



JUNE 22 - JULY 1, 2018

TD Toronto Jazz Festival Volunteer Handbook 2018

Volunteer and celebrate summer at the **TD Toronto Jazz Festival**, kicking off in Yorkville from June 22 to July 1, 2018.

Help out behind the scenes while experiencing excitement and live music at our 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 across stages in Yorkville and beyond, 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 2018 TD Toronto Jazz Festival.

Please direct any questions to:

Veronica Sinnaeve, Volunteer Coordinator

volunteers@tojazz.com

Before June 23: 416-928-2033 x29 (voicemail only)

From June 23 to July 2, text or call:

647-799-3809 (Festival cell)



[/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 only the Festival's second 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

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.



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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 22 to Sun. July 1, 11am-8pm**
- **Text or call 647-799-3809** (Veronica's Festival cell)
- 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.



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Volunteer Schedules

- Volunteer schedules will be sent out in early June 2018
- Transportation schedules will be sent out then as well.
- 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 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**, preferably **24 hours in advance**, or text or call the Festival Volunteer Headquarters at **647-799-3809**



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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, Michelle, or Skye)
 - Church of the Redeemer
 - Heliconian Hall
 - Trinity St. Paul's
 - **Box Office** (Joni Smith or volunteer staff)
 - The Pilot Tavern
 - The Phoenix Concert Theatre
 - Horseshoe Tavern
 - Trinity St. Paul's

- **Visit the Volunteer Headquarters for information if you are scheduled for any of the following areas:**
 - **Hospitality Runner**
 - **Festival Ambassador**
 - Info Booth at the OLG Stage on Cumberland St.
 - OLG Stage on Hazelton Ave.
 - OLG Stage on Yorkville Ave.
 - Royal Ontario Museum
 - **Front of House**
 - Church of the Redeemer
 - Heliconian Hall
 - Trinity St. Paul's



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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; likely Tues. July 3 or Thurs. July 5)
- 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 - 647-799-3809**



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
2018 TD Toronto Jazz Festival!**

Questions? volunteers@tojazz.com