



ORIENTATION

Red Deer Regional Airport
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SECTION 1 – PATRON SAFETY AND SECURITY PLAN

EMERGENCY LEVELS

Emergency response levels have been broken into three levels.

Level 1: The agency responsible will respond (e.g., first aid, fire, security, etc.). This would be of a minor nature and would be reported to the Safety/Security Officer for information purposes.

Level 2: Will require the response of more than one agency. This would include such items as a major medical problem, fire requiring more than initial response, security infractions requiring police involvement, etc. Airport personnel will be involved in assessing the situation and directing the resources necessary to address the problem.

Level 3: Would require a full and immediate response from all agencies, with additional resources being summoned from off airport. All airport personnel and event security will be fully involved.

Event personnel will be deployed by the Safety/Security Officer to each designated and safe emergency access gate for security/access control.

AUTHORITY

The decision to change or cancel the event or aspects of the event are under the authority of the following.

- CEO/Accountable Executive (Nancy Paish 403-352-1908) - authority to cancel entire event or to order an evacuation.
- Air Boss/Incident Commander (Trent Stenmark 604-910-2567) - authority to cancel flight operations or to order an evacuation.
- Transport Canada also has authority to shut down the event.
- Fire Boss and/or RCMP can compel the change, cancellation or evacuation of the event based on safety/security concerns in consultation with Air Boss, CEO/Accountable Executive or Transport Canada.

EMERGENCY & EVENT CONTACTS

(Full List - Appendix A)

All communications go through Event Organizer Designate (event specific) and all emergency communications go through the Incident Commander (depending on emergency).

Incident Commander(s) Dependent on Emergency Situation Air Boss – Trent Stenmark Fire Boss – Jamie Southwell RCMP – Cpl. Michael Goss Cst. Braxton Nickerson	604-910-2567 403-783-0608 403-632-9034	Airshow specific Communications or emergency situations
Event Organizer Designate (Aircraft) – Jadene Mah	780-722-2263	Event Specific Communications
Event Organizer Designate (Ground) – Nancy Paish	403-352-1908	Event Specific Communications
Level 1 Event Incident Reporting –		Smaller Event Incident Reporting

IMPORTANT LOCATIONS

(See attached Site Map)

Airshow Operations Centre (AOC): Mobile Command Centre – located on West side of Buffalo Hangar **Gate 6** – main entrance (located East of terminal)

Announcer Booth: located airside in viewing/spectator area.

Beer Gardens: located airside in viewing/spectator area.

Designated Smoking Area: groundside - outside the fence at Gate 6 (grass area)

Drop Off Area: in front of terminal (drop off & park in designated spot); taxi/uber drop off area.

Emergency Coordination Centre (ECC): Airport administration building – Hangar A, 2nd Floor

First Aid Station: located airside near Gate 6

Information Booth: located with Autograph Tent

Parking Lot Sierra: public parking - near Hangars 12 – 14

Parking Lot Victor: volunteer parking – near Hangars 10 and 11

Parking Lot Papa: performer and accessibility parking (located in front of terminal); may include additional parking for volunteers and patrons

Parking Lot Tango: VIP parking (located off North entrance)

Parking Lot Oscar: public parking (located off North entrance)

Parking Lot Zulu: public parking (located on east side of Airport Drive across from Hangar 3)

Performer Headquarters: terminal - departures (restricted area)

Ramp/Staging Area: airside behind terminal (restricted area)

Volunteer Headquarters: terminal – arrivals

SAFETY PLAN

The Safety Officer (Lindi McDermid 403-350-6766) will conduct a hazard assessment and Branch Directors will conduct an orientation with all volunteers prior to the event. The Branch Director - Military (Jadene Mah 780-722-2363) and/or the Air Boss (Trent Stenmark 604-910-2567) will conduct a hazard assessment and orientation with all performers, prior to the start of the event.

Active Threat: Evacuate the event. Call 911. In situations where suspicious items/packages are identified, items are not to be disturbed, and the area should be cordoned off. Any suspicious items/packages are reported to the police. Personnel and guests are only to re-enter the area when the police have advised that it is safe to do so.

Air Quality

The CEO/Accountable Executive & Incident Commander will check the Air Quality Health Index the morning of the event and monitor throughout the day if Air Quality should become a concern. If an AQHI is in the 7-10 or $\geq$ range the CEO/Accountable Executive may cancel or evacuate the event.

Canopies/Tents: All tents must be taken down prior to severe/dangerous weather conditions if possible. In case of high winds, tent canopy tops should be loosened to mitigate. All tents and their immediate vicinity should be fully evacuated during heavy storms or wind and are not to be used for shelter.

Criminal Offences: If criminal activities are suspected or confirmed, call 911; the police will guide those response activities that may impact the investigation.

Electrical: Cords will be configured so they are kept out of water and away from foot traffic, have the right capacity and not be overloaded. Light towers with electrical outlets will be available for vendor usage. Vendors are encouraged to bring their own generators, where possible.

Food/Hydration: Planned nutrition breaks are encouraged. Water and snacks are available throughout the day at the Volunteer Headquarters (Arrivals Terminal).

Foreign Object Debris (FOD): All garbage is to be deposited into appropriate garbage containers. If you see any FOD, especially airside, it must be picked up and deposited into a garbage container.

Medical: First Aid is provided through volunteers and located airside near Gate 6. If an ambulance is required two will be on standby during the event (one for spectators and one for airshow). Volunteers will instruct the public to clear a path for emergency vehicles as appropriate.

Moving Aircraft: VIP and other guests may encounter a moving aircraft (taxi to a certain area or hangar). Security is to assist by advising guests to stand back a safe distance and allow aircraft to pass through. (May occur on roadway closest to VIP parking lot or aircraft accessing a hangar).

Personal Protective Equipment (PPE): Safety vests are mandatory for all volunteers on the show line or hot ramp. Ear protection is mandatory for all volunteers working airside. All volunteers will be supplied with a bright green T-shirt that must be worn when on duty. NOTE: When not on duty, green T-shirts should be removed.

