



# Volunteer Training Manual

## Welcome to the Parliament

Welcome Volunteers!!

The 2018 Parliament of the World's Religions we are asking everyone involved to highlight "The Promise of Inclusion, The Power of Love", and no one highlights these two ideas better than our volunteers. This year we will have over 1,000 volunteers over the period of 9 days (including load-in and load-out) working tirelessly to ensure that our guests are well taken care of, informed, and have a safe and joyful time.

Some of these people will be coming from different cultures and just about everyone holds spiritual beliefs that vary as much as the people coming from all corners of the world.

This is a huge undertaking, and you should be incredibly proud of the generosity and service you are giving to it. And while it will often require your patience, a large smile on your face, a ton of hurry up and wait, and the utmost of service in your heart, please know how grateful we are that you are joining us in making this event a most memorable for all!

## Some Quick Short Facts

- Up to 10,000 guests are gathering here from 80 nations and 50 faiths, altogether steeped in rich heritages of diverse cultures, traditions, customs, ethnicities, and race.
- The operation of each day of the Parliament depends upon the volunteers, making every volunteer valuable and integral to its success.
- Three Critical Areas of Focus
  - War, Violence and Hate Speech
  - Income Inequality
  - Climate Change and Care for Creation

- Three Special Constituencies
  - Indigenous Peoples
  - Next Generation - Students
  - Women

## Volunteer Mission

- To welcome and serve Parliament guests with warmth, attentiveness, respect, and kindness, while honoring the diversity of its attendance.

## Volunteer Commitment

- To treat each of the Parliament's attendees as your guest.
- To uphold your commitment to volunteering a minimum of 12 hours (20 for University Fellows). By doing so, you receive a Volunteer Badge and may attend the Parliament at the greatly discounted rate of \$50.
- To perform a comprehensive background check which will be your shared property for events to come after Parliament. The cost to each volunteer is \$15. In order to Volunteer, you must do so online at: <https://www.verifiedvolunteers.com/>
- To report to all assigned shifts on time.
- If you are unable to report to a Shift Assignment, please call your volunteer supervisor a minimum of 24 hours before the beginning of the shift.
- Failure to honor your commitment by completing all volunteer hours will result in removal of your volunteer badge, and denying access of admission to the Metro Toronto Conference Centre (MTCC).

## Volunteer Dress Code

- Volunteers are representatives of the Parliament of the World's Religions, and are responsible for presenting a positive image that is representative of the Parliament to all guests and the greater community.
- The guests encompass a wide range of cultural values. As such, all volunteers will dress appropriately and with sensitivity to this range of cultural values.
  - Khaki or white colored pants or skirts
  - Please no shorts or short skirts
  - Parliament provided Volunteer T-Shirt. Shirts will be available on the morning of **October 31st** and through the event. Please keep clean.

- Close-toed, comfortable shoes only
- Please refer to Cultural Handbook for proper understanding and sensitivity to the cultural diversity of the guests.
- Volunteer badge must be worn at all times. When you are not volunteering, please still wear so we know you have access to the events you'd like to attend.

## Volunteer Conduct

- Friendly, non-threatening eye contact
- Engage with a smile and a nod of the head
- Calm, patient, attentive, welcoming
- Well groomed, clean and sanitary hands and face at all times
- Refrain from all physical contact
- Refrain from all personal use of cell phones
- Please refer to Cultural Handbook for proper understanding of and sensitivity to the cultural diversity of the guests.

## Volunteer Obligation to Understanding Cultural Diversity

- Parliament gives us a unique opportunity to gather with people of wide ranging cultures from all over the world to learn and grow by sharing perspectives, ideas and solutions.
- It is the obligation of each volunteer to bridge any perceived cultural gap:
  - Be non-judgmental and respectful of cultural differences
  - Learn more about the guests' cultures by referring to the [Cultural Resources on the Parliament Volunteer Page](#)
- By adhering to this obligation, we honor the concept of diversity, which is key to "the promise of inclusion"
- Welcome each of the Parliament's 80 nations and 50 faiths.

