



# Event Organizer

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# WELCOME TO THE WORLD OF EVENT ORGANIZING

Montreal is recognized around the world for the quality of its events. Over the years to come, CÉLÉBRATIONS de la Fierté MONTRÉAL will grow and flourish with the help of people like you contributing to its success.

To welcome a great number of visitors, we need enthusiastic people to take up the challenge year after year.

As a volunteer team member, your thorough understanding of the event is essential and will be reflected in the organization's smooth operation.

To reach a high level of efficiency, the following qualities are necessary:

- Good internal communication
- Preparation for a wide variety of situations
- A proactive approach in each person's field of involvement

This document will help you get involved and guide you as a volunteer and team member. You will have a front-line role in the logistics of the event.

You should keep this document in your work kit and use it with good sense and flexibility in dealing with unforeseen events.

It's up to each of you to keep up the team spirit!

Thank you so much for being involved in CÉLÉBRATIONS de la Fierté MONTRÉAL!

Best regards,

Bobby Gardner  
Volunteer Coordinator  
[bgardner@fiertemontrealpride.com](mailto:bgardner@fiertemontrealpride.com)

# TABLE OF CONTENTS

	Pages
History .....	3-4
Community day.....	5
Remember Montréal Pride in 2007 .....	6-7
Organizational values.....	8
Focus on quality.....	9
Code of ethics .....	10-11
Volunteer care.....	12
Client-centred approach and complaint management .....	13-14
Volunteer training.....	15-17

# A BRIEF HISTORY OF LGBTQA PROTESTS, CELEBRATIONS & PARADES IN MONTRÉAL

Montréal has a rich history of celebrating its LGBTQA population and being at the forefront of the gay rights movement globally. The following is a brief timeline that details many of the significant moments of past forty years.

**1968** – By adopting the Omnibus bill, Pierre Elliott Trudeau’s government decriminalizes homosexuality. Prior to this, the majority of gay men and women in Quebec live in the shadows and in the closet, despite the popularity of few downtown gay bars. Montréal also has a few out local gay heroes including Armand Monroe, who got his name as the Marilyn Monroe impersonator “La Monroe”, in Montréal’s Tropical Room of the Downbeat Club on Peel Street. In 1957, Armand demanded that gay staff be hired; on August 27, 1958, to mark his birthday, men were allowed to dance together for the very first time in a Montréal nightclub. <sup>3</sup>

**1975 – 1976** – As part of an attempt to “clean up” the city prior to the Olympics, Mayor Jean Drapeau convenes a Public Morality Program aimed squarely at gay and Lesbian establishments. Beginning with the raid on the Aquarius Sauna in February 1975, many well-known establishments are targeted, including Club Baths (January 23, 1976) and Cristal Sauna (February 11, 1976). From the 14 to the 21 of March 1976, the Sauna Neptune, the Taureau d’Or, the Studio 1, the Stork Club and Jilly’s, among others, are raided, fined and/or closed under often dubious charges. Many of the patrons and owners are arrested in what is, at the time, the largest mass arrests in Quebec since the 1970 October Crisis. <sup>2</sup>

**1977** – On October 21, over 140 gay men are arrested outside the Truxx bar. The following night, 2000 people take to the streets to protest these arrests and voice their anger. <sup>2</sup>

**1979 - 1980** – La Brigade Rose, a local community group, produces “Gairilla”, bringing together approximately 200 people to mark the 10<sup>th</sup> anniversary of the Stonewall Riots in New York City. A second edition is held the following year. <sup>1</sup>

**1981 - 1986** - Different community groups begin to produce parades, first under the name “Gailon-la”, then “Marche Bleu Blanc Rose”, and always held towards the end of June. For a few years, the parade even falls under the banner of the “Fête Nationale”, since the June 24 date coincides with the Stonewall anniversary. <sup>1</sup>

**1987 - 1990** - Parades continue to attract revellers, sometimes in the thousands, to celebrate Gay Pride on Ste-Catherine Street East, between St-Hubert and Champlain Streets, in the heart of the Gay Village. <sup>1</sup>

