



Westerner Days
FAIR & EXPOSITION

2026 *Handbook*



Westerner
Park



TABLE OF CONTENTS

What is Westerner Days Fair & Exposition?	3
Welcome From Our CEO	4
Westerner Park's Mission	5
Westerner Park's Core Values	5
Bringing Westerner Days to Life	5
Hours of Operations	6
Contact Information	6
Site Map	7
Accreditation Information:	8
Parking Details	9
All About Headquarter (HQ)	9
Code of Conduct	11
Dress Code & What to Bring:	11
Cellphone & Personal Device Use	13
Staff Photo Contest	13
Attendance & Shift Expectations	14
On Site Support	15
Your Perks Package	16
Lost & Found	17
ATM Locations	18
Radio Operation Guide	19
Incident Reporting & Emergency Response	22
Incident Reporting	22
Emergency Response Procedures	23
Other Emergency & Safety Situations	33
Closing & Thank You!	35



PURPOSE OF THIS HANDBOOK

This handbook is designed to equip all staff members and volunteers with the information, expectations, and resources needed to ensure a successful and enjoyable Westerner Days experience. Whether you're a returning team member or joining us for the first time, this guide will help you feel confident, prepared, and supported in your role.

Inside, you'll find everything from key contacts and accreditation details to dress code guidelines, shift procedures, safety protocols, and role descriptions. Our goal is to help you understand how your contributions, no matter the size, play a vital part in delivering exceptional guest experiences and celebrating our shared community spirit.

Westerner Days is a vibrant tradition made possible by the dedication of people like you. Thank you for being part of our team and helping us create meaningful memories for all who attend.

WHAT IS WESTERNER DAYS FAIR & EXPOSITION?

Westerner Days Fair & Exposition is Central Alberta's largest summer celebration, hosted annually by Westerner Park in Red Deer. This multi-day event brings the community together in a vibrant festival atmosphere featuring midway rides, live entertainment, agricultural showcases, parades, food vendors, marketplaces, and family-friendly attractions.

Westerner Days has been a beloved tradition for decades, drawing thousands of guests each year and contributing to the cultural and economic vitality of our region. It celebrates community pride, rural roots, and shared experiences through fun, education, and hospitality.

The success of Westerner Days depends on the dedication and energy of its staff and volunteers. Every role, big or small, helps ensure that guests enjoy a safe, memorable, and meaningful experience. By working together, we help create lasting memories for our visitors and uphold Westerner Park's commitment to excellence, inclusion, and community spirit.



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WELCOME FROM OUR CEO

Welcome to Westerner Days 2026!

The countdown is over, and we're ready to welcome Central Alberta back to its favorite summer tradition. Before the gates open, I want to take a moment to thank each of you for being part of what makes Westerner Days so special.

Whether you're returning for another year or joining us for the first time, you play an important role in creating an experience that brings our community together. From the first guest through the gate to the final goodnight, every smile, conversation, and helping hand contributes to the memories people will take home with them.

For generations, Westerner Days has been a place where families connect, friends gather, and traditions are made. While guests come for the rides, entertainment, food, exhibits, and attractions, it's the people behind the scenes and on the front lines who truly bring the event to life.

Over the next five days, there will be busy moments, unexpected challenges, and plenty of excitement. Through it all, I encourage you to support one another, celebrate the wins, and remember the impact you have on every guest experience. The energy, pride, and dedication you bring help showcase the very best of Westerner Park and our community.

Thank you for sharing your time, talents, and passion with us. We are grateful to have you on the team and proud to work alongside you.

Have a safe, rewarding, and unforgettable Westerner Days 2026!

See you on the midway,

Shelly Flint

Chief Executive Officer (CEO)
Westerner Park





WESTERNER PARK'S MISSION

Westerner Park's Mission is to provide exceptional guest experiences through premier facilities and services for agriculture and trade, sports and entertainment, conferences and meetings, generating economic benefits for Central Alberta.

WESTERNER PARK'S CORE VALUES

- Community and Westerner Team Focused
- We are welcoming and inviting
- Agriculturally – Rooted
- Deliberate Stewards
- Socially Responsible

BRINGING WESTERNER DAYS TO LIFE

As staff and volunteers, your role during Westerner Days 2026 is to help create exceptional guest experiences while demonstrating the values that define Westerner Park. Whether you are welcoming guests at an entrance, supporting an event, assisting with operations, or helping visitors navigate the grounds, your positive attitude, professionalism, and willingness to go the extra mile are essential to creating memorable experiences for everyone who attends.

Every interaction matters. By greeting guests warmly, offering assistance proactively, sharing accurate information, and helping maintain a safe and welcoming environment, you contribute directly to the success of Westerner Days. Your efforts not only enhance the guest experience but also strengthen Westerner Park's reputation as a place where community comes together to celebrate, connect, and create lasting memories.

Together, let's showcase the spirit of Westerner Park by embracing our agricultural roots, acting with integrity, supporting one another, and working as one team. Through our collective commitment and dedication, we can ensure that Westerner Days 2026 is a safe, enjoyable, and unforgettable experience for all.



HOURS OF OPERATIONS

The hours of operation during Westerner Days, from July 15 to July 19, 2026, are as follows:

- **Event Grounds / Gates Open:** 12:00 PM – 12:00 AM (midnight), daily (**parking opens 9am**)
- **Midway:** 12:00 PM – late evening (closing times may vary based on attendance and weather conditions)
- **Pavilions & Attractions:**
 - **Kidventure:** 12:00 PM to 9:00 PM
 - **The Market:** 12:00 PM to 9:00 PM
 - **Agventure:** 12:00 PM to 9:00 PM
 - **The Junction:** 12:00 PM to 10:00 PM
 - **Metis Village:** 12:00 PM to 8:00 PM
- **Entertainment & Programming:** Scheduled throughout the day and evening (please refer to daily schedules for details)
- **Beer Garden:** 2:00 PM - 12:00 AM Wednesday to Saturday & Sunday 12:00 PM - 12:00 AM
- **Headquarters (HQ):** 11:00 AM – 9:30 PM daily
- **Donald Administration Building:** Open Monday to Friday during regular business hours, with extended hours on Tuesdays until 6:00 p.m. Closed for the weekend.

Please note that hours of operation may be adjusted based on operational needs, weather conditions, or event programming. Any changes will be communicated through supervisors, Headquarters, or official Westerner Park channels.

CONTACT INFORMATION

During Westerner Days, the primary method of communication is the Main Operations Support radio channel (Channel 2). For serious incidents or emergencies, contact an Incident Commander, Headquarters, or 9-1-1, as appropriate.

