

## River Run Centre Volunteer FAQ November 2021

1. What do I need to do every time before entering the River Run Centre?

Volunteers will need to complete the City of Guelph screening. This can be done via the link or by filling out a paper form at the Centre.

2. Do I need to show my vaccine status every time I work a shift?

If you have attended one of the training sessions, we will have your vaccine status on record. As result, you will not need to show it again.

3. Who needs to wear a mask/face covering and does it need to be worn all the time?

Masks and face coverings must be worn by everyone and kept on at all times while at the River Run. Masks/face covering may be removed to consume water.

4. Since the bars will not be open can patrons bring in their own food? Is there a designated place where they can eat?

Patrons may bring in food to consume if needed and are welcome to sit in Canada Company Hall at the Bistro tables.

5. How do I sanitize the scanner before and after use?

There will be sanitizing wipes in the kitchen for this purpose. **Please do not use any other product.**

6. How do I cancel a shift the day of the event if I am unwell? What if I have already entered my hours?

Please call **519 837-5662 ex 2355** and leave a message. Grace will remove your hours from Volgistics.

7. What do I do if I forgot to input my hours to Volgistics?

Input your hours on the VicTouch Ipad in the Coat Room when you get to the theatre.

8. Where is the closest COVID-19 testing centre?

**Guelph General Hospital (5.71 km away)**

115 Delhi St, Guelph ON N1E 4J4

9. What do I do if...

- A patron won't wear their mask? → Get staff!
- A patron doesn't like the seat they are in? → Get staff or send them to Box Office
- I need help seating someone? → Get staff!
- I don't know how to answer a patron's question? → Get staff!
- I feel uncomfortable with a given situation and need support? → Get staff!