



July 21-23, 2017

Volunteer Orientation Package

Welcome aboard!

This information answers frequently asked questions and explains the duties you will be taking on as a volunteer.

Please read it carefully before the Festival.

If you have any additional questions, please email
the Festival's Volunteer Director
Debbie Hind at volunteers@uptownwaterloojazz.ca

GENERAL INFORMATION ON VOLUNTEERING

Before You Arrive

During your shift you are representing the Sun Life Financial UpTown Waterloo Jazz Festival and the City of Waterloo. Along with your Jazz Festival Volunteer t-shirt, wear casual, comfortable, clothing. Wear comfortable footwear too, especially if you are working more than one shift.

Please dress for the weather. Sunscreen will be available at both Information Tents if you forget to bring your own. If you're working in the evening, remember that it can cool down. If you bring a jacket or a sweatshirt you can leave it at the Information Tent at Waterloo City Hall. However please leave personal belongings locked in your vehicle or at home.

Please wear your Jazz Festival Volunteer t-shirt at all times when you are on shift. This shirt makes you visible to the public. If you have not received your t-shirt before your shift, please go to the Information Tent at Waterloo City Hall.

Keep hydrated! Cold water will be available so please remember to bring a refillable water bottle with your name on it.

If you intend to attend the Festival after your shift, please bring a change of clothes. If you are wearing your official t-shirt you will be considered on duty. PLEASE NOTE: Consuming alcohol while wearing the Volunteer t-shirt OR before you begin a shift can put our liquor license at risk. Please do not consume alcoholic beverages until your shift is over and you have changed into your regular clothes.

One food voucher will be provided to each volunteer each day they are working. If you are working throughout several meal times you may receive more than one. These vouchers will be valid at the vendors listed on the Volunteer Food Voucher sheet located in the information binder. These vouchers are worth \$5 however some conditions may apply and the vendors may have a deal specifically for the volunteers.

Volunteer Check-In and Check-Out

All volunteers must check in at the Information Tent at Waterloo City Hall 15 minutes before their shift begins. When you've initialed your name on the schedule, you'll receive your volunteer name tag. Please wear your volunteer t-shirt **AT ALL TIMES** during your shifts. These let the public know whom they can approach with their questions. Be sure to speak to Debbie Hind or the Information Tent Volunteers to find out about your assigned task.

Can't Make Your Shift?

Please email volunteers@uptownwaterloojazz.ca before the Festival or leave a message for Debbie at **519-496-0615** during the Festival if you can't make your assigned shift. The Festival will be operating **RAIN** or **SHINE**.

Parking

The area around UpTown Waterloo will be very busy throughout the festival so it might be easiest if you are able to walk, bike or take public transit. If you drive Friday during the day, we will have some tokens available for parking. From 6 pm Friday to end of day Sunday, parking at the parkade is free. For more information, refer to www.waterloo.ca/uptown-parking.

GENERAL INFORMATION ON DEALING WITH THE PUBLIC

The Site

After you have signed in, take a quick look around the site to locate washrooms, exits, the St. John Ambulance first aid station, food areas, the smoking area, the merchandise tents, etc. so you can answer guests' questions. Guests in wheelchairs may sit in front of the stage. Remember that guests must not take alcoholic beverages out of the fenced area. Each volunteer should carry a program if possible.

Lost and Found

Any lost item should be handed in to the Information Tent at Waterloo City Hall. A box will be clearly marked "Lost and Found". Valuable items (wallets, identification etc.) or fragile items (e.g. eyeglasses) should be given to one of the Directors for safe keeping.

All other items will be held at the City of Waterloo Information Tent for the duration of the Festival. If there are unclaimed items after the end of the Festival they will be kept for a few weeks at the UpTown BIA office in the City Centre, 100 Regina St. S. Suite 160 and can be claimed there.

First Aid

If you encounter anyone who requires First Aid, please direct him or her to the St. John Ambulance service.

Lost Children

If a lost child is reported, please alert the Information Tent at Waterloo City Hall.

Obtain an accurate description of the missing child and where s/he was last seen. The description should include:

- First Name
- Age
- Approximate height and weight
- Colour and style of hair
- What the child is wearing (in as much detail as possible)

If you find a lost child, reassure the child and bring him or her to the Information Tent at Waterloo City Hall. If possible, stay with the child to minimize his or her upset until the parents are located and give them a stuffie if they want one.

Walkie-talkies

If you're having a problem, look for a person with a headset. Some Directors will have walkie-talkies, and there will also be a walkie-talkie at the Information Tents. If you need to pass on information to someone contact one of the Directors or the Information Tent and the information will be passed on.

Handling Difficult Situations

Occasionally, you may encounter a difficult situation during your shift at the Jazz Festival. If anyone is causing a disturbance, please **DO NOT** try to intervene. Contact Debbie Hind, the on-site security or the Information Tents. Under **NO** circumstances are volunteers to use rude language or physical force of any kind, including any kind of restraint, on any member of the public. Security staff and a police officer will be present on site throughout the Festival.

Handling Cash

Cheryl Ewing, the Festival Manager, will be overseeing the Merchandise tents. The volunteers at the Merchandise Sales Tents (CDs, souvenir t-shirts, hats and water bottles) and the volunteers assigned to collect donations at the entrances will be the **ONLY** individuals handling cash. An appropriate float will be provided. Cheryl will make rounds to collect cash from the entrances and merchandise tents. She will be the only individual who will be doing this but she will always be accompanied by another volunteer.