Public Interaction: Volunteers will not engage with individuals that are being confrontational or abusive for their own personal safety. Contact Branch Director – Safety and Security and police will be notified. Provide a description of the person (clothing, race, age, hair colour, height and direction of travel and a description of the situation). Direct the individual away from crowds if able to do so and advise you will get someone who can assist them with their concerns.

Severe Weather/High Winds: To mitigate against these risks all tents should be weighted with a minimum of 100 lbs./per leg or taken down as winds develop. Fences and free-standing signs should be weighted with sandbags. If a strong wind and/or storms develops during the event, organizers and volunteers will take steps to mitigate potential hazards by securing items that could be blown away and taking down tents, bouncy houses/castles and signage or any other items that can cause damage.

Weather: The Weather Network and/or Environment Canada are to be monitored for up-to-date weather forecasts. In the event of severe/dangerous weather (tornado, thunderstorm, hail, or high wind conditions), the event may be fully or partially cancelled, and all personnel and public will be notified immediately by the Announcer (Ken Hildebrandt), through social media and/or registered emails. The CEO/Accountable Executive will make the decision to cancel the event.

<https://www.theweathernetwork.com/ca/weather/alberta/red-deer> OR
https://weather.gc.ca/city/pages/ab-29_metric_e.html

SECURITY & TRAFFIC CONTROL

Traffic Allowed

(Red Deer County – Airport Drive/Airport Way; 10 parking staff and 4 parking event staff at each entrance)

- All emergency responders.
- Anyone who shows a purchased ticket (regardless of specified date – all tickets accepted).
- Any resident of Springbrook.
- Anyone who is conducting business at one of the Springbrook's businesses.
- Taxis and licensed vehicles for hire should be given access to drop off ticket holders. Taxi drivers are allowed to drop off people in front of the terminal.
- Please allow volunteers, performers, or staff in with or without a pass. Record names and provide a parking pass. All volunteers are to be directed to the Volunteer Headquarters located in the terminal - arrivals. Performers are to report to the terminal - departures. Staff will report as appropriate.
- Any airport tenant. If attending with less than 4 people in the vehicle, no ticket is required but they must present their airport Identification Pass.
- Cars without a ticket that are willing to purchase a ticket can proceed to the parking area and purchase an online ticket.
- Cars without a ticket that are unwilling to purchase a ticket can be safely turned around and directed back on to Hwy 2A or C&E Trail/TWP 374.

Road Closures

(see Appendix D)

- Township Road 372 and Airport Drive
- Township Road 372 and Range Road 282
- Range Road 281, 1.2km south of Township Road 372
- Junction between Township Road 374 and Airport Way

Parking Lot Staff Allocation

(See Appendix B)

Parking Lot Sierra: public parking - near Hangars 12 – 14; 8 parking staff and 2 parking event staff (note: these staff members will be moved to overflow locations if required)

Parking Lot Victor: volunteer parking – near Hangars 10 and 11; 1 parking staff and 1 parking event staff

Parking Lot Papa: performer and accessibility parking (located in front of terminal); may include additional parking for volunteers and patrons; 1 parking staff and 1 parking event staff

Parking Lot Tango: VIP parking (located off North entrance); 2 parking staff and 1 parking event staff

Parking Lot Oscar: public parking (located off North entrance); 8 parking staff and 3 parking event staff

Parking Lot Zulu: public parking (located on east side of Airport Drive across from Hangar 3)

****A minimum of 1 event staff will remain in lots Sierra, Victor, Papa, Tango, and Oscar for the duration of the airshow. Maximum staffing is required at 10am and 4pm until majority of ticket holders are parked or have left the parking areas. During the airshow, parking staff may be reallocated for other duties by their supervisor.**

Gate Entry

- Gate 6 (main entrance) will have 10 ticket takers to check tickets and a quick visual to ensure no prohibited items are brought into the airshow (not required to check bags or purses). Re-entry stamps/wrist bands will be provided. On Friday evening, there will only be 5 ticket takers
- North entrance will have 10 ticket takers to check tickets and a quick visual to ensure no prohibited items are brought into the airshow (not required to check bags or purses). Re-entry stamps/wrist bands will be provided. On Friday evening, there will only be 5 ticket takers
- People are allowed to bring the following items.
 - Outside food and drinks (non-alcohol).
 - Strollers.
 - Small umbrellas (remind them to be considerate of others around them).
 - Coolers (will be checked visually by ticket takers to ensure no alcohol or other contraband).
 - Service or Support Animals - If animal is identified as a service or support animal – it is allowed in. Remind individuals to keep animals secure on a leash and that they are responsible for cleaning up.
 - Cameras/video equipment.
 - Wagons.
 - Bags and backpacks will not be searched by ticket takers. If someone seems suspicious contact Branch Director – Safety and Security and police will be notified. Provide a description of the person (clothing, race, age, hair colour, height and direction of travel).
- People are NOT allowed to bring the following items into the Airshow.
 - Drones (ask the individual to keep it within their vehicle during the Airshow).
 - If not voluntarily returned to their vehicle, entry will be denied.
 - Alcohol (ask the individual to keep it within their vehicle during the Airshow).
 - If not voluntarily returned to their vehicle, entry will be denied unless all alcohol is removed from the cooler and disposed of (dumped out). If people become confrontational contact Branch Director – Safety and Security and police will be notified.
 - Weapons.
 - Balloons.
 - Large umbrellas.
 - Tents.
 - Pets (not identified as a service or support animal).

- Radios (VHF/2 way); can cause interference with airshow communications. VOLUNTEERS EXEMPT.
- Bicycles/Scooters (need to be left in parking area – can be secured to the fence). VOLUNTEERS EXEMPT.
- Skateboards, segways, hoverboards, etc. VOLUNTEERS EXEMPT.

