



Volunteer Guidance for Mozilla Festival 2015

Ravensbourne College,
6 Penrose Way
Greenwich Peninsula
London SE10 0EW

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Introduce the Team

Sarah Allen - Event Producer

Sarah Allen is an event manager at Mozilla London and this year's MozFest producer. When not focused on Mozfest, she helps out with the [Maker Party](#) and other [Webmaker events](#).

Michelle Thorne - Festival Director

[Michelle Thorne](#) is Mozilla's Director for the Webmaker Mentor team, aiming to grow communities and best practices to teach web literacy. Through [participatory events](#) and [professional development](#), she helps mentors around the world to bring together webmakers of various stripes to build, make, and learn from each other. Michelle curates MozFest and is proud to see the festival into its fifth year.

Misty Avila - Festival Curator

Misty Avila is Director of Programs at Aspiration, an NGO based in San Francisco, California that supports community-based organizations to use technology effectively to achieve their social change efforts. She oversees Aspiration's program and communications activities and has experience training diverse audiences from urban and rural areas around the globe.

Allen "Gunner" Gunn - Festival Co-designer and MC

Gunner is Executive Director of [Aspiration](#) in San Francisco, USA, and works to help NGOs, activists, foundations and software developers make more effective use of technology for social change. He is an experienced facilitator with a passion for designing collaborative open learning processes.

Spike — Festival Volunteer Coordinator

Chris Foote (always known as "Spike") is the Volunteer Coordinator for MozFest. He has co-organized a very successful London-based monthly Meetup group for people involved in or interested in ICT4D (Information and Communication Technologies for Development) as well as countless BarCamps and Hackathons. As a long-time user and supporter of Mozilla, he is honoured to be asked to be Volunteer Coordinator for the second year running.

Marc Walsh - Production Assistant

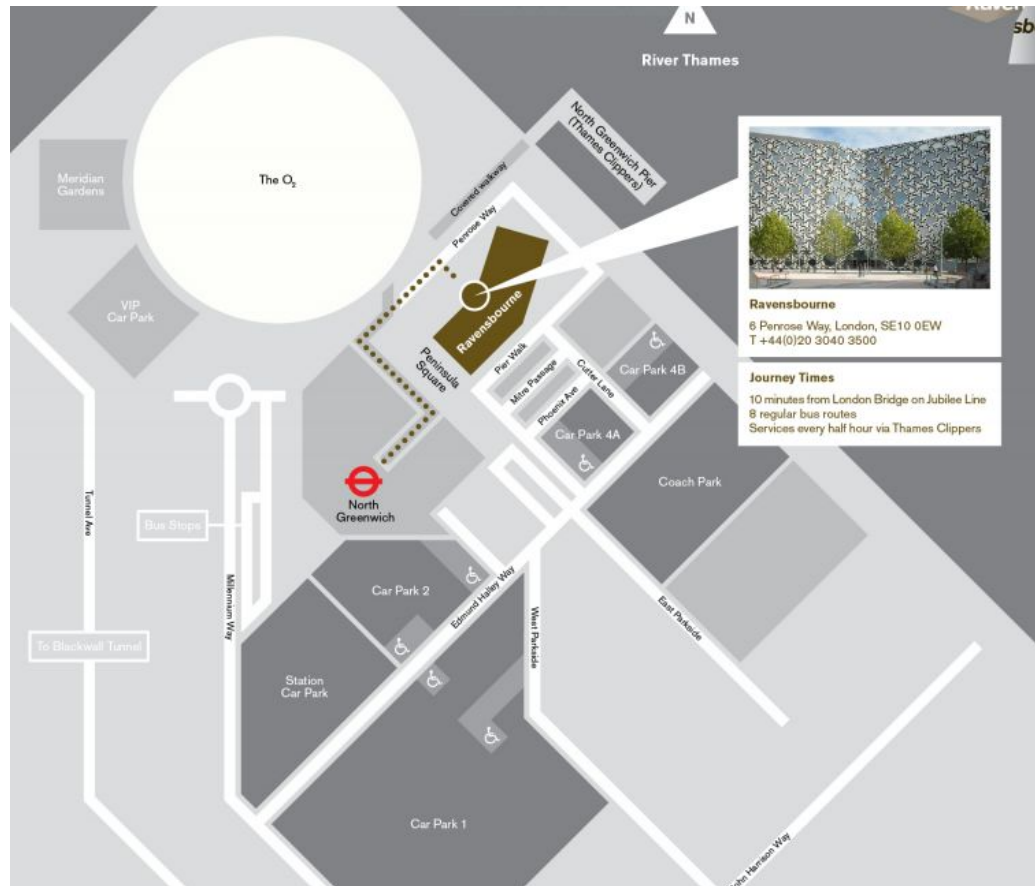
Ziggy Maes

The Festival

Mozilla Festival is in its 5th year at Ravensbourne and is an annual gathering of passionate thinkers and inventors from around the world who meet to learn from each other and help forge the future of the web. Set over the 9 floors of Ravensbourne College, festival ticket holders will have the chance to collaborate and exercise productive skill sharing through hands on sessions outside of the confinements of the classroom.

Ravensbourne is a university college specialising in digital media and design located on the Greenwich Peninsula. This is the college's fifth year hosting the Mozilla Festival. Core team is Clare Selby and Lauren Fox.

The venue will be open to the general public every day from 8am until 9pm each day for the general public and the venue will be accessible to staff and volunteers from 07.30am each day until 22.00pm over the weekend



The festival takes place over three days. We have 8 spaces, which are central hubs of learning.

Digital Citizenship

Science

Journalism

Localisation

Youth Zone

Participation

Mozilla Learning Network

Global Village

Within these Spaces we have created pathways, which are a series of experiences or sessions which will interlink across the spaces and floors of the festival. There are 20 pathways built across the festival weekend.