## Volunteer Standards and Practices

- Volunteers are expected to follow rules of conduct that honor, respect and protect the interest and safety of all volunteers, staff, and constituents of the Parliament regardless of varying culture, ethnicity, and faith.

- Inappropriate conduct that could lead to a volunteer's dismissal from the Parliament and MTCC includes, but is not limited to the following:
  - Theft, removal, or possession of property of any Parliament constituent, staff member, or volunteer.
  - Failure to cooperate fully in any Parliament investigation based on probable cause.
  - Unauthorized alteration of Parliament reports or records.
  - Conduct under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the MTCC and Parliament environment at all times.
  - Creating a disturbance or jeopardizing the safety of any persons at the MTCC during volunteer shifts.
  - Disregard, insult to, and/or disrespect of a constituent's culture, race, ethnicity, or faith.

## Volunteer Lounge

- The Checkerboard Room and lobby section outside of it is located on the East side of the Salt Palace, near the 100 South entrance, 2nd Floor.
- All volunteers are welcome to return to the Lounge at any time between shifts for refreshments and relaxation, and to mingle with fellow volunteers.
- Amenities
  - beverages
  - snacks
  - Chair Massage

## Volunteer Shifts

- For Check-In, report to the Volunteer Lounge ( ) at least 15 minutes before your shift check-in time.
- If you do not yet have a Shift Assignment, you will be given one or asked to hold in the volunteer lounge.
- Directly after your shift, return to Volunteer Lounge for Check-out in order for your volunteer hours to be officially tracked.
- It is the responsibility of all volunteers to complete a minimum of 12 hours volunteering time. (University Fellows to complete 20.)

- Use the **MTCC Interactive Floor Plan** to navigate effectively:
  - <http://www.imapenterprises.com/mtcc/welcome.php>
- Use of the MTCC Event Calendar may be helpful as well.
  - <http://www.mtccc.com/events/>
- The sheer enormity of the MTCC and the multitudes of our 10,000 guests will significantly impact the amount of time it will take to walk anywhere.
- If you are unable to report to an assigned shift, you must call your volunteer supervisor a minimum of 24 hours before the beginning of the shift.
- Wear your Volunteer Badge **at all times**.
  - You will receive your badge shortly before the conference starts. They will be available from the 31<sup>st</sup> through the first time you come in through the event.
  - The Volunteer Badge is your entrance ticket into the MTCC.
  - Without your badge you will be unable to volunteer or attend the Parliament.

## Volunteer Shift Assignment

- Children's Area
- Curated Art
- Door Greeters and Badge Checkers
- Directional and Information
- On Hold in Lounge
- Plenary Crowd Flow
- Plenary Greeter
- Plenary Backstage
- Registration
- Roamers inside Exhibit Halls
- Set-up and Break-down
- Special Projects
- Special Event Pedestrian and Traffic Flow
- Workshop Host
- Workshop Tech Back-up
- More to be announced
- Film Festival

## Metro Toronto Convention Center

- Website - [Metro Toronto Convention Centre](#)

- iMap Interactive Floor Plan - <http://www.mtccc.com/imapdata/mtcc.html>

- Security

- Provided by Reilly Security
  - (p) 416- 256-3199
  - Toll Free: [1 \(866\) 228-5888](tel:18662285888)
  - Fax:[416-256-9589](tel:416-256-9589)
  - email: [info@reillysecurity.com](mailto:info@reillysecurity.com)
- Roaming Security Officers

\*We all have a communal responsibility to always keep an eye out for anything that looks like suspicious behavior. If you have any question at all, please let either security or one of our staff know and someone will attend to it. Do not take it upon yourself to engage suspicious behaviour.

