

# 2024 Volunteer Orientation Manual



## Table of Contents

	Page
Message from Chair	3
Message from Provincial Queen of the Furrow	4
Expectations of Volunteers	5
2024 IPM Safety Manual	7
Violence and Harassment Policy	7
Emergency Response Procedure	8
Emergency Numbers Site Map	9
Security/Police Response	11
Fire Response	11
EMS Response	13
Emergency First Aid	13
Emergency Planning	13
Found/Lost Person	14
Radio Channels	14
Equipment	15
Speed Limit	15
Accessibility	15
Parking Passes	16



### **International Plowing Match and Rural Expo Volunteers Orientation**

Thank you for volunteering to join the 2024 International Plowing Match and Rural Expo (IPM) Volunteer Team. It is important to reinforce that this event is largely supported by volunteers and every person on our IPM team wears their volunteer ID Badge with pride.

It is great to see so many familiar faces and names from our community as well as to see volunteers from Kawartha Lakes County and beyond. We are also pleased to welcome local service groups volunteering their time, Lions, Rotary and Kinsmen Clubs.

For some of us this is a new and once-in-a-lifetime experience as Kawartha Lakes has never hosted the IPM before. The IPM will see thousands of people from Ontario come to our community for a five-day celebration of rural life, competition and entertainment. The economic spin-off in our community is substantial. It is our objective to create an IPM in which attendees can enjoy a week of events in a safe and friendly environment.

We are all ambassadors of the 2024 IPM and of our community as we welcome our guests.

### **Message from our Chair**

Good morning to all our IPM 2024 Volunteers and thank you for attending our 2024 IPM Volunteer Orientation Day. The IPM & Rural Expo is a major event that brings many different people together from both agriculture and non-agriculture groups to work towards a common goal. The goal is organizing and staging the largest event to come to Kawartha Lakes since 1992! Our event is called the International Plowing Match & Rural Expo and we expect to draw over 60,000 people during this 5 day event. This is a terrific opportunity for us as the Local Committee to showcase Kawartha Lakes and our Region to people attending from across Ontario and beyond. This event would not be possible without your help as it is you the volunteer that will make it happen. Our Board of Directors each act as the main Chair for each category such as the RV Park, Tent City, Plowing, Special Features, Related Events, Marketing, Visitor Experience, Administration # 1 and #2. We have 45 different Chairs/Co-Chairs of various events under our directors, and we are well supported by the OPA Staff and the OPA Board of Directors. We have a total of over 350 volunteers to date and we appreciate each and every one of you!

Please remember that you are volunteering for a great community event and we hope to donate a good sum of money back into our community from the local committee's share of any profits. I would like to take this opportunity to thank each one of you for your hard work and dedication to the success of the 2024 IPM. It's great you are volunteering to be part of the solution rather than part of the problem. I hope you enjoy your role and attending the 2024 IPM. Thank you very much!

Bob Armstrong, Local Chair IPM 2024

September 14, 2024

Volunteer Orientation

### Message from the Reigning Provincial Queen of the Furrow

I am pleased to extend a heartfelt welcome to all as we gather in Lindsay to celebrate the 105th International Plowing Match and Rural Expo! After a global shutdown derailed IPM 2020, it is wonderful to finally be together in Kawartha Lakes for IPM 2024! The IPM is rich in its abundance of exhibits, demonstrations, competitions, and traditions. It is a great opportunity to connect with friends, new and old, and enjoy the vibrant history and culture of agriculture and rural living both here in Kawartha Lakes and throughout Ontario.

This event truly would not be possible without the tireless efforts and dedication of the volunteers, board and committee members, host landowners, sponsors, and the local community of Kawartha Lakes. Thank you so much for committing your time, skills, and efforts to ensuring the success of this event. I have no doubt that all visitors and competitors will echo my gratitude.

I am tremendously grateful for the many opportunities and experiences this role has afforded me thus far. I have made so many connections and memories that will last a lifetime. I cannot wait to build so many more throughout this IPM!