Attendee Scheduling

There is a soft opening on the Friday morning for all facilitators for training until lunch time. Then in the afternoon there is a leadership development workshop.

For ticket holders the weekend starts on the Friday, with registration opening at 18.00 and we will be running a Science Fair on the 4th and 6th floors from 18.30 until 20:30. During the Science Fair we will have canapes and drinks for all guests.

Saturday morning starts with registration opening from 8.00am and coffee being served on the 1st floor on the ground floor and opening circle starting at 9am on the 4th floor.

Sunday morning starts with registration opening at 9.00am and opening circle starting at 10pm on the 4th floor. The Science Fair will take place in the Walker Space/foyer from 18.30 until 20:30. During the Science Fair we will have canapes and drinks for all guests.

Volunteer roles

Role	Duties
Registration team	Setting up the registration station, registering people , answering festival questions, friendly faces. Running info booth, lost property,
Tech Team	Helping with Av set up on the friday, setting up science fair, helping with the scheduling live feed in rooms, running the tech help desk, set up the closing event on sunday/
Stage Manager Assistant	person to help our stage manager run the 4th floor for opening circle and key notes.
Info Gurus	Specific for tracks, stationed on floors. Helping hand for space wranglers, insuring each floor is set up for sessions, any changes need to be communicated to scheduling team, getting water and supplies
Press room	Maintaining the room, assisting where needed, answering any questions, water/breakfast
Logistics/ deliveries	Big job on friday and sunday helping get everything set up
Mascot	Foxy for the weekend! Directional job and
Social Media	Helping the comms team with social media updates
Photographers	
Swag Bag Crew	Friday only- getting all the bags filled
Lanyard	Adding the lanyard to name tag

Decor	Helping put up posters around the venue, hang flags and roll out the banners
Youth Zone	Assisting in the Youth zone, managing rooms and helping run the zone

Shift timings over the weekend. Please note that those volunteers travelling from further afield will not be expected to take the early or late shifts

Thursday 14:00 - 18:00	
Friday 8.00 -16.00	
Friday 14.00- 21.00	
Saturday 07.30- 14.00	
Saturday 14.00- 19:00	
Saturday Night PARTY!!!!	everyone in the bar
Sunday 8.30am -14.00	
Sunday 14.00- 21.30	

Need help on Sunday night.....

Sunday is 'GET OUT' night and we need all hands on deck to help re set the floors and pull all equipment and supplies back into the stock room on the 1st floor. We will be required to do a quick clean up but nothing heavy but ensuring all posters are off the walls and litter in bins. Last year we were sipping beers at 9:30 and they were the best beers of the weekend. If you are free to help us on Sunday night, please let us know.

Health and Safety

In case of Emergency

Ravensbourne Events team are top tier in cases of emergency, If you hear the alarm, please walk calmly towards the nearest fire exit. Ravensbourne students are the fire marshal over the weekend and they will direct everyone calmly out of the building. **The fire meeting point is on the paved area next to the Emirates Air Line.**

Primary Ambulance will be onsite all weekend as our First Aid Responders all the Ravensbourne event team are first aid responders. Even if you are fully trained first aid responder you are not required to lead or assist but inform the person nearest to you with with a radio of the incident who can then alert the first aid team on site.

Over the weekend Primary Ambulance are the point of contact on every accident and Ravensbourne events team.

Any non emergency issues should be reported to the information desk located in the entrance hall of the building on level 00 (Ground) where we will have an incident sheet to record any issues over the weekend

Primary Ambulance service will be onsite all weekend. They will be located in the library and can be reached on channel 005 and are assigned radio 27.

In an incident of first aid

1. Assess the situation, noting the incident and the location

2. Communicate the incident on Channel 05 talking clearly and slowly over the radio or tell Spike who will communicate the incident to Primary Ambulance team. If the person is not in immediate danger of further injuring themselves please do not attempt to move them and wait until a member of the Primary Ambulance/Ravensbourne team to arrive. They are the first aid responders.

The first aid room is located on the ground floor next to the café and only first aid trained personnel will be able to allow access.

Chain of communication

Spike and Ziggy are your Volunteer Coordinators and all issues should be feed to them. From Mozilla you can communicate any incidents to Sarah and Marc, and Claire and Lauren from Ravensbourne.

All core team will be equipped with radios and a channel guide. All core teams will be instructed on how to communicate clearly on radios and not clog the channels, if you require extended time on a channel move to one that's spare and dial the radio of the person you're wishing to talk to. All core team members will have their mobile phones on them at all times and will be instructed pre-event on the protocol for dealing with an emergency.

Lost Children

We will have about 150 children on site over the weekend partaking in the Youth Zone. There will be schools, afterschool programs and families onsite. If you find a child who is lost or are alerted to a lost child, bring the child to the closest information desk. Do not take the child off that floor. The information desk will alert the Youth Zone, where there are trained youth leaders from a creche who will come collect the child and bring them to the Creche- which is located on the 2nd floor. Please do not bring the child to the creche but wait with them at the info desk. The creche will then call the parents of the child and notify them to come to the creche.

Take a moment out

The weekend can be very overwhelming, busy and those stairs are hard on the feet. The volunteer room is located on the first floor room 107. You can take time out to rest, have a drink and chill in this room. If you need a moment of quiet or reflection we have a room on the first floor you can use.

Please look after yourself, if you are tired take a break, thirsty take a drink or sit down for a moment.

There is also a prayer room on site if anyone requires it

If you experience an uncomfortable situation or would like to let the team know about an issue, you can raise this issue with Spike or Sarah.

