



**WRECKHOUSE  
JAZZ & BLUES**

**VOLUNTEER MANUAL  
2011**

**Wreckhouse Jazz & Blues**

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## WELCOME TO WRECKHOUSE JAZZ AND BLUES!

This is an orientation manual, written to introduce you to our organization, its programs and mandate; as well as ensure that you are made aware of our policies and procedures for volunteer involvement and how to get the most out of your volunteer contribution.

The **WJB Volunteer Manual** is complementary to the **WJB Volunteer Policy**, which outlines the specific rights of the volunteer, Wreckhouse Jazz and Blues' commitment to its volunteers and the expectations that Wreckhouse has of its volunteers.

## THANK YOU VERY MUCH FOR YOUR INTEREST!

Without the generosity of people like you, our festival and year-round events would simply not be possible. We hope you decide to join the Wreckhouse Jazz & Blues (**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?
- Where can I find out more about **WJB**?
- What type of training and orientation will be provided?
- What is expected of me as a volunteer?
- How are volunteers placed in their positions?
- Do I need experience for my position?
- What should I expect from **WJB**?
- 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?
- How can I make the most out of my volunteer experience?

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

If you decide to volunteer and have not already submitted an application, please complete the application form available at our events, our website ([www.wreckhousejazzandblues.com](http://www.wreckhousejazzandblues.com)), or our office (90 O'Leary Avenue) and submit it to our Volunteer Coordinator.

## INTRODUCTION TO WJB

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**Wreckhouse Jazz and Blues** 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 the Wreckhouse International Jazz & Blues Festival annually and has also added year round programs, such as our Groovin' and Improvin' series, the Hot Soup, Cool Jazz fundraiser, Wrecking the Traditions concert event, and frequent local artist promotions.

## 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](http://www.wreckhousejazzandblues.com) to learn more.

## REPRESENTING 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

## VOLUNTEERING WITH WJB

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This section outlines the process and parameters of your involvement as a **WJB** volunteer.

### WHY VOLUNTEER?

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
- Meet new people
- Support a cause they feel strongly about
- Explore career options
- Build self-confidence
- Make professional contacts
- Earn academic credit
- Contribute to the community
- Strengthen their resume
- Show they care
- Stay active / keep busy

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.

As a volunteer with **WJB** you are guaranteed basic volunteer rights, which are fully outlined in the **WJB Volunteer Policy**. As an overview, **WJB** volunteers have the right to:

- Be informed about **WJB**;
- The details of their role as volunteer;
- The training necessary to fulfill your volunteer responsibilities;
- Supervision and support while fulfilling your commitment;
- Insurance for personal injury, illness or liability;
- Feedback regarding your performance of volunteer duties; and
- Recognition for your hard work.

### OUR COMMITMENT TO VOLUNTEERS

**WJB** is committed to upholding your rights as a volunteer. We do so by providing you with the information, orientation and training required to fulfill your volunteer commitment. We provide personal injury, illness and liability insurance for all volunteers while on duty. This manual contains a thorough description of our volunteer screening and assignment process.

As a volunteer, you will be treated as a valued coworker, on equal par with other volunteers and staff members. You can trust that **WJB** is committed to making sure your experience will be safe, enjoyable and rewarding.

The complete details of **WJB's** commitment to its volunteers are available in the **WJB Volunteer Policy**.

### YOUR VOLUNTEER COMMITMENT TO WJB

**WJB** upholds the highest standards of performance, and this commitment to excellence is reflected in our expectations of you as a volunteer. Your role with **WJB** is voluntary – but be prepared to give your best effort while on duty!

Your volunteer commitment to **WJB** involves being punctual, diligent, responsible and conscientious. This involves arriving at the designated meeting place on time for your position, performing your volunteer duties to the best of your abilities, and abiding by the policies and procedures of **WJB**.

The full expectations that **WJB** has of its volunteers are outlined in the **WJB Volunteer Policy**.