General

- In the event of an airshow emergency, Airshow event staff will provide traffic control airside; Red Deer County Protective Services will provide security and traffic control off airport property. Airshow event staff will remain with parked cars in the parking area and **NOT** release them until directed by the Incident Commander.
- Communication between Airshow personnel will be via portable radios and/or cell phones.
- If an incident occurs outside of the spectator area, event staff will strengthen the crowd line and assist with the movement of emergency vehicles through the crowd line, as directed by Safety & Security Managers. If an incident occurs inside the spectator area, event staff will be directed by Safety & Security Managers to the established triage area to provide perimeter control and medical support personnel.
- When Safety & Security Managers direct event staff to move people out of an area, they shall begin by giving verbal orders for the crowd to move. By the formation of human barriers, they will move the crowd out of the affected area(s). It will be done in an orderly and calm manner so as not to incite emotions or fear, which could potentially cause a stampede of people and turn the situation into a mass causality incident. Event staff will use established evacuation routes to move people out of the affected area.

EMERGENCY PROCEDURES

Fire/Explosion within the Event Zone (CODE WHITE)

Fire extinguishers are located: food vendors (class K)

1. Call 911
2. Notify your supervisor – Supervisor to contact Branch Director – Emergency Response.
3. Clear everybody out of the immediate vicinity.
4. Create access for emergency responders.
5. Use fire extinguishers if available and safe to do so.
6. Let emergency responders take control and assist them as needed.
7. Follow Evacuation Plan (Code Green) as needed.

First Aid Emergencies (CODE RED)

First aid station is located near the AOC (Mobile Command Centre) near Gate 6 (south entrance).

1. Direct patient to first aid personnel.
2. First aid personnel assess the patient.
3. If first aid personnel determines that an ambulance is needed, or the patient will require hospital care contact Branch Director – Emergency Response and stand by ambulance will be notified. If stand by ambulance is not on scene, you may be directed to call 911.
4. If ambulance access is required, then the Gate/Parking Supervisors will direct resources to clear a route.

Loss of Power (CODE PURPLE)

In case of a complete loss of power, the CEO/Accountable Executive may cancel the event. All other minor power losses will be mitigated at their source to determine impact on event.

Mass Casualty/Air Crash/Security Concerns/Violent Acts (CODE ORANGE)

****Muster point: Parking Lot Sierra (south parking area near Airport Drive and 372)****

See Something, Say Something - All staff and vendors are to report anything that they see out of place to the Branch Director – Safety and Security - i.e. a dropped bag or a suspicious person. If Mass Casualties or any Acts of Violence occur the CEO/Accountable Executive will cancel or evacuate the event or area.

1. Notify Branch Director – Emergency Response who will notify appropriate on-scene agencies (RCMP, First Aiders, Ambulance, 911).
2. Branch Director – Safety and Security will notify the hospital, if appropriate.
3. Event staff will assist with evacuating the area in a safe and orderly manner.
4. Event staff will assist with clearing paths for emergency vehicles.
5. Parking event staff will direct the public to clear parking lots and provide evacuation routes.

Follow Evacuation Plan (Code Green)

Missing Children/Parents (CODE ADAM)

****The AOC (Mobile Command Centre) is located near Gate 6 (south entrance)****

Found Persons

1. Stay with the person in the area they were found.
2. Contact the Branch Director – Emergency Response who will communicate found person information to supervisors throughout the site, Protective Services, and RCMP.
3. Supervisors will then communicate the information to their volunteers.
4. The Branch Director – Emergency Response will utilize the Airshow Announcer, as appropriate, to communicate information to the public regarding the found person.
5. Once reunited with the appropriate party, the Branch Director – Emergency Response will notify the event team, Protective Services and RCMP.

Lost Persons

1. Contact the Branch Director – Emergency Response who will rapidly communicate lost person information to supervisors throughout the site, Protective Services, and RCMP, who will then begin looking for the lost person.
2. If the lost person is a minor, all gates will be immediately shut down by the Operations Chief.
3. Supervisors will then communicate the information to their volunteers, who will then also begin looking for the lost person.
4. The Branch Director – Emergency Response will utilize the Airshow Announcer, as appropriate, to communicate information regarding the lost person.
5. If the lost person is a child, reunification will be handled by Protective Services and/or RCMP.
6. Once reunited with the appropriate party, the Branch Director – Emergency Response will notify the event team, Protective Services and RCMP accordingly.

Evacuation Plan (CODE GREEN)

*****Muster Point: Parking Lot Sierra (south parking area near Airport Drive and 372)*****

1. Announcer booth sound system will be used to announce that the event is evacuating.
2. On hearing an evacuation order, or on instruction of emergency control personnel, immediately cease all activity and secure personal valuables, if safe to do so.
3. Assist any person in immediate danger, if safe to do so.
4. Act in accordance with directions given by emergency personnel and evacuate the event site immediately.
Assist with the general evacuation if directed to do so by emergency control personnel. Move calmly to the evacuation assembly area – Parking Lot Sierra and do not leave the evacuation assembly area until the all clear has been given.
5. Follow the instructions of relevant emergency services personnel.

Conducting Evacuations Due to Unlawful Interference

- **Do not use the word BOMB;** the Airshow Announcer will announce that:
 - Security personnel are investigating an incident and ask everyone to exit the location quickly and calmly.
 - People are to turn off all mobile devices (phones, laptops, games, etc.).
 - People are to take their personal belongings with them.
- Security personnel will:
 - Ensure that all people affected are aware of the situation; there may be language or physical barriers that prevent the transmission of the announcement to some people.
 - Check washrooms and any other areas where people may be situated away from public view.
- Do not re-enter or permit re-entry into the location or turn on radios and cell phones until local RCMP informs you that it is safe to do so.