Enjoy your time at the International Plowing Match and Rural Expo. Here's to a safe and successful match for all!

Mel Karpenko

Ontario Queen of the Furrow 2023-2024



Our Promise to you as an IPM Volunteer You are a valued member of the IPM 2024 family. You are offering us your time, energy and commitment to help make the match a success. We will equip you with the tools and support that you need to carry out your volunteer assignment. We will strive to ensure that you are safe and that your volunteer experience is positive, and you are treated with courtesy and respect. We will try as much as possible to match your interests with available volunteer opportunities and we will encourage having fun and enjoyment in your volunteer role.

## **What to Bring with you:**

- Hat
- Rainwear
- Sunscreen
- Appropriate clothing – Dress in layers (cool mornings and warm afternoons)
- Appropriate comfortable footwear
- Your lunch if you wish.
- Volunteers working a full day at the plowing fields and outside of tented city will receive a boxed lunch delivered to them.
- Volunteers working inside Tented City will be given a break time to attend the food vendors and purchase their lunch.

### **OUR EXPECTATIONS OF OUR VOLUNTEERS**

We all represent the IPM, OPA and Kawartha Lakes in our volunteer roles. As volunteers, we are the ambassadors of the IPM, OPA, and our community. Many of the impressions formed about the event will be based on our behaviour and attitude as we fulfill our volunteer assignment.

- We expect that you will have signed and submitted a Volunteer form with the Volunteer Coordinator in order to be covered by the OPA insurance.
- We expect that you will behave professionally and with respect and courtesy in any interaction that you have with other volunteers, artists, exhibitors, patrons, officials, invited guests and VIPs. While you will be assigned to carry out specific tasks during the IPM, the volunteer vest and ID Lanyard alerts our guests that you are representing the event generally.
- We expect that you will honor your assigned times and duties. The Volunteer Committee has worked with your directors and chairpersons to ensure that we have the right number of volunteers with the appropriate skills in place at the right time for each component of the event.
- We also expect that this will be a great week and that you will enjoy yourselves, the competition, the entertainment and the atmosphere.

Here are some key expectations that we have for you in your Volunteer role:

- You are expected to work a minimum of a five hour shift. If you choose to work more shifts over the event, it will be greatly appreciated.
- We expect you to bring positive energy and a customer service philosophy to your role as an IPM volunteer and ambassador. Remember you are never alone, if you have a question or are uncertain about anything ask your committee chairperson.
- We expect that you will report to the appropriate chairperson you are assigned to. We expect that, regardless of your assigned role, you will all treat the venue with respect and protect the grounds. If you see an empty cup or paper on the ground, please pick it up and deposit it in the

nearest waste container. If you notice that a waste container is full, let your chairperson know so that the Sanitation Team can be notified.

- Check your area upon arrival for unnecessary debris, hazards, boxes or containers, which are not clearly labeled. Do not allow anyone in the work area that is not properly identified or does not have proper credentials.
- We expect that you will report any and all potentially unsafe conditions or acts to your chairperson or security 6
- Notify the Emergency Services Command Post of suspicious packages, people or activities by calling on the IPM radio channel 15 or police at 911.
- Identify the applicable emergency number for the area in which you are working if you had to call 911.
- As you may be privy to confidential information related to the IPM, we expect that you will respect the fact that the information you have was given to you in confidence.

### **Unacceptable Behaviour**

The following actions/ behaviours by our volunteers are inappropriate, will not be tolerated:

- Do not carry and/or consume drugs or any other illegal substances on the IPM site

Remember that the IPM Site is a smoke and vape free area, please set a good example for all.

- Do not consume alcohol during your volunteer shifts and do not attend your shift intoxicated. If, after your shift, you visit the lounge please ensure that you are not wearing your “Volunteer” vest or your ID Lanyard. You will have to go through “age of majority” verification if you are planning to purchase alcohol.
- Do not use your phone or other electronics unless it is required for your volunteer shift.
- Do not use your volunteer position to solicit for other causes or events.

