

2025 Starbelly Jam Music Festival Volunteer Handbook



Festival Dates:

Friday, July 18, 5pm - 12am

Saturday, July 19, noon - 12am

Sunday, July 20, noon - 10pm

Mission Statement

Starbelly Jam Society's purpose is to advance the public's appreciation of the arts by producing a music and arts festival, and by providing a forum for qualified artists to exhibit, present, or perform their artistic works through participation in such events; and to undertake activities ancillary and incidental to the attainment of the aforementioned charitable purpose.

The Starbelly Jam Organizing Committee's mission is to produce an annual music festival for the East Shore of Kootenay Lake in order to promote the following goals:

- ★ Heighten community spirit by bringing the community together to work shoulder-to-shoulder in the tradition of festival volunteerism throughout history.
- ★ Entertain our community and expose residents of all age groups to a wide array of musical cultures without them having to leave the East Shore.
- ★ Raise the profile of the East Shore within the surrounding area.
- ★ Provide children with a fun, safe, larger-than-life event that will stand out in their memories.
- ★ Provide a venue and audience for East Shore and Kootenay musicians.
- ★ Provide an economic boost for East Shore businesses.
- ★ Provide opportunities and encourage East Shore residents to participate in planning, promoting, organizing and implementing the festival.
- ★ Continue to regularly invest in the Crawford Bay Park as a consistent user of the facility.

Expectations of Behaviour for Everyone

Starbelly Jam Music Festival is a family and community centered music festival that welcomes attendees of all ages. Open use of illegal drugs or consumption of alcohol in any common areas, roads, or pathways will not be tolerated. Consumption of alcohol is only permitted in local licensed establishments or your campsite (temporary residence).

Starbelly Jam Music Festival reserves the right to refuse entry to patrons or volunteers who demonstrate intoxication or aggression. Removal of persons from the festival site and campground will be done lawfully and in conjunction with Professional Security, and the Festival's Security Director, with requested assistance from the R.C.M.P. if necessary.

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Welcome to Starbelly Jam Music Festival!

Thank you for being a Starbelly Jam Music Festival Volunteer. We are incredibly grateful for your contribution of time and energy. This magical event is only possible because of the thousands of volunteer hours performed by hundreds of dedicated volunteers. Volunteers like you, whose creativity, interest, and love for the festival, are such a big part of what it takes to make the magic happen!

The purpose of this handbook is to provide an overview of basic festival information and policy that can help volunteers perform their festival duties to the best of their ability and provide assistance should any questions or concerns require a reference point.

Festival Sustainability

Starbelly Jam is committed to reducing the environmental impact of our event. This includes food vendors using biodegradable plates, bowls, cups and cutlery. The event hosts comprehensive waste stations where compost, recycling, refundables and 'real' garbage are separated. Please help us reduce our waste by using only biodegradable materials for your food and snacks. If you bring snack-wrappers or containers that will go to the garbage, kindly consider taking it home with you.

In an effort to reduce use of plastic water bottles we provide free safe & delicious drinking water. Be sure to bring your own water bottle (no glass).

Parking

Parking is limited at the festival site. We encourage you to car-share, helping ensure there's sufficient parking for all festival goers. If you are camping, please consider parking at your campsite. Do not park in the Credit Union parking lot. Overflow parking is located at the Festival Campgrounds for free. Consider coming to the festival early to avoid traffic.

Maps

The volunteer coordinators, managers, and festival program have site maps that show locations of stages, water taps, security, and first aid. There will be a large version of this map at the volunteer check-in located at the main gate.

Please familiarize yourself with the site maps so that you can better assist others.

Volunteer Information

Volunteer Check-In

Volunteer Check-In is located at the Festival Entrance. Be sure to give yourself enough time to park, walk and register before setting up camp. Please ensure that you know the name of your department manager, and that you are prepared for a weekend of making an amazing music festival happen.

