



## TD Toronto Jazz Festival Volunteer Handbook 2016

Volunteer and celebrate summer at the **TD Toronto Jazz Festival!**

Many behind-the-scenes opportunities are available!

Enjoy live music, meet new friends, and make new memories!

**Whatever flavour of jazz you enjoy, find it at the TD Toronto Jazz Festival this summer, running from June 24 – July 3, 2016, as more than 1,500 musicians perform in over 350 concerts.**

**Experience music the way you want it!**

Please scroll through the following pages for important information on the 2016 TD Toronto Jazz Festival.

Please direct any questions to:

**Veronica Sinnaeve, Volunteer Coordinator**

[volunteers@tojazz.com](mailto:volunteers@tojazz.com)

416-928-2033 x24 (office/voicemail – calls will be returned evenings)

647-933-5565 (Festival cell – texts preferable)

416-945-6282 (Volunteer HQ, Leaside Rm, Sheraton – June 24-July 2, 11am-9pm)

416-945-6283 (Transport HQ, Rosedale Rm, Sheraton – June 23-July 3, 7am-1am)



[/torontojazzfest](https://www.facebook.com/torontojazzfest)



[@torontojazzfest](https://twitter.com/torontojazzfest)



[@torontojazzfest](https://www.instagram.com/torontojazzfest)



[Watch the Festival Video!](#)





## TD Toronto Jazz Festival Areas

- Please [click here](#) to download a list of volunteer areas and essential volunteer information for each area.

## Festival Ambassadors

- Volunteers are TD Toronto Jazz Festival ambassadors.
- Please be friendly, personable, and willing to assist. If you aren't able to help, please refer patrons to your area leader.
- Please engage yourself and learn as much as you can about the Festival by reading the programme and other relevant materials you are given.

## Volunteer Accreditation Pass

- Please visit the Jazz Volunteer Headquarters (located in the **Leaside Room of the Sheraton Centre Toronto Hotel**, across from Nathan Phillips Square) before your first shift to pick up your pass and T-shirt.
- **Headquarters Phone #: 416-945-6282 (June 24-July 2)**
- Please note: Your pass identifies you as a volunteer and allows on-site access during your shifts, only. It is not an all-access Festival pass/ticket and does not give you access to performances.



## **Jazz Volunteer Headquarters**

**Leaside Room (2nd floor of Sheraton Centre Toronto Hotel)**

**HQ Phone #: 416-945-6282 (June 24-July 2, 2016)**

**Veronica's Festival Cell #: 647-933-5565**

- Prior to each shift, volunteers must sign in at the Jazz Volunteer Headquarters, located in the **Leaside Room of the Sheraton Centre Toronto Hotel (123 Queen St. W.)**
- Staff and volunteers will be on duty to provide information and assist volunteers with any questions/concerns.
- Light snacks and refreshments will be available.

## **Transportation Headquarters**

**Rosedale Room (2nd floor of Sheraton Centre Toronto Hotel)**

**Transportation HQ Phone #: 416-945-6283 (June 23-July 3)**

- Lead by **Shawn McConnell and Don R.**, the Transportation Headquarters is located in the **Rosedale Room of the Sheraton Centre Toronto Hotel (123 Queen St. W.)**
- The Transportation Headquarters is the key hub for our transportation team volunteers.



## Volunteer Schedules

- Volunteer schedules will be sent out in early June 2016 (up to 3 weeks after you submit your registration form).
- Please be patient, as the scheduling takes time. We will send out your schedule once it is finalized.
- Click [here](#) for the volunteer registration form. You must complete this form to volunteer for the Jazz Festival.

## Attendance & Shift Changes

- Punctuality and reliability are very important for live events.
- It is crucial that you report on time for your shifts.
- If you cannot work a confirmed shift, please **email Veronica Sinnaeve** at [volunteers@tojazz.com](mailto:volunteers@tojazz.com), text Veronica's festival phone, **647-933-5565**, or call the Jazz Volunteer Headquarters (June 24-July 3, 11am-9pm only; phone # TBA) preferably **24 hours in advance**.

## Additional Shifts

- Additional shifts may open up during the Festival.
- During the Festival, visit the Volunteer Headquarters to check in and sign up for additional shifts, if available.



## **Mandatory Orientation for New Volunteers**

- New volunteers are required to attend a one-hour mandatory orientation session at the Toronto Downtown Jazz office (evening sessions, week of June 13<sup>th</sup>)
- More details (including location) will be sent out with your volunteer schedules in early June; this is not at the Sheraton.

## **On-site Training and Information**

- On-site training will be provided by the coordinator for the area you are assigned.
- Please arrive at least 15 minutes early for your first shift and check in at the Jazz Volunteer Headquarters for instructions.

## **Volunteer Party and Raffle**

- For each shift you complete, your name will be entered into the ballot box at the Jazz Volunteer Headquarters.
- Winning tickets will be drawn at the Volunteer Party (details TBD; likely Sunday, July 3)
- You must complete at least 2 or 3 shifts to attend the party
- Be sure to attend all of your shifts for a chance to win some great prizes from our Festival sponsors!



## While on the Job

- Your assigned task is your number one priority. Please keep in mind that seating is reserved for ticketholders. For admission, you will need to purchase a ticket.
- Volunteers must not drink alcoholic beverages or smoke while working, including in outdoor licensed areas.
- Volunteers must wear their staff T-shirt and accreditation pass. Please arrive **neatly attired** and ready to work. Jeans are acceptable (no rips). No outside logos are permitted.

## First Aid

- A First Aid Kit is available at the Jazz Volunteer Headquarters in the event of an injury or accident.
- In case of an emergency on-site, please contact **Veronica Sinnaeve** immediately at **647-933-5565** or call the Jazz Volunteer Headquarters (**416-945-6282**) or the Transportation Headquarters (**416-945-6283**)