garden Club of Toronto at **gardencluboftoronto (at) on.aibn.com**

CAFA Couture Models

CAFA Couture Floral Fashion Show takes place on the main stage on Friday, March 20 at 12pm and Saturday, March 21 at 4pm. However models may be asked to try on Floral Fashions prior to show on the stage. If you are interested please contact Jennifer Harvey at beleafs2010@hotmail.com.

Flower Crown Bar

CAFA is presenting a Flower Crown Bar for visitors on specific hours 11pm-3pm each day. If you have experience working with floral product and are interested in helping out, please contact Jennifer Harvey at beleafs2010@hotmail.com.

Please note that although we try to provide volunteers with their preferred duty, Canada Blooms and the Volunteer Coordinator reserve the right to allocate volunteers as needed to various duties.

NOTE: If you require slips to be signed please alert the Volunteer Coordinator(s) the first day that you arrive, they will then be able to keep track of your volunteer time and make sure all documents are signed in a timely fashion.

THANK YOU!

We thank all volunteers for generously donating their time, energy and expertise.

Volunteers are the backbone of Canada Blooms and without you our festival would not be the successful festival it is year after year.





Volunteer Participation Waiver

In consideration for participating as a volunteer at Canada Blooms, any time										
during the dates from March 5 to March 25, 2020.										
(print your name) assume responsibility for all my										
actions while at the Enercare Centre or Canada Blooms Head office location,										
traveling to and/or from any such facility, or engaged in an activity under the										
supervision of Canada Blooms Staff and/or <u>authorized</u> staff representatives.										
Furthermore, I release Canada Blooms, Enercare Centre, BILD (Building Industry and Land Development and their officers, employees, agents and volunteers for any loss, personal injury, accident, misfortune or damage to myself of my property, with the understanding that reasonable precautions shall be taken to ensure the health and safety of myself and my property.										
								I also acknowledge that Hall (G & H of Canada Blooms is	a Construction Zone
								during Move-in and Move-out	t and that Personal Protecti	ve Equipment MUST BE
								WORN and rules of conduct	in a construction zone mus	st be adhered to.
								Print Name of Participant	Signature of Participant	Date
If under 18, please have a p	oarent or guardian also sig	gn:								
Signature of Parent/Guardian		Date								
Please bring this with you and g	ive it to the Volunteer Coordin	ator on site.								



YOUR TIME COUNTS!

Name	School/Organization						
This is to confirm that the above participated at Canada Blooms: The Flower and Garden Festival which took place March 5 to March 25 (including move-in and move-out), completing the tasks listed below.							
Activity	# of Hours	Date of Complete	Location	Supervisor Name	Supervisor Initial		
Student Signature		Date					
Canada Blooms Supervisor Signature			Date				

Email: <u>bloomshortvolunteers@canadablooms.com</u> or <u>info@canadablooms.com</u> Canada Blooms, 7856 Fifth Line S, Milton, ON L9T 2X8, 416-447-8655



EXHIBITOR PARKING PASS

ORDER ON-LINE EASY SAFE

PRICING



- Order Exhibitor Pass and save up to \$24 PER DAY
- **NEW EXTENDED DEADLINE**
- Exhibitors have until <u>48 hours before first show</u>
 Move-In Day one to purchase passes.
- NO MULTI-DAY PASSES will be sold online or during move-in after deadline (Pay daily at booth post deadline)

Rates subject to change. Terms and conditions apply.

PASS RATES

\$16

GARAGE

PER DAY

*Garage availability subject to show restriction

HOW TO ORDER YOUR PASS



- 1. Go To https://exhibitors.enercarecentre.com/exhibitorforms/
- Select Your Show/Event, Enter Your Booth Number, Agree to Terms/Privacy policy, and Login
- 3. Enter Company Information, Click Save
- 4. Click Parking Passes, Indicate quantity beside pass type, Click Add/Change Order
- 5. Click Review Order, Ensure order is correct then Submit Order
- 6. Input Payment information and Submit
- 7. Print order confirmation that was emailed to you for pass pick-up

FREQUENTLY ASKED QUESTIONS



- 1. How many passes can I order?
 - You can purchase as many Exhibitor Parking Passes as required to successfully run your operation, there is no limit.
- 2. What are my payment options?

We accept, Master Card, Visa, and American Express. Visa Debit is NOT Accepted.

3. Where do I pick-up my pass?

The location for picking up exhibitor parking passes is normally the Exhibitor Services office next to Salon 106, however this location is subject to change based on your show location.