Incident Commander:

Ian Allan: 587-877-3709

Headquarters (HQ):

403-373-6867

Emergency Command Team:

Daryl Dyck: 403-352-2093

Jason Dalstra: 403-373-8030

Martin Palindat: 587-877-3607

Security Team: Radio Channel 2

Medical Team: Radio Channel 2

Please Save these contact numbers to your phone before your first shift to ensure you can quickly reach the appropriate personnel when needed.



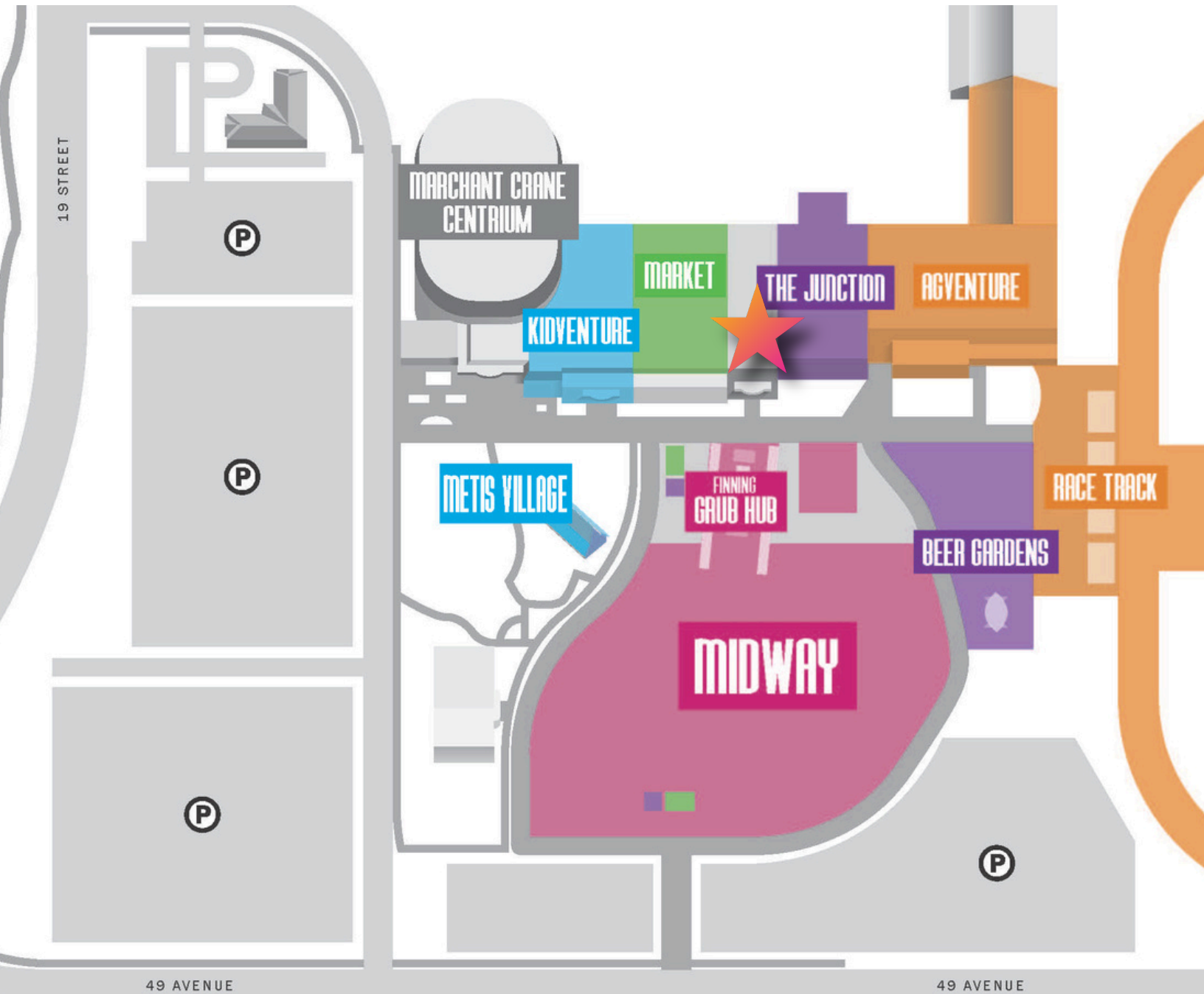
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SITE MAP

To help staff and volunteers navigate the grounds with ease, a site map is included in this handbook for quick reference. Printed copies will also be available at Headquarters (HQ) for your convenience.



**Staff and Volunteer HQ is located
in the upper Gallery.**



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ACCREDITATION INFORMATION:

Westerner Park Staff Badges



Full-time Staff



Full-time Staff



Internal and External
Media Personnel

Westerner Days Badges



General



Chuckwagon



VIP



Vendor

Co-op RAD Pass



Front



Back

VIP Parking Pass



All staff and volunteers are required to wear the approved Westerner Park Accreditation Pass, which serves as your official access credential for the Westerner Days grounds.

Volunteers will receive their accreditation passes at the Volunteer Rally on July 14, 2026. If you are unable to attend, it is your responsibility to arrange for an early pickup prior to the start of Westerner Days. Please contact the Workforce Team at volunteer@westernerpark.ca to coordinate arrangements.

Throughout the event, please ensure your accreditation pass is visible and worn at all times while working or volunteering. The QR code on the back of your pass provides access to important safety information and incident reporting procedures.

If your accreditation pass is lost or misplaced during the event, please contact HQ immediately at 403- 373-6867 for assistance.



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Parking

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PARKING DETAILS

Where to park:

During Westerner Days, all staff and volunteers are asked to park in the Guest North Parking Lot. Overflow parking is available in the back East Parking Lot.

Pony Chuckwagon Committee members are asked to park in the Equine Area Parking Lot, located beside the racetrack.



Important: Please ensure you have your Accreditation Pass with you before entering the Westerner Days grounds.

ALL ABOUT HEADQUARTER (HQ)

Westerner Days Headquarters (HQ) – Trailblazer I Room

During Westerner Days, the Headquarters (HQ) will be located in the Trailblazer I room at Westerner Park. This dedicated space is open to all staff and volunteers as a place to rest, recharge, and connect with others.

What You'll Find at HQ:

- Seating to relax between shifts
- A variety of snacks and refreshments (coffee, included)
- Background music to help you unwind
- Games and crafts to enjoy during downtime
- A warm, but air conditioned, and friendly atmosphere to socialize with fellow team members

HQ HOURS OF OPERATION:

HQ will be open from **11:00 AM to 9:30 PM** daily during Westerner Days.