VOLUNTEER ORIENTATION

1. Parking Areas
 - a. Designated for volunteers
 - b. Designated for event participants
2. Smoking/Vaping Areas
 - a. No smoking/vaping airside at any time.
 - b. No smoking/vaping within 5m of any facility entrance ground side.
3. Restroom Location(s)
4. Breaks

Volunteers may take a 30-minute break during every 5-hour work period; the break may be taken in 2 periods of at least 15 minutes if agreed upon by both parties. Please note that during critical operations, this break may not be immediately granted if requested.
5. Foreign Object Debris (FOD)
 - a. All garbage (paper, plastic, etc.) is to be deposited in appropriate garbage containers.
 - b. Recyclable objects should be placed in recycle bins if available.
 - c. If you see any FOD, especially airside, it must be picked up and deposited in a garbage container.
 - d. If FOD is hazardous (i.e., sharps, drug paraphernalia), do not use your hands to pick it up; advise your supervisor or airport staff and they will ensure safe, proper disposal.
6. Access/Security (specifically airside)

Airside is restricted space. If you are assigned airside, remain in designated areas only; straying into unauthorized areas will result in immediate removal from the premises.
7. Personal Protective Equipment (PPE) Requirements
 - a. Safety vests are mandatory for all volunteers on the showline or hot ramp.
 - b. All volunteers will be supplied with bright green T-shirts that must be worn at all times while on shift.
 - c. Disposable gloves must be used whenever handling food products.
 - d. Work gloves are to be used when emptying garbage containers.
8. Proper Use of Tools and Equipment – UTVs/Golf Carts
 - a. Do not leave them unattended with the keys in them.
 - b. Always maintain situational awareness.
9. Hazards and Controls
 - a. Vehicle/aircraft movement – situational awareness, especially airside and in parking lots.
 - b. Environmental – appropriate clothing for conditions, hydration, breaks.
 - c. Slips/trips/falls – electrical cords to be covered or clearly identified, holes to be blocked off/identified, spills to be cleaned up as soon as possible.
- 10. VIOLENCE AND HARASSMENT WILL NOT BE TOLERATED EITHER BY OR TOWARDS VOLUNTEERS!**
11. Report the following to the Branch Director – Emergency Response or your supervisor immediately.
 - a. Unruly, disruptive, non-compliant patrons or volunteers; acts of violence
 - b. Suspicious person/bag; weapons
 - c. First aid incidents
 - d. Fire/explosion

Input the following in your phone so it is available during your shift(s).

My Position is: _____

My Supervisor is: _____

My Supervisor's Cell Phone # is: _____

The Branch Director – Emergency Response's Cell Phone # is: 403-808-0858

SECTION 2 – CRITICAL ROLES AND RESPONSIBILITIES

ACCOUNTABLE EXECUTIVE/EXECUTIVE DIRECTOR

Nancy Paish

Responsible for all aspects of the airshow to ensure participant, patron, and volunteer safety and security, as well as the show's financial profitability and patron satisfaction.

INFORMATION OFFICER

Ashley Reiersen - Reports to: Accountable Executive/Executive Director

Interfaces with the public, media, and other agencies, in the event of an emergency. Monitors public information to ensure accuracy. Interfaces with PIOs from other agencies and jurisdictions to ensure consistency and accuracy of information provided to the media and public. NOTE: THIS POSITION APPLIES ONLY IF THE AIRPORT'S MASTER ERP IS ACTIVATED.

SAFETY/SECURITY OFFICER

Lindi McDermid - Reports to: Accountable Executive/Executive Director

Create a safe environment for all participants and attendees, minimize risks, and respond effectively to any safety or security-related emergencies that may arise as needed. Conduct risk assessments and develop and implement emergency response plans. NOTE: THIS POSITION APPLIES ONLY IF THE AIRPORT'S MASTER ERP IS ACTIVATED.

LIAISON OFFICER

Derwin Hein - Reports to: Accountable Executive/Executive Director

Acts as a central communication hub, promoting efficient collaboration and addressing any emergencies that may arise before, during, and after an airshow, ensuring a successful and well-coordinated event. Works closely with military units, NAV CANADA, Unified Incident Command, and emergency responders. NOTE: THIS POSITION APPLIES ONLY IF THE AIRPORT'S MASTER ERP IS ACTIVATED.

AIR BOSS

Trent Stenmark - Reports to: Accountable Executive/Executive Director

Responsible for the entire aerial aspect of the airshow, ensuring it runs smoothly, safely, and provides an enjoyable experience for all attendees. Responsible for flight operations management, safety enforcement, flight sequencing, communication, emergency response and crowd control.

ASSISTANT AIR BOSS

Reports to: Air Boss

Assist the Air Boss as appropriate. This is generally a person who is nearing completion of their Air Boss training. They will provide the daily briefing at least one day, under the supervision of the Air Boss.

OPERATIONS CHIEF

Derwin Hein - Reports to: Accountable Executive/Executive Director

Responsible for all aspects of the Operations section to ensure participant and patron safety, security, and satisfaction. Ensure branch directors have the resources they need to complete their assigned roles effectively.

BRANCH DIRECTOR – EMERGENCY RESPONSE

Michael Curtis – Reports to Operations Chief

Responsible for all aspects of Emergency Response operations, including adequate coordination/provision of community protective services and fire services, to ensure participant and patron safety, security, and satisfaction.

FIRE DEPUTY

Jamie Southwell - Reports to: Branch Director – Emergency Response

Will be present with the Air Boss throughout the airshow. Responsible for all aspects related to fire and rescue. Ensure requisite equipment and manpower are always present and set up in accordance with airshow plans. Work with RCMP, Air Boss, and EMS as Unified Command as applicable.

FIRE PERSONNEL

Reports to: Fire Deputy

The primary role is to safeguard lives, protect property, and ensure the overall safety of everyone involved in the airshow. Respond promptly to fires, medical emergencies, accidents, hazardous material spills, and structural collapses.

RCMP DEPUTY

Reports to: Branch Director – Emergency Response

The controlling authority when unlawful activities are involved in accordance with established corporate policies and procedures. Respond to bomb threats, acts of terrorism, or any other acts of unlawful interference. Conduct situational threat/risk assessments, searches, and/or evacuations. Work with the Air Boss and Red Deer County Fire Department as Unified Command as applicable.

