



July 20-22, 2018

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 Vice Chair,

Debbie Hind at volunteers.slfuwjf@gmail.com

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, so we ask that your clothing be clean. 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 plan on attending 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 licence at risk. Please do not consume alcoholic beverages until your shift is over and you have changed into your regular clothes.

Food will be provided for volunteers working around the meal shifts (noon and 5) in the form of a food voucher for some of the vendors. The participating vendors are listed on the chits. All food vouchers have a value of \$5 so you can purchase a \$5 meal, or use the voucher as \$5 towards a meal of your choice. Please note that Zoup! will only accept the vouchers after 2 pm and have a specific deal only.

Volunteer Check-In and Check-Out

All volunteers must check in at the Information Tent 15 minutes before their shift begins. When you've been checked in, you'll receive your volunteer nametag. 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, Chris Clarke, or the Information Tent Volunteers to find out about your assigned task.

Can't Make Your Shift?

Please email volunteers.slfuwjf@gmail.com 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 for you if you are able to walk, bike or take public transit. If you drive, parking information can be found at www.waterloo.ca/uptown-parking. After 4 pm on Friday through to the end of the festival, parking is free in the Parkade.

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. We also have maps of the site available at the Information Tent.

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 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 Chameleon Office, 22 King St. S., Unit 300 and can be claimed there.

First Aid

If you encounter anyone who requires First Aid, please direct them 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 they were 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. We will have a stuffie available that they can use if needed. If possible, stay with the child to minimize his or her upset until the parents are located. Confirm that the parents are who they say they are before releasing the child to them.

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 Tent. 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, Chris Clarke, the on-site security or the Information Tent. 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

Chris Clarke and Debbie Hind will be overseeing the Merchandise tent. The volunteers at the Merchandise Sales Tent (CDs, souvenir t-shirts, pins, and water bottles), the Festival Manager, Cheryl Ewing, and the volunteers assigned to collect donations at the entrances will be the **ONLY** individuals handling cash. An appropriate float will be provided.

Donations

We encourage people to donate to the Festival as they leave as a way to help cover costs so it can remain a free festival. If anyone wants a **tax receipt**, there will be a form available that they can fill out that should be delivered to the merch tent where Festival Manager Cheryl will collect it. Or, it can be put in the donation box but you must be diligent to make certain that the information collected is not left lying around.

JOB DESCRIPTIONS

Information Tent Volunteers *(at merchandise tent)*

Volunteers at the Information Tent 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 Tent.

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

Entrance/Program Distribution/Surveys

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 licence, 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.

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, Water Bottles, Pins

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

- **T-shirts, pins, and water bottles** – the current t-shirt sells for \$20. We also sell some from previous years for \$5 each
- **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, Visa and Mastercard (using a square). An iPad set up to accept credit cards will be in the merchandise tent. Please return to Cheryl, Festival Manager at the end of the day.

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 Volunteer Coordinator Chris Clarke or Festival Manager Cheryl Ewing. When you get the product or the change, please ensure that the amounts are recorded on the inventory sheet or the cash reconciliation form, as appropriate, by the delivery person and initialled by you and by them. Any additional change provided by the delivery person should be counted, and recorded (including date & time) and initialled.

Collecting Cash

Cheryl Ewing, the Festival Manager, will be making rounds to collect cash from the entrances and merchandise tents. She will be the only individual who will be doing this and will always be accompanied by another volunteer. Merchandise tent volunteers, please monitor your cash - putting excess in an envelope with the amount and time recorded (count at the back of the tent out of sight of patrons) and replace in the cash box until Cheryl comes around to pick it up for safekeeping.

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. Food and beverages in the Green Room have been supplied specifically for the purpose of the artists. If you require some food, snacks will be available at the volunteer tent.

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

If you are scheduled for Set-up, Clean-up, or Striking please report to the site coordinator, 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. 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 is your primary job. We have an online bidding system that may be found at <https://www.32auctions.com/SLFUWJF>. You may also encourage guests to bid, however do not pressure anyone. Although we will have a laptop available, we encourage people to place a bid through their phone.

Process for placing bid on laptop: Create an account for them on the auction site via the laptop. Set them up with a temporary password that they would then have to go in and change.

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, keep 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.slfuwjf@gmail.com or call 519-496-0615 if you're unable to make your shift.

MY SHIFTS		
TASK	DAY	TIMES _____

HAVE FUN AND THANK YOU VERY MUCH