Your One-Stop Hub for Everything:

At HQ, you can:

- Check in and out for your shifts (required for volunteers).
- Pick up your perks package (if eligible) at the end of each shift.



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- Enjoy a complimentary catered meal served nightly from 4:00 PM to 7:00 PM. *(This meal is provided as a courtesy to our dedicated staff and volunteers. We encourage team members to bring additional meals, snacks, and beverages to accommodate their individual dietary needs and work schedules.)*
- Get assistance and answers to any questions you may have. Members of the Corporate Services and Workforce teams will be available at HQ throughout the event to provide support as needed.

Where to find HQ during Westerner Days?

Facility Map - Upper Gallery

Access to Second Floor





CODE OF CONDUCT

All staff and volunteers are expected to represent Westerner Park in a professional, respectful, and positive manner at all times.

This includes:

- Treating guests, vendors, contractors, and fellow team members with respect and courtesy. Using appropriate language and maintaining professional behaviour while on shift. Refraining from harassment, discrimination, or disruptive behaviour of any kind.
- Remaining fit for duty at all times (no alcohol or drug impairment while working or volunteering).
- Following all safety procedures and direction from supervisors, HQ, and Security.
- Adhering to the Westerner Park Code of Conduct Policy at all times.

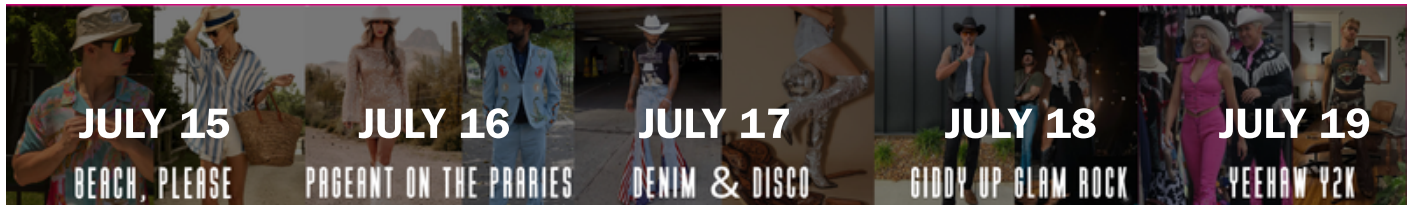
Westerner Park maintains a zero-tolerance approach to harassment, discrimination, and unsafe behaviour. Any violations may result in removal from shift duties, dismissal from the event, disciplinary action up to and including termination.

DRESS CODE & WHAT TO BRING

This year, Westerner Days is introducing daily theme days for guests and visitors, and staff are welcome to participate in the fun by incorporating the daily theme into their attire.

Participation in the daily dress code is completely voluntary. However, all staff and volunteers must continue to comply with Westerner Park's dress code and safety requirements while on shift. Any themed clothing or accessories must be appropriate for the workplace and must not interfere with your ability to perform your duties safely and professionally. Managers may require the removal or modification of any attire that is deemed unsafe, inappropriate, or unsuitable for the work environment.

Westerner Days Daily Fashion Themes:



*For more information and inspiration regarding the daily themes,
please visit the Westerner Days website at
<https://westernerdays.ca/community-events/>*



Uniform Requirements

Regardless of the daily theme, all staff and volunteers are required to wear the following items during every shift:

- The official Accreditation Pass
- The Westerner Days T-Shirt (provided to all staff and volunteers) Comfortable and closed-toe shoes (required at all times for safety)

Dress for the Weather

Be prepared for varying weather conditions, including heat, sun, rain, overcast, or wind. We recommend dressing in comfortable, weather-appropriate layers.

Knee-length shorts are acceptable as part of your attire, especially in warmer weather. Just ensure your outfit remains professional and practical for your role.

What to bring:

Pack a small carry bag with the following essentials to help you stay comfortable, prepared, and energized throughout your shift:

- **Sunscreen** – Protect yourself from sun exposure during outdoor shifts.
- **Bug Spray** – Especially useful for evening or outdoor assignments.
- **Sunglasses** – Shield your eyes from the sun and stay focused.
- **Hat** – A great way to stay cool and shaded on hot days.
- **Reusable Water Bottle** – Stay hydrated! Water fill stations will be available on-site.
- **Money** – Optional, if you'd like to purchase food or items from vendors.
- **Phone** – Keep it handy in case you need to communicate, but please use it only during breaks or off-duty to maintain professionalism and stay focused on your role.
- **Extra Snacks & Beverages** – Bring light snacks and your preferred beverages to help maintain your energy between breaks and throughout your shift.
- **Site Map** – Bring one for your reference and to help guests who may need directions or assistance.



Please note: Westerner Park will not be responsible for any lost or stolen items. Please keep valuable items at home or locked in a secure space.

CELLPHONE & PERSONAL DEVICE USE

While Westerner Park allows staff and volunteers to carry their cellphone or personal device during Westerner Days for emergencies, to ensure safety, and support a positive guest experience, the following guidelines must be followed:

- Personal cellphone use is permitted during scheduled breaks, off-duty time, or when required for approved work-related communication.
- Cellphones and personal devices must not be used while actively on shift in a way that interferes with your responsibilities or guest interactions.
- Staff and volunteers may take photos of themselves and fellow staff/volunteers during appropriate times, provided it does not disrupt operations or include guests without authorization.
- Photography or recording of guests, incidents, emergency situations, or operational matters is strictly prohibited unless authorized by Westerner Park management.
- Devices must be used responsibly and must not interfere with your ability to perform your assigned duties.

PHOTO CONTEST:

We encourage staff and volunteers to capture and share their Westerner Days experience! Photos of staff and volunteers enjoying the event, participating in theme days, or showcasing team spirit may be submitted to the Workforce Team for a chance to win prizes.

Photos can be submitted throughout Westerner Days by:

- **Emailing:** hr@westernerpark.ca, or volunteer@westernerpark.ca
- **Texting:** [403-373-6867](tel:403-373-6867)

Please ensure all photos comply with the cellphone and photography guidelines above. Photos must not include guests without their permission and must not interfere with work duties or event operations.



ATTENDANCE & SHIFT EXPECTATIONS

Shift Commitment & Attendance

Once you have been assigned a shift by your supervisor or selected a shift through the scheduling system, you are expected to attend and complete your scheduled commitment during Westerner Days.

Staff and volunteers should review their schedules in advance and plan accordingly. Volunteers will receive a shift reminder before their scheduled shift, while staff can access their schedules through their supervisor or HomeBase.