RCMP Personnel

Reports to: RCMP Deputy

The primary role is to safeguard lives, protect property, and ensure the overall safety of everyone involved in the airshow. Respond promptly to threats, acts of unlawful interference, and criminal activities, primarily airside. Conduct searches and/or evacuations as necessary.

PROTECTIVE SERVICES PERSONNEL

Reports to: Branch Director – Emergency Response

The primary role is to safeguard lives, protect property, and ensure the overall safety of everyone involved in the airshow. Respond promptly to threats, acts of unlawful interference, and criminal activities, primarily groundside. Assist with searches and/or evacuations as necessary.

EMS PERSONNEL

Scott Wardley - Reports to: Branch Director – Emergency Response

Responsible for ensuring appropriate medical teams and equipment are available and located in the designated area(s). May assist in coordinating additional resources in the event of an incident or accident. Supervisor to oversee first aiders.

BRANCH DIRECTOR - MILITARY

Jadene Mah - Reports to: Operations Chief

Responsible for all aspects of Military operations to ensure participant safety, security, and satisfaction. Ensure all managers have the resources they need to complete their assigned roles effectively.

CREW HOSTING MANAGER

Lisa/Charlie - Reports to: Branch Director – Military

Provide participants, performers, and staff with suitable and comfortable lodging options during the event, allowing them to focus on their roles and enjoy the airshow experience. Select and manage suppliers, including working with AHS to obtain any necessary permits and licenses, and ensuring proper food handling, storage, and sanitation practices. Ensure all participants, performers, and staff have access to food and beverages throughout their shifts. Address any concerns or issues that arise and ensure a high level of customer service throughout the event.

SAFETY & SECURITY MANAGER – HOT RAMP/STAGING AREA

Doug Francoeur - Reports to: Branch Director – Military

Responsible for ensuring safe and efficient operations of aircraft on the hot ramp. Manage personnel, coordinate aircraft movements. Responsible for ground services and maintain compliance with safety regulations.

STATIC DISPLAY MANAGER – MILITARY/INVITED CIVILIANS

Reports to: Branch Director – Military

Responsible for the effective set-up, maintenance, and coordination of the static aircraft display area, creating an engaging and informative experience for attendees.

BRANCH DIRECTOR – SAFETY & SECURITY

Reports to: Operations Chief

Responsible for the safety and security of all attendees, staff, and assets. Implement crowd management strategies, ensuring orderly ingress and egress, managing queues, and mitigating potential crowd-related incidents. Ensure unauthorized items are not brought into the airshow, Maintain records of all safety & security events and responses. Ensure all managers have the resources they need to complete their assigned roles effectively.

SAFETY & SECURITY MANAGER – PARKING/PARKING EVENT STAFF

Dave Luke - Reports to: Branch Director – Safety & Security

Responsible for parking operations and ensures the smooth flow of vehicles during the airshow. Ensure vehicles are efficiently directed to designated parking areas and that spaces are filled in an organized manner. Manage traffic flow to prevent congestion and maintain a safe environment, particularly in the event of an emergency. Responsible for vehicle safety in parking lots. Resolve customer complaints and concerns in a professional and timely manner.

SAFETY & SECURITY MANAGER – GATE ENTRANCES

Reports to: Branch Director – Safety & Security

Responsible for the safety and security of all attendees, staff, and assets. Ensure orderly ingress and egress, manage queues, and mitigate potential crowd-related incidents. Ensure unauthorized items are not brought into the airshow.

SAFETY & SECURITY MANAGER – STATIC DISPLAYS

Patrick - Reports to: Branch Director – Safety & Security

Responsible for the safety and security of all attendees, staff, and assets in the static display area. Mitigate potential crowd-related incidents.

SAFETY & SECURITY MANAGER – SHOWLINE

Aliesha Shuparsky - Reports to: Branch Director – Safety & Security

Responsible for the safety and security of all attendees, staff, and assets. Ensure patrons do not cross the showline and mitigate potential crowd-related incidents.

SAFETY & SECURITY MANAGER – MARKET VENDORS

Denise Cartier - Reports to: Branch Director – Safety & Security

Responsible for the safety and security of all attendees, staff, and assets. Ensure orderly ingress and egress, manage queues, and mitigate potential crowd-related incidents within the market vendor area.

SAFETY & SECURITY MANAGER – VIP/HOSPITALITY

Tri-West Supervisor - Reports to: Branch Director – Safety & Security

Responsible for the safety and security of all attendees, staff, and assets in or near the Beer Gardens, VIP/corporate tents, Chalet, and special events. Mitigate potential crowd-related incidents.

BRANCH DIRECTOR – GROUND

Zac Lambert - Reports to Operations Chief

Responsible for all aspects of the Ground Operations section to ensure patron safety, security, and satisfaction. Ensure all Deputies and managers have the resources they need to complete their assigned roles effectively.

EQUIPMENT DEPOT/FACILITIES MANAGER

Tim Cartier - Reports to: Branch Director - Ground

Manage procurement, safe storage of inventory, logistics, and quality control, ensuring the availability of necessary materials and equipment, and timely delivery of products and services. Coordinates the setup, maintenance, and demobilization of all facilities and equipment.

FENCING MANAGER

Reports to: Branch Director - Ground

Responsible for managing the logistics, coordination, and installation of temporary fencing for the event, ensuring appropriate crowd management is accomplished.

BRANCH DEPUTY – OPENING CEREMONY

Nancy Paish - Reports to: Branch Director – Ground

Plan, coordinate, and execute an engaging and memorable opening ceremony that sets the tone for the event, contributing to a captivating and impactful experience for all attendees.

ANNOUNCER

Ken Hildebrandt - Reports to: Opening Ceremony Manager

Serves as a knowledgeable and engaging host who enhances the audience's enjoyment, educates them about aviation, and ensures their safety. Provides event and pilot introductions, aircraft information, flight commentary, and safety instructions in the event of incident or accident.

