2026 Volunteer & Staff Orientation Package
Event Date: **Saturday October 17th, 2026**

Event Location: **The Fairmont Palliser** (133 9th Ave SW)

Event Time: **5:00pm – 11:00pm**

Contact Information:

Pre-event Assignments:

Volunteer Resources Team Volunteer@calgaryhumane.ca

Day of Event:

- Anna-Lee Fitzsimmons – 587-284-0053
- Sara McKegney – 902-830-8326

Staff & Volunteer Information:

Arrival Times:

- Event Day:
  - Set Up: 9:00am
  - Stage Volunteers & AV Volunteers: 2:45pm for dress rehearsal
  - All other volunteers: 4:00pm

Parking:

- Parking is not provided or included for staff and volunteers this year; we apologize for the inconvenience. There is a lot at Calgary Tower with +15 that connects to The Palliser hotel. There are also 3 open air parking lot options:

  208 – 9th Avenue SW (Calgary Parking)
  219 – 9th Avenue SE (Indigo)
  218 – 10th Avenue SE (Indigo)

Evening Dress Code:

- Business Formal Dress – Please do not wear jeans, T–shirts or ripped clothing. Many at the event will be wearing cocktail style attire including dresses and suits. Formal staff and volunteer tags will be provided for you.

On-site Sign-in & Orientation:

- All staff and volunteers please sign in at the Aspen room.
- Volunteer & Staff Orientation will start at 4:00pm sharp. Please arrive with enough time to park, locate the room, and get settled.

Meals:

- Dinner will be provided to evening volunteers in the Aspen room between 6:30 – 8:30 pm
- We will have regular lasagna, vegetarian lasagna, and gluten-free vegan pasta, along with salad, coffee, tea, and cold beverages.

Personal Belongings:

- The Aspen room will act as our "home base" for the evening. We will do our best to monitor your belongings however; all items are left at your own risk.

Additional Event Information:

- All volunteers are required to be 18 years of age or older.
- You may be asked to move to another area where we have vacancies or need additional support. Thank you in advance for your flexibility.
- All staff and volunteers are asked to stay and help with takedown at the end of the evening. Minimal lifting is required; majority of take down includes tidying up and gathering the few CHS items to be returned to the shelter.

COCKTAILS FOR CRITTERS 2026 – GENERAL EVENT INFORMATION

STAFF & VOLUNTEER ROLES

EVENT-DAY SETUP: TEAM LEADS – ANNA-LEE & SARA

Area Team Leads needed: 9:00am-12:00pm

Silent Auction: Erica & Shanon	Animal Rest Areas: Alex & Suzanne F
Ballroom Décor: Anna-Lee & Sara	Raffles (TBD) : Kym & Lynn
Volunteer Room: Suzanne E. & Johanna	Signage: Marissa & Keenan
Registration & Treat Table: Dayna & Rob & Ian	Heads & Tails (TBD): Melaina & Nabila
Critter Lounge (4:00pm): Sara & Sue & Tiarra	

- **Duties**
  - Arrive for **9:00am** to help with event set up
  - Unload items into the main ballroom, animal rooms, or volunteer room.
  - Work with Area Team Lead on vision for set up

- **Position Requirements:**
  - Heavy lifting and creativity/problem solving required
  - Flexibility and willingness to move to another area as needed

October 17 Event Day

REGISTRATION AND TREAT TABLE: TEAM LEADS – DAYNA & IAN

Babs C	Tanya R
Cheryl L	Alida H
Cyndie Mc	Judy B
Greet & Usher Guests	**Director Team**

- **Duties:**
  - Be ready at the registration tables for **4:45pm** to prepare guests.
  - Act as greeters or support with registration as directed by Team Leads
  - Give direction to the arriving guests
  - Set up and assist guests with the treat table at the end of the night
  - Monitor registration & treat area and move to other areas to support as needed.
  - 10:30pm: Support in take down for the registration & treat area

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Ability to use tablet and software application effectively (training will be provided by area Team Leads)
  - Confident in using laptops and programs associated with computers.
  - Ability to use the portable Moneris (Debit and credit card machines).
  - Welcoming and friendly customer service to event guests
  - Flexibility and willingness to move to another area as needed
  - Ability to stay and assist with take down