Please read carefully and understand the volunteer handbook - hard copies will be available at the volunteer work areas during the event. Your knowledge of this booklet is essential to maintaining a safe and enjoyable event. In fulfilling this commitment to protect both people and property, the directors and chairpersons will provide and maintain a safe and healthy work environment, in accordance with industry standards and in compliance with legislative requirements and will strive to eliminate any foreseeable hazards which may result in property damage, accidents, or personal injury/illness. We all share equal responsibility for minimizing accidents, are accountable for maintaining health & safety standards and will perform our jobs properly in accordance with established procedures and safe work practices.

# **2024 IPM SAFETY MANUAL**

Even with the best of plans, the occasional accident, incident or situation may occur. How the volunteers, staff and participants handle an incident is vitally important to all parties involved. The following instructions should help to enable those at the scene to handle the situation in the best and most effective way possible.

## **Additional Volunteer Responsibilities**

It is the responsibility of everyone involved in the event to conduct themselves in a manner that will not endanger him or herself, volunteers, staff, participants or spectators. It is the responsibility of the organizing committee, staff members and volunteers to conduct themselves in a manner that enhances and maximizes safety and enjoyment by following these guidelines while at the International Plowing Match & Rural Expo.

- Follow and enforce any safety directions that are publicly announced during the event
- Report any emergency to your chair or using channel 15 if you have a radio
- Fill in the incident report, found in the IPM or OPA offices, for any safety situation and drop it off at the IPM office, OPA office or RV Park Office
- Know and follow the Violence and Harassment Policy

## **Violence and Harassment Policy**

The International Plowing Match and Rural Expo (IPM) values its volunteers and is committed to providing an environment in which individuals are treated with respect and dignity, free from abuse, harassment, discrimination, and violence. The IPM is also committed to the right of every person to equal treatment without discrimination with respect to services, goods and facilities, and employment. The IPM is further committed to freedom from harassment in the workplace by committee members, another volunteer, staff or visitors and these commitments apply at every level of the organization and to every aspect of the workplace environment and employment relationship.

The IPM will take appropriate measures to provide an environment where no form of abuse, harassment, discrimination, or violence is tolerated.

The IPM will establish a process to deal effectively, quickly and fairly with any situations involving claims by committee members, volunteers, contractors, staff and visitors of abuse, harassment, discrimination, or violence that come to the attention of the IPM's leadership. A substantiated case of abuse, harassment, discrimination, or violence will result in appropriate action, as determined by the IPM, including disciplinary action up to and including termination.

Committee members and volunteers will refrain from unwelcome, offensive, or abusive comments or conduct, or discriminatory treatment, related to an individual's race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, sex, sexual orientation, age, record of offences, marital status or

disability, and will make every effort to stop abuse, harassment, discrimination, and violence at the source.

All committee members and volunteers are expected to uphold and abide by this Policy, by refraining from any form of abuse, harassment, discrimination, or violence, and by cooperating fully in any investigation of an abuse, harassment, discrimination, or violence complaint.

### **Emergency Response Procedure**

International Plowing Match volunteers act as the eyes and ears for the onsite emergency responders. To initiate an emergency response by Police, EMS or Fire:

- It is preferred to utilize the IPM radio system unless stated otherwise. If you have a radio or can get access to one, switch to channel 15 and call using the following words; “Emergency, Emergency” then state what agency you require and what your emergency is and your location.
- If you do not have access to a radio, call 9-1-1 directly.
- Follow the instructions from the Dispatch or Command Centre and be prepared to answer the following questions such as;
- Location of the incident (RV park lot number, Street names, Event etc)
- Description of the incident • Your name and alternate contact method (cell phone number)

IMPORTANT: Record all incidents requiring Police/EMS/Fire response using the Incident Report Form available in the IPM office trailer on site.