SOUND SYSTEM SUPPORT MANAGER

Parkland Audio - Reports to: Opening Ceremony Manager

Responsible for ensuring that sound systems are set up, operated, and maintained effectively to deliver optimal audio experiences. Manage equipment, provide technical support, and coordinate teams as applicable.

MARKETING MANAGER

Ashley Reiersen - Reports to: Branch Director - Ground

Responsible for marketing signage, public relations, and photographers, enhancing attendee experience, maintaining effective communication, and adapting strategies as needed, to contribute to the overall success of the event.

BRANCH DEPUTY – GUEST SERVICES

Vaibhav Sharma - Reports to: Branch Director - Ground

Responsible for all hospitality aspects, including food & beverage, social events, beer gardens, and VIP/Hospitality. Ensure managers have the resources they need to complete their assigned roles effectively.

BEER GARDENS MANAGER

Rod Hergott - Reports to: Branch Deputy - Guest Services

Responsible for the efficient and profitable operation of the beer gardens, while providing an enjoyable experience for customers and maintaining a positive work environment for staff. Ensure compliance within legal and regulatory frameworks, including necessary licenses and permits, food safety certifications, and health inspections.

Beer Gardens Assistant

Bill Lansing – Reports to Beer Gardens Manager

Responsible for the efficient distribution of beverages to the VIP/Hospitality tents. Ensure compliance within legal and regulatory frameworks, including necessary licenses and permits, and inspections.

PATRON ASSISTANCE MANAGER

Reports to: Branch Deputy - Guest Services

Responsible for ensuring attendees requiring assistance are provided with the services they require, including the people movers (for patrons), accessible seating hosts, and the information booth.

SOCIAL EVENTS MANAGER

Pat Moore - Reports to: Branch Deputy - Guest Services

Plays a crucial role in enhancing social and entertainment aspects of an airshow, ensuring that attendees have an enjoyable and memorable experience beyond the aerial displays and exhibits. Organizes social events, including offsite venue procurement, performers, procurement of necessary licenses and permits, and promotion. May include responsibility for the Family Chalet during event hours.

SOUVENIR/PROGRAM SALES MANAGER

HHAS - Reports to: Branch Deputy – Guest Services

Responsible for and manage operations for selling souvenirs and programs. Ensure customers have a positive experience and resolve any issues or complaints.

VIP/HOSPITALITY MANAGER

Chris Windrim - Reports to: Branch Deputy - Guest Services

Responsible for creating a welcoming and enjoyable environment for guests, including sponsors, VIPs, Family Chalet, and other hosted guests. Plays a crucial role in resolving any issues or complaints promptly and satisfactorily. Includes tent set-up/tear down, tent decoration, and menu planning. Ensures compliance within legal and regulatory frameworks, including necessary licenses and permits, food safety certifications, and health inspections.

FOOD & BEVERAGE – VIP/HOSPITALITY SUPERVISOR

Nicole Lorrain - Reports to: VIP/Hospitality Manager

Brent Labros – Reports to: VIP/Hospitality Manager

Ensures the successful and efficient operation of food and beverage services, providing attendees with enjoyable dining experiences while adhering to high-quality standards and safety regulations. Selects and manages vendors, including working with AHS to obtain any necessary permits and licenses, and ensuring proper food handling, storage, and sanitation practices.

BRANCH DEPUTY – EXHIBITS/VENDORS

Denise Cartier - Reports to: Branch Director - Ground

Responsible for obtaining and coordinating exhibitors and vendors/food trucks, including site location. Ensure agreements are signed and exhibitors and vendors are invoiced accordingly. Work with AHS to obtain any necessary permits and licences.

FINANCE/ADMINISTRATION CHIEF

Nancy Paish

Responsible for all financial/administrative functions to ensure participant and patron safety, security, and satisfaction within budget constraints.

ON FIELD SALES MANAGER

Reports to: Finance/Administration Chief

Responsible for all aspects of beverage/ticket/parking sales and other related financial aspects, including issuance and replenishment of floats to the various sections that require them.

LOGISTICS CHIEF

Lindi McDermid - Reports to: Accountable Executive/Executive Director

Responsible for all aspects of support and service for ground operations, including equipment/facilities, volunteers, etc. Ensure unit leaders have the resources they need to complete their assigned roles effectively.

COMMUNICATIONS UNIT LEADER

Scott Kerr-Smith - Reports to: Logistics Chief

Responsible for the effective coordination and use of communications equipment and facilities. Responsible for distribution, installation, and testing of communications equipment. Maintain records of daily/shift radio assignments and returns.

FOOD & BEVERAGE – VOLUNTEERS UNIT LEADER

Alana Peters - Reports to: Logistics Chief

Ensures the successful and efficient operation of food and beverage services, providing volunteers with enjoyable dining experiences while adhering to high-quality standards and safety regulations. Assist the Crew Hosting Manager to select and manage suppliers, including working with AHS to obtain any necessary permits and licenses, and ensuring proper food handling, storage, and sanitation practices. Ensure all volunteers have access to food and beverages throughout their shifts.

PERSONNEL/VOLUNTEER CENTRE UNIT LEADER

Elijah Savoury - Reports to: Logistics Chief

Responsible for all operations in the Volunteer Centre, including set-up, volunteer check-in/out, and volunteer packages, creating a positive and efficient environment for volunteers. Working in conjunction with the People Mover – Volunteers, ensure volunteers are transported to their location as required. Ensure all volunteers have been accounted for at the end of the day. Effectively manage the volunteer team, address their needs, and ensure smooth operations.

SANITATION UNIT LEADER

Alice Lang - Reports to: Logistics Chief

Ensure the cleanliness and hygiene of event grounds, facilities, and public areas, including waste management, basic cleaning of restrooms and public areas, and post-event cleanup.