ANIMAL AMBASSADORS – TEAM LEADS: ALEX & SUZANNE F & FAY (WITH SUPPORT FROM MARISSA)

- **Roaming Dogs Ambassadors**

Animal: Finnegan	Ashlee S
Animal: Rocket & Luna	Debbie B

- **Stage Animal Ambassadors (arrive at 2:45pm)**

Animal: Dog – Bella Bo-Ella	Staff
Animal: Dog – Poncho	Brittany R
Animal: Rabbit – Lettuce	Tia E
Animal: Cats – Dove & Napkin	Sasha G
Animal: Dogs – Spud & Winston	Sydney & Garrett

- **Critter Lounge Ambassadors**

Animal: Missy Moo & Lettuce	Joan M
Animal: Laddy Buggy	Maddison L
Animal: Kittens	Sophia W
Animal: Kittens	CJ W
Animal: Snake - Darth	Jane W

- **Duties:**
  - Arrive at 2:45pm for dress rehearsal of stage show
  - Between 4:00pm – 5:00pm welcome your designated Foster Parent or Owners and their Animals to The Palliser and help them get settled into their space. Review the plan for the evening with them.
  - Be ready for **5:00pm** for guest arrival.
  - Talk to guests about your ambassador animal's unique story, monitor interactions and help with breaks in rest areas as needed.
  - Stage Animal Ambassadors, assist with stage presentation as directed by Team Leads
    - Support stage guests, owners and their animals participating in the show by navigating pathway to entrance, and safe exiting during the evening show.
  - **10:30pm:** Support in take down for the animal areas

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Volunteers/Staff must have animal handling experience and training
  - Welcoming and friendly customer service to event guests
  - Flexibility and willingness to move to another area as needed
  - Ability to stay and assist with take down

CRITTER LOUNGE: TEAM LEADS – SUE & TIARRA

Candace GV	Kelty M
Jeannie M	Mackenzie S

- **Duties:**
  - Assist in room set up at 4:00 pm
  - Manage visitors in room during event
  - Act as bouncers in the event of overcrowding
  - Support animal ambassadors as needed
  - Tour guests through critter room as needed or when handed off by event ushers
  - **10:30pm:** Support in take down as needed

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Welcoming and friendly customer service to event guests and vendors
  - Ability to stay calm and make sound decisions in a high pace environment

EARS & TAILS RAFFLE – TEAM LEADS: MELAINA & NABILA

Christine S	Giovanna B
Sandy M	Patrice H
Randy C	Savannah T

- **Duties:**
  - Work in teams of two and go around to our event attendees to sell them ears or tails tickets. The individuals will purchase to be in the raffle and then play the game after the rescues on the runway. The winner of the game will win half the money collected.
  - **10:30pm:** Support in take down as needed

Position Requirements:

- Attend **4:00pm** orientation
- Must be able to work cash and portable moneris (Debit and credit card machines).

- Approach attendees with confidence and ask them to buy tickets
- Welcoming and friendly customer service to event guests
- Flexibility and willingness to move to another area as needed
- Ability to stay and assist with take down

PHOTOGRAPHY: TEAM LEAD – KEENAN & GEORGIA

Joe M	Derrick W
Billy W	Simone L

- **Duties:**
  - Media Wall
  - Help take photos & videos of event as assigned by Team Leads.
  - Gather content of guests, volunteers and animal visitors to really help capture the event.
  - **10:30pm:** Support in take down as needed

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Experience working with CHS Communications team
  - Must be comfortable working around animals of all species
  - Comfortable either using personal photo equipment or borrowed equipment from CHS (confirm with Communications department ahead of time).
  - Welcoming and friendly customer service to event guests
  - Flexibility and willingness to move to another area as needed
  - Ability to stay and assist with take down

AUDIO VIDEO & STAGE: TEAM LEAD – MARISSA (WITH SUPPORT FROM ALEX & SUZANNE F)

Megan E	Jordan D
Ross M	James H

- **Duties:**
  - Work with team lead to help ensure accuracy of presentation throughout the evening.
  - Support Musicians with anything they may need before or during the performance
  - Work with MC and Anna-Lee on overall flow of the evening

