



**WRECK
HOUSE
INTERNATIONAL
JAZZ & BLUES FESTIVAL**

ORIENTATION MANUAL
VOLUNTEER APPLICATION
FESTIVAL ARTISTS

2009

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WELCOME TO THE WRECKHOUSE INTERNATIONAL JAZZ AND BLUES FESTIVAL!

This is an orientation manual, written to tell you about the organization, its programs and mandate; as well as ensure that you are made aware of our policies and procedures for volunteer involvement and our commitment to you.

THANK YOU VERY MUCH FOR YOUR INTEREST!

Without the generosity of people like you, we would not be able to produce the caliber of programming provided during the annual festival and year-round events. We hope you decide to join the Wreckhouse International Jazz & Blues Festival (**WJB**) team of volunteers!

IS THE WJB FOR ME?

Below is a list of common questions volunteers have. Perhaps you are wondering about some of these things as well.

- What does **WJB** do?
- What type of training and orientation will be provided?
- Where do I go if I need help?
- What is expected of me as a volunteer?
- Will I have to work in all weather?
- Do I need experience for my position?
- What should I expect from **WJB**?
- Will I work alone or with others?
- Will I have to provide a certificate of conduct?
- What eating arrangements are made for volunteers?
- Do I have to be of legal age to volunteer for the position I have chosen?

This manual will answer all of these questions and more, and should prepare you for your volunteer experience with **WJB**.

If you decide to become and volunteer and have not already done so, please complete the application form at the end of this manual and submit it to our Volunteer Coordinator.

INTRODUCTION TO WJB

Good public relations are treating others as you would like to be treated—with kindness, respect and understanding at all times. Great public relations is going the extra step and helping people learn more about **WJB** and what you do.

It is important to become familiar with all aspects of **WJB** because you will probably be asked questions. Accurate and informed responses immediately reflect favorably on both you and the festival.

Although we count on volunteers to learn about **WJB** and annual festival events, we do not expect you to have an answer to everything you may be asked. We do, however, require volunteers to accommodate patron, sponsor and artist inquiries by:

- Referring the person to someone who you know can assist
- Finding your supervisor and bringing them over to speak with the person
- Writing down the person's contact information and question(s) for follow-up

HISTORY OF WJB

WJB was formed in April 2003 as a not-for-profit organization aimed at promoting the enjoyment and appreciation of jazz, blues and world music in Newfoundland & Labrador. The impetus for **WJB** was provided by the success of the Hew Knoo Jazz Festival—the first festival held on August 10, 2002. Since then, the organization has produced a festival annually and has also added year round programs.

VISION

WJB is the driving force behind the perpetuation of jazz, blues and world music in Newfoundland & Labrador.

MISSION

WJB builds greater awareness of, and appreciation for jazz, blues and world music and their traditions through a year-round program of educational and performance events.

MANDATE

- Create opportunities for the public of all ages to learn about the diversity, history, & cultural traditions of jazz, blues & world music
- Offer performance opportunities for emerging musicians and school-based bands
- Increase professional development opportunities for musicians of all ages and levels of expertise in areas related to composition, improvisation, performance and business development
- Deliver education programs to high school students
- Establish opportunities for musicians of all ages to engage in networking, collaboration, & exchange opportunities with their local & visiting peers
- Provide opportunities for audiences of all ages to experience jazz, blues & world music in community settings
- Establish a scholarship for emerging student jazz musicians in Newfoundland & Labrador
- Promote the enjoyment of jazz, blues & world music as an instrument for building & enhancing community

BRANDING

WJB has an official logo, which is featured on the front cover of this manual. This logo is not to be altered or used for any other purpose without the written consent of the Executive Director and the Board of Directors of **WJB**. All advertising is to be approved by the Executive Director before going to print.

WEBSITE

The WJB website features up to date information about festival events and year round **WJB** programs. You are encouraged to check out the site for more information about the organization and the annual festival. Visit www.wreckhousejazzandblues.com to learn more.