PLANNING CHIEF

Nancy Paish - Reports to: Accountable Executive/Executive Director

Responsible for all aspects of the Planning section to ensure participant and patron safety, security, and satisfaction. Ensure all unit leaders have the resources they need to complete their assigned roles effectively.

DOCUMENTATION UNIT LEADER

Lindi McDermid - Reports to: Planning Chief

Responsible for the maintenance of accurate, complete, up-to-date files. Duplication of documents as required.

MARKETING, MEDIA, & RESEARCH SURVEY UNIT LEADER

Vaibhev Sharma - Reports to: Planning Chief

Responsible for website design, content, and maintenance. Develop a communication strategy. Update the social media calendar in a timely manner. Develop collateral and signage. Responsible for planning, designing, and managing market research surveys. Define objectives and goals of the survey, including questions that effectively capture the required information while ensuring clarity, relevance, and proper structure. Determine the appropriate sample size, methodology and implementation. Collect and analyze the data collected and report results to the Accountable Executive/Executive Director.

Marketing & Media Unit Assistant

Monica Sharma - Reports to: Marketing, Media, & Research Survey Unit Leader

Assists the Marketing & Media Unit Leader with website design, content, and maintenance, updates to the social media calendar in a timely manner, and development of collateral and signage.

Community

Red Deer County - Reports to: Marketing, Media, & Research Survey Unit Leader

Provide clear instructions and guidance to residents regarding parking regulations, designated areas, and any specific requirements. Respond to parking-related inquiries and provide friendly and informative assistance to community members. Act as a liaison between the community and schools. Assist with marketing and media activities as directed by the Unit Leader. May include distribution and posting of advertisements.

SPONSORSHIP UNIT LEADER

Ashley Reiersen - Reports to: Planning Chief

Build and distribute sponsorship packages. Ensure agreements are signed and sponsors are invoiced accordingly. Work closely with Hospitality managers to ensure that agreement terms are met. Play a crucial role in resolving any issues or complaints promptly and satisfactorily.

SECTION 3 – VOLUNTEER ROLES AND RESPONSIBILITIES

Accessible Seating Hosts

Reports to: Patron Assistance Manager

Responsible for ensuring individuals with disabilities have access to appropriate and accessible seating arrangements. Your role is crucial to promoting inclusivity and accommodating the needs of people with disabilities. Respond to inquiries, provide information on available options, and help in selecting suitable seats. Clear and empathetic communication is essential to address any concerns or specific needs effectively.

Autograph Centre

Reports to: Souvenir/Program Sales Manager

Responsible for all operational aspects in the autograph centre, ensuring a smooth and positive experience for both athletes and attendees.

Bartenders

Reports to: Area Manager

This role is responsible for serving refreshments. Assist with setting up and breakdown of serving areas, ensuring cleanliness and organization. Assist with delivering supplies, equipment, and refreshments to different areas within the event venue promptly and efficiently. All individuals in this role must have ProServe and provide a copy to the Red Deer Regional Airshow Committee.

Crew Hosting (currently not posted)

Lisa/Charlie - Reports to: Crew Hosting Manager

Assist with planning and coordinating transportation logistics for performers, staff, and VIP guests, ensuring timely arrivals and departures. Address any accommodation-related issues promptly and provide necessary support to ensure guest satisfaction. Act as a point of contact for performers, assisting and addressing any concerns or questions they may have. Coordinate performers' check-in and assist with ensuring they have all necessary resources and equipment.

Drink Ticket Sellers

Reports to: Area Manager

Responsible for selling drink tickets in a responsible manner. Individuals must have ProServe and provide a copy to the Red Deer Regional Airshow Committee.

Event Staff/Showline Management

Reports to: Area Safety & Security Manager

Create a safe and secure environment for attendees and participants, mitigating potential risks and ensuring that everyone can enjoy the event safely. Duties may include crowd management, access, traffic control, surveillance, and emergency response. Random person and vehicle checks will only be done by authorized security personnel.

- VIP/Hospitality
- Showline Management
- Market Vendors
- Static Displays

First Aiders

Reports to: EMS Supervisor

Provide immediate medical assistance and basic first aid to attendees, participants, and staff in case of injuries, illnesses, or medical emergencies. Monitor the crowd for any signs of distress, heat exhaustion, or other health issues. Communicate effectively with EMS, providing them with accurate information about the situation and patient's condition.

Information Booth

Reports to: Patron Assistance Manager

Ensure that accurate and helpful information is provided to patrons; deliver high-quality customer service and ensure customer satisfaction. Help with lost and found items, conflicts, and complaints in a professional manner, finding appropriate solutions, and maintaining a positive atmosphere.

Marketing

Reports to: Marketing Manager

Assist in the placement of signage for promotional events, both indoor and outdoor. Maintain an organized inventory of signage and track their condition. Support the marketing team by running errands, such as picking up supplies, delivering materials, or assisting with event set-up. Monitor and track media coverage.

Missing Persons (covered by Information Booth and Event Staff volunteers)

Reports to: Patron Assistance Manager

Efficiently manage missing persons cases, coordinate resources, and provide support to the team and families involved. Contribute to the development and implementation of policies and procedures.

Parking/Parking Event Staff

Reports to: Safety & Security Manager - Parking

Responsible for the safe and organized flow of vehicles in and out of the parking area, preventing congestion and ensuring safety. Direct vehicles to designated parking areas, while maximizing space utilization. Direct customers with disabilities to the Accessible Parking Area; provide guidance and support as needed. Resolve customer complaints and concerns in a professional and timely manner. Responsible for vehicle safety in parking lots. Keep a vigilant eye on parked vehicles, ensuring their security and promptly reporting any suspicious or unauthorized activities.

People Mover – Patrons

Reports to: Patron Assistance Manager

Responsible for transportation of patrons, especially those with accessibility issues, to and from parking lots and seating areas. In conjunction with the People Mover – Volunteers, provide transportation for volunteers, as time permits.

