

InSitu Volunteer Manual

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Volunteer Roles & Responsibilities:

Ticketing: This role is customer facing and great for those comfortable either handling money or processing payments using tip tap. Welcome guests to the event and either take preordered tickets or process ticket payments. Check the guest lists for VIP's and orient guests to the coat check or through to the main space. Give each person a boarding pass.

Counting: This role is low impact and can be done seated if needed. The volunteer(s) will count bodies in and out, logging numbers each hour. Volunteers are asked to alert the Volunteer Captain when we are within 50 people of the occupancy maximum.

Hot Spots/Floaters: Volunteers are located within the exhibition space where the artworks are, that need eyes on them for light security reasons. This role is customer facing and you will be briefed on the event and facilities so that if patrons have questions you are prepared to answer. Cue cards will be provided

for your quick reference. Volunteers in this role will be filling other volunteer roles so that they may take breaks.

Coat Room: Volunteer(s) will take coats accurately, tag them and provide the coat tag to the guest. This role will see waves of busy and slow times.

Servery: Volunteers will help with setting up and tearing down the cafe. This role is customer facing and will require cash handling and operating an Ipad and Square. Light food handling and serving alcohol if licensed. This event will see many youth, **carding when the patron looks 25 and under is a MUST.**

External Bar: Volunteers will help with setting up and tearing down a second bar external to the servery. These individuals are encouraged to play the character of a bartender in a speakeasy style bar. **Must have a smart serve.** This role is customer facing and will require cash handling and operating an Ipad and Square. This event will see many youth, **carding when the patron looks 25 and under is a MUST.**

Volunteer Captain: Arrive for your shift 15 minutes ahead of your shift to ensure you arrive before other volunteers; check in with the Event Manager and locate the Volunteer Captain clipboard in the volunteer bins.

Greet all volunteers as they arrive and check them off on the volunteer list. If volunteers haven't signed a waiver, have them sign online on the IPAD or sign a paper copy. Provide volunteers with their lanyards and or banadas.

Review with the volunteers their duties for the day; ensure they have everything they need for their shift, ask them if they require any accommodations and help to meet them. Ensure they know where the washrooms and water bottle refill stations are.

Answer any questions they may have about their shift.

Liaise with the Event Manager to see which tasks require support from the Market Attendants.

Answer questions from vendors or attendees if you know the answer: otherwise, speak with CreativeHub 1352 staff or City Staff to find the answer.

Rotate floaters through the other volunteer roles to give other volunteers a chance to take a break.

As volunteers inform you that they are leaving, check them out on the volunteer list and collect their volunteer lanyard, signing their hours log if needed.

When handing over between shifts, review which volunteers have arrived, which have left, which require accommodation, and any other issues that have come up.

When all volunteer tasks have been completed and all volunteers have signed out, complete the Volunteer Captain log and place the Volunteer Captain clipboard in the correct volunteer bin.

Character Roles 1: This volunteer will be the shoe librarian helping people choose shoes to look at, check them in and out and measuring feet to visitors wanting to participate in the performance aspect of the art. It is their responsibility that visitors don't take shoes out of the library area.

Character Roles 2: The ticketing station volunteer will enthusiastically stamp boarding passes to visitors. They will be customer facing and situated beside the departure board in the departure lounge of the SAIB. The volunteer is asked to wear a ticketing officer outfit and bring a playful demeanor to this role. This ticketing role is 'in-scene' and not the formal ticketing at the door for InSitu festival.

Character Roles 3: The departure board volunteer will enthusiastically set up the timing plaques around and call departures out to the crowd. They will be customer facing and situated beside the departure board in the departure lounge of the SAIB. The volunteer is asked to wear a ticketing officer outfit and bring a playful demeanor to this role.