FESTIVAL VENUES

THE MARTINI BAR

George Street

Website: <http://www.themartinibar.ca/>

YELLOW BELLY BREWERY

Water Street / George Street

Website: <http://yellowbellybrewery.com/>

DUSK ULTRA LOUNGE

George Street

FAT CAT BLUES BAR

George Street

Website: <http://www.fatcatbluesbar.com/>

ELIM PENTECOSTAL TABERNACLE

565 Kenmount Road

Website: <http://www.elim.nf.ca/>

HARBOURSIDE PARK

Water Street

MURRAY PREMISIS (COURTYARD)

Water Street

BOWRING PARK (AMPHITHEATRE)

Waterford Bridge Road

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteering can be a very rewarding experience. There are many reasons people volunteer including:

- To help others
- Be challenged
- Improve their community
- Do something different
- Gain work experience
- To have fun
- Utilize untapped skills
- Donate professional skills
- Be part of a team
- Learn new skills
- Stay active / keep busy
- Personal experience with the cause
- Meet new people
- Support a cause they feel strongly about
- Explore career options
- Build self-confidence
- Make professional contacts
- Earn academic credit
- Meet new challenges
- Give back something
- Strengthen their resume
- Show they care

Volunteering with **WJB** will enable you to meet your personal goals for volunteering as well as offer the ability to socialize with music lovers like yourself, help grow jazz, blues and world music influences in Newfoundland & Labrador, meet artists and see performances.

This can only be achieved if we are committed to our volunteers and **WJB** volunteers are committed to their placements.

OUR COMMITMENT TO VOLUNTEERS

WJB will do the very best to ensure your volunteer experience is both productive and rewarding. We are committed to:

- Providing adequate information, orientation and assistance to enable volunteers to meet the responsibilities of their positions
- Ensuring diligent supervisory assistance to volunteers by providing feedback and support.
- Liability insurance for all volunteers while on duty
- Respecting the skills, dignity and individual needs of each volunteer, and to do its best to adjust to the volunteer's individual needs
- Being receptive to volunteers; open to comments regarding ways in which we might better accomplish our respective tasks
- Accepting the volunteer's wishes not to fulfill any volunteer assignment that he or she believes to be inappropriate, unsafe or unacceptable
- Treating the volunteer as an equal partner with the employees, as we are all responsible for accomplishing our mission

YOUR VOLUNTEER COMMITMENT TO WJB

As a volunteer with **WJB**, the organization has certain expectations of you. You are expected to commit to:

- Perform your volunteer services to the best of your ability.
- Meet time and service commitments or to provide adequate notice so alternate arrangements can be made
- Adhere to the **WJB** policies and procedures, including record keeping requirements and confidentiality or organization and performer information
- Accept supervision, abide by the limits of your volunteer position description and seek help from the organization in a timely manner with any problems that might arise while you are volunteering
- Accept that becoming a **WJB** volunteer is not automatic, and the organization has the right to release you from your volunteer duties at any time it believes doing so is in the best interest of **WJB**, its patrons or mission
- Attend whatever training the organization provides, either internally or externally, which is deemed necessary for you to perform your services to the best of your abilities
- Act at all times as a conscientious member of the team responsible for accomplishing the mission of the **WJB**
- Pay careful attention to providing courteous service/assistance to event sponsorship representatives

VOLUNTEER PLACEMENT

We would like to know in what capacity you are interested in volunteering with **WJB** and ensure that you have a thorough understanding of what **WJB** has to offer volunteers. To do so, it will be necessary for you to discuss your placement with the Volunteer Coordinator.

This provides the opportunity to ask questions about **WJB** and the specific volunteer opportunities available, as well as solidify an appropriate place for you with the **WJB**.

