



Family Fun Night Volunteer Package

Station: Raffle

Contacts:	Name	Phone Number	Potential Contact Reasons
Station Lead	Raquel		Any Questions about your Station
Raffle Chair	Chris	403-891-0129	Any Questions about Raffle Rules and procedures that Station Lead cannot answer
Volunteer Lead	Zubair	403-796-4840	General Volunteer Questions
Certified Food Handler	Chris	403-891-0129	Questions about Safe Food Handling, Report of illness from Food, Food handling complaint, Arrival of a Food Inspector, etc.
First Aid	Tavis Roman Charlotte Kevin	403-660-6135 587-433-7353 403-978-5194 403-401-0344	First Aid, injuries, bee stings, etc. If serious in nature - Call 911 then call Tavis
Emergency #1	Yana	403-993-7287	Unruly Patrons, Safety Issues, Criminal Activity, etc. If serious in nature - Call 911 then call Yana or Chris
Emergency #2	Chris	403-891-0129	Unruly Patrons, Safety Issues, Criminal Activity, etc.

If serious in nature - Call 911 then call Yana
or Chris

General Volunteer Information

Thank you for volunteering your time at the NHCA's Family Fun Night. Events like these could not happen without our amazing volunteers.

- Face Masks are required for all NHCA Staff and Volunteers, and one will be provided for you.
 - Exceptions will be made for medical reasons.
- Hand sanitizer will be provided at all stations
- **If you see something – do something**
You are empowered to act. If you see an unsafe practice or situation, correct it or call someone to correct it. Examples:
 - If you see a mess – Pick it up
 - If you see someone without a covid-screening wristband – Ask them to go to a screening station
 - If you see something blocking the flow of guests – Move it
 - If you see a tripping Hazard – Correct it

NHCA Overview

The Northern Hills Community Association (NHCA) is a grassroots, volunteer-based organization on a mission to enhance the quality of life of its residents by enriching and empowering our diverse communities through advocacy, education, and provision of opportunities for engagement. NHCA serves over 57,000 residents in five communities in North Central Calgary: Country Hills, Country Hills Village, Coventry Hills, Harvest Hills and Panorama Hills.

Through strong relationships and partnerships with local organizations, elected representatives, and dedicated volunteers we are providing a palette of services and programming to positively impact social issues through:

- Sport programming
- Community news
- Senior activities
- New immigrant resources
- Art projects and programs
- Community gardens
- Social support
- Family and youth events
- Advocacy
- Community development
- Public parks and playground projects
- Local business events and supports
- and much more

Volunteer T-shirt Pick up and Return

All volunteers will be provided a T-shirt to wear during their shift. You are absolutely welcome to keep your shirt! If you choose not to keep it, please return the shirt to the Used Shirt Receptacle at NHCA Booth at the end of your shift.

Volunteer Snacks

Get your volunteer snack/drink tickets from NHCA Booth – Ask for Zubair

3 hours or more	Hot Dog, Chips, Drink and Snack Tickets
Less than 3 hours	Drink and Snack Tickets

Station Hours

Station	Open	Close
Overall Event (Traffic)	5:00 pm	After Movie
Ticket Station 1	5:00 pm	8:20 pm
Ticket Station 2	5:00 pm	8:20 pm
Ticket Station 3	5:00 pm	10:00 pm
Raffle Sales	5:00 pm	8:00 pm
BBQ Station	5:00 pm	8:00 pm
Popcorn Station	5:00 pm	10:00 pm
Cotton Candy	5:00 pm	10:00 pm
Baked Goods	5:00 pm	10:00 pm
Iced Treats	5:00 pm	10:00 pm

Station	Open	Close
Henna	5:00 pm	8:00 pm
Face Painting	5:00 pm	8:00 pm
First Aid	5:00 pm	After Movie
Photo Booth	5:00 pm	10:00 pm
Market	5:00 pm	8:00 pm
Sports Activities	5:00 pm	8:00 pm
Carnival Games	5:00 pm	8:00 pm
NHCA Booth	5:00 pm	8:00 pm
Drinks	5:00 pm	10:00 pm
All other Areas	5:00 pm	8:00 pm