**1990** – July 15 is a momentous date in the history of Quebec Gay Rights. When a group of overzealous Montréal police officers decide to violently break-up the « Sex Garage » party in Old Montréal, a series of events unfold, in what is widely-held as Montréal's version of the Stonewall Riots. That night 400 primarily gay, lesbian and transgender revellers are taunted, brutalized and arrested while trying to leave the party. Enraged and no longer willing to settle for unfair targeting, giant protests occur on that same night and the night following outside MUC Station 25. Images of the brutality outside the « Sex Garage » party circulate around the globe and nearly three million Montréalers are finally made aware of the fear and conditions constantly faced by Montréal's LGBTQA population. The events of July 15<sup>th</sup> lead to an investigation and a series of recommendations by the Human Rights Commission and fosters in a new era of cooperation and mutual respect between a newly sensitized Montréal Police Force and the LGBTQA Community. Today the MUC Police is considered an ally in combating homophobia and protecting our rights. Lastly, the « Sex Garage » protests also mobilizes the LGBTQA community and opens the door to a new era of inclusiveness, particularly with respect to the transgender population. <sup>2</sup>

**1993 - 2006** – Suzanne Girard (formerly an organizer of the Image+Nation LGBTQA Film Festival) and Puelo Dier (an original organizer of the protests following Sex Garage Party) join together to form Divers/Cité, after no parade is held in 1992. Together, they grow the Divers/Cité parade from a mere 5000 people in its initial year to an estimated 200,000 in its 5<sup>th</sup> year. Divers/Cité continues to be an integral and internationally recognized part of gay life in Montréal and still organizes an important cultural festival that features many members of our impressive LGBTQA community as well as international performers. The dates for Divers/Cité in 2007 are from Aug 1<sup>st</sup> to 5<sup>th</sup>, the week following Célébrations LGBTQA Montréal.<sup>1</sup>

**2004** – On April 1, Michael Hendricks and René Leboeuf invite crowds to witness and celebrate the first legal Quebec gay marriage at the Montréal Palais de Justice, after a Quebec Court of Appeals upholds, on March 19<sup>th</sup>, the Lemelin decision. On June 29, the same-sex marriage legislation passes final reading in the House of Commons making Canada only the third country in the world, after the Netherlands and Belgium, to officially recognize same-sex marriage.

**2007** – Célébrations LGBTQA Montréal, a newly formed, community-driven and not-for-profit organization, taking the reigns and will proudly to organize the Montréal Gay and Lesbian Community Day & Parade on July 28 & 29 2007. Célébrations LGBTQA Montréal is launched with the unprecedented support of members of Montréal's LGBTQA community. The 2007 edition will launch many exciting new features including Grand Marshals, an Artistic Director, a theme as well as a series of awards to highlight spirit and float-design. <sup>4</sup>

*\*\* Information for, and portions of the text in, this timeline were adapted from:*

*1. "La petite histoire des défilés à Montréal" by Yves Lafontaine, which originally appeared in Fugues Magazine, Vol 24 No. 3 - June 2007.*

*2. Interviews and texts of Jean Pierre Pérusse, Creative director of Radical5, Artistic Director of Black and Blue and journalist for the television show LE PLACARD*

*3. Interview with Richard Burnett, journalist, HOUR newspaper*

*4. <http://www.samesexmarriage.ca>*

*The team at Célébrations LGBTQA Montréal wish to sincerely thank these individuals for the permission to reprint these details.*

# THE COMMUNITY DAY

The LGBTQA Community Day will take place on Saturday, August 15 2009, from 11am to 6pm. Kiosks will line Sainte-Catherine Street East, between Saint-Hubert Street and Papineau Street. This event allows members of both the LGBTQA and mainstream communities to discover many exciting organizations, community groups, businesses and sports teams, run by and/or catering to the LGBTQA community. This event has as a mandate to involve, educate and entertain.

