



## TD Toronto Jazz Festival Volunteer Handbook 2017

Volunteer and celebrate summer at the **TD Toronto Jazz Festival**, kicking off in Yorkville from June 23 to July 2, 2017.

Help out behind the scenes while experiencing excitement and live music at an all-new festival site in the heart of Yorkville.

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

**With more than 100 free concerts being presented throughout stages in Yorkville, we invite everyone to experience the best jazz from Toronto, across the country and around the world.**

**Shows start daily at noon and finish by 10 p.m.**

Please scroll through the following pages for important information on the 2017 TD Toronto Jazz Festival.

Please direct any questions to:

**Veronica Sinnaeve, Volunteer Coordinator**

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

**Before June 23:** 416-928-2033 x24 (voicemail only)

**From June 23 to July 2, text or call:**

647-360-1617 (Festival cell) / 647-952-1952 (Volunteer Headquarters)



[/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 Volunteer Areas

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

## Representatives of the Festival

- As a volunteer, you represent the TD Toronto Jazz Festival.
- When wearing your volunteer T-shirt and credential pass, passersby are very likely to have many questions as this is the Festival's first year in Yorkville (having relocated from Nathan Phillips Square near City Hall).
- Please be friendly, personable, and willing to assist patrons.
- It is important that you engage yourself and learn as much as you can about the Festival by reviewing the programme and the information available at [www.torontojazz.com](http://www.torontojazz.com)

## Volunteer Credentials

- Please pick up your credential pass and volunteer T-shirt in the Jazz Volunteer Headquarters before your first shift.
- The headquarters will be located in **Room 725 of the InterContinental Toronto Yorkville Hotel**, located at 220 Bloor St. W. (just west of Bloor and Avenue Rd.)
- Please note: Your credential pass identifies you as a volunteer and allows on-site access to venues at which you are scheduled for shifts, only. It is not an all-access Festival pass/ticket and does not provide access to paid performances.



## **Jazz Volunteer Headquarters**

- Check in here!
- **InterContinental Toronto Yorkville Hotel – Room 725**
  - 220 Bloor St. W. (just west of Bloor and Avenue Rd.)
- **Hours: Fri. June 23 to Sun. July 2, 11am-9pm**
- **Text or call 647-952-1952**
- 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**

- The key hub for our transportation team volunteers
- Led by **Shawn McConnell and Don Rambajan**, the Transportation Headquarters is located in the **InterContinental Toronto Yorkville Hotel, Room 725**

## **Checking in for Shifts**

- 15 min before each shift, sign in at the Headquarters in Room 725 of the InterContinental Toronto Yorkville

## **Additional Shifts**

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



## Volunteer Schedules

- Volunteer schedules are being sent out in early June 2017
- Transportation schedules will be sent out very soon.
- Please be patient, as the scheduling takes time.
- If you have only recently signed up in early June, you may not have yet received your schedule but will soon!
- Please add [volunteers@tojazz.com](mailto:volunteers@tojazz.com) to your safe list to avoid important messages being filtered to junk mail
- [Click here for the volunteer registration form](#) if you have not yet filled it out. 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), preferably **24 hours in advance**, or text or call the Festival Volunteer Headquarters at **647-952-1952**



JUNE 23 - JULY 2, 2017

## On-site Instructions and Information

Remember to arrive at least 15 minutes early for your first shift and check in at the Jazz Volunteer Headquarters for instructions.

- **On-site instructions will be provided by managers for anyone with shifts in the following areas:**
  - **Jazz Volunteer Headquarters** (Veronica or volunteer staff)
  - **Transportation** (Shawn McConnell or Don Rambajan)
  - **Front of House** (Karen or Michelle)
    - The Concert Hall
  - **Bottled Water Sales** (Lindsay Groves)
    - Water Booth near OLG Stage on Cumberland St.
    - Water Booth near OLG Stage on Yorkville Ave.
  - **Box Office** (Joni Smith or volunteer staff)
    - Yorkville Village
    - The Concert Hall
    - The Pilot Tavern
    - The Phoenix Concert Theatre
    - Church of the Redeemer
  
- **Visit the Volunteer Headquarters for information if you are scheduled for any of the following areas:**
  - **Green Room**
    - The Concert Hall
  - **Festival Ambassador**
    - Info Booth at the OLG Stage on Cumberland St.
    - OLG Stage on Hazelton Ave.
    - OLG Stage on Yorkville Ave.
  - **Front of House**
    - Church of the Redeemer
    - Heliconian Hall
    - The Phoenix Concert Theatre



## Volunteer Party and Raffle

- For each shift you check in for, 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; Monday, July 3)
- You must complete at least 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 volunteer T-shirt and credential 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 the onsite manager immediately. Please report any incidents to:
  - **Veronica Sinnaeve - 647-360-1617**
  - **Jazz Headquarters - 647-952-1952**



## Festival Map

- Click on the map for a full-sized version and further details on venue locations



**Thank you for reviewing these important details.  
We look forward to having you volunteer at the  
2017 TD Toronto Jazz Festival!**

**Questions? [volunteers@tojazz.com](mailto:volunteers@tojazz.com)**