- EMT - Emergency Medical Technician

- Location - Lower Concourse (First floor) at the intersection of the South and West Wings
- Roaming EMTs

- Guest Services

- Street Level - North & South Building

- Building Entrances

- Level 200 - North Building (Main Entrance)
- Level 600 - South Building (Bus Entrance)

## Parliament Halls and Exhibits

- Halls A and 1 together

- Market Place Exhibitors

- Hall B/C

- Rotary Sponsored Gathering Place
  - Historical Displays
  - Lounge Areas
  - Entertainment
  - Photo Ops
- Dining/Seating
- Nonprofit Organization Booths

- Hall D
  - Cultural Hall - Artifacts and Exhibits of Faith from Around the World
  - Food Offerings
    - Kosher
    - Halal
    - Vegetarian
    - Vegan (Jain friendly)
    - Additional
  - Dining/Seating
- Hall E
  - Langar - In the Sikh tradition, a free meal offering to all guests
  - Each day from 11-3
- Hall 1 (with A)
  - Market Place Exhibitors
- Hall 2
  - To be announced
- Hall 3
  - To be announced
- Halls 4 and 5 together
  - Plenary Hall – General Sessions

## Faith Space

- Islam
- Judaism
- Christianity
  - Catholicism
  - Protestantism
  - LDS
- Hindu
- Buddhist
  - Jainism
- Indigenous
- Pagan
- Baha'i

- Sikh
- Shintoism
- Taoism
- New Thought
- Additional space available for other traditions

## MTCC Amenities<sup>1</sup>

- **ATMs - Automated Teller Machines**
  - Seven ATM machines through the building
  - Four on Level 200 in the North Building
  - One on Level 600 and two on Level 800 in the South Building
- **Bicycles/GREENbike**
  - Located directly outside the Salt Palace on sidewalks on:
    - West Temple
    - South Temple
    - 200 South
    - Near the South Plaza
- **Business Cards - The Salt Palace Business Center (385-468-2228) can produce custom business cards or print cards from your existing file.**
- **City Tours of Toronto**
  - 801-548-2248
  - Contact the Guest Services Desk in the North and South Buildings for more information.
- **Business Centre Services**
  - Located on Level 300 in the North Building and Level 800 in the South Building.
  - Photocopying
  - Faxing
  - Printing
  - Outbound courier service
  - Internet access
  - A selection of office supplies and tools
  - Contact: businesscentre@mtcc.com
- **Computer and Internet Access Rental - Located in the Salt Palace Business Center, Room 254, 385-486-2228**
  - Microsoft Office products

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<sup>1</sup> content paraphrased from Metro Toronto Convention Centre's *MTCC Operating Guidelines, 2017-2018*



- Skype
  - Webcam
  - Adobe products
  - High-speed Internet
  - \$4 for up to 15 minutes
  - \$10/hour
- **Concessions**
    - coffee, tea, and snack bars, known as **Cafe Latte** stations
    - Several locations throughout the Salt Palace
    - Cash and credit cards accepted
    - Daily offerings in the back of Hall D
    - Seating in the back of Halls D-B
- **Copies**
    - Found on Level 300 in the North Building and Level 800 in the South Building the Business Centres provide copying services.
    - Photocopy / Printing Rates (available in colour or black and white):
      - Single-sided: \$0.30 - \$1.00
      - Double-sided: \$0.35 - \$1.50
- **Accessibility**
    - Wheelchairs are available as a courtesy service on a first come first serve basis. Visit Guest Services agent located in the North Building on Level 200 and in the South Building on Level 500.
    - All levels of the Metro Toronto Convention Centre are accessible under the Accessibility for Ontarians with Disabilities Act.
    - For any questions you can contact MTCC at [\(416\) 585-8199](tel:416-585-8199) or [accessibility@mtccc.com](mailto:accessibility@mtccc.com).
    - Parking - The North garage has 12 disabled parking spaces located on Level 4A and the South garage has 9 disabled parking spaces.
- **Dollies Available at the Business Center**
    - Free for customers bringing packages to be shipped
    - \$5.00 per hour otherwise
    - Driver's license and/or credit card required
    - 801-468-2228
- **EMT / Emergency First Aid (416) 585-8160**
    - In a medical emergency, call 416-585-8160
    - DO NOT CALL 911 as responding emergency staff (Police, Ambulance, and Fire Department) will not know the precise location required.