Specifically, the types of things that may be discussed include:

- Past volunteer work you have been involved with
- The volunteer work you would like to be involved with
- Any volunteer work you are presently involved with
- Skills you can offer
- Skills you would like to learn through volunteering with **WJB**, and
- Times you are available for any upcoming event(s)

VOLUNTEER POSITIONS

There are several positions for you to choose from when volunteering with **WJB**. Some positions require particular experience and skill sets, such as Stage Manager. Others, such as Merchandise Vendor or Ticketing Agent, only require your enthusiasm and interest.

Likewise, the experience you will have is position dependant as well—whether you will be working alone, or in a group, how much commitment is required, if you will be indoors or outside, moving around or stationary, etc.

ORIENTATION SESSION

Orientation of volunteers involves the **WJB** Volunteer Coordinator explaining the details and tasks involved with the position or positions you have chosen to be involved in. You will be shown how things will be done and you will have the opportunity to ask questions to clarify what is expected of you. When you become and volunteer, there will be things you will want to know. Ask and we will do our best to answer all your inquiries.

Aside from the orientation session held before the annual festival, volunteers can keep abreast of what is happening with **WJB** by receiving our electronic newsletter, periodically checking the website and through contact with the Volunteer Coordinator.

SUPERVISION

Volunteers with **WJB** will have a staff person providing direction for each volunteer assignment. This staff person is responsible for the day to day management and guidance of all volunteers, and will be available for consultation and assistance either in person or by phone.

In some cases, a volunteer may direct other volunteers. All volunteer supervisors however are under the direct supervision of a staff member.

Each person involved with **WJB** contributes whether as a volunteer, staff person, board member, or funding partner. It is important to understand and respect the needs and abilities of each other, as well as recognize that, together, the complementary roles we take on are what will make the Wreckhouse International Jazz & Blues Festival a success for everyone.

PROVISIONS

If you are involved with **WJB** during festival time at an outside venue, there will be snacks, water and juice offered in the Volunteer Headquarters. Volunteers at other venues are provided with refreshments

only. Meals are not provided for, so it is recommended that you eat before your assigned duty. You are also welcome to purchase meal items from festival vendors.

WJB t-shirts will be provided at festival time to all volunteers. As representatives of **WJB**, volunteers are responsible for presenting a good image. Volunteers should therefore dress appropriately for the conditions and performance of their duties. Don't forget to use sunscreen and prepare for rainy weather too.

A volunteer tag will be provided, which you are required to wear while working in your volunteer assignment. Before leaving your assigned duty, return the tag to the place indicated by your supervisor.

TRANSPORTATION

WJB is not responsible for providing transportation to and from any volunteer's assigned place of duty. If a personal vehicle is used to transport someone or something on behalf of **WJB**, reimbursement for mileage will be provided according to the Government of Newfoundland & Labrador mileage plan (available at the **WJB** office).

CHANGES IN CONTACT INFORMATION

If any of your contact information changes, including email address, please inform the **WJB** office. It is important to maintain accurate contact files to ensure all volunteers are kept informed. Our database is the main source for communication.

It is also worthwhile to inform **WJB** of changes to your emergency contact information, to ensure immediate contact is made in the event of an emergency while you are on duty.

SCREENING

Screening is important for both you as a volunteer and **WJB**. Screening volunteers helps provide you with the safest and most secure environment possible to carry out your volunteer duties. It also solidifies the longevity of **WJB** by operating with the necessary level of due diligence. This means we are required to pay careful attention to proper procedure and take all measures possible to ensure a high standard of care is provided.

Depending on the particular position you take on, you may be required to provide a Certificate of Conduct (COC). The nature of the work you are doing for **WJB** dictates this, such as if you are handling money or are responsible for the care of personal belongings of others.

The COC is provided at no cost to you and will be kept confidential.

Even if you already have a COC from previous employment or volunteer positions, **WJB** will require an updated one.

To obtain a COC, complete the Royal Newfoundland Constabulary (RNC) application form for a Criminal Records Screening Certificate. Copies are available at the **WJB** office.

It can take up to two weeks for the COC to arrive. A copy will be kept on file and you will be provided the original.