Volunteer Shifts

Adult Volunteers must fulfill ten hours of volunteer service to gain the Friday Night, Saturday, and Sunday entry passes. Eight hours if they are Seniors (Age 65+). Youth (Ages 13-18) must volunteer six hours for a weekend festival pass.

Volunteer Hours

Volunteer hours can be completed before, during, and after the festival. Volunteering two 5 or 4 hour shifts at one time is most common, depending on the nature of the position, but there are roles with 2 hour shifts available. You may notice some volunteers putting in more than the ten hours required for the weekend. This is appreciated but not mandatory.

Please arrive at your Volunteer Station 15 minutes early for your shifts to receive on-site orientation.

When you arrive at the festival:

Report to the main entrance / Volunteer Check-In station: receive your schedule – wristband, camping pass, etc.

When you arrive for your shift, check in with your Crew Coordinator or Shift Manager. If you cannot find them, go to the Volunteer Check-In center and they will assist you.



Volunteer Responsibilities and Benefits

As a Volunteer you have the responsibility to:

- * Fulfill all your shift requirements, attend orientation sessions, and ask questions.
- * Take care of yourself. Be safe, aware of your surroundings, eat, hydrate, and sleep.
- * Make arrangements for the care of your children while on duty.
- * Be respectful, helpful and honest with the public, the festival, and fellow volunteers.
- * If you choose to party and drink, please remove any festival ID or event staff shirts. Do NOT consume on duty.
- * Inform yourself of festival policies, read your volunteer handbook, and review the festival site map.
- * Know how and when to contact security and first aid.
- * Leave your valuables and pets of any size at home.

As a Volunteer you have the right to:

- * Be informed about your shift requirements, schedules, and receive adequate orientation.
- * Feel comfortable with the tasks assigned to you.
- * Be recognized for your contribution and have the opportunity to request a change to your volunteer position.
- * Purchase Starbelly T-Shirts at a reduced price.
- * Discounted camping in the volunteer campground section (minors must be accompanied by an adult).
- * You always have a right to refuse what you consider to be “unsafe work”. If you have any concerns about your own safety or ability to perform your duties effectively, PLEASE let us know (via your department supervisor).

Volunteer Camping:

Upon your arrival at Starbelly Jam, check in at the volunteer check-in table at the main entrance gate to register and obtain your camping wristband.

Everyone camping with you in the campground must be a volunteer or have a weekend pass to the event.

Minors (under 19) may not camp without an adult.

Minors must camp with a parent or guardian. Parents/Guardians must be with you when you sign into the campground.

Admission to or removal from the campground is at the discretion of the Volunteer Campground Management and Festival Security.

Removal of persons shall be performed lawfully by Festival Security with requested support from the R.C.M.P. is necessary.

Volunteer Camping Policy

See the Festival Campground Guide found on the website for detailed camping information.

*No camping in the back, forested, area of the field.

*Camping locations are first come first serve.

*We love pets; however, no pets are permitted anywhere in the volunteer campground.

*No open fires are permitted anywhere in the volunteer campground.

*No amplified music or drum circles are permitted.

*Campground quiet time is 2 a.m. Your fellow volunteers have to work in the morning.

*Remove your own garbage and recycling on a regular basis. Please keep your space clean and please use the porta potties provided – Do NOT relieve yourself in the bushes.

*Any minors caught under the influence will have their volunteer privileges revoked.

Safety & Security

Starbelly Jam Music Festival believes that the health, safety, and security of our volunteers and audience are of paramount importance. Volunteers have a role/responsibility to play in our individual AND collective safety.

Every Day, Every Shift, Safety Procedures

Please check your work location every day for:

- Tripping or injury hazards (cables, guidelines, exposed nails/screws, spikes, sharp corners, power cords, etc).
- Exposed electrical connections.
- Unsafe volunteer activity (sunstroke, intoxication, recklessness, etc.)
- Grounds (mud, holes, adequate signage, other hazards).
- Liquids (hot water, fuel, cleaners, paint, or chemicals).
- Fire extinguishers (know the location of the nearest one).
- Please report any concerns IMMEDIATELY to your crew coordinator, shift manager, or to the Security Director.