All team members are expected to arrive on time, prepared, and ready to begin work at their assigned location. We recommend arriving at least 15 minutes before your scheduled start time to allow time for parking, check-in (if required), and travel to your assigned area.

Attendance Changes

If you are unable to attend your scheduled shift, or need to leave early:

- Staff: Notify your Supervisor as soon as possible.
- Volunteers: Contact Headquarters at 403-373-6867 as soon as possible.

Whenever possible, please provide notice at least two (2) hours before your shift begins so appropriate coverage can be arranged.

Team members are expected to remain in their assigned area for the full duration of their shift unless approved by their Supervisor or Headquarters.

Rest Periods & Meal Breaks

To support the well-being of all staff and volunteers, scheduled breaks will be provided based on shift length and operational needs.

- Eligible staff working 3.5 hours or more will receive a paid 15-minute rest period.
- Eligible staff working more than 5 hours will receive an additional paid 15-minute rest period. Eligible staff working 8 hours or longer will receive an unpaid 30-minute meal break.
- For shifts exceeding 8 hours, additional breaks may be scheduled at the discretion of the Supervisor based on operational requirements.
- Volunteers should coordinate breaks with their Supervisor or Shift Lead to ensure coverage is maintained.

Please return from breaks on time and remain aware of operational needs. Short micro-breaks (1–2 minutes) may be taken when appropriate to hydrate, stretch, or reset during busy periods.

If you have questions about your breaks, speak with your Supervisor, Shift Lead, or Headquarters.



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Shift Checkout

At the end of your shift, all team members must complete the checkout process to support accurate attendance tracking, volunteer hour reporting, and site safety.

- **Staff:** Complete your timecard and check out directly from your assigned post.
- **Volunteers:** Report to Headquarters to check out, confirm your volunteer hours, and collect your daily admission ticket.

After Your Shift

Once your shift is complete, we encourage you to enjoy everything Westerner Days has to offer. Staff and volunteers are welcome to remain on the grounds and enjoy the fair, attractions, entertainment, and events.

Before participating as a guest, please remove your Westerner Days staff T-shirt and Accreditation Pass to distinguish off-duty team members from working staff. You are also welcome to visit Headquarters and connect with fellow staff and volunteers throughout the event.



ON SITE SUPPORT

Throughout Westerner Days, Supervisors and Managers will be circulating the park in golf carts to check in on staff and volunteers, ensuring everyone's well-being. If you need assistance, have a question, or require break relief, don't hesitate to flag them down, they're here to support you!



YOUR PERKS PACKAGE

Make the most of your time at Westerner Days with exclusive staff and volunteer perks!

Park Access

Your Staff or Volunteer Accreditation Pass remains yours throughout Westerner Days and provides complimentary ground access to the event during your time off. Staff and volunteers are welcome to enjoy many of the attractions and experiences available throughout the grounds, including:

- Pony Chuckwagons
- The Market
- Live entertainment
- And more!

Please note: Your Staff or Volunteer Accreditation Pass does not include access to Midway rides. Separate ride tickets must be purchased for Midway attractions.

Exclusive Food Discounts at the Finning Cat Rentals Grub Hub

Show your accreditation at participating vendors within the Grub Hub to enjoy special discounts and offers just for staff and volunteers.



FOOD TRUCK

DISCOUNT

Dippin Dots	50%
The Dogfather Ltd	30%
Dark Woods Brewery	10%
Simple Spice Inc	10%
The Hungry Beast	15%
Craddyshack Southern BBQ	10%
502 Frozen Treats Inc	20%
3 Pink Flamingos	None
Taco Cielo	25% discount on price
Wannawafel	10% off
Hemas Lemonade	10% for Westerner Park Staff
Mardi Gras Grill	15%
Neighbor Eats, Ltd.	30% off all food items for volunteers
The Sugar shop	\$1 off
Queen Bees Food Truck	None
Diner 2 go	Burger and fries \$12
Lil' Orbits Mini Donuts	Half price on donut bags only.
Our Carnival Kitchen	25% off
ChizCorner	15% Off
Kona Ice	50% of shaved ice while working



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Additional Perks

- **Day Admission Passes (*volunteer perk*):** For each shift you volunteer, you will receive one (1) day admission pass. Collect your pass from HQ after completing your shift. Use this pass to bring a friend to the fair at a time of your choosing, as your accreditation serves as your own access to the grounds.
- **Sunday Volunteers:** If you volunteer exclusively on Sunday, you can pick up your day admission pass from the HQ on any day before your scheduled Sunday shift. An associate will verify your name to confirm your eligibility.
- **Commemorative T-Shirt:** You get to keep your commemorative Westerner Days T-shirt!
- **Snacks and Refreshments:** Available throughout the day in HQ during your shift.