People Mover – Volunteers

Reports to: Personnel/Volunteer Centre Unit Leader

Responsible for transportation of volunteers to and from their assigned stations. In conjunction with the People Mover – Patrons, provide transportation for patrons, as time permits.

Photographer

Reports to: Marketing Manager

The Volunteer Photographer position will work with the Red Deer Regional Airshow to collect content for marketing purposes.

Registration Check In

Reports to: Area Manager

Responsible for checking tickets at the door of each tent area (see below) to allow entrance to guests.

Runners

Reports to: Personnel/Volunteer Centre Unit Leader

Deliver messages between different individuals or departments. Assist event participants. Manage supplies, including restocking items such as food.

Sanitation (Tent Areas)

Reports to: VIP/Hospitality Manager

Empty garbage cans and disposal of waste in designated areas. Collect and properly dispose of litter and debris from floors, surfaces, and outdoor spaces. Wipe tables and clean spills promptly to maintain a clean and presentable area. Watch for untidy areas, including misplaced items and potential hazards. Designated areas include the VIP Chalet, Beer Gardens, and Family Chalet.

Sanitation (Ground Clean Up Crew)

Reports to: Sanitation Unit Leader

Empty garbage cans and disposal of waste in designated areas. Collect and properly dispose of litter and debris from floors, surfaces, and outdoor spaces. Wipe tables and clean spills promptly to maintain a clean and presentable area. Watch for untidy areas, including misplaced items and potential hazards.

Tent Set Up

Reports to: Area Branch Manager

Setting up tables, chairs, decorations, and small furniture for each of the following areas:

- Family Chalet
- VIP
- Officers' Club
- Corporate (minimum 3)
- Beer Gardens

Must be able to handle heavy loads.

Ticket Taker

Reports to: Safety & Security Manager – Entrance Gates

Provide crowd management, access, and traffic control. Includes verification of the authenticity of tickets or passes presented by patrons for admission. Greet patrons with a friendly and welcoming attitude. Provide information and assistance as needed, including directions to seating areas and facilities. Assist with on-site ticket sales where applicable. Conduct screening of small ice chests and similar items.

Vendor Runners

Reports to: Branch Deputy – Exhibits/Vendors

Act as a runner during the event, ensuring efficient communication and coordination between vendors, event organizers, and any other support staff. This includes delivering messages, helping with registration of vendors, addressing any immediate concerns or requests, directing food trucks and vendors to designated spots, ensuring compliance with health and safety regulations, and assisting with any operational issues that may arise. Assist with static displays, ensuring proper placement, signage, and security measures are in place. Provide information to event attendees and address any concerns. Provide general support to vendors, including setup, and addressing logistical inquiries.

Volunteer Check-In/Out

Reports to: Personnel/Volunteer Centre Unit Leader

Greet and check in volunteers upon arrival. Ensure they receive any materials required (lanyard, T-shirt, radio, etc.). Direct them to their volunteer location, providing transportation as required. Maintain an organized and welcoming volunteer headquarters area, serving as a central point of communication and support for volunteers. Provide guidance and support to volunteers, answer their questions, address concerns, reminders, and ensure they understand their responsibilities. Check out volunteers at the end of their shifts; if any equipment has been assigned (radio, vehicle, etc.), ensure it or its keys are returned.

APPENDIX A - EMERGENCY CONTACTS

(Posted in Airshow Operations Centre - Phone numbers are not for public distribution)

POSITION	NAME	NUMBER	RADIO CHANNEL
Accountable Executive	Nancy Paish	403-352-1908	6
Air Boss	Trent Stenmark	604-910-2567	
Assistant. Air Boss	Greg Down	604-340-2782	
Announcer	Ken Hildebrandt	905-379-4052	1
Fire Deputy	Jamie Southwell	403-550-2903	4
RCMP Supervisor – Friday, Saturday	Cpl. Michael Goss	403-783-0608	4
RCMP Supervisor - Sunday	Cst. Braxton Nickerson	403-632-9034	4
Ambulance/First Aid Supervisor	Scott Wardley	403-651-0234	4
Liaison Officer	Derwin Hein	403-318-7842	2
Safety Officer	Lindi McDermid	403-350-6766	6
Information Officer	Ashley Reiersen	403-304-5997	6
Branch Director - Military	Jadene Mah	780-722-2363	1
Safety & Security Manager – Hot Ramp/Staging Area	Doug Francoeur	403-369-5241	1
Operations Chief	Derwin Hein	403-318-7842	2
Branch Director – Emergency Response	Michael Curtis	403-808-0858	4
Logistics Chief	Lindi McDermid	403-350-6766	6
Branch Director – Safety & Security	Derwin Hein	403-318-7842	2
Safety & Security Manager – Gate Entrances	Vaibhav Sharma	204-952-7224	3
Safety & Security Manager – Showline	Aliesha Shuparsky	403-392-1113	3
Safety & Security Manager – Static Displays	Zac Lambert	403-877-4701	3
Safety & Security Manager – VIP/Hospitality	TriWest Supervisor		3
Safety & Security Manager – Market Vendors	Denise Cartier	403-886-2220	5
Safety & Security Manager – Parking/Parking Security	Dave Luke	403-597-0767	3
Branch Director – Ground	Zac Lambert	403-877-4701	2
Branch Deputy – Guest Services	Vaibhav Sharma	204-952-7224	5
Branch Deputy – Exhibits/Vendors	Denise Cartier	403-886-2220	5
Aircraft Fueler (Reports to Doug Francoeur)	Jared Brown	587-377-6829	1
Personnel/Volunteer Centre Unit Leader	Elijah Savoury	587-679-4649	6
Communications Unit Leader	Scott Kerr-Smith	587-999-6421	6
Patron Assistance Manager	Monica Sharma	825-963-2016	5
VIP/Hospitality Manager	Chris Windrim	403-506-8317	6
Family Chalet	Pat Moore	403-302-2259	5

APPENDIX B – SITE MAP



APPENDIX C – EMERGENCY EGRESS