Célébrations de la Fierté Montréal is pleased to welcome over 85 different groups in 2009. Last year, the followings organizations took part:

À Contre-Courant	Coalition des familles homoparentales	L'Alternative, le groupe pour la diversité sexuelle de l'Université de Montréal
À Pieds Levés - Aérobie	Coalition des transsexuelles et transsexuels du Québec	L'arc-en-ciel littéraire
Aaron Maison funéraire	Coalition jeunesse montréalaise de lutte à l'homophobie CJMLH MYCAH	Le Chœur gai de Montréal
Action Séro Zéro	Coalition Multimundo	Les Nanas, ensemble vocal
AGLEBUS (Association des gais, lesbiennes et bisexuel(le)s de l'Université de Sherbrooke)	Comité des droits des gais et lesbiennes (CSQ)	Lesbians & the Outdoors - Débiles du plein air
ALGI (Association des gais et lesbiennes sur Internet)	Conseil québécois des gais et lesbiennes	Ligue Balle-Molle Maxima
Allies Montréal et SILK	CSL (Centre de solidarité lesbienne)	Ligue de quilles Les Bolidés
AlterHéros	CSN - Conseil central du Montréal métropolitain	Ligues sportives les Dragons de Montréal
Amazones des grands espaces	Directions Montréal	Magazine Sapho (Québec)
ARAMIS	Diversions Montréal	Max Radio
ARC Aînés et retraités de la communauté	Enquêtes ARGUS - Agence de la santé et des services sociaux de Montréal	Narcotiques Anonymes
Archives gaies du Québec	Ensemble vocal Extravaganza	NPD Nouveau parti démocratique
Association des pères gais de Montréal	Ensemble vocal Ganymède	Paroisse Saint-Pierre-Apôtre Phase 2
Association des transsexuels et transsexuelles du Québec - Fierté Trans	Équipe Montréal	Pride-Pup.com
Association sportive et communautaire Centre-Sud	Evenours Montréal	Prisoner Correspondence Project
ASTTEQ (Action santé, travesti(e)s et transsexuel(le)s du Québec)	Fem Lib	Productions Village Scène - Festival La Récolte
Aux prismes plein air et culture	Fête Arc-en-ciel de Québec	Project 10/Projet 10
Badminton G-Bleus	FortyPlus	Québec solidaire - Sainte-Marie/Saint-Jacques
Capital Pride Festival	Ga'ava	Queer McGill
CCGLM (Centre communautaire des gais et lesbiennes de Montréal)	Gai Écoute	RE/MAX Westmount
CDEC Centre-Sud / Plateau Mont-Royal	Gayradiobec.com	Recrutement Forces canadiennes
Centaur Theatre	GDM Inc. (Groupe de discussion au masculin)	Réseau des lesbiennes du Québec
Centre compassion de Montréal	GRIS Montréal	Réseau LGBT d'Amnistie internationale Canada Francophone
Centre d'amitié autochtone de Montréal	Groupe financier Banque TD	SEPB -QC (Syndicat des employées et employés professionnels-les et de bureau - Québec)
Cleopatra	Helem Montréal	Studio Arc-en-ciel
Club Bolo Danse Country Montréal	Itinéraire	The Unholy Army of the Night
Club de bridge Arc-en-ciel	Jeunesse Lambda	Via Rail Canada
Club de soccer Pacifex	La Capitale du Mont-Royal	Volley Boréal
Club Long Yang de Montréal	La soirée des culottés	

# REMEMBER MONTRÉAL PRIDE IN 2007

After an initial announcement that no Parade or Community Day would take place in 2007, Montréal's LGBTQA community rallied together to save this important event and continue this longstanding and vital tradition.

We have invited a few of our community leaders to explain, in their own words.