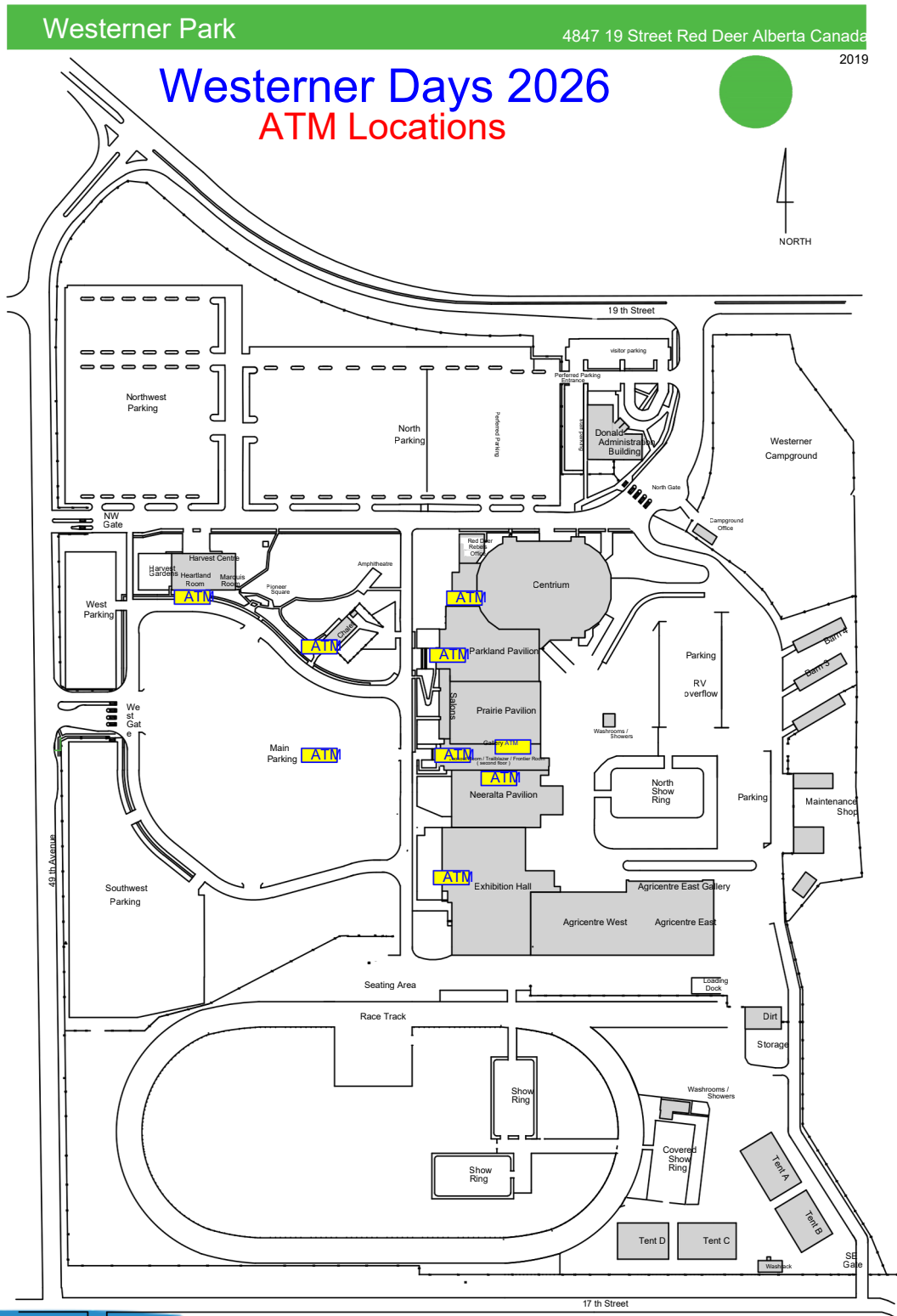
LOST & FOUND

If you find a lost item (e.g., wallet, purse, cellphone, keys, or other personal belongings), please bring it to any Guest Services Information Booth or directly to the Security Booth located by Salon B as soon as possible. Please do not attempt to locate the owner yourself. Security personnel will log all items and manage all lost-and-found inquiries.





ATM Locations





RADIO OPERATION GUIDE

During Westerner Days, identified Westerner Park staff will be utilizing radios to support quick communication, coordinate operations, and respond efficiently to guest needs, incidents, and operational requirements.

Some staff members and supervisors will be assigned radios based on their role and responsibilities. Clear and professional radio communication is essential to ensuring information is shared accurately and that support can be provided when needed.

Before starting your shift, ensure your assigned radio is powered on, functioning properly, and set to Main Operations Support (Channel 2), unless otherwise directed by your Manager.

1. Power On the Radio

- Locate the power/volume knob (typically located on the top of the radio).
- Turn the knob clockwise until you hear a click, this indicates the radio is powered on. Continue turning the knob to adjust the volume to a comfortable level.
- Ensure your radio is powered on and working before starting your shift.

2. Select a Channel

- Locate the channel selector knob (typically located on the top or side of the radio).
- Turn the knob to select your assigned channel.
- At the beginning of your shift, complete a brief radio check to confirm your radio is working properly and that your transmission can be heard by others.
- Please remain on your assigned channel unless directed otherwise by your Supervisor, Headquarters, or authorized Westerner Park personnel.

Radio Channels:

CHANNEL 1

Event Delivery

- Used by the Event Delivery Team for event setup, logistics, and operational coordination.
- If you need to communicate with a member of the Event Delivery Team, switch to Channel 1 for the conversation, then return to Channel 2 once complete.
- Unless directed otherwise, all staff should remain on Channel 2.

CHANNEL 2

Main Operations Support

- Primary channel for day-to-day operational communication.
- Used by Security, Medical, Parking, HQ, Food & Beverage, Gates, Parking, Workforce, and other operational teams.
- This is the primary channel for emergency communications and urgent operational updates.

CHANNEL 3

Private Communications

- Used for private or sensitive conversations that should not be broadcast on the main operational channel.
- Examples include lost child incidents, medical situations, personnel matters, and other incidents requiring confidential communication.
- Once the conversation is complete, return to Channel 2 unless otherwise directed.



3. Transmit a Message (PTT – Push-To-Talk)

- Before transmitting, ensure you are not interrupting an ongoing conversation. If the channel is in use, wait until the conversation has concluded before transmitting.
- Press and hold the Push-to-Talk (PTT) button located on the side of the radio.
- Wait approximately one second before speaking to ensure the transmission is connected and the channel is open.
- Speak clearly and directly into the microphone using a normal speaking voice.
- Release the PTT button when you have finished speaking so others can respond.

Example: “Jason to Parking — can you assist at Gate 3?”

4. Receive a Message

- Messages from others on the same channel will be heard automatically.
- Keep the radio volume high enough to hear communications while working.
- Listen carefully before transmitting to avoid interrupting another conversation.

5. Radio Communication Etiquette

- Keep messages brief, clear, and professional. Aim to keep radio transmissions to 30 seconds or less. If a conversation takes longer, ask to continue it in person or by phone.
- Identify yourself and the person or team you are calling before providing your message.
- Limit radio traffic to work-related communication. Avoid unnecessary conversations that could tie up the channel.
- Do not transmit private, confidential, or sensitive information over the radio.
- Speak in a normal, clear voice. There is no need to yell into the radio.
- Only press and hold the Push-to-Talk (PTT) button while speaking. Release it immediately when you have finished your transmission.



6. Priority and Emergency Communications

- Emergency situations always take priority over regular radio traffic.
- If you hear an emergency communication, stop transmitting immediately and allow the appropriate response teams to communicate.
- Keep radio channels clear and avoid unnecessary transmissions during an emergency.
- For urgent assistance, clearly state: **“Priority message” or “Emergency”, followed by your location and the nature of the situation.**

All staff and volunteers should be familiar with the Emergency Radio Code Announcements outlined in Section 7. These codes are used to quickly communicate emergency situations and ensure the appropriate response procedures are followed.

7. Emergency Radio Code Announcements

In the event of an emergency, the following code names will be announced over the Main Channel 2 to notify staff and volunteers of the situation.

- Pay close attention to the emergency code announced and follow the corresponding response procedure outlined in the Emergency Response section.

When a code is called, remain calm, listen carefully, and follow directions provided by Westerner Park leadership, Security, or emergency personnel.

