

The Volunteer's Guide to

# The 31<sup>st</sup> Annual Elkhart Jazz Festival



## ELKHART JAZZ FEST

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### **Festival Co-Chair | Sponsors**

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**2018 Elkhart Jazz Festival Volunteers are sponsored by Dexter Axle**

**The Elkhart Jazz Festival | 410 S Main St, Elkhart IN 46516 | 574.293.4469 | [elkhartjazzfestival.com](http://elkhartjazzfestival.com)**

*Volunteers aren't paid, not because they are worthless, but because they are priceless. –Anonymous*

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## Welcome!

It is a pleasure to welcome you to the 31st Annual Elkhart Jazz Festival. Your contribution of time and energy will be an important addition to the success of the festival. Your volunteer services will provide vital support to the festival presentation and atmosphere throughout the weekend. We thank you for your generous gift of time and your commitment to the arts in our community.

Volunteers are an important asset and valuable resource to the Elkhart Jazz Festival. As a volunteer, you will make a significant contribution in our ability to offer the highest quality outdoor music festival to the community and provide patrons with the highest quality customer service while helping to preserve the arts in our community. Often volunteers are the only people our guests meet when they visit the festival. You are the “face of the festival.” Your kindness and hospitality create a memorable experience for all Jazz Festival patrons.

We are pleased to welcome you to our team and encourage you to make the most of your time at the festival. We are certain you’ll find your volunteer experience rewarding and memorable. Please do not hesitate to contact me to share comments or suggestions regarding your experience with the 31st Annual Elkhart Jazz Festival.

Sincerely,

Therese Geise  
Volunteer Chair  
[therese@thelerner.com](mailto:therese@thelerner.com)

*Jazz is the big brother of Revolution. Revolution follows it around. –Miles Davis*

## What the Festival Requires

### Qualifications

Volunteers must be at least 16 years of age. Younger volunteers must volunteer with a parent or guardian.

### Goals and Responsibilities

As representatives of the Elkhart Jazz Festival, every volunteer has the opportunity to create a positive and lasting first impression on all festival guests. In this spirit, you will serve as a goodwill ambassador not only for the Elkhart Jazz Festival, but also for the downtown Arts & Entertainment District and the City of Elkhart.

The following guidelines will help to ensure that ours is a fun and exciting atmosphere:

- Welcome each guest in a courteous and friendly manner.
- Make every reasonable effort to give each guest a positive and memorable experience.
- Be alert to guest safety issues at all times.
- Work as a team member with fellow volunteers and festival management.
- Provide prompt, courteous attention to all guest comments, concerns and complaints.
- Share suggestions for improvement and concerns with festival management.
- Maintain a positive attitude and a cheerful demeanor. Smile!
- Demonstrate a willingness to learn all aspects of your position.

The Elkhart Jazz Festival offers many opportunities to share your time and talents as a volunteer. This handbook provides general guidelines for all volunteer positions. Volunteers will need to attend an orientation to volunteer for the Festival; if this is your second year (or more) that you've volunteered, and you've attended at least one orientation in the past, then you do not need to attend this year's orientation. If this is your first year volunteering for the festival, an orientation is required. All volunteers will need to submit two (2) documents to be a jazz festival volunteer, 1) volunteer application, and 2) EJF Volunteer Agreement, which acknowledges you've read the orientation manual and agree to the policies.

After applications and agreements are received, the volunteer coordinators will place volunteers in positions. If additional training is needed, we will provide it. Please be assured that you will be given the tools, information and support you'll need to fill your volunteer role with confidence.

*The most important thing I look for in a musician is whether he knows how to listen. –Duke Ellington*

### *Training and Service Requirements*

Elkhart Jazz Festival volunteers are required to complete an application and meet all requirements. Volunteers are considered active once they have (1) completed the application process, (2) been accepted into the Volunteer program, and (3) have completed the volunteer orientation phase (for first year volunteers)/signed the EJF Volunteer agreement stating full understanding and acceptance of the EJF policies and procedures. Specific assignments may require additional training.

### *Emergency Contact Information*

The Elkhart Jazz Festival must maintain a current emergency contact list for all volunteers. Should any of your emergency contact information change, please immediately inform the Volunteer Chair. Emergency contact information is accessible only by the Elkhart Jazz Festival management staff. It will remain confidential and be used only in case of emergency and not be shared with outside parties.

### *Feedback and Problem Solving*

Good communication is an essential part of volunteering. Your comments and constructive feedback are important to help ensure quality programs and services for volunteers and guests. Anonymous feedback is welcome; however, concern(s) can be more easily and effectively addressed with an accurate record of the volunteer(s) involved and a description of the situation.