- EMT services are provided by CNS Inc.:
  - Lower Concourse near the restrooms next to Meeting Room 150
  - Lower Mezzanine outside of Hall 4

- **Gift Shop - *Simply Salt Lake***

- Main shop is located in the Visitors' Center, located near the East entrance
- Look for the *Simply Salt Lake* Kiosk inside the Salt Palace as well

- **House Phones** - White courtesy house phones are located throughout the Salt Palace:

- West Lobby
- Upper Mezzanine
- 150A Hallway
- Ballroom North Foyer
- Red Room
- 251B Hallway
- 252B Hallway
- 254B Hallway
- Parking Level 1 in NE, NW, SE corners
- Parking Level 2 in NE, NW, SE, SW corners
- Parking Level 3 in NE, NW, SE, SW corners

- **Infant Nursing Area**

- Specially designated privacy area for mothers and children
- Room 260 A

- **Lost and Found**

- Contact Licensor Security Services at (416) 585-8360
- Items are catalogued and stored for 90 days

- **Mail Boxes**

- In the Salt Palace:
  - Business Center, Mezzanine level
  - *Visit Salt Lake* administrative offices, near the Visitors' Center, weekdays
- Outside the Salt Palace:
  - Corner of 100 South and West Temple

- **Parking**

- Parking is severely limited, as we are expecting 10,000 guests and the MTCC lots only offer 1,700 spaces.
- Volunteers and guests are highly encouraged to use public transit, drop-off, carpool, other public parking, etc.

- In the event a guest must drive, the following information may be helpful:
  - Two MTCC parking lots offering 1,700 indoor parking spaces
  - North and South Buildings
  - Visa, MasterCard and Amex as well as cash are accepted forms of payment. See link for rates - <http://www.mtccc.com/locations/parking-garage-rates/>

- **Pay Phone**

- Located on Lower Concourse adjacent to Room 151G
- Coins and credit card accepted
- TTY (TDD) equipped
- Accessible to those who are deaf, hard of hearing, and speech impaired

- **Pets**

- Animals or pets, with the exception of working dogs, are not permitted within the facility except as an approved exhibit, activity or performance requiring the use of animals.
- An animal authorization request form must be completed prior to the event.

- **Recycling**

- Recycling on the Show Floor
  - Use the recycling bins as marked – large bins are made available during move-ins/outs for wood / metal, cardboard / plastic / paper, and organics.
  - Keep food separate from other materials – if normally recyclable material is contaminated by food or drink, it will be sent to landfill
- Recycling in Meeting Rooms & Public Spaces
  - Clearly marked recycling bins are conveniently located throughout the centre – available streams : plastic / metal / glass, organics, paper, and waste
  - If contamination occurs, the material will be sent to landfill