JOB DESCRIPTIONS

Information Tent Volunteers *(at merchandise tents)*

Volunteers at the Information Tents have two main duties:

- they help Festival volunteers check in and out
- they assist the public

Information Tent volunteers answer general questions about the Festival and provide directions to different areas on the site. They also accept donations to the Festival; donors giving \$10 or more will receive a receipt in the mail. If a guest asks a question you do not feel comfortable answering, note the question and the person's name and number in the binder and forward the question to the appropriate Director. A list of Directors and Staff will be included in the binder at the Information Tents.

A "Lost and Found" box will be located at the Information Tent at Waterloo City Hall. This Information Tent also serves as the "Lost Child" centre. All lost children will be brought to the Information Tent and parents looking for their children will be directed to that tent.

Program Distributors

Program distributors will be located at the entrance gates of the sites. Consider yourself part of the welcoming committee. Boxes of programs will be located near the gates for distribution. Cardboard boxes will be on site to collect programs that can be reused.

Bingemans, our caterer, is responsible for the liquor license, but it is in the Festival's best interest to be vigilant. Security will be present to ensure that alcoholic beverages are not taken outside of the fenced-in area. This regulation is in accordance with City of Waterloo's Alcohol

Policy and the Ontario Gaming and Liquor Control Board of Ontario. If you encounter a difficulty, please call Debbie or Security.

Surveys at the Entrances

Volunteers assigned to collect information via surveys at the entrances will ask guests a short list of questions as they leave and record their responses on the sheets provided. Please ask guests if they would like to participate in the survey but please do not pressure them. Make sure you collect their email address and ensure it is legible so they can be added to our email list.

Merchandise Tent Volunteers – CDs, T-shirts, Hats, Water Bottles

Volunteers working at the Merchandise Tents assist the public with purchases of Jazz Festival merchandise. The Merchandise Tents are open throughout the Festival and volunteers working at the these tents help to promote the Festival by providing friendly and helpful service to the public.

- **T-shirts, hats, and water bottles** will be available for purchase.
- **CDs** may be available as each artist arrives. A board member is the person responsible for accepting the CDs when they arrive and returning CDs and cash to the artists. Volunteers at the CD table should be prepared for a rush at the end of each performer's set.
- **Various art prints** will be available.
- We accept cash, debit cards, Visa and Mastercard (using a square).

When you sell an item, please mark it sold on the inventory sheet provided so that the float can be properly balanced at the end of the day.

If you need more product or change for your float, please see the designated board member. When you get the product or the change this board member will ensure that the amounts are recorded on the inventory sheet or the cash reconciliation form, as appropriate, by the delivery person and initialed by you and by him. Any cash picked up by the delivery person should also be recorded and initialed.

Green Room Attendant

The Green Room provides a place for the artists to rest and relax between performances. Our Green Room consists of the fenced-off areas to the sides and rear of the stage and is accessible only to the Performers, Green Room Attendants and Directors. Green Room Attendants ensure the Green Room is tidied up at the end of each shift and refresh supplies as needed/requested.

Operations Team (Set-Up/Clean-Up/Striking)

If you are scheduled for Set-up, Clean-up, or Striking please report to the site coordinators, Al Vlastic or Peter Olsen. These volunteers help with setting up the Festival, setting up equipment, banner placement, people fence placement, tent set-up etc. Usually the first volunteers to arrive assist in setting up, however two other volunteers will be assisting in setting up at Waterloo City Hall and Cheryl Ewing, the Festival Manager will be assisting at Waterloo Public Square. Please check your schedule if you are assigned to this shift, as the start time for setup varies from day to day.

Be sure to wear safe and comfortable footwear. Latex gloves will be provided for volunteers who tidy the site each morning.

Silent Auction

We have some very nice items that will be auctioned off to help raise money for the SLFUWJF and we want to ensure that they stay safe and undamaged. Keeping an eye on these items and explaining to guests how to bid will be your main responsibilities. We have an online bidding system can be found at <https://www.32auctions.com/SLFUWJF>. You may also encourage guests to bid, however do not pressure anyone.

Floater

Floater are on hand to help out where they are needed. Floater fill in for volunteers who need a break during a shift or between double shifts. They step in if a volunteer is absent or becomes ill and cannot stay to complete a shift. They also do other important tasks, such as bringing in more merchandise from the office, keeping the seating reasonably organized, directing guests to seating areas during busy times, and monitoring the site to ensure obvious litter is picked up and that washroom areas have adequate supplies.

CHECKLIST

Things to bring:

- Volunteer t-shirt
- Comfortable clothes and shoes
- A sweater or jacket for evening shifts
- Sunscreen and/or hat
- A water bottle labeled with your name

Things to remember:

- Leave valuables in your car or at home.
- Sign in at the Information Tent 15 minutes before your shift and get your name tag.
- Don't consume alcoholic beverages before a shift or while wearing a Volunteer t-shirt.
- Sign out at the Information Tent at the end of your shift.
- Email volunteers@uptownwaterloojazz.ca or call 519-496-0615 if you're unable to make your shift.

MY SHIFTS

<u>TASK</u>	<u>DAY</u>	<u>TIMES</u>

HAVE FUN AND THANK YOU VERY MUCH