Notable Times

Door Prize Draw 1	6:00 pm
Door Prize Draw 2	7:00 pm
Door Prize Draw 3	8:00 pm
Door Prize Draw 4	After the Movie
Movie Pre-show	8:00 pm
Raffle Draw & Sponsor Announcements	8:15 pm
Movie	8:30 pm

Event Maps

See Map section at end of this package

Food Prices/Ticket Colors

Individual Prices

Items	Price	Ticket Color
Hot Dog	\$3.00	Green
Chips	\$1.00	Pink
Drink	\$2.00	Blue
Cotton Candy	\$2.00	White
Popcorn	\$1.00	Orange
Iced Treats (2)	\$1.00	Orange
Cookies (2)	\$1.00	Orange
Raffle 1 for \$2	\$2.00	Yellow
Raffle 3 for \$5	\$5.00	Red

TICKET COMBOS

Dinner for 1\$7.00

Hot Dog, Chips, Drink, 1 Popcorn/ 2 Frozen
Treats / 2 Cookies

Member Price \$6.00

Family Movie Night\$16.00

4 Popcorn, 4 Drinks, 8 Cookies

Member Price \$15.00

Dinner for 4\$30.00

4 Hot Dogs, 4 Chip Bags, 4 Drinks, 2 Cotton Candy,
1 Popcorn / 2 Frozen Treats / 2 Cookies

Member Price \$28.00

Sweet Tooth\$5.00

Cotton Candy, Popcorn, 2 Frozen Treats,
2 Cookies

Member Price \$4.00

Epic Dinner for 1\$16.00

Hot Dog, Chips, Drink, Cotton Candy,
Popcorn, 2 Frozen Treats, 2 Cookies

Member Price \$15.00

Epic Dinner for 4\$49.00

4 Hot Dogs, 4 Chip Bags, 4 Drinks, 4 Cotton Candy, 4
Popcorn, 8 Frozen Treats , 8 Cookies, Raffle 3 for \$5

Member Price \$45.00

Station Specifics

Overview

NHCA is offering a licensed 50/50 raffle. They will be sold at 3 ticket station and the main raffle table at the event. Winner receives 50% of ticket revenue, the NHCA receives 50% of ticket revenue to support its programs and services.

Even though you are at the ticket stations, you are only responsible for selling and managing the integrity of the raffle to the guidelines required in the Raffle Rules.

NOTE: Station Lead Duties may be preformed by the Raffle Chair as required

Hours

Ticket sales: 5 pm - 8 pm

Raffle Draw: 8:15 pm

Set up

Ticket Stations 1-3

Volunteers will pick up the following from the Station Lead at the main Raffle Table before proceeding to their designated station:

- Cash envelope with \$200 float - Counted
- Designated tickets – Counted and initialed on Master Inventory Control
 - Yellow – 1 for \$2 (500)
 - Red – 3 for \$5 (2000)
- Calculator
- Pens
- Clear Box for Raffle Tickets
- Raffle Count Sheet

Proceed to assigned Ticket Station and ensure that these supplies are present:

- 8x10 Raffle pricing sign
- Chair
- Hand sanitizer

Set up:

- clear container in a visible but easy to reach location
- 8x10 Raffle pricing sign next to container
- All other items in a manner that works for you ensuring security of Tickets and Cash

Main Raffle Table

Volunteers will pick up the following from the Station Lead at the main Raffle Table before setting up the main Raffle Station:

- Cash envelope with \$200 float - Counted
- Designated tickets – Counted and initialed on Master Inventory Control
 - Yellow – 1 for \$2 (500)
 - Red – 3 for \$5 (2000)