**“Why does Montréal need an LGBTQA Parade and Community Day in 2007?”**

« Les 28 et 29 juillet prochain, nous serons du défilé et de la journée communautaire. Pas uniquement pour présenter nos abdominaux ciselés, exhiber notre nouveau chum ou notre nouvelle blonde ou pour danser derrière le char qui aura la meilleure musique. Nous serons présents, comme chaque année, parce que ces célébrations symbolisent notre présence, à Montréal, comme au monde. Un monde qui doit compter avec les communautés gaie, lesbienne, bisexuelle et transsexuelle. D'abord, geste de résistance, le défilé de la fierté gaie a laissé place à la célébration des acquis, de l'avancée des lois et de l'évolution de la société. Nous marcherons aussi pour soutenir l'extrême vitalité des groupes communautaires, tout comme nous participerons à la journée communautaire. Nous marcherons parce que le sida reste un fléau planétaire, pour se souvenir de ceux qui ne sont plus là. Nous marcherons parce que si la situation est favorable au Québec et au Canada, il n'en va pas de même pour la grande majorité des gais et des lesbiennes à travers le monde. Loin de là. Nous marcherons parce que si les motivations pour marcher diffèrent pour chacun des participants, il n'en demeure pas moins que le défilé de la fierté gaie est avant tout la réitération d'une sortie du placard collective. »

- **The team at Fugues Magazine, Montréal's most widely read gay magazine**

« The community day and pride parade are a once-a-year great opportunity to show the public that families come in all shapes and sizes, including ones with 2 moms or 2 dads. »

- **Mona Greenbaum, President, Quebec Lesbian Mothers Association and The LGBT Family Coalition**

« Tout comme la Carifesta ou la St-Patrick, le défilé représente nos couleurs. Nous sommes marginalisé comme le sont les minorités visibles, par contre l'homophobie n'est pas aussi facilement détectable par la population générale que le racisme, aussi a-t-elle plus de difficulté à en prévenir les actes. Nous sommes des communautés aux réalités différentes. Lesbiennes, gais, transsexuels, transgenres, queer, allosexuels, hétérosexuels, tous ensemble, nous sommes capable de nous réunir pour faire la fête, et ce sont nos différences qui rendent l'événement si attrayant. Sous le prétexte de la célébration, nous pouvons enfin nous rencontrer plutôt que de rester chacun dans son coin, et c'est l'occasion d'apprendre à se connaître et d'établir de nouvelles amitiés pour l'année à venir. L'hiver à Montréal est plus chaud quand on s'entoure. Si nos droits à l'égalité sont acquis, 2007 sera l'année de la visibilité. Parlons enfin d'homosexualité dans les écoles. Le défilé est là pour nous rappeler l'avenir ensoleillé pour la jeunesse qui n'aura plus à s'inquiéter d'être allosexuel. »

- **Bruno Laprade, Jeunesse Lambda, a local discussion group for Montréal LGBTQA youth, aged 25 and below.**

For more information, high-resolution images or interview requests, kindly contact Jeffrey Spivock, Director of Communications, at 514 528 6190 or media@celebrations-lgbta.org.

« These events celebrate how diverse and inclusive our community truly is, and how much life exists outside of the closet. Célébrations LGBTQA Montréal will celebrate all of the great recent advancements that our community has fought to achieve, including gay marriage. But more importantly, our organization's mission is to continue to highlight how much more work is necessary to truly eradicate homophobia, both at home and abroad. »

- **Éric Pineault – President of Célébrations LGBTQA Montréal**

« La journée communautaire est l'un des seul moment où le commun des mortels à l'opportunité de connaître ou de se ressourcer sur les différents intervenants et organismes qui peut l'aider dans son cheminement car, trop souvent, ils n'ont pas les moyens de se faire connaître. Et finalement, la minute de silence dans la parade, est un geste personnel et politique afin que les victimes de l'homophobies et du Sida disparue, ne soient par mort sans raison et dans l'oublie. »