If you have any concerns regarding the COC and what may be on it, please feel free to speak with the Volunteer Coordinator.

All volunteers will be required to provide three references, preferably one professional, one volunteer and one character if possible. The Volunteer Coordinator will contact all references to confirm the information provided in the Volunteer Application Form and interview is accurate, as well as ensure each volunteer will be a productive and sound team member.

ACCOUNTABILITY

When you arrive for **EACH** volunteer duty, you are expected to report to your supervisor, or whomever you have been asked to see. This is to help **WJB** keep track of volunteers and their assignments and to ensure no position is overlooked throughout the various venues.

Likewise, when you have completed a shift, please let necessary personnel know you are leaving. If you are unable to meet your committed time to volunteer, you are required to contact the Volunteer Coordinator in advance. Care should be taken to allow for enough lead time to find a replacement to carry out your duties.

Likewise, if you are going to be late for your volunteer duty, let the volunteer coordinator know as soon as possible to ensure your position is covered in the interim.

You are under no obligation to explain why you are unable to report for duty. You are not obligated to share your personal information with anyone at **WJB**. This is not, however, an invitation to renege on your volunteer commitment. We trust that if you are not able to fulfill the duties of your position, there is a pertinent reason.

If you become stricken with a contagious illness, such as a cold or flu, you are expected to stay home from your volunteer placement and notify the Volunteer Coordinator as soon as possible. This minimizes the chance of other volunteers, festival patrons and performers from becoming sick.

PROFESSIONALISM

Portraying a professional image is very important to **WJB**. As a volunteer, you have the ability to enhance the image of the organization in the community. This is a difficult task and a serious responsibility. The first impression you make may be someone's last impression of **WJB** and the organization as a whole is often judged on the impression a single volunteer creates.

The following are considered to be unprofessional and will not be tolerated by any person involved with **WJB**:

- The use of rude or profane language
- Sexual innuendos or any other form of sexual harassment
- Verbal or physical conduct that denigrates or shows hostility or aversion toward another person
- Involvement in personal relationships while on duty
- Consuming alcoholic beverages while on duty
- Being in a conflict of interest with any activity or program of **WJB**

CONFIDENTIALITY

As a volunteer with **WJB**, your confidentiality will be respected at all times. All information in your file will be stored in a protected space and will only be made available to those needing information within **WJB**. Under no circumstances are the details of any **WJB** business or the business of those associated with the organization, to be discussed with the general public or the media. In addition, no volunteer can represent **WJB** by answering questions on policies and procedures. Such operational questions must be referred to the President of the Board of Directors or the Executive Director.

Thank you for applying to volunteer with the Wreckhouse International Jazz & Blues Festival.
Our outstanding team of volunteers makes our events the huge success they are.

CONTACT INFORMATION

Name: _____
Address: _____ Home #: _____
_____ Work #: _____
_____ Cell #: _____
Email: _____
Best way to contact you? _____ Best time to call: _____
Who should we contact in case of an emergency?
Name: _____ Phone: _____

SKILLS & EXPERIENCE

Have you previously volunteered for the Wreckhouse Jazz & Blues Festival? Yes ___ No ___
If yes, when and for what position(s)?

What work-related and/or volunteer experience can you bring to the Wreckhouse Jazz & Blues Festival?

What personal skills, specific training and/or certification do you have that may be relevant to the volunteer position(s) you are interested in? (i.e. hospitality, sales, banking, first aid...)

AREAS OF INTEREST

What would you like to get out of your volunteer experience with the Wreckhouse Jazz & Blues Festival?

In order of preference please indicate three positions you are interested in for this year. (For a list of volunteer positions and their descriptions, please visit our website).

1st Choice: _____ No preference _____

2nd Choice: _____

3rd Choice: _____

Please note we will do our very best to accommodate your requests. We cannot, however, guarantee you will be placed in your preferred position.