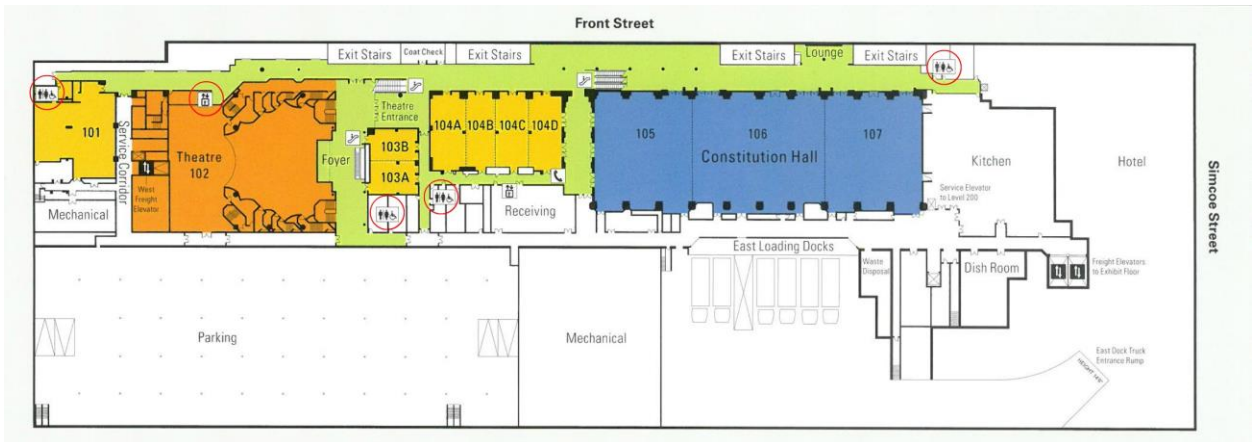
- **Restaurant Kiosk**

- Salt Lake area restaurant and bar recommendations available here
- Reservations and some discount coupons available