CODE NAME	INCIDENT
Code Yellow	Possible Critical Situation
Code Red	Fire
Code Blue	Cardiac Arrest / Medical Emergency
Code Black	Bomb Threat
Code Brown	Chemical Spill / Ammonia Leak
Code Grey	Severe Weather
Code Purple	Active Shooter / Threat
Code Green	Evacuation
Code Orange	Shelter in place / Lockdown



Important: Do not use the radio unless necessary during an emergency. Keep communication channels clear and wait for instructions from the appropriate response team.



INCIDENT REPORTING & EMERGENCY RESPONSE

Safety rules apply to everyone, whether you are a staff member or a volunteer working during Westerner Days. Following safety protocols helps protect you, your team, and our visitors. If you see something unsafe, speak up and report it immediately, safety is a shared responsibility.

INCIDENT REPORTING



If you see something, say something!

Incident reporting is required for all employees and volunteers. A report must be submitted for any incident, near miss, unsafe condition, or potential hazard.

Examples include:

- A staff member or volunteer trips and falls, even if they appear uninjured.
- A loose cable, spill, or slippery surface creates a potential hazard.
- Any situation that could impact the safety of staff, volunteers, guests, or operations.

Prompt reporting allows Westerner Park to respond quickly, prevent further issues, and maintain a safe environment.

The incident reporting QR code can be found on the back of your accreditation pass. Simply scan the QR code, complete the form, and submit. If you do not have access to a scanning device, visit Headquarters to complete a paper form.



EMERGENCY RESPONSE PROCEDURES

Code Yellow – Possible Critical Situation

A **Code Yellow** may be announced when there is a situation requiring increased awareness, additional support, or Security response.

When to Use:

- Suspicious activity is observed.
- There is a safety concern that requires monitoring.
- An incident occurs that may require additional support or response.

Actions:

- Remain alert and aware of your surroundings.
- Continue duties unless instructed otherwise.
- Follow directions from your Supervisor, Security, Headquarters, or the Incident Commander.
- Report any concerns immediately.

Code Red - Fire:

A **Code Red** may be announced when there is a fire, smoke, fire alarm activation, or any fire-related emergency requiring immediate response.

When to Use:

- Fire or smoke is observed.
- A fire alarm has been activated.
- A fire-related hazard requires immediate attention.

Actions:

If a Code Red is announced:

- Remain calm and await instructions from the Incident Commander, Emergency Command Team, Security, or your Supervisor.
- Trained personnel will assess the situation and determine the appropriate response.
- Be prepared to evacuate if directed.



If you discover fire or smoke:

- Move to a safe location.
- Notify Security and your Supervisor immediately.
- Activate the nearest fire alarm pull station if required.
- For any moderate, major, or uncontrolled fire, call 9-1-1 and provide your exact location and details of the emergency.
- Do not attempt to fight a fire unless:
 - The fire is very small.
 - You are trained to use a fire extinguisher.
 - It is safe to do so.

Fire Extinguisher Use (Trained Personnel Only)

Use the **P.A.S.S. method**:

- **P-Pull** the pin
- **A-Aim** at the base of the fire
- **S-Squeeze** the handle
- **S-Sweep** side to side

Code Blue- Cardiac Arrest / Medical Emergency

A **Code Blue** may be announced when there is a serious medical emergency requiring immediate response, including cardiac arrest, unconsciousness, or a life-threatening injury.

When to Use:

- A person is unconscious or unresponsive.
- A person is not breathing or experiencing cardiac arrest.
- A serious or life-threatening injury occurs.
- Immediate medical assistance is required.



Actions:

Life-Threatening Medical Emergencies

If you encounter a medical emergency:

- Call 9-1-1 immediately if the person is unconscious, not breathing, experiencing cardiac arrest, or requires urgent medical intervention. If the situation does not require 9-1-1, proceed to the next step.
- Contact the Medical Team, Security and Incident Commander via Radio Channel 2, providing the exact location and nature of the emergency.
- If a First Aider is nearby, notify them immediately and follow their instructions.
- Keep the area clear to allow emergency responders access.
- Provide first aid, CPR, or use an AED only if you are trained and it is safe to do so.
- Do not move the injured person unless they are in immediate danger.
- If they are unable to walk safely, contact the Medical Team, Security, and Incident Commander via Radio Channel 2 for assistance.
- If available, a First Aider may provide initial care until medical personnel arrive.

Automated External Defibrillators (AEDs)

AEDs are available throughout Westerner Park and should be used during a suspected cardiac arrest by trained individuals or anyone following the device's voice prompts.

AED Locations include:

- **Marchant Crane Centrum** – Outside Dressing Room 9 (Lower Level)
- **Harvest Centre** – Main Entrance
- **The Gallery** – Entrance near the ticket windows
- **Exhibition Hall** – Main Entrance
- **Agricentre East** – Front Entrance

If an AED is required:

- Call 9-1-1 immediately.
- Contact the Medical Team, Security, and Incident Commander via Radio Channel 2, providing the exact location of the emergency.
- Ask someone nearby to retrieve the nearest AED, if available.
- If you are trained, begin CPR and use the AED as soon as possible. Follow the AED's voice prompts until emergency responders arrive.
- Continue providing assistance until relieved by trained medical personnel.



Code Black – Bomb Threat

A **Code Black** may be announced when there is a bomb threat, suspicious item, or potential explosive hazard requiring immediate attention.

When to Use:

- A bomb threat is received or reported.
- A suspicious package, object, or item is discovered.
- An item is identified as a potential safety risk.

Actions:

If a bomb threat or suspicious item is identified:

- Do not touch, move, or investigate the item.
- Move away from the area and keep others away from the immediate vicinity.
- Notify Security, your Supervisor, and Headquarters immediately.
- Provide as much information as possible, including the location and description of the item or threat.
- Follow instructions provided by Security, the Incident Commander, and emergency personnel.
- Be prepared to evacuate or shelter in place if directed.

Code Brown – Chemical Spill / Ammonia Leak

A **Code Brown** may be announced when there is a chemical spill, ammonia leak, hazardous material release, or other situation involving a potential exposure risk.

When to Use:

- A chemical spill or leak is identified.
- An ammonia leak or hazardous material release occurs.
- There is a risk of exposure to harmful substances, fumes, or vapours.