Please indicate your general availability (Check all available/preferred time slots):

	Morning	Afternoon	Evening	Late Night
Mon July 13				N/A
Tue July 14				
Wed July 15				
Thu July 16				
Fri July 17				
Sat July 18				
Sun July 19				
Mon July 20			N/A	N/A

Are you interested in taking on more of a leadership role with the festival, either this year or at some point in the future?

Yes ____ No ____ Maybe ____

Aside from volunteering with the Festival, are you interested in being contacted to volunteer with some of our year-round events?

Yes ____ No ____ Maybe ____

Are you interested in volunteering to the weeks/months leading up to the festival?

Yes ____ No ____ Maybe ____

ADDITIONAL QUESTIONS

How did you hear about our volunteer opportunities? (i.e. WJB e-newsletter, friend, The Telegram, WJB website, envision.ca, etc...)

What age group are you in? Under 19 ___ 19-24 yrs ___ 25+ yrs ___

Please note this information is needed to determine your eligibility to volunteer on crews involving alcohol or driving.

Preferred T-shirt size:

Small ___ Medium ___ Large ___ X-Large ___ XX-Large ___

REFERENCES

Please provide three references - preferably one professional, one volunteer, and one character.

Name: _____

Phone: _____

Relationship with Reference: _____

Name: _____

Phone: _____

Relationship with Reference: _____

Name: _____

Phone: _____

Relationship with Reference: _____

I hereby declare the information provided in this application is true and complete to my knowledge and I understand that a false statement may disqualify me from being considered for any volunteer position with the Wreckhouse Jazz & Blues Festival.

I authorize the Wreckhouse Jazz & Blues Festival to conduct a check into the legitimacy of any information provided in this application. I also authorize the Wreckhouse Jazz & Blues Festival to contact my references and conduct any other background checks relative to the requirements and duties of the volunteer position(s) (i.e. certificate of conduct, driver abstract) I am being considered for. I understand that I will be notified of these checks beforehand.

Signature _____

Date: _____

Parent signature _____
(If under 19)

Date: _____

THE BAD PLUS

New York City, NY

Progressive Jazz

Website: <http://www.thebadplus.com>

MySpace: <http://www.myspace.com/badplus>

CADENCE

Toronto, ON

A Cappella / Jazz

Website: <http://www.cadence-unplugged.com>

MySpace: <http://www.myspace.com/cadenceunplugged>

BOMBA

Edmonton, AB

Latin / World

Website: <http://www.bombaweb.com>

MySpace: <http://www.myspace.com/bombaweb>

LUIS MARIO OCHOA (FEAT HILARIO DURAN)