Self-care & Festival Checklist:

Taking care of your-self is "key" to having a positive experience at Starbelly Jam. Bring clothing appropriate for all weather and ensure that you get enough to eat, drink, and sleep!

Here is a checklist of things you should consider bringing with you to the Festival:

*A refillable water bottle (not glass).

*Any medication/supplies you may need (aspirin, hay fever meds, insulin, band aids, eye drops, Tums, etc.)

*Clothes for hot, cold or wet weather. Clean dry socks, long sleeves.

*A flashlight, hat, sunglasses, and good dancing shoes.

*Your ID, and proof of pre- payment (if required).

*Insect repellent, sunscreen, earplugs, sunburn relief.

*A low rider chair, cushion and/or blanket.

*Appropriate footwear for your volunteer position.

*Costumes, funny hats & colorful clothing are strongly encouraged.

First Aid

For all injuries or medical situations go to the Festival First Aid Centre behind the main park pavilion. Fully-qualified first aid attendants are on site Friday morning through Monday take-down.

In addition to the Festival First Aid Centre there are mobile First Aid attendants on regular site and campground patrols throughout the festival weekend.

Medical Incidents

Festival Site - Direct people with injuries or other medical issues to the First Aid Centre behind the main pavilion or contact our roaming First Aid Team or any Festival Security member.

Festival Campground - Direct people to the Campground Manager/ Security post at the campground's main pedestrian entrance.

For emergencies where injured persons are unconscious,

do not move them unless there is risk of life or limb.

Stay with the person and send someone to First Aid or Security for help. Have that person return to let you know the situation has been reported.

If you feel there is an emergency, call 911. If it's an emergency, you don't have to wait for permission from someone else.

Sanity Enhancement

Our volunteer community includes a team of caring and approachable managers. In the event that the pressures of volunteering are driving you over the edge - ask a manager to arrange that you can take a break - and for the staff at volunteer check-in to be made aware of the department's need for relief.

Check in with first aid, volunteer headquarters to debrief, have a snack in the shade, drink some water, vitamin C, and some chill time. Please let your supervisor know you are doing this BEFORE you leave your post though, please!

Harm None & R.U.O.K.?

One of the core values (and policies) of the Starbelly Jam Music Festival community is "Harm None" - to self, to others, or to the festival.

It's a pretty easy code to follow and it is guided by the desire to keep our festival community safe, healthy, and happy.

If you see someone who doesn't look happy, healthy, or safe we do our best to make eye contact and ask - "Are you O.K.?"

With this simple act we can offer information, direction, support, kindness and even safety to someone in need.

Persons with Disabilities

Persons who require a full-time care attendant are admitted with their support person at a 2 for 1 price. The person with the disability pays the seniors discounted

rate and the support worker is free. Persons who require wheelchairs, scooters, bikes for their mobility will be permitted to use them. They MUST however, use them slowly and safely. Limited disabled parking is provided. There is a handicap porta-potty behind the First Aid Centre. There is also a handi-cap bathroom available across the street at Kokanee Chalets.

Lost and Found

Lost and found is located at the Festivals Main Entrance. Valuable items are taken into secure lock up overnight.

Missing Children / Parents

Alert hosting staff and/or security to information regarding any missing child or parent/guardian.

Security Departments

There are four primary security groups working within the festival framework.

Event Hosting Staff

Our Festival Hosts provide information to the audience members regarding festival policy related to smoking, lawn chair height, "no glass" awareness, proper festival identification, and location of services etc. This crew keeps the 'vibe' good and helps to resolve questions or conflicts before they become an issue, while also checking for hazards and wrist bands. It's all about making people feel welcome and ensuring general safety of the festival site and festival patrons with a positive and proactive attitude.

Backstage Security

Stage perimeter and back stage access wristband and credentials check. Only those with a backstage wristband will be permitted entry.

