

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.