

## **Africa Pavilion: Pavilion Volunteer Guidelines** **General Dress Code and Personal Presentation**

It is the responsibility of all Pavilion Volunteers to ensure that clothes and shoes are clean, free of rips or holes, and in good condition. Personal body cleanliness is a must for all Pavilion Volunteers, with a special emphasis on those Pavilion Volunteers who have direct contact with Pavilion Visitors. The following are guidelines to help you meet these responsibilities.

### **1. All Pavilion Volunteers are to wear Ethnic Attire:**

- a. Ethnic Blouse or Shirt
- b. Dark slacks, jeans or shirt

*Note: The wearing of Ethnic Attire can be as simple as a colourful blouse or shirt and jeans. It does not have to be the full formal dress of your part of the African Continent.*

### **2. Clothing NOT allowed:**

- a. T-Shirts with any of the following:
  - i. Logo's
  - ii. Characters
  - iii. Words
  - iv. Promotions
- b. Tops that expose the stomach or abdominal area
- c. Strapless or plunging necklines
- d. Tanks tops or muscle shirts
- e. Short shorts, short skirts, spandex pants or shorts, baggy hip hanging jeans, jeans with logos, characters or bleached areas
- f. Tight fitting clothing, or clothing through which underwear may be seen; no thong underwear that can be seen above the pant or skirt waistline.
- g. Body Piercings: There must not be any visible body piercing other than the ears
- h. All clothing must be clean and well kept,
  - i. No ragged or torn jeans or tops
  - ii. No paint spattered or greasy items

### 3. Personal Hygiene:

- a. Use of heavy perfumes or colognes is not allowed
  - i. Pavilion Visitors may have allergies to fragrances
- b. Offensive body odours are not acceptable
  - i. Breath odours
  - ii. Unwashed body odours
  - iii. Foot or shoe odours
  - iv. Unwashed clothing odours
- c. Hand Washing
  - i. Pavilion Volunteers who are in direct contact with Pavilion Visitors must follow proper hand washing procedures for your personal health protection and that of the Pavilion Visitor.
  - ii. Wash your hands before:
    - 1. Serving any Pavilion Visitor
    - 2. You eat or drink
  - iii. Wash your hands after:
    - 1. Greeting or Servicing Pavilion Guests
    - 2. Using Hand Sanitizer more than two times
    - 3. Going to the toilet
    - 4. Blowing your nose
    - 5. Touching your ears, nose, mouth or other parts of the body
    - 6. Smoking
    - 7. Returning from an outdoor activity
    - 8. Every break
    - 9. When removing disposable glove

### 4. Personal Conduct:

- a. Pavilion Identification will be provided and **must** be worn at all times.
  - i. Any Pavilion Volunteer or performer found to not have their Identification on will be asked to leave, or can purchase a ticket for each remaining show to be allowed to return to the Pavilion.
- b. Volunteers are to remain at their assigned location.
  - i. No wandering around the Pavilion or leaving you assignment without first informing the Volunteer Chair of your whereabouts.
  - ii. This is a safety and security issue, please adhere to this directive.

- c. Small children are not allowed to accompany any Pavilion Volunteer during their volunteer time.
  - i. No Babysitting is provided; it is up to the individual volunteer to provide babysitting services OFF Site for your children.
- d. Cell Phones ARE NOT to be used during volunteer time.
  - i. Exceptions are those Pavilion Volunteers who are assigned to positions that require constant contact with Folklorama, Pavilion Coordinator or Volunteers Chair.
- e. Personal conversations that intrude on your volunteer time or interrupt your time with a Pavilion visitor are not allowed.
- f. Loud, rude or offensive conversations or comments are not allowed.
- g. Gestures or actions that can be seen as contrary to proper decorum are not allowed.
  - i. One (1) warning will be given,
  - ii. A second offence will result in immediate removal from the Pavilion for the rest of the current Pavilion Week.

## **5. Feeding the Volunteers:**

- a. All Registered Volunteers will receive a Pre-Packed Meal and Drink
  - i. Volunteers will receive a “ticket” which will allow them to receive one meal at a Pre-Selected Time.
  - ii. NO VOLUNTEER will be allowed to approach the Kitchen for a meal or the Bar for a drink, UNLESS they have Purchased a Ticket from the Cash Register.

## **6. Entrance to the Pavilion**

- a. All Pavilion Volunteers must enter the Pavilion through the designated entrance – which is not the same entrance as that for guests/patrons.
- b. Volunteers should not use the main entrance as their point of entry – use the back door (close to the washrooms).
- c. Volunteers must have their personal identification before being allowed into the Pavilion.
- d. If for any reason you are not allowed to enter the Pavilion due to lack of identification, please ask to speak to the Volunteer Chair.
- e. Performing group coordinators will be given their group members identification tags in advance to allow them enter the Pavilion the following day.