Character Roles 4: The writer in the writing lounge volunteer will collect finished stories that visitors write and tape them up to the story endings wall. Encourage the audience to write the endings and play the character of a writer. They will be customer facing and situated at a desk in the writers' lounge of the SAIB. The volunteer is asked to wear a writers' inspired outfit and bring a playful demeanor to this role.

Welcome Message

Thank you for being a part of the InSitu: The Storied Edition

Our volunteers are the heart of this event — your time, enthusiasm, and community spirit help us create a warm, creative, and inclusive experience for all visitors.

General Information:

About Creative Hub 1352:

CreativeHub 1352 is a charitable non - profit that powers arts, culture, and community in Mississauga. As the lead tenant and key partner of the historic Small Arms Inspection Building, we deliver year - round programming in the arts, heritage, and environmental stewardship that engages tens of thousands of residents and visitors annually.

Our roots trace back to the successful 2008 community effort to save the SAIB from demolition.

Since 2018, we've worked with the City of Mississauga to transform this landmark into a thriving cultural hub — growing attendance, expanding programming days each year, and creating opportunities for artists, makers, and community members to connect.

About InSitu: Storied Edition

Celebrating its 10th anniversary in 2026, InSitu has, since 2016, embraced the potency of creativity in defining “place”; an opportunity to reconsider, redefine and reclaim the Small Arms Inspection Building.

InSitu Multi-Arts Festival: The Storied Edition is a signature biennial festival presented by CreativeHub 1352 that transforms the historic Small Arms Inspection Building into an immersive landscape of art, performance, and shared stories.

Taking place March 5 to 7, 2026, InSitu 2026: The Storied Edition invites visitors to ask the question ‘Where do stories live?’. The Festival explores the diversity of storytelling embodied in ourselves and surroundings, taking on many forms including visual arts, theatre, dance, music, craft, and digital media. Join us to take part in writing InSitu’s collective narrative by entering a fully immersive space with site-specific installations, performances, and participatory experiences. InSitu celebrates creativity, cultural exchange, and place-making while positioning Mississauga as a destination for innovative, multi-arts experiences.

How Volunteers Can Make This Event Extraordinary

How to become a Volunteer:

People interested in becoming volunteers can apply through the CreativeHub1352 website at [this link](#). Applicants need to be fifteen years old or older. There will be

questions on the application about your interest in volunteering for CreativeHub 1352, as well as your availability, and any certifications you may have that would come in handy as a volunteer.

Once you are approved as a volunteer, you will be sent an email with links to the volunteer waiver, which will need to be signed, as well as the Volunteer Handbook, which you will need to acknowledge reviewing. Then you will be ready to become a volunteer!

Volunteers, just like CreativeHub 1352 staff, are expected to abide by our [Event and Program Health and Safety Policy](#). Please familiarize yourself with the policy, and the responsibilities that come with being a volunteer with CreativeHub 1352. CreativeHub 1352 is committed to providing an environment in which everyone is treated with respect and dignity. Violence or harassment will not be tolerated from any person including volunteers.

All volunteers must follow CreativeHub 1352's [Incident Reporting Policy](#) and promptly report any incident, near miss, or safety concern to staff using the required Incident Report Form.

How to sign up for Volunteer Shifts:

Once you are approved as a volunteer, you will have access to Better Impact, our volunteer management system. You will log into your [MyImpactPage](#) to gain access to the volunteer shifts that are available.

Once you open your MyImpactPage, you will click on the Opportunities heading, and select either the Opportunities Calendar or the Opportunities List. From either the Calendar or the list view, you will be able to select the volunteer shift(s) that you would like to sign up for.

A recording of the orientation will be shared after the Volunteer Orientation, but we encourage all volunteers to attend the orientation, so that you can ask questions about the volunteer opportunities. If you attend the virtual orientation, that time will count towards your volunteer hours, so it pays to attend!

If you are signed up, you show up!