Actions:

If a chemical spill or ammonia leak occurs:

- Move away from the affected area immediately and keep others away from the hazard.
- Avoid contact with the substance and do not breathe fumes or vapours.
- Contact the Medical Team, Security, and Incident Commander via Radio Channel 2, providing the exact location of the emergency.
- Do not attempt to contain, clean up, or manage the spill unless you are specifically trained and authorized to do so.
- If the spill, leak, or exposure presents an immediate threat to life, health, property, or the environment, call **9-1-1** and provide your exact location and details of the incident.
- Follow all evacuation or shelter-in-place instructions provided by Security, the Incident Commander, emergency responders, or Westerner Park leadership.
- Seek medical attention immediately if anyone has been exposed to the substance.

Code Grey - Severe Weather:

A **Code Grey** may be announced when severe weather conditions create a potential safety concern for staff, volunteers, guests, or event operations.

When to Use:

- Severe thunderstorms, hail, tornado warnings, or extreme weather conditions are present.
- Weather conditions create an unsafe environment for outdoor operations.
- Guests, staff, or volunteers need to move to a safer location.

Actions:

If severe weather is expected:

- Westerner Park will monitor weather conditions and provide direction as needed.
- Remain alert and listen for instructions from the Incident Commander.
- Assist guests in moving to a safe location if directed.
- Seek shelter inside a designated building.
- Animals should be directed to seek shelter in the Agricentre.
- Stay away from windows and exterior areas whenever possible.
- Remain sheltered until an official all-clear has been provided.



Code Purple – Active Threat / Active Shooter

A **Code Purple** may be announced when there is an active threat involving a weapon, including but not limited to a firearm, knife, or other dangerous weapon.

When to Use:

- An individual is displaying, carrying, or threatening others with a weapon.
- An active attacker or violent threat is occurring.
- There is an immediate risk to the safety of staff, volunteers, guests, or responders.

Actions:

If you witness an individual displaying, carrying, or threatening others with a weapon:

- Do not attempt to confront, restrain, or disarm the individual.
- Prioritize your safety and move to a secure location immediately if it is safe to do so.
- Call **9-1-1** as soon as possible and provide:
 - The location of the incident.
 - A description of the individual. The type of weapon observed.
 - The number of individuals involved, if known.
 - Any vehicle information, if applicable.
- Notify the Medical Team, Security, and Incident Commander via Radio Channel 2 as soon as it is safe to do so.
- Follow instructions provided by Security, emergency responders, the Incident Commander, or Westerner Park leadership.

Run – Evacuate if Safe to Do So

- Leave the area immediately.
- Leave personal belongings behind.
- Encourage others to leave if possible.
- Move away from the threat.
- Keep your hands visible when approaching law enforcement.



Hide – If Evacuation Is Not Possible

- Move to a secure location out of sight.
- Lock or barricade doors if possible.
- Turn off lights and silence cellphones and electronic devices.
- Remain quiet and stay away from windows and doors.
- Do not open the door unless directed by emergency responders or authorized personnel.

Fight – Last Resort

Only when your life is in immediate danger:

- Commit to your actions.
- Work together with others if possible.
- Use available objects as improvised defensive tools.

When Law Enforcement Arrives

- Remain calm and follow all instructions.
- Keep your hands visible at all times.
- Avoid sudden movements or pointing.
- Provide any information requested by responders.

After the Threat

When it is safe:

- Call **9-1-1** if not already contacted.
- Provide emergency responders with any information you have.
- Notify Security, your Supervisor, and Headquarters.
- Remain in your secure location or designated safe area until an official all-clear has been issued by law enforcement, the Incident Commander, Security, or emergency responders.



Code Green – Evacuation

A **Code Green** may be announced when staff, volunteers, and guests are required to leave an area due to a safety concern, emergency, or direction from emergency personnel.

When to Use:

- An evacuation is required due to a confirmed fire, safety concern, or emergency.
- Emergency responders or Westerner Park leadership direct occupants to leave an area.
- A building or area is no longer safe to occupy.

Actions:

If an evacuation is ordered:

- Leave the area immediately using the nearest safe exit.
- Proceed directly to your designated *muster point.
- Assist guests as directed and encourage them to remain calm.
- Do not use elevators, if applicable.
- Do not stop to collect personal belongings unless instructed to do so.
- Do not re-enter any building or area until an official all-clear has been provided.

***Muster Points**

Muster points are pre-identified safe gathering areas where attendance can be accounted for, updates can be provided, and further instructions will be communicated by Emergency Response personnel.

Once you arrive at your designated muster point:

- Remain there until directed otherwise by Security, Emergency Services, the Incident Commander, or Westerner Park leadership.
- Do not leave the area or return to your assigned post until an official all-clear has been issued.
- Report any missing staff, volunteers, or guests to your Supervisor or Emergency Response personnel.
- Follow any additional instructions provided by emergency personnel.



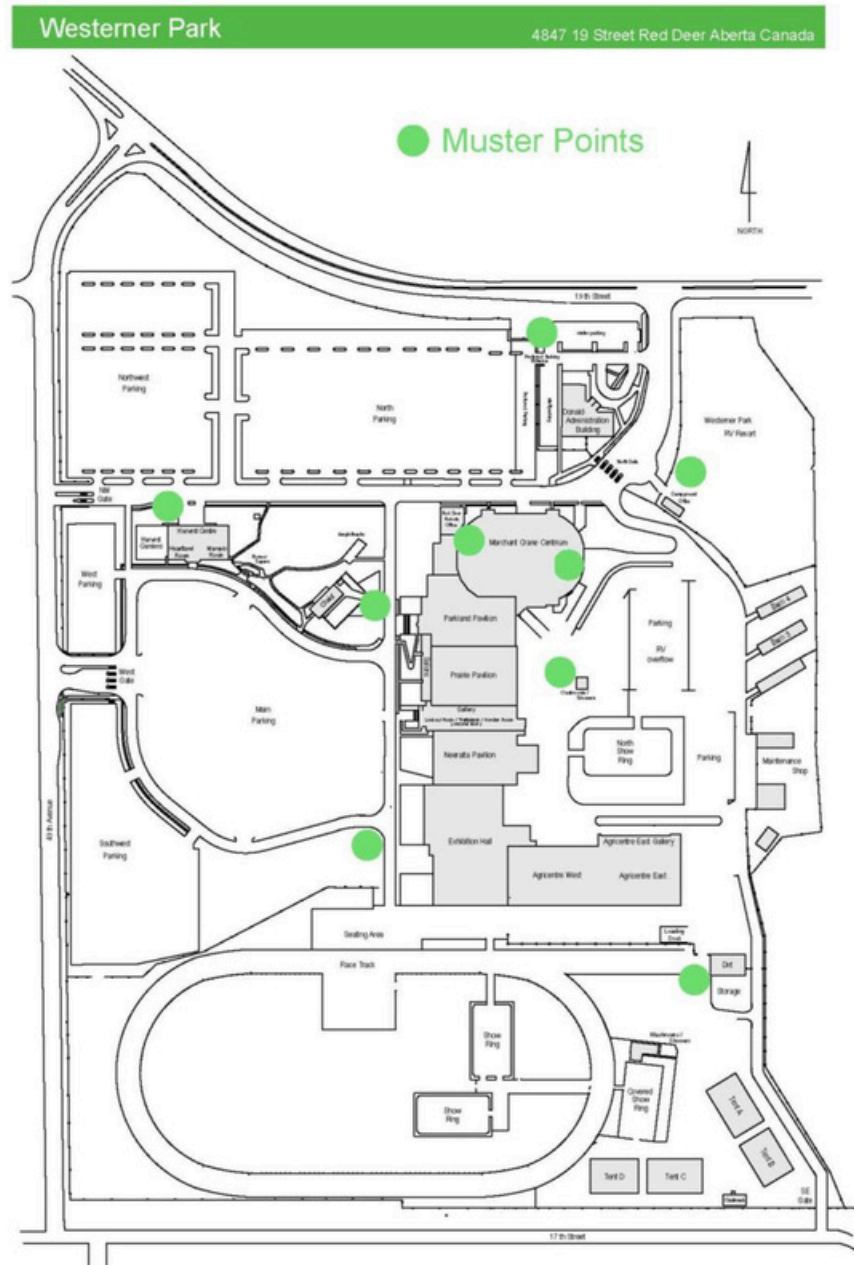
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Your assigned muster point location will be communicated during orientation and may vary depending on your work area. Please ensure you are familiar with your nearest exit routes and designated muster point before your shift begins.