## 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, in some cases 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**;
- Times you are available for any upcoming event(s); and
- Your preference regarding positions applied for.

## 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. There are many different volunteer positions, which vary in terms of who you are working with, how much of a commitment is required of you, where you will be stationed (indoors vs. outdoors), moving around or staying still.

Some of the volunteer positions available include:

- |                              |  |
|------------------------------|--|
| • Administrative Support     | • Volunteer Supervisor                 |
| • Transportation Crew        | • Merchandise Vendor                   |
| • Publicity Agent            | • Ticketing Agent                      |
| • Festival Headquarters Crew | • Service & Information Representative |
| • Outside Site Crew          | • Corporate Liaison Host/Hostess       |
| • Production Stage Manager   | • Logistics Crew                       |
| • Stage Hand                 | • Site Security                        |

The specific tasks that will be required of your volunteer position will also vary from event to event. It's of the utmost importance that you attend all orientation and training sessions so that you have a thorough understanding of your responsibilities.

## SCREENING

Screening is important for you as a volunteer as well as for **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.

**All WJB volunteers are required to provide a Certificate of Conduct (COC).** 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.

## WJB VOLUNTEER PROCEDURES

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Below you will find a brief description of some of the procedures that **WJB** has set out to guide the contributions of its volunteers. Keep these procedures in mind during while volunteering so that you can fulfill your responsibilities to the best of your ability.

### ORIENTATION SESSION

Orientation of volunteers involves the **WJB** Volunteer Coordinator explaining the details and tasks involved with the position or positions in which you have chosen to be involved. 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 a 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 **WJB** events a success for everyone.

## PROVISIONS

If you are involved with **WJB** 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 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.

## 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 helps protect 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 great 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.

**WJB** takes its professionalism very seriously – a breach of our professional standards can result in your being released from your volunteer position. 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**

The full details of **WJB's** policy for releasing volunteers can be found in the **WJB Volunteer Policy**.

## 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.

## GETTING THE MOST OUT OF YOUR VOLUNTEER EXPERIENCE

The **WJB** volunteer experience is rewarding and enjoyable of its own accord. However, there are a number of things that you can do in order to turn your **WJB** volunteer experience from great to awesome!

Some helpful hints:

- Come prepared for any weather – this is Newfoundland and Labrador we're talking about here! Dress in layers and bring something that will help keep you dry, just in case.
- Bring a bottle of water in a reusable container – stay hydrated!
- If you're working an outdoor event, bring some sunscreen and a hat.
- Wear comfortable shoes. Some of our positions will allow a chance to sit down, but others require you to be on your feet and moving for extended periods of time.
- Approach every volunteer position with enthusiasm and energy – you get out of it what you put into it!
- Be on time – at least 45 minutes before the beginning of the event, unless otherwise requested by the Volunteer Coordinator or other designated supervisor. You don't want to miss any training!
- Keep a positive attitude
- Help keep **WJB** green – recycle and compost at every opportunity, even if it's not your waste.
- Don't be afraid to ask questions or make constructive comments – we welcome your feedback!
- Only take on as much responsibility as you feel comfortable with; you know better than anyone what your limits are!
- Smile. It's contagious.

- Help each other out – if you see that one of your fellow volunteers need a hand, jump in!
- Take the time to read the **WJB Volunteer Policy** and **WJB Volunteer Manual** carefully. Knowledge is power.
- Make sure you have your Certificate of Conduct taken care of at least two weeks before your volunteer position. We don't want to turn away volunteers, but without a valid Certificate of Conduct, **WJB** will have no choice but to release you.
- Talk to other volunteers. Get to know them and make some long-lasting friendships.
- Bring a friend to volunteer with you!

By following these tips together, we can meet our goal of hosting a great volunteer program; one that fosters the perfect balance between meeting the **WJB's** event objectives with providing a safe, rewarding and fun volunteer experience.

**SEE YOU AT THE SHOW!**