We expect our volunteers to take a volunteer shift as seriously as they would a shift at a job - if you are signed up, we expect you to be there. Each role is important for a successful Event. **Ensure you have reliable transportation to and from the Small Arms Inspection Building** - many volunteers cancel at the last minute because they simply

cannot get to the Building. Make sure you have a ride or are able to get to the building by public transportation in time for your shift.

We will send you an email a few days before your shift, asking you to confirm whether you will be coming or not. If something comes up, and you cannot make your shift, we ask that you let us know at least 24 hours in advance so that we can offer the shift to someone else.

Our No - Show Policy: Cancellations less than 24 hours from the start of your shift will be considered a **no - show**, and affect your ability to continue as a volunteer with CreativeHub 1352. We will cancel future shifts that you have signed up for after one no - show. If you would like to continue as a volunteer after a no - show, please reach out to the Director of Volunteer Development, Nichol, at nichol@creativehub1352.ca.

Considerations Before You Arrive:

- Please refer to your specific role to see how you will be expected to dress
- We are a Scent - Free workplace, and expect our volunteers to not arrive wearing strong scents.
- We are located at 1352 Lakeshore Road E, where Dixie Road & Lakeshore Road E meet. 📍 1352 Lakeshore Rd E
- If you are driving, we ask that volunteers park at McKenna Logistics at 1260 Lakeshore Road E to allow as much space in the main parking lot as possible for InSitu: Storied Edition patrons. If accessibility is an issue for you, or the weather makes it unsafe to walk that far, please do park in the Small Arms Inspection Building parking lot. If you are taking transit, MiWay Route 23 stops at Lakeshore Road and Dixie Road.
- Please bring a water bottle - there is a refill station in the building. Bring snacks if you have any food sensitivities and/or allergies. There will be some snacks available to volunteers, but we cannot guarantee the availability of food that meets your dietary requirements.

Upon Arrival:

- Please check in with the Volunteer Captain for your shift. You will be informed ahead of your shift who the Volunteer Captain will be.
- There is a coat room to leave your personal belongings in room 103 at our own risk.
- The Volunteer Captain will provide you with a bandana identifying you as a volunteer.
- Please inform the Volunteer Captain if you require any accommodations.

During your shift:

- **Warm Greetings:**

- 1) Welcome every guest with a friendly smile and a warm greeting.
- 2) Be the first positive connection they have at the event.
- 3) Answer questions from the public and vendors, if you know the answer; otherwise, as the Volunteer Captain, CreativeHub Staff, or City Staff for the answer.

- **Foster a Positive Experience:**

- 1) Be approachable and ready to assist guests with questions or directions.
- 2) Help ensure the event feels welcoming, inclusive, and memorable for all.
- 3) While volunteering, please keep phones in your pockets and headphones/earbuds put away so that you can attend to your responsibilities and engage with the public fully.

At the end of your shift:

- Check out with the Volunteer Captain at the end of your shift and return your volunteer lanyard.
- Ask the Volunteer Captain, Event staff to sign your hours, if needed. Or you can email the information to the Director of Volunteer Development at nichol@creativehub1352.ca.

Set-up/Load-In/Load-out

- As directed by the Volunteer Captain or Event Manager, assist in the decor, set - up, load - in, load out or tear down of the event.
- Assist vendors and others, as assigned, to set up or tear down their tables and displays
- Assist with general site organization and ensure safe, accessible pathways
- Lifting up to 30lb and physically activity involved
- What to wear:
 - 1) Work clothes that are appropriate for physical work
 - 2) Jackets, hats and gloves, as work may require you to be outside to be moving frequently between indoors and outdoors.
 - 3) Closed - toe, no - slip shoes or boots that are appropriate for physical work.

What to wear: For all Volunteer Roles

- **Comfortable but professional attire** (please no hoodies, offensive t-shirts or any other offensive clothing). We are a classy family - friendly event
- **Comfortable shoes** — there will may be times when you are on your feet helping guests or vendors
- You are welcome to wear creative clothing, hats, etc during the event.