### *Discipline Policy and Procedure*

Volunteers are an invaluable resource and our primary aim is to encourage and support their contribution. However, it is also recognized that there may be times when a volunteer needs to be counseled, advised, and perhaps dismissed.

We expect all EJF management and volunteers to treat fellow volunteers, management and guests with courtesy and respect. If an incident occurs that violates the respect and safety of festival attendees and workers, action will be taken through either a verbal warning, or dismissal at the discretion of EJF management.

Conversation and consideration will be taken with every instance. Our goal is to have a supportive, family friendly environment that welcomes back volunteers and patrons for years to come.

### *Appreciation Package and Incentives*

Volunteers can earn complimentary passes for working with the Jazz Festival. For every four-hour shift worked, each volunteer receives one session pass. Complimentary passes will be distributed at the Volunteer Hospitality Table. As a volunteer for the Elkhart Jazz Festival, hours worked in a volunteer capacity are recorded and maintained by the Ambassadors and will be calculated by the Volunteer Chair post-event.

Volunteers will receive a t-shirt for the festival.

Volunteers working 8-hour shifts will receive food vendor coupons.

*T-Shirt*

Each volunteer will receive a complimentary Elkhart Jazz Festival T-Shirt.

*Festival Passes*

Each four-hour shift earns any single session pass for the Festival **excluding** Headliner shows.



*Food Vendor Coupons*

Each consecutive four hour shift worked will earn ten one-dollar coupons to be used at any food vendor in the Civic Plaza (restaurants excluded). Coupons must be used in \$1 increments and no change will be given.



## Volunteer Basics

### *Scheduling*

The number of volunteers needed for an event is based upon anticipated attendance and other performance specifics. The Volunteer Coordinator will communicate volunteer staffing needs and schedule all volunteers. Volunteers may pick up event schedules from the Box Office or at time of check-in.

### *Cancellations & Tardiness*

In the event you are unable to work as scheduled, it is important that you notify the Volunteer Coordinator **as soon as possible** so that arrangements can be made for a replacement. If you cannot work, please provide the Volunteer Coordinator, if possible, at least 48-hours' notice prior to your scheduled shift.

It is important that you consider all outside obligations before signing up for a particular event. If you cannot stay for the entire event, it is essential that you notify the Volunteer Coordinator in advance. It is **not** recommended that you sign up for an event for which you are unable to stay for the duration.

Timeliness is imperative. You will be expected to report on time, dressed and ready to assume your responsibilities as directed.

### *Arrival Time*

The arrival time and estimated ending time for your shift will be given to you when schedules are distributed. Arrival times may vary depending on the needs of a particular event.

### *Check-In and Check-Out/Time Records*

Everyone must pick up their volunteer shirt **30 minutes** prior to the start of your shift at the volunteer table.

Upon arrival for your shift, volunteers must check in. It is important that volunteers remember to check in and out in order to keep accurate attendance and give you credit for hours served. If you forget to check in or out, please notify your venue Ambassador or the Volunteer Coordinator.

1. Enter The Lerner at the doors located on the corner of Franklin Street and Main Street. The Volunteer Hospitality Table will be located in the Grand Lobby.
2. Sign in with the Hospitality Greeter and pick up your shift packet.
3. Please keep personal belongings to a minimum. The Elkhart Jazz Festival and The Lerner are not responsible for lost or stolen items.
4. Check in with the venue Ambassador where you are assigned.

*Forgive me if I don't have the words. Maybe I can sing it and you'll understand. –Ella Fitzgerald*

## *Dress Code*

**You must wear closed-toe shoes!** Sneakers or comfortable, lightweight walking boots with socks are good suggestions. Sandals may look great, but they offer no protection. Good, thick cotton socks will cushion your feet for standing and walking for long periods of time. Leave high heels and nylon stockings at home.

Volunteers must wear provided Jazz Festival t-shirts.

If it rains, all you need is a baseball cap and a light windbreaker or poncho to move between venues. Bring any kind of hat and sunglasses and use sunscreen.

If you choose to wear shorts, please keep them at an appropriate length.

## *During the Event*

**Any medical situation should be directed to the Management on-duty.  
DO NOT move anyone needing medical attention. This may cause further complications or injury.**

**Emergency evacuation information will be posted at each venue as each plan is location specific.**

**Flash photography is not allowed during the event unless otherwise posted.** Video or audio recording devices are prohibited during performances unless they have been approved by the performer and set up in advance of the performance. The Elkhart Jazz Festival Management will inform volunteers on duty when this is the case.