Cuba / Toronto, ON

Latin / Afro-Cuban

Website: <http://www.luismario.com>

MySpace: <http://www.myspace.com/luismariochoa>

KIRSTEN PRICE

New York City, NY

Alternative / Soul

Website: <http://www.kirstenprice.com>

MySpace: <http://www.myspace.com/kirstenpricemusic>

CARLOS DEL JUNCO

Toronto, ON

Blues

Website: <http://www.carlosdeljunco.com>

MySpace: <http://www.myspace.com/carlosdeljunco>

JAYME STONE & MANSA SISSOKO

Toronto, ON / Africa

Roots

Website: <http://www.jaymestone.com>

MySpace: <http://www.myspace.com/jaymestone>

JOHNSTON & LEAR

St. John's, NL

Jazz

Website: <http://www.johnstonandlear.com>

MySpace: <http://www.myspace.com/johnstonandlear>

KEN WHITELEY

Toronto, ON

Folk / Blues / Gospel

Website: <http://www.kenwhiteley.com>

MySpace: <http://www.myspace.com/kenwhiteley>

SIMON FISK TRIO

Calgary, AB

Jazz / Electronic

Website: <http://www.simonfisk.com>

MySpace: <http://www.myspace.com/simonfisk>

THE SHUFFLE DEMONS

Toronto, ON

Funk / Jazz

Website: <http://www.shuffledemons.com>

MySpace: <http://www.myspace.com/shuffledemons>

GYPSOPHILIA

Halifax, NS

Swing / Jazz

Website: <http://www.gypsophilia.org>

MySpace: <http://www.myspace.com/gypsophiliaband>

IDLERS

St. John's, NL

Reggae / Ska

Website: <http://www.idlers.ca>

MySpace: <http://www.myspace.com/theidlersmusic>

CHRIS KIRBY & THE MARQUEE

St. John's, NL

Blues / Soul

Website: <http://www.chriskirbyonline.com>

MySpace: <http://www.myspace.com/chriskirbyandthemarquee>

BRAD JEFFORD TRIO +

St. John's, NL

Jazz

MySpace: <http://www.myspace.com/bradjeffordtrio>

SALSA ROCA

St. John's, NL

Latin / Salsa

Website: http://www.deneenconnolly.com/salsa_roca.php

SISTERS EUCLID

Toronto, ON

Jazz / Psychobilly

Website: <http://www.kevinbreit.com>

MySpace: <http://www.myspace.com/sisterseuclid>

BRANDI DISTERHEFT

Toronto, ON

Jazz

Website: <http://www.brandidisterheft.com>

KELLY-ANN EVANS

St. John's, NL / Toronto, ON

Pop / Soul

MySpace: <http://www.myspace.com/kellyannevansmusic>

DARRYL CHAFE

Petty Harbour, NL

Fingerstyle

Youtube: <http://www.youtube.com/user/fngprckr>

JANET CULL & THE BACKLINE

St. John's, NL

R&B / Jazz

MySpace: <http://www.myspace.com/janetcullmusic>

BILL BRENNAN & BANDA BRAZIL

St. John's, NL

Brazilian

Website: <http://www.billbrennan.ca>

MySpace: <http://www.myspace.com/billbrennanmusic>

KING PIERSON'S BRIDGE

St. John's, NL

Jazz

BLACKBURN

Toronto, ON

Blues

Website: <http://makeitrealrecords.com/Pages/Blackburn.html>

MySpace: <http://www.myspace.com/blackburnbrothers>

THOM SWIFT

Halifax, NS

Roots / Blues

Website: <http://www.thomswift.com>

MySpace: <http://www.myspace.com/thomswiftmusic>

GRIFFITH HILTZ TRIO

Toronto, ON

Jazz

Website: <http://www.johnnygriffith.com/griffithhiltz/index.html>

PATRICK BOYLE TRIO

St. John's, NL

Jazz / Experimental

Website: <http://www.patrickboyle.ca>

MySpace: <http://www.myspace.com/boyleorder>

AL ROBMON QUINTET

St. John's, NL

Jazz

MySpace: <http://www.myspace.com/alrobmon>

JOHN CLARKE & CHRIS KIRBY

St. John's, NL

Blues

Website: <http://www.slideguy.net/>

JIMMY THOMSON TRIO & KATIE HOPKINS

St. John's, NL

Jazz

PARKER GOUDIE BAND

St. John's, NL

Blues

THE DOGBERRIES

St. John's, NL

WADE TARLING TRIO (FEAT DEAN BOLAND & DANA PARSONS)

St. John's, NL

Website: <http://www.wadetarling.com>

MySpace: <http://profile.myspace.com/index.cfm?fuseaction=user.viewprofile&friendid=411993732>

SMITH & THAUVETTE GROUP

St. John's, NL / Halifax, NS

Jazz

JEFF DYER & BILL BRENNAN QUINTET

St. John's, NL

Lounge / Soul

MySpace: <http://www.myspace.com/jeffdyerbillbrennanduo>

GRAMERCY RIFFS

St. John's, NL

Soul / Pop / Indie

Website: <http://www.makeyourselfwarm.com>

MySpace: <http://www.myspace.com/gramercyriffsmusic>

KILLER B'S

St. John's, NL

Swing