In-House Pro Security Guards

Professional event guards / certified for aggressive behavior management

Professional Campground Security

Professional event guards / certified for aggressive behavior management

If you need help please contact Festival Security. If you feel that you, someone else, or the festival environment is at risk, let any of our security teams know.

Policies

Removal of Persons from the Festival Site - Security Policy

- If a person is found on the festival site without proper identifying wristbands and department specific identification, they are to be escorted from the site.
- If a festival volunteer or attendee (including camping patrons) is behaving in a threatening, aggressive, or otherwise inappropriate manner they will be removed from the festival site.
- Removal of persons from the festival site shall be executed lawfully by Festival Security Officers or with requested assistance of the R.C.M.P. if necessary.
- No volunteer shall physically remove or restrain another individual.

Smoking

If you smoke tobacco or cannabis, please be a conscientious smoker. Remove yourself from the crowd away from stages, food or family areas. Do NOT use the ground to extinguish your cigarette. Ask an event staff member where an acceptable smoking area might be.

Drugs

If you encounter someone trying to enter the festival area with illegal drugs or see anyone trying to sell drugs, contact Festival Security. Get a description of the individual and the direction they were headed. Festival Security Officers will determine when/if R.C.M.P. assistance will be requested.

Alcohol & Glass

Starbelly Jam Music Festival reserves the right to inspect bags, coolers, backpacks or other containers for alcohol, glass, or other materials deemed hazardous to public safety. Discretion is up to the security department as to any confiscation, storage or agreements to take said items back to their vehicles or residence.

As a volunteer, you do NOT have the right or responsibility to ever confiscate something from another person's possessions. Please let the pro-security team know if any interventions need to take place.



The Festival Main Gate Hours

Crawford Bay Park / Crawford Bay BC 2025

(Volunteer intake open Wednesday and Thursday 9am - 2pm)

Friday, July 18, 5pm - midnight (volunteer intake booth open 9am-8pm)

Saturday, July 19, noon - midnight (volunteer intake booth open 9am-6pm)

Sunday, July 20, noon - 10pm (volunteer intake booth open 9am-12pm)

If you have any questions that are not covered in the handbook please ask!

Our volunteer coordinators will be at the volunteer check-in throughout the weekend.

Please share your volunteer experience with our coordinators through email: volunteer@starbellyjam.org

Please follow us on Facebook, Instagram, and the festival website for important updates. Share with your friends and encourage them to participate.

Kootenay Lake Ferry Schedule				
*All times are PST				
Ferry Cam				
https://images.drivebc.ca/bchighwaycam/pub/html/www/304.html				
Vessel Name	Departure from Balfour Terminal		Departure from Kootenay Bay Terminal	
	SUMMER	WINTER	SUMMER	WINTER
Osprey 2000	06:30 AM	06:30 AM	07:10 AM	7:10 AM
Osprey 2000	08:10 AM	08:10 AM	09:00 AM	09:00 AM
Osprey 2000	9:50 AM	9:50 AM	10:40 AM	10:40 AM
M.V. Balfour	10:40 AM		11:30 AM	
Osprey 2000	11:30 AM	11:30 AM	12:20 PM	12:20 PM
M.V. Balfour	12:20 PM		01:10 PM	
Osprey 2000	01:10 PM	01:10 PM	02:00 PM	02:00 PM
M.V. Balfour	02:00 PM		02:50 PM	
Osprey 2000	02:50 PM	02:50 PM	03:40 PM	03:40 PM
M.V. Balfour	03:40 PM		04:30 PM	
Osprey 2000	04:30 PM	04:30 PM	05:20 PM	05:20 PM
M.V. Balfour	05:20 PM		06:10 PM	
Osprey 2000	06:10 PM	06:10 PM	07:00 PM	07:00 PM
Osprey 2000	07:50 PM	07:50 PM	08:40 PM	08:40 PM
Osprey 2000	09:40 PM	09:40 PM	10:20 PM	10:20 PM

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