

SEPTEMBER 13-18, 2016



VOLUNTEER HANDBOOK

HARVEST JAZZ & BLUES FESTIVAL
81 REGENT ST FREDERICTON, NB
www.harvestjazzandblues.com



STAY IN TOUCH

- www.harvestjazzandblues.com
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Welcome to the Harvest Jazz & Blues Festival. You are an integral part of an active, committed and dynamic team and we invite you to savor the experience. Fredericton's Harvest Jazz and Blues organization is dedicated to presenting one of Canada's premiere annual jazz and blues festivals – providing exposure for traditional and emerging styles of jazz and blues music. We showcase local, regional, national and international performers, while fostering community spirit in an intimate and welcoming atmosphere.



We are delighted you have chosen to work with the volunteer team. Take pride in your work, share a common commitment and bond with other volunteers, take your volunteer job seriously and most of all ... enjoy the Festival and have a great time!

VOLUNTEER RESPONSIBILITIES

- ♪ To represent the HJBF in a positive way
- ♪ To treat other volunteers, performers, staff, and the public with respect
- ♪ To acknowledge your position of trust and do not use for your own advantage any money or properties belonging to the Festival, its sponsors, artists, or vendors
- ♪ To fulfill tasks and minimum time commitment as agreed with your Volunteer Coordinator
- ♪ To refrain from alcohol use while on duty and wearing your shirt and/or pass.
- ♪ To refrain from use or possession of illegal substances on site
- ♪ There is NO smoking allowed on site at the festival. There are NO designated smoking areas. Smokers must be 9 meters from the festival fence or any other public building.
- ♪ Restrict cell phone usage until down time
- ♪ Once the venue is clean, you'll sign out with the volunteer coordinator, who will validate your volunteer pass, which you may use to gain entry into ONE of the late night shows of your choice.



WHY VOLUNTEER?

- ♪ Free volunteer t-shirt
- ♪ Complimentary show
- ♪ Pizza and snacks
- ♪ Post Festival Party
- ♪ Opportunities to make new friends
- ♪ Learn new skills
- ♪ Give back to the community
- ♪ Experience incredible performances



GETTING THERE

During Festival time, the downtown area becomes very congested, streets are closed and parking is very limited. Volunteers are encouraged to park their cars at the DELTA parking lot on Woodstock Road where they can catch the FREE Festival shuttle downtown, leaving every 20 minutes between 4PM and 3AM, Thursday through Saturday. Volunteers are dropped off at Wilmot Alley by Westminster Books, which is centrally located to all venues. Check our website for more details.

VENUES

Blues Tent	1 York Street, in City Hall Parking Lot
Barracks Tent	497 Queen Street, in Soldiers' Barracks
Mojo Tent	575 Queen Street, in Officers' Square
Officers' Square Stage	575 Queen Street, in Officers' Square
Fredericton's Own Stage	397 Queen Street, in front of City Hall
Blues Court	427 Queen Street, in parking lot beside Provincial Justice Building



IMPORTANT THINGS TO KNOW

- ♪ Your volunteer schedule is accessed through ShiftBoard
- ♪ Please leave valuables at home. There isn't a secure location to store any personal belongings at any of the venues

- ♪ Arrive on time to your venue and check in with the Volunteer Coordinator at the volunteer registration table who will give you your shirt, lanyard and venue pass. You **must** wear your volunteer shirt and pass while on duty
- ♪ You will only be given one lanyard and one volunteer shirt – if you are volunteering more than one night, remember to bring your volunteer shirt.
- ♪ At the end of your shift, please do your part in cleaning up so that everyone can get home quickly
- ♪ Please sign out at the volunteer registration table at the end of your shift
- ♪ Please remember that September evenings can be cool so layering of clothing is strongly advised along with comfortable footwear
- ♪ There are bank machines on site
- ♪ There will be artist and festival merchandise for sale as well as craft vendors
- ♪ Make sure you bring ID with you
- ♪ All media inquiries should be sent to the Production Manager, Brendan MaGee.



FOOD

- ♪ Volunteer Coordinators will be delivering pizza to help you get through the 9th inning but please make sure to eat before arriving for your shift
- ♪ There will be water and soft drinks available to all volunteers
- ♪ We encourage you to bring a water bottle to refill and snacks
- ♪ Food vendors will be set up along the street closure and there are plenty of restaurants in the area

ANBL FREE SAFE RIDE PROGRAM

- ♪ Harvest offers a Free ANBL Safe Ride Shuttle Bus service to all patrons Thursday–Saturday of the Festival. With stops at most major Fredericton hotels and some local businesses, the Safe Ride provides safe transportation for our patrons. We’ve expanded the Safe Ride this year, with 6 buses to get you home safely.
- ♪ A full schedule of locations and times can be found on the Harvest website:
<http://www.harvestjazzandblues.com/>

MISSING A SHIFT

If, for any reason, you are unable to keep your shift, please send regrets as early as possible to: info@harvestjazzandblues.com. Leave a short message that includes your full name, shift time/date, and role/location if known.

IF YOU HAVE A PROBLEM

- ♪ When issues or problems arise, always look first to your manager, venue manager or volunteer coordinator for direction.
- ♪ If you ever feel uncomfortable with the conduct of a patron, notify your venue manager, who will deal with the situation.



FIRST AID

Canadian Ski Patrol will be providing First Aid services to the festival. There will be 2 patrollers stationed at the Harvest Control Centre in the Armoury, the Blues Tent, and 2 roaming during peak hours.

Note: If First Aid is needed in a Venue, please let your Chief or Manager know so they can report it and call the proper authorities.

EMERGENCY EVACUATION

No matter the reason for the evacuation, if one is called the Chief/Manager on each committee is responsible for communicating the evacuation to all volunteers in their area, helping them evacuate and helping the volunteers rally at the emergency evacuation point for their venue. The Venue Manager will make the call for evacuation to be announced over the PA.

GREEN YOUR HARVEST

As volunteers, you are in direct contact with patrons. This gives you many opportunities to let them know how they can reduce their environmental impact at HJBF:

- ♪ Point out recycle stations
- ♪ Ask patrons to reuse their cups
- ♪ Collect unwanted ticket stubs to be recycled
- ♪ Ask patrons to recycle their lanyards
- ♪ Ask patrons to leave their unwanted programs at the entrances to be used again or recycled



VOLUNTEER POST-PARTY

You're invited to attend our volunteer post party at the end of September, complete with live music, appetizers and munchies. Stay tuned for more details!

VOLUNTEER OF THE YEAR

Remember to be on the lookout for that spectacular volunteer who is dedicated, goes above and beyond and makes the festival a memorable experience for everyone. Nominate your choice for Harvest Volunteer of the Year before the festival is over. For more details, check out the Harvest Jazz and Blues Festival Facebook page or speak with one of the volunteer coordinators located at the Volunteer Table at each of the venues.



Thank you for offering your energy, time and talents to the Harvest Jazz & Blues Festival this year. The countless hours you put in to help us organize and run the Festival is an incredibly generous gift to us and the community. The grand success of this event is due in large part to you and your efforts. On behalf of HJBF, thank you for volunteering and we hope to see you again next year.