Fire, OPP Police and EMS will be located at IPM Emergency Services Command Post, County Road 10 entrance to Tented City.

EMS and OPP Police will be onsite 8:00 am to 5:30 p.m.. After hours, OPP police can be contacted using 911.



Emergency numbers for the IPM are identified on the following map:



# SITE MAP



## LEGEND

- Antiques and Tractor Plowing - 210 Verulam Road South (County Road 36)  
**No Public Parking, take shuttle from inside Tented City**
- Horse/VIP Plowing - 294 Angeline St. S.  
**No Public Parking, take shuttle from inside Tented City**
- RV Park - 'The Gateway of Lindsay - Live Every Moment Here'  
 - 294 Angeline St. S.
- General Parking - 293 Angeline St. S.
- Green/VIP Parking- 293 Angeline St. S.
- Tented City - 354 Angeline St. S.  
**No Public Parking in Tented City**
- City/Tour Bus Drop-off
- Accessible Parking  
**Accessible Parking Permit Required**

### **Security/Police Response**

Police/or Private Security will be on site and conduct security patrols on a 24/7 basis while the event is in operation.

If you come across an incident of a potential security or police-related nature do the following: If the incident involves potential loss of life, serious harm, assault or imminent safety/security threat – contact 911 via cell phone, or IPM two -way radio channel 15.

- Follow the prompt of the Communication Dispatcher
- Do not become directly involved • Follow up with a call on the IPM radio channel 15 – state 911 has already been called.

If the incident is less serious in nature use the Emergency Response Procedure

- Stay in attendance at the scene until the officers arrive
- Be prepared to report on what you saw, heard, and what your involvement has been prior to arrival of Safety Personnel
- Take notes of the incident

### **Fire Response**

In the event of a fire, other emergency or a hazardous condition, do the following:

- Use the Emergency Response Procedure – IPM radio channel 15 or 9-1-1
- Ask people to vacate the area
- Extinguish the fire only if it is safe to do so and you can safely operate an extinguisher; all tents have a fire extinguisher at the entrances and exits
- Stay in attendance at the scene until the firefighters arrive
- Report what you saw, heard, smelled and your involvement

## How to Properly Use a Fire Extinguisher



While the specifics may vary depending on the model you own, most fire extinguishers operate the same basic way. Stand six to eight feet away from the fire and remember to **PASS**:

**P**<sub>ULL</sub>



1. Pull the pin at the top to break the tamper seal.

**A**<sub>IM</sub>



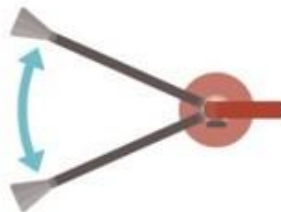
2. Aim the extinguisher low, pointing the nozzle at the base of the fire. Do not aim at the flames themselves.

**S**<sub>QUEEZE</sub>



3. Squeeze the handle to release the extinguishing agent.

**S**<sub>WEEP</sub>



4. Sweep the extinguisher from side to side, continuing to aim at the base of the fire until it appears to be out.

### **EMS Response**

Medical emergencies and incidents can occur at any time during the International Plowing Match and may involve a visitor, participant, employee or volunteer. Some emergencies may only require first aid care, while others may require immediate medical attention. Kawartha Lakes EMS will be on-site 8:30 am to 5:30 pm each day of the event. If in doubt, err on the side of caution and do the following:

- Stay calm
- Use the Emergency Response Procedure – IPM radio channel 15 or 9-1-1
- Stay in attendance at the scene until the paramedics arrive
- Report what you saw, heard and your involvement
- Provide first aid care if trained to do so

If the injury is minor in nature escort the person to the Family Centre/First Aid tent for assessment and treatment.