- **Jean-Pierre Pérusse – Reporter for the television show LE PLACARD.**

« Équipe Montréal est un regroupement d'associations sportives et socioculturelles LGBTQA. Notre membership, comptant plus de 2000 membres, fait de nous la plus grande association du genre au Canada. Pour nous, la journée communautaire est une occasion de présenter nos clubs et notre calendrier d'activités au grand public. De plus, le défilé permet à notre communauté entière d'exprimer qui elle est, de descendre dans la rue en plein soleil et de se faire voir. Les deux journées sont essentielles au développement de notre réseau, au recrutement de nos nouveaux membres et au rayonnement positif de notre belle et grande communauté LGBTQA de montréalaise. »

- **Dan Vaudrin, President of Équipe Montréal**

« Un défilé de la fierté demeure toujours essentiel. Tout en étant festif, il constitue un agent de changement majeur. Il incite au questionnement, projette l'image d'une communauté unie pour la reconnaissance des ses droits. La société québécoise est l'une des plus ouverte et accueillante au monde pour les personnes LGBT. Nous sommes reconnaissants d'avoir le privilège de vivre dans cette société. Toutefois, malgré les avancées extraordinaires des dernières années, il nous faut poursuivre le travail afin de passer de l'égalité juridique à l'égalité sociale et de la tolérance ;à l'acceptation. À la fois festif et engagé, ce défilé contribue à la réalisation de ces objectifs. »

- **Laurent McCutcheon, President of Gai Écoute and La Fondation Émergence**

« Pour nous, Célébrations LGBTQA Montréal nous donne l'occasion de nous faire connaître et aussi de fournir plus d'information sur la seule ligue de hockey gaie au Québec. »

- **Henri Robichaud, President of Les Dragons de Montréal**

« La Légende Urbaine de Montréal est un club social mixte regroupant des membres de la communauté fétichiste gaie de la région métropolitaine. En participant au défilé nous voulons rendre visible le fétichisme qui fait partie intégrante de la communauté gaie depuis plusieurs décennies. Rappelons-nous que les gars de cuir au côté des travestis ont été les instigateurs du mouvement gai initié par les événements de Stonewall à New-York dans les années soixante. Ils ont été aussi les premiers à défendre leurs frères atteints du SIDA au début des années quatre-vingts. Par notre présence nous voulons leur rendre hommage. »

- **André Patry, President of La Légende Urbaine de Montréal**

« Il est réjouissant de voir les célébrations de la fierté renaître aussi rapidement de leurs cendres grâce au dynamisme de la communauté gaie. Longue vie à Célébrations LGBTQA Montréal! »

- **Benoit Ethier, President of Club aquatique À Contre-Courant**

# Organizational values

## INVOLVEMENT

- Passion and enthusiasm
- Striving to go further
- Development
- Team spirit
- Festive attitude

## HUMANITY

- Discovery and appreciation of diverse communities
- Respect
- Recognition
- Harmony and fellowship

## FESTIVITY

- Enjoyment
- Community development
- Continuous quality improvement

# Focus on Quality

CÉLÉBRATIONS de la Fierté MONTRÉAL is part of the LGBT tourist industry, which relies on its customer service to show and reinforce the quality and value of tourist events and attractions. These goals are at the heart of a marketing strategy whose aim is to be among the best-known LGBT destinations in the world.

It is important to pay constant attention to what might make the difference in ensuring that visitors are satisfied; your success in doing so depends on your commitment. You will constantly be in contact with workers, volunteers, and visitors, **all of whom are our clients.**

**A quality system is** the sum of all actions that ensure the high-quality service necessary to meet visitors' needs.

**Quality is ensured by** a uniform vision and attitude, consistency in words and actions, and constant attention to and care for visitors.

## **Caring for the visitor means:**

- Taking responsibility for resolving a visitor's problem or meeting his or her needs
- Using all your knowledge and skills to determine what would best meet a visitor's needs
- Asking visitors questions in order to better understand their needs
- Referring visitors to people relevant to their needs
- Putting yourself in the visitor's shoes to better understand his or her needs
- Doing everything possible to never leave a visitor's situation unresolved
- Never giving false information; always going to the source

Your main role:  
Listening to the visitor and helping to meet his or her needs

# Code of Ethics

To ensure good management and the satisfaction of its team members, CÉLÉBRATIONS de la Fierté MONTRÉAL has set some guidelines for its members' conduct.

