

Volunteer Handbook

Thank you for volunteering for the Ottawa Jazz Festival. Please read this document fully and try to abide by the statements we make about how to present yourself and how to interact with the Patrons of the festival.

Remember, you are the face of the Festival and a smile goes a long way to making the people attending feel welcome and comfortable.

Volunteer Etiquette

- The Festival welcomes everyone regardless of ethnic or cultural background, language orientation, and gender orientation. Disrespectful, inappropriate behavior or bullying of any kind to your fellow volunteers, staff, artists, or audience members will not be tolerated. If you feel you are being treated inappropriately, please report the behavior to your supervisor as soon as possible.
- All volunteers should familiarize themselves with the Accessibility for Ontarians with Disabilities Act (AODA) if you are dealing with customers face to face (more details at bottom)
- As the face of the Ottawa Jazz Festival, we ask that you are pleasant with all. If a situation arises where you or a customer loses their cool, please notify a supervisor or staff member and we will assist
- If you need to step away from your position, please ensure someone else has taken over your roll prior to stepping away unless there's an emergency

Do's and Don'ts

Volunteers must not:

- Give or lend your volunteer t-shirt or badge to anyone; these are the property of the Festival and are to be used by you and only you
- Approach artists for a selfie, photo or autograph at any time; artists are there to perform and do not to be distracted with such requests
- Consume any alcohol or other such drugs while working
- Utilize any of the VIP Tent, Gold seats or Platinum seats, even if space appears to be available. These are for invited guests only or guests who have paid for the privilege

Volunteers:

- Must report to your Supervisor at the time and date you have agreed to volunteer; if you cannot make your shift, you must contact your supervisor as soon as possible
- Should see as many shows as you can! Your volunteer badge gives you complimentary access to all shows that are not sold out, subject to availability
- Must wear both the volunteer t-shirt and volunteer badge when you are working your shift; but do not wear the t-shirt when you are seeing shows

- Should answer questions but only if you know the answer; if you don't, please refer the patron to the Box Office or a Staff Member

Other Information:

- Volunteer badges and t-shirts are to be picked up at the t-shirt pickup night at Confederation Park
- The Festival provides free pizza and pop/bottled water for all volunteers
- Volunteers enjoy a 10% discount on tickets for friends or family and enjoy a 50% discount on all drinks at our on-site bars by showing your volunteer badge

Ontario Disabilities Act Information for Volunteers

All volunteers must read the AODA training and complete the quiz, which takes about 1 hour. Please go to <https://www.aoda.ca/free-online-training/> website.