Move to your nearest muster point:





CodeOrange – Shelter in Place / Lockdown

A **Code Orange** may be announced when staff, volunteers, and guests are required to remain in a secure location due to a safety concern or external threat.

When to Use:

- There is a potential threat outside or nearby the event area.
- Remaining indoors is safer than evacuating.
- Emergency responders or Westerner Park leadership direct occupants to shelter in place or lockdown.

Actions:

If a shelter-in-place or lockdown is announced:

- Follow instructions from the Incident Commander, Security, or emergency responders.
- Move indoors or to the designated safe area immediately.
- Stay away from windows, doors, and other potential hazards whenever possible.
- Lock or secure doors if it is safe to do so.
- Turn off lights and silence cellphones and other electronic devices.
- Remain quiet and avoid unnecessary movement.
- Do not leave your location unless directed by the Incident Commander, Security, or emergency responders.
- Continue to monitor radio communications and await further instructions.

Important: Remain in your secure location until an official all-clear has been issued by the Incident Commander, Security, or emergency responders.



OTHER EMERGENCY & SAFETY SITUATIONS

While many emergencies are communicated through the Emergency Radio Code Announcement system, other incidents may occur that require immediate attention and action. The following guidelines outline how to respond to some of the more common situations that may arise during Westerner Days.

Injury

If you encounter someone who is injured:

- Direct them to the EMS/Medical Team located in Salon A if they are able to walk safely.
- If the individual is unable to walk or requires immediate assistance, contact Medical Team, and Security via Radio Channel 2 for assistance.
- Keep the area clear and provide assistance only if you are trained to do so.

Fights or Physical Altercations

If you witness a fight or physical altercation:

- Do not intervene or attempt to break up the altercation.
- Move to a safe location and immediately notify on-site Security.
- If there is an immediate threat to safety or serious injury, call 9-1-1.
- Notify the Medical Team, Security, and Incident Commander via Radio Channel 2 as soon as possible.
- Follow any instructions provided by Security or emergency responders.

Lost Child

If a parent or guardian approaches you regarding a lost child:

- Remain calm and provide reassurance.
- Notify Security immediately via Radio Channel 2 using the appropriate code:
 - Pink Adam – Missing girl
 - Blue Adam – Missing boy
- Use only the approved code when communicating over the Radio (Channel 2). Do not share any information that could identify the missing child, including their name, description, clothing, or other personal details.
- If additional details or a private conversation are required, move the conversation to Radio Channel 3 as needed.
- Example radio communication:
 - "Jason to Security, I have a Pink Adam. Meet me at the Main Information Booth."
- Security will take over and follow the established Lost Child Protocol.



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If a child approaches you and indicates they are lost:

- Contact Security immediately via Radio Channel 2 using the appropriate code.
- Remain with the child at the location where you found them.
- Provide reassurance and comfort while waiting for Security to arrive.
- Do not share any identifying information about the child over Channel 2.
- If additional details are required, move the conversation to Radio Channel 3 as needed.
- Security will take over and follow the established Lost Child Protocol.

While waiting for Security:

- Check whether the child is wearing a Westerner Days identification bracelet.
- If a bracelet is present, it may contain a contact number added by Westerner Park staff upon entry to the grounds.
- Do not contact the number directly. Security will coordinate any communication with the parent or guardian.



Important: Do not release a child to an unidentified individual, even if they claim to be a parent, guardian, or family member. Security will complete the required verification process and will only release the child once the individual has been confirmed as an authorized caregiver. Security will also complete an incident report to ensure all relevant details are accurately documented.

EMERGENCY RESPONSE PLAN

The emergency procedures outlined in this handbook are intended to provide general guidance during an incident. A detailed Emergency Response Plan (ERP) containing specific procedures, response protocols, evacuation routes, emergency contacts, and incident management processes is available for reference at Headquarters.

Staff and volunteers are encouraged to familiarize themselves with the ERP and consult it as needed. During an emergency, always follow the direction of the Incident Commander, Security, emergency responders, or Westerner Park leadership.



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CLOSING & THANK YOU!

As we look forward to Westerner Days 2026, we want to extend our sincere thanks to each and every one of you. Whether you are joining us as a staff member or volunteer, your time, energy, and commitment are what make this event truly special.

Westerner Days is more than a celebration, it is a community effort that brings people together through hospitality, tradition, and teamwork. Your contribution plays a vital role in creating a safe, welcoming, and memorable experience for everyone who attends.

Please do not hesitate to reach out to your supervisor or visit Headquarters if you need assistance, have questions, or simply want to connect. We are here to support you every step of the way.

Thank you once again for being part of the Westerner Park team. We truly could not do it without you, and we would not want to.

Enjoy the experience, take pride in your impact, and let's make Westerner Days 2026 unforgettable.

Warm regards,
The Westerner Park Team