ADMINISTRATORS, MANAGERS, EMPLOYEES, AND VOLUNTEERS PLEDGE:

## **To themselves and their colleagues:**

- To be actively involved in fulfilling the mandate and to make it a point of pride to work together to present the event, ensure it runs smoothly, and thereby contribute to its development.
- To work in cooperation with the whole team, with mutual help, respect, trust, and communication of all relevant information according to the organization chart.
- To respect the communication network as laid out in the organization chart.
- To attend all meetings at which their presence is requested.
- To remember that loyalty to CÉLÉBRATIONS de la Fierté MONTRÉAL is a prerequisite to their involvement.
- Not to use CÉLÉBRATIONS de la Fierté MONTRÉAL for their own purposes.
- To emphasize the team effort and avoid taking sole credit for the accomplishments of the team.
- To encourage each other by taking the time to congratulate others for their efforts and successes, and to say thank you!

## **To visitors:**

- To be conscious of the fact that each of us represents CÉLÉBRATIONS de la Fierté MONTRÉAL and contributes significantly to the event's image.
- To care for internal and external clients by assisting them and offering quality products and services.
- To be conscientious and honest when dealing with clients.
- To monitor our actions to ensure that commitments made to clients are kept.

## **To the media and general public:**

- To understand the importance of avoiding any distortion when giving information about CÉLÉBRATIONS de la Fierté MONTRÉAL.
- To associate ourselves with the decisions of the board of directors and to respect the confidentiality of certain matters.
- To refer all questions from the media and their representatives to the president (Éric Pineault) or director of communications (David Tousignant) of CÉLÉBRATIONS de la Fierté MONTRÉAL.

# Volunteer care

While acknowledging that the most important sources of motivation are the feelings of accomplishment, communication, and enjoyment among its team members, CÉLÉBRATIONS de la Fierté MONTRÉAL is committed to recognizing its volunteers' contributions.

One principle is central: the volunteer experience should be stimulating and fun. Each team member is asked to take responsibility in order to emphasize his or her commitment to the team, improved skills, and feeling of pride from contributing to the success of CÉLÉBRATIONS de la Fierté MONTRÉAL.

## General objectives

1. Recognizing the importance of each person's involvement, out of concern for efficiency and fairness
2. Officially recognizing the role of volunteers
3. Managing the volunteers in such a way as to create a feeling of pride and belonging

## Recognition of volunteers

CÉLÉBRATIONS de la Fierté MONTRÉAL depends on the devotion of a large number of volunteers, whose involvement creates an atmosphere of growth and cooperation. The enthusiasm and common will of this large team allows us to meet the challenge of organizing a major cultural event.

# Client-centred approach and complaint management

## Your commitment

Remember that you are likely to be asked questions.

## Remember to:

- ❖ Be courteous
- ❖ Listen carefully to requests
- ❖ Direct the clients to the appropriate resource
- ❖ Smile

## The maxims of excellent service

- ❖ The visitor is the most important thing for us. He or she at the heart of our work.
- ❖ The visitor is not interrupting our work; he or she is the reason for our work.
- ❖ The visitor is part of the organization, not a stranger.
- ❖ The visitor informs us of his or her needs and expectations; it is our job to meet them.

## Client-centred approach

- ❖ Taking responsibility for resolving a client's problem or meeting his or her needs
- ❖ Using all your knowledge and skills to determine what would best suit a client's needs
- ❖ Asking clients questions in order to better understand their needs
- ❖ Putting yourself in the client's shoes to better understand his or her needs
- ❖ Doing everything possible to never leave a client's situation unresolved

## **To understand a client**

- Put yourself in his or her shoes.

- Ask yourself what gives you a good or bad impression when you attend an event or visit a tourist site.
- Treat the client as you would like to be treated.
- Do not get involved in a discussion if you are not certain of the answer. It is better to refer the person to an information source rather than give him or her incorrect information.