- Calculator
- Pens
- Raffle Count Sheet

Ensure that these supplies are present at the main Raffle Table:

- Large Raffle pricing sign
- 2 Chairs
- Hand sanitizer
- Raffle Drum
- Raffle Rules
- Raffle Licence
- Tablecloth

Set up:

- Raffle Drum in visible but easy to reach location on table
- Large Raffle pricing sign pricing sign next to table
- All other items in a manner that works for you ensuring security of Tickets and Cash

Station Lead

- Provide Raffle Station Supplies to Raffle Station Volunteers
- Manage Ticket Inventory Control including
 - Knowing where Tickets are at all times
 - Confirming ticket numbers with volunteers, record on Inventory Control sheet, ensure the volunteer has initialed the receipt of tickets
- Providing an overview of Raffle Ticket Sales to volunteers
- Assist with set up of stations as needed
- Will be based out of the Main Raffle Station

Operations

Draw Time

8:15 pm at main raffle station

Ticket Prices

- **1 for \$2 – Yellow Ticket**
- **2 for \$5 – Red Tickets**

Sales procedure

- Add up the prices of tickets requested by the attendee
 - Calculator is available if required
- Take payment either by cash or credit card
 - See credit card instructions sheet
- Split required double tickets for the order
 - Give customer the “Keep this Stub” side

- Put the “Ticket” side in the clear plastic contain or raffle drum
- If a combo with raffle ticket is purchased from the Event Ticket Seller:
 - Cash – The Ticket seller will give you \$5– Raffle volunteer will provide Tickets to customer
 - Credit Card - \$5 to be processed on Raffle Credit Card Machine – rest on Ticket Station
Credit card machine - Raffle volunteer will provide Tickets to customer
- We can only sell a total of 9000 Red Tickets and 2500 Yellow tickets.
- If we run out of one ticket type the other color **cannot** be substituted, we are just out of that ticket pricing level
- Call your Station Lead if:
 - Your container is getting full, they will replace it with an empty container and transport to the Large Raffle Drum
 - You are low on change/small bills
 - You are low on Raffle Tickets
 - You need a quick break
 - **The Ticket sellers cannot watch your station only the Station Lead or the AGLC Chair**
 - Someone requests to see the Raffle Rules or Raffle License
 - You have any questions at all

Rules:

- Must be 18 years or older to purchase raffle tickets
- NHCA Board members, NHCA Staff and their immediate family living in the same household **cannot** buy Raffle Tickets
- Tickets and cash must be in your possession at all times
 - Only Station Lead or AGLC Chair may take possession if required

Shut down Stations

- Sales stop at exactly 8 pm
- Print a Credit Card Report – see credit card instructions
- Count your cash and remaining tickets and enter it on your Raffle Count Sheet
 - The calculation can be done or brought to Station Lead for assistance
- Bring your Raffle Count Sheet, ticket container, unsold tickets, and cash envelope to the Main Raffle Station
- Station Lead will confirm your Raffle Count Sheet, enter in Raffle Summary sheet and Complete the Ticket Inventory Control Sheet (require volunteer’s initials and signature)
- Return Station Items to area designated by the organizers – Check with Station Lead for locations
- Raffle station Volunteers are free to go at this point but may remain to help Station Lead with any final clean up

Prize Amount Calculations

- Once all Raffle Count Sheet are submitted and confirmed by the Station Lead, the Raffle Chair will confirm the 50% prize amount and proceed with the draw and take possession of all monies, unsold tickets and floats.
- Station Lead will return any remaining items to the designated area

Draw

- Draw will take place at 8:15 (or later if Raffle Chair deems more time is needed for counting)
- Winner must be present and has 10 mins to present the winning ticket to Raffle Chair
- If no winner presents after 10 minutes, that winning ticket is forfeited and new winning ticket will be drawn
- Winner must provide personal details to the NHCA as required by AGLC
- Raffle Chair will ensure that all AGLC procedures are followed in terms of reporting and retention of material