- Work with the Animal Ambassador on stage presentation flow
- **10:30pm:** Support in take down as needed

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Welcoming and friendly customer service to event guests and vendors
  - Ability to stay calm and make sound decisions in a high pace environment

ANIMAL HEALTH TABLE – BRITNEY & DR. B

Julie L (Dr. Layton)	

- **Duties:**
  - Assist in room set up
  - Manage visitors in room during event
  - Support animal ambassadors & critter room as needed
  - **10:30pm:** Support in take down as needed

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Welcoming and friendly customer service to event guests and vendors

RAFFLES – TEAM LEADS: KYM & LYNN

Terri E	Therese M
Sheryl H	Susan B
Sherry G – at printer station	

- **Duties:**
  - **5:00pm** be ready at the raffle station and engage with guests
  - Encourage guests to purchase raffle tickets.
  - Raffles are drawn at **9:45pm**
  - Once the winners are drawn, help package wine for the winners to take home.
  - **10:30pm:** Support in take down of raffle area as needed

- **Position Requirements:**
  - Attend **4:00pm** orientation
  - Comfortable handing cash and using portable moneris (Debit and credit card machines)
  - Welcoming and friendly customer service to event guests
  - Flexibility and willingness to move to another area as needed
  - Ability to stay and assist with take down

LIVE & SILENT AUCTION – TEAM LEADS: ERICA & SHANON

Christine S	Melissa M
Jason L (leaving at 9:00 pm)	Pearl T (leaving at 9:00 pm)
Trish R	Monica W
Kelly D	Kristin L

- **Duties:**
  - **Maintain** the silent auction tables and engage with guests
  - Monitor silent auction displays and answer questions about the items
  - Encourage bidding and show how tablets are used (training will be provided to volunteers by area Team Leads)
  - During live auction, volunteers will be designated as spotters or runners as appointed by team leads
  - When the auction closes at **10:00pm,** Volunteers will receive direction from Team Leads on how to process pick up items.
  - Provide assistance for winners to get heavy items to the car if needed
  - **10:30pm:** Support in take down of Silent Auction area as needed

- **Position Requirements:**
  - Attend **4:00pm** Orientation
  - Must be capable of using handheld tablet device
  - Welcoming and friendly customer service to event guests
  - Flexibility and willingness to move to another area as needed
  - Ability to stay and assist with take down

VOLUNTEER ROOM ATTENDANTS – TEAM LEAD: SUZANNE & JOHANNA

- **Two Volunteers needed**

Robbie H	Amanda T

- **Duties:**
  - Arrive at **3:30pm** to help get Volunteers signed in
  - Watch Volunteer Room and make sure items are not taken from the room. Help assist in getting more coffee/water when needed.
  - Assist with volunteer sign out at end of evening
  - **10:30pm** Support in take down as needed

- **Position Requirements:**
  - **Attend 4:00pm Orientation**
  - Welcoming and friendly customer service to event guests
  - Flexibility and willingness to move to another area as needed
  - Ability to stay and assist with take down

FLOATERS & EVENT ASSISTANTS - TEAM LEAD: SARA M & ANNA-LEE

- **Six Volunteers needed**

Alanna P	Lorie L	Rory F
David	Dennis L	Wesley T

- **Duties:**
  - Work independently, be confident checking in with other area leads and volunteers to see where help is needed.
  - Assist with helping guests to their seats by using the provided seating chart
  - Will be required to help if: areas become busy, if a volunteer cancels, or for extra help (money runner, information, bathroom breaks, etc.)
  - **10:30pm** Support in take down as needed

- **Position Requirements:**

- **Attend 4:00pm Orientation**
- Welcoming and friendly customer service to event guests
- Flexibility and willingness to move to another area as needed
- Ability to stay and assist with take down

EVENT USHERS – TEAM LEAD: SHANON & ROB

- **Four Volunteers needed**

Rayna P	Ann P
Jamie H	Jesica T
All Directors	

- **Duties:**
  - Greet guests and tell them about the event
  - Approach guests during cocktail hour and guide them to different areas of the event
  - Support in other areas as needed
  - **10:30pm** Support in take down as needed