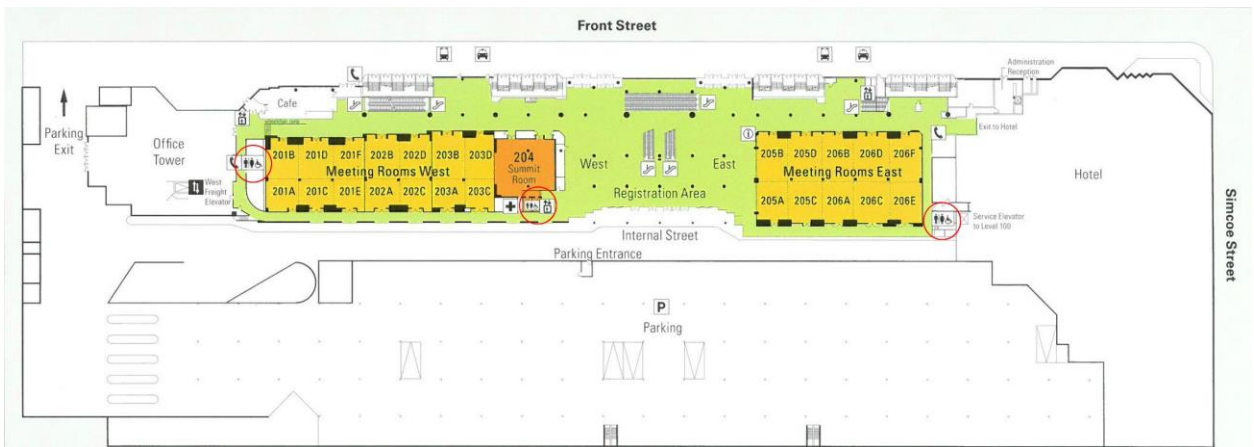
- **Restroom Locations**

- See maps for details

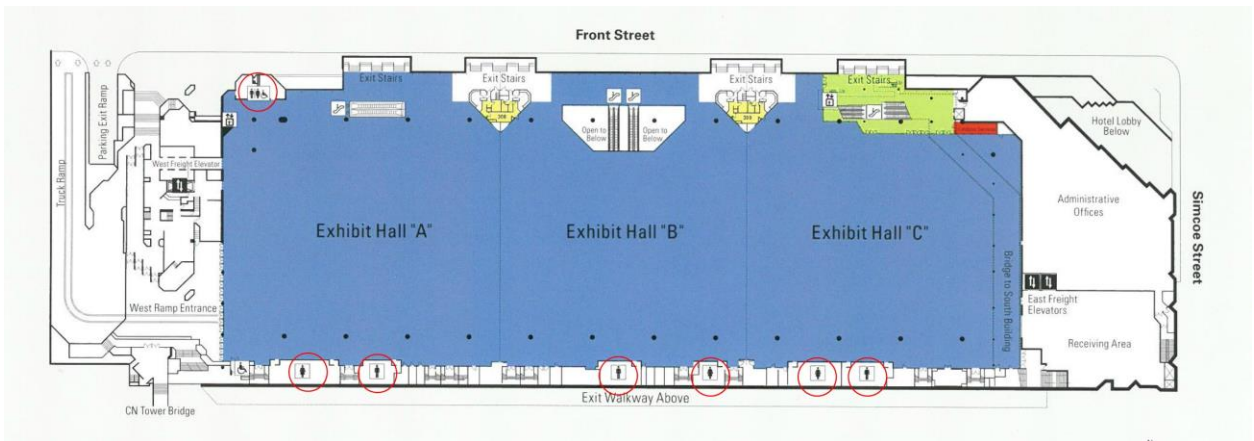
○ Level 100



○ Level 200



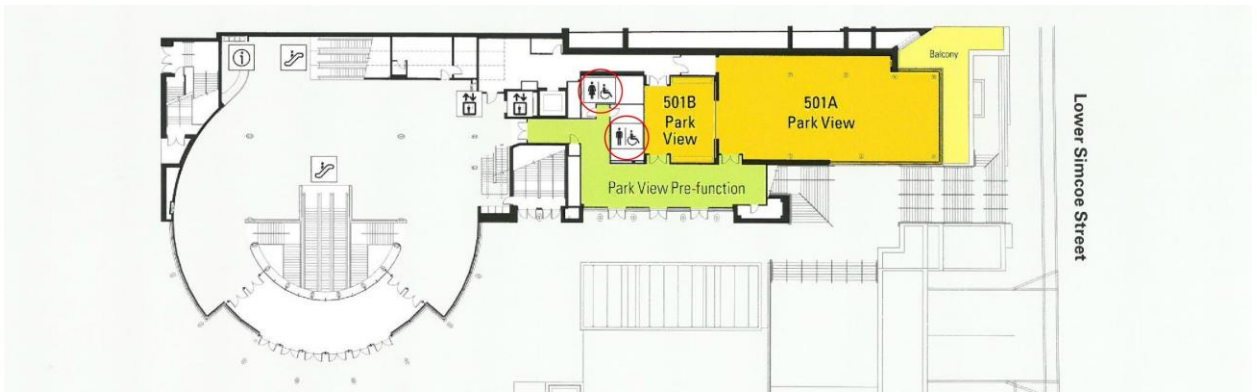
○ Level 300



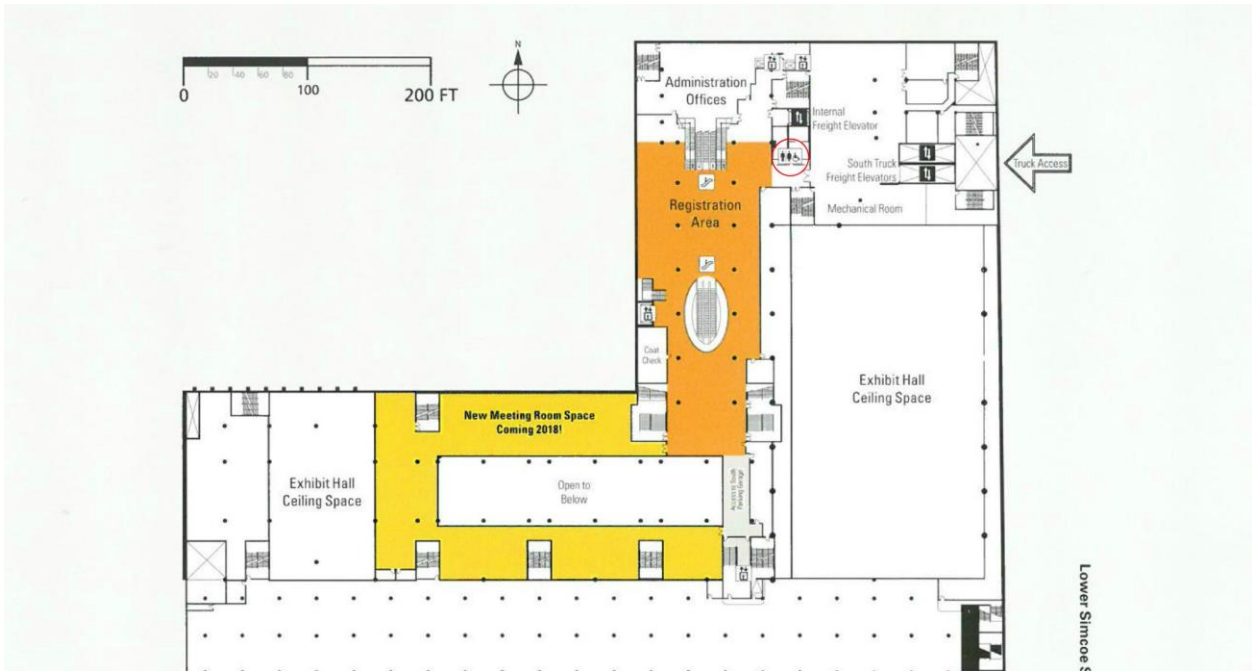
○ Level 400



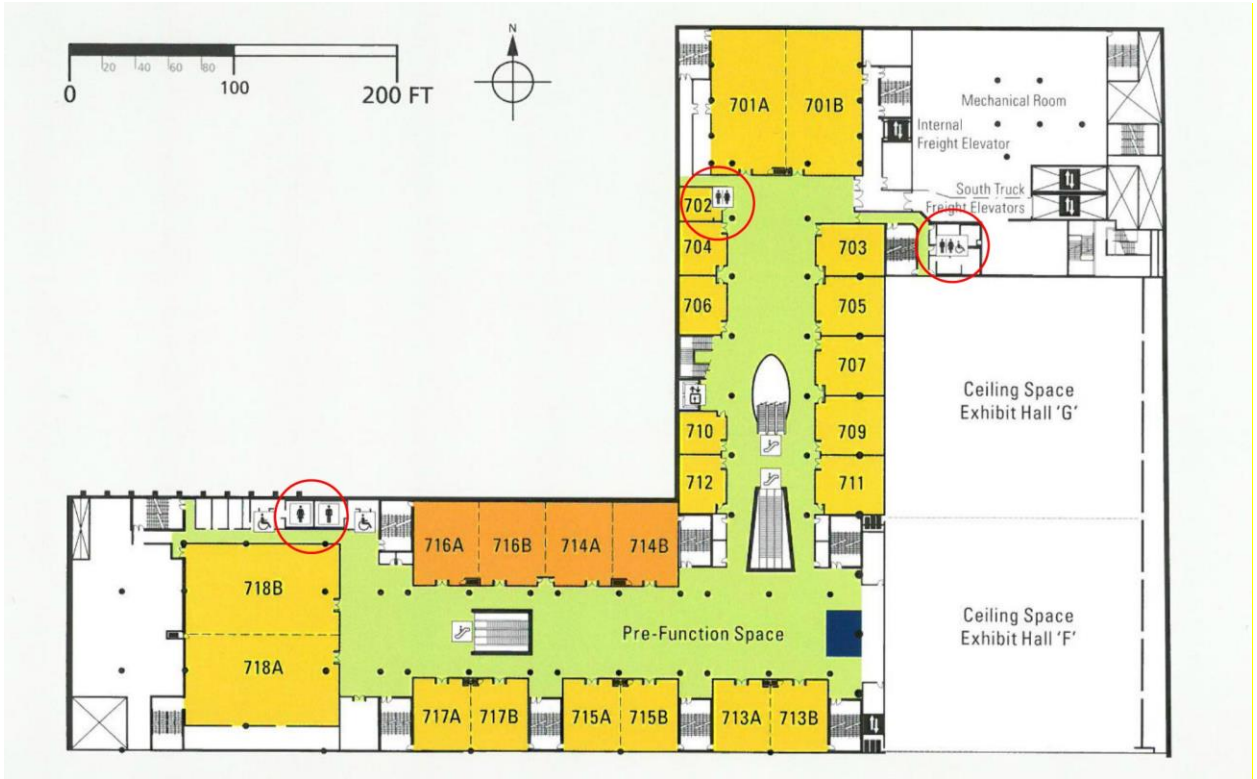
○ Level 500



○ Level 600



○ Level 700



- Level 800



- Scooters

- Electric scooters are available for rent from the Salt Palace Business Center on an hourly basis or duration of event. Credit card required. 385-468-2228.

- Security

- Shipping, Receiving and Storage

- FedEx and UPS shipping, supplies and receiving at Salt Palace Business Center
- Overnight package storage available
- 385-468-2228
- Upper Level, adjacent to Room 254

- Shuttle Bus Loading and Unloading

- Drop-off/Pick-up area for MTCC is located at Front Street and/or Bremner Boulevard
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- **Smoking**

- MTCC is a smoke-free environment.

- **Sundries**

- Located at the Salt Palace Business Center, located in the northeast corner of the convention center on the upper level, adjacent to Room 254, 385-486-2228
- Drinks, candy, pain reliever, tissue, etc.