### **Emergency First Aid**

- Stay with the ill/injured person until EMS arrive
- Initiate CPR if trained to do so
- Do not give the victim anything to eat or drink
- Do not move victim unless they are in a threatening situation. If the victim must be moved, always support the head and neck
- Do not approach victims of electrocution or toxic exposure unless they are clearly away from the hazard
- An AED is located at the Plowing Fields in The Plowing Office trailer. First Aid supplied will also be at this location
- An AED is located in Tented City at The Family Centre/First Aid Tent

### **Emergency Planning**

The International Plowing Match and Rural Expo has an Emergency Management, and Evacuation Plan in place and in the event of a natural or manmade disaster, this plan will be put into effect by the designated members of the executive team.

In the event of a large scale disaster, the International Plowing Match Executive Team will co-ordinate with the Municipality of Kawartha Lakes and all Emergency Service Personnel who will initiate their approved Emergency Plans and take over direction of the event.

### Lost Persons/ Accessibility/ Nursing/ First Aid Area

The 2024 International Plowing Match and Rural Expo will be staffing a Family Centre and First Aid Tent during the daily open hours of the Match.

Report of a Found Person - If a person becomes separated from their group or family and approaches a volunteer, the volunteer will report the found person through a call on IPM radio channel 15 and then escort the person to the Family Centre /First Aid Tent.

Report of a Lost Person - If a group or family member cannot find a person and approaches a volunteer, the volunteer is to stop the group from roaming. Immediately go to channel 15 and report lost person to Emergency Services Command Post, then take them to the Family Centre/First Aid Tent.

Emergency Services will call the Family Centre /First Aid Tent. If no information is available on the missing person, Emergency Services will initiate a LOCKDOWN of the site until the missing person is found.

If a radio needs to be located send a second volunteer. Do not leave the family! Please be prepared to give your exact location for assistance.

Always remember that a missing person is not limited to just children, it can happen to anyone at any age.

### Radio Identification for the IPM

IPM Office	1
Gates and Tickets	2
RV Park	3
Tented City	4
Transportation	5
Ontario Plowmen's Association	6
Antiques	7
Education	8
Lifestyles	9
Volunteers	10
County	11
Entertainment	12
Communications	13
Family Centre/First Aid/Lost Person	14
Emergency and Security	15
EMS/FIRE/OPP	16

### Equipment

The following guidelines and rules will be in place in order to use the equipment provided by/to the International Plowing Match.

- Drivers/operators must be trained or familiar with the equipment that they are operating. Each vehicle must be circle checked before it is used each day.
- Drivers of UTV's, and tractors must hold a valid driver's licence and show it to your chairperson who will record your information.
- Seatbelts where provided must be worn while vehicle is in motion.
- All drivers/operators must obey all posted signage
- All equipment is to be signed out with all the required forms completed In the unfortunate event of an accident report it to your Chairperson immediately.
- Any misuse/abuse of the equipment will not be tolerated
- No rides will be given to visitor/spectators. NO EXCEPTIONS •
- Fueling of equipment must be done at the designated fueling areas

### Speed Limit

**The speed limit within the Tented City and RV Park premises is a maximum of 10 km/h.**



### Accessibility

We welcome all individuals to attend and be involved in the IPM, offering accessibility features for all to enjoy the match independently.

#### **Some of our Accessibility features include:**

- Accessible parking, shuttle wagons, picnic tables and unobstructed viewing areas
- Accessibility Scooters will be available for rent on site at Gate 3
- Only scooters are allowed on the streets
- Visitors are not allowed to bring gaters, atvs, etc. into Tented City
- Accessible washrooms
- Working Service Animals are permitted; family pets are not

Parking Passes

It is extremely important that your Parking Passes are hung on your rear-view mirror, prior to arriving at the IPM and clearly visible to the Traffic and Parking Attendants to ensure a proper flow of the Parking Lots.

***Thanks to FOODLAND FOR GENEROUSLY DONATING THE REFRESHMENTS TODAY.***

**2024 International Plowing Match and Rural Expo**

**Tented City Address - 354 Angeline Street South, Lindsay, Ontario**