### **Visitors' comments**

If the comment is negative, avoid expressing agreement with the client. You are an integral part of the organization. We can do our best work when the whole team supports one another, even if you may agree with what the client has to say.

### **Complaint management**

A mnemonic for dealing with problems: **CLEAT**

C: Stay calm  
L: Listen without interrupting  
E: Empathize  
A: Act to resolve the problem  
T: Thank the client

A complaint is an oral or written expression of a client's dissatisfaction that expresses a problem with the quality of an organization's product or service.

Visitors' opinions are very important, whether they are positive or negative.

You can tell visitors that all comments received will be carefully studied after the event and taken into consideration in planning for subsequent years.

# VOLUNTEER TRAINING

Hello, and thank you for coming. Your participation is important for the whole **CÉLÉBRATIONS de la Fierté MONTRÉAL** team. As you will discover, our good humour, enthusiasm, and energy, combined with those of the parade participants and spectators, will win you over and make sure you have a good time.

The parade will take place on Sunday, August 16, 2008, on Boulevard René-Lévesque; it will begin at 1:00 p.m. at the corner of Boulevard René-Lévesque and Avenue De Lorimier, and will end around 3:00 p.m. at the corner of René-Lévesque and Rue Saint-Hubert.

**Here is some important information to help you prepare for the day.**

**Getting ready:** Remember to get a good night's sleep the night before, to be your best on parade day.

**Very important:** It will be next to impossible to find parking downtown or in the Village on parade day. Some (expensive) parking lots are available, but we suggest you use **public transit** to come in, leaving your car near a metro station, preferably on the green or orange line.

## *NECESSARY EQUIPMENT*

### **You will need to bring:**

- 1) Comfortable shoes
- 2) A raincoat (if it looks like rain)
- 3) Some snacks

We will provide:

- 1) A T-shirt to identify you
- 2) Bottles of water
- 3) A list of community groups and businesses in the parade
- 4) A CÉLÉBRATIONS de la Fierté MONTRÉAL programme

**Arriving on site:** Volunteers will meet at 11:00 at the Place Émilie-Gamelin, at the corner of rue Sainte-Catherine and rue Berri. It is important that you go to the **Volunteer Centre** when you arrive in order to confirm your attendance, get your equipment, and be placed in a team and assigned a location.

## DEALING WITH THE CROWD:

- 1) Manage the crowd generally and assist the police cadets. Volunteers are there to help in an emergency, manage the crowd generally, and provide information.
- 2) Help children and people using wheelchairs to come to the front, by asking the crowd to let them through.
- 3) Keep smiling and do not take any negative comments personally.
- 4) Inform the crowd about the **minute of silence: it will take place at 2 p.m.** The success of the minute of silence depends on us.

## IN CASE OF EMERGENCY

- 1) Stay calm
- 2) Evaluate the situation without panicking
- 3) Contact your team leader
- 4) Stay at your position as far as possible

To allow emergency vehicles (ambulances, firetrucks, police cars) through the route, certain cross streets have been designated as emergency corridors, to be used by the emergency vehicles if necessary.

### *However, fire trucks or Urgences-Santé ambulances*

*may have to use any of the cross streets along the route.*

In this case, you will have to:

- 1) Tell the crowd to clear the path;
- 2) Assist the police cadets.

**ABSENCE:** If you find you cannot attend, tell me **as soon as possible** and try to find someone else to replace you if you can.

For bus, metro, commuter train, or night bus schedules, call the following numbers:

- 1) Société de transport de Montréal (STM): 514-288-6287
- 2) Société de transport de Laval (STL): 450-688-6520
- 3) Réseau de transport de Longueuil (RTL): 450-463-0131

**We still need volunteers, so ask your family and friends!**

**See you at the Volunteer Centre at 11:00 a.m. on August 16<sup>th</sup> 2009!**

The **CÉLÉBRATIONS de la Fierté MONTRÉAL** team thanks you for participating as a parade volunteer and hopes you have a great time.

Bobby Gardner  
Volunteer coordinator  
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