- **TTY/TDD Phone**

- Telecommunications device for the deaf
- A coin or credit card operated phone is located on the lower concourse, adjacent to room 151G

- **United States Postal Services - USPS**

- The Salt Palace Business Center sells postage stamps and has mailbox for letters only
- To mail USPS packages, go to the US Post Office at Royal Wood Office Plaza, 230 East 200 South
- Otherwise, packages can be mailed via FedEx and UPS at the Salt Palace Business Center

- **Vending Machines**

- Conveniently located throughout the Salt Palace

- **Wheelchairs**

- Wheelchairs are available as a courtesy service on a first come first serve basis. Visit Guest Services agent located in the North Building on Level 200 and in the South Building on Level 500.
- **online reservations:**  
<http://locations.scootaround.com/rentals/a/ahima/information.htm>

- **Wireless Internet Service**

- Business Center 801-468-2228
- Salt Palace Free WiFi
  - Light Internet browsing (256k)
  - No password needed
  - Five Hot Spots



- West Lobby Entrance
- Upper Mezzanine, outside Rooms 258/259
- Near Business Center, adjacent to Room 252, Upper Concourse
- Lobby Area at East Entrance, near East Registration
- South Entrance, Lower Concourse
- Salt Palace Attendee WiFi
  - Faster Internet browsing (500k)
  - Unlimited service
  - Same Hot Spots as above
  - \$14.95/day (expires at midnight)
- Salt Palace Premium WiFi
  - High-speed Internet browsing (1.54 Mb)
  - Servicing entire Salt Palace
  - Good for online sales, presentations, and other business operations.
  - \$99.95/day; discounts for multi-day purchases
  - Works with one mobile device at a time.

## Discover Toronto

- Website - <http://www.mtccc.com/locations/discover-toronto/>
- Map - <http://www.seetorontonow.com/>

## Toronto Transportation

- **Toronto Transit Commission** is a subway, bus, and streetcar transportation service. Find route information, fare information, and schedules for transportation at <http://www.ttc.ca/index.jsp>
- **Taxi Cab, Uber and Shuttle Service** for Toronto and to and from the MTCC
  - Shuttle from Pearson to subway station
  - Shuttle from Billy Bishop to Union Station (1 block away from MTCC)

## Visit Ontario

<https://www.ontariotravel.net/en/home>

## Visit Canada

<https://www.canada.ca/en/immigration-refugees-citizenship/services/visit-canada.html>