



## Volunteer Handbook 2019

Volunteer and celebrate summer at the **TD Toronto Jazz Festival**, kicking off in Yorkville from Friday, June 21 to Sunday, June 30 2019! 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.**

Please scroll through the following pages for additional information on the 2019 Festival Volunteer Areas.

**Please direct any questions to:**

**Gurpreet Chahal, Volunteer Coordinator**

**E-mail: [volunteers@tojazz.com](mailto:volunteers@tojazz.com)**

**Before June 21: 416-928-2033 x29 (voicemail only)**

**From June 21 to June 30 text or call: 647-779-4833 (Festival cell)**



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



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



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



**[Watch the Festival Video!](#)**





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## TD Toronto Jazz Festival Volunteer Areas

- Please review the [Festival Volunteer Areas](#) document to see 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.
- Please wear your volunteer T-shirt and credential pass at all times so patrons know that you are with the TD Toronto Jazz Festival.
- 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 **The Portman Room on the 2<sup>nd</sup> Floor 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 – Portman Room, 2<sup>nd</sup> Floor
  - 220 Bloor St. W. (just west of Bloor and Avenue Rd.)



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- **Hours:** Friday June 21 to Sunday June 30, 11am-8pm
- **Text or call [647-779-4833](tel:647-779-4833)** (Gurpreet'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, Carlton Room, 2<sup>nd</sup> floor (across from The Portman Room)**

### Checking in for Shifts

- 15 min before each shift, sign in at the Headquarters in The Portman Room 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 will be sent out in early June 2019
- Please be patient, as the scheduling takes time.
- 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.



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## 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 Gurpreet Chahal at [volunteers@tojazz.com](mailto:volunteers@tojazz.com)**, preferably **24 hours in advance**, or text or call the Festival Volunteer Headquarters at **647-779-4833**.

## 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 your main contact (see Festival Areas Document) for Transportation, Front of House, Box Office.
- All other volunteers will check-in at the volunteer headquarters for instructions.

## Volunteer Party and Raffle

- When you check in for each shift, 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)
- 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

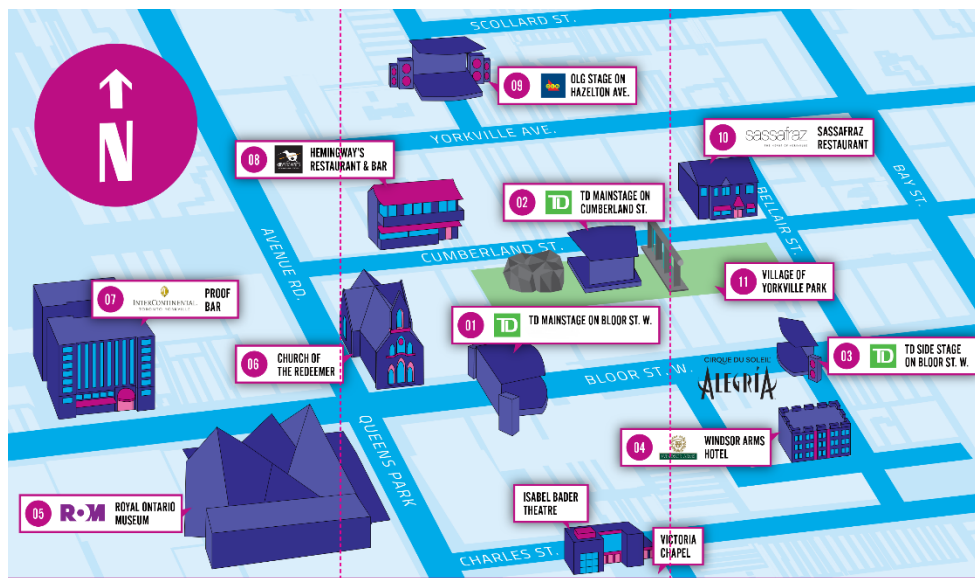
- Your assigned task is your number one priority. Please keep in mind that seating is reserved for ticketholders. For admission, you will need to purchase a ticket.
- Volunteers must not drink alcoholic beverages or smoke while working, including in outdoor licensed areas.

- 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: Gurpreet Chahal, 647-779-4833

## Festival Map



**Thank you for reviewing these important details. We look forward to having you volunteer at the 2019 TD Toronto Jazz Festival!**

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