**When addressing patron complaints:** It's best to guide them to a place where you or a volunteer can address the issue out of earshot of other guests. Volunteers are not required to deal with situations in which they feel uncomfortable. If you find yourself in a compromising situation, please notify the Volunteer Coordinator immediately.

Once the show has begun, volunteers must continue to perform their assigned job and be aware of activity inside the venue. No volunteers are permitted in any backstage area unless specifically instructed by the Volunteer Coordinator or Elkhart Jazz Festival Management.

*Nothing is out of the question for me. I'm always thinking about creating. My future starts when I wake up in the morning and see the light... Then I'm grateful. –Miles Davis*

## Need to Know

### *Media Passes*

Members of the media must pick up their media passes from the information table in the Lerner Grand Lobby.

### *Outside Food & Beverage*

The Elkhart Jazz Festival does not permit guests to bring food/drink into the event venues. Advise patrons with outside food or beverages to make other arrangements or dispose of them before entering the venue.

### *Seating*

Approximately 10% of the venue seating capacity is held for Patron Pass holders for the first 15 minutes of each performance. After 15 minutes, these reserved seats will be opened to other pass holders.

### *Security*

Security handles the backstage areas as well as the venues. Please notify the Volunteer Coordinator should you encounter a problem that cannot be handled by the volunteers and the Volunteer Coordinator will communicate security needs with security personnel. In an emergency, the volunteer may direct the concern directly to security personnel when warranted.

### *Standing Room*

Under **no** circumstances are patrons allowed to stand and view the performance in the aisles of any venue, on the stairs, in front of doors, or along walls (excluding the Crystal Ballroom, which is a Standing Room venue). This is in direct violation of State Fire Code Regulations. If you see this occurring, politely inform the patron that they need to return to their seat. If a patron is a repeat offender, contact the Volunteer Coordinator immediately.

Maximum capacities will be posted at each venue and are not to be exceeded.

*My creed for art in general is that it should enrich the soul; it should teach spiritually by showing a person a portion of himself that he would not discover otherwise... A part of yourself you never knew existed. –Bill Evans*

## *Seating/Services for the Disabled*

**Guide Dogs and Canine Companions** may accompany owners to their seats and lie near their assigned seat; the owner is responsible for the behavior of the animal.

### *The Lerner*

There are specified areas for wheelchairs and handicap seating. The management will do their best to notify you in advance if disabled patrons are expected for a performance. Disabled patrons in wheelchairs are encouraged to remain in their wheelchair in the designated handicapped spaces.

**Please do not** allow wheelchairs or walkers down the theatre aisles unless adequately assisted. This assistance may be provided by you or the companion to the disabled patron. It is important that persons in wheelchairs and those with walkers, canes, crutches, be assisted to their seats. If the patron will be sitting in a transfer seat, their wheelchair, walker, cane, or crutches will be placed in the Wheelchair Seating Area during the performance. Please inform patrons their belongings will be secure as we do have staff members in the venue.

All disabled areas must be kept clear and reserved for individuals with disabilities. Please pay special attention to any patrons in these specific sections that do not belong there. This can be parents with children who have become fussy or patrons who are late and cannot find a seat. Individuals awaiting a seat may stand against the wall until the usher escorts them to a seat.

**Individuals with disabilities who qualify** for wheel chair accessible seating are those with physical and mental impairments; they're not always restricted to a wheelchair.

**Walkers** should be folded and placed in the designated handicap area. Walkers should always be kept in close proximity to the individual using the walker. The same rules apply for crutches and canes.

### *All Other Venues*

Individual venues will have instructions for services for the disabled. Individuals with special needs will be provided with assistance to the best of the venue's ability and specified areas will be based on availability.

*Trumpet players are just belligerent, and cocky, and, you know, just hard-headed.* –Wynton Marsalis

## Volunteer Assignments

### *Ambassador*

Ambassadors will act as the captains of assigned venues and will lead and instruct other volunteers in their duties. Ambassadors will be responsible for up to two venues in close proximity.

Duties:

- Check greeters in and out of venues for their shifts
- Relieve greeters for breaks when necessary (restroom, meal, etc.)
- Keep records of performance attendance counts
- Maintain radio communication with Jazz Festival staff for any volunteer needs
- During a session change (Saturday Afternoon only) assure that any remaining guests from the Afternoon session also hold a Saturday Evening pass

Post-Performance:

- Do of visual “sweep” of your section and collect any trash/left programs
- Deliver personal items left by patrons to management on duty

### *Artist Hospitality*

Volunteers will greet EJJ Artists with welcoming smile. The EJJ is known for our welcoming demeanor and hospitality; we want to leave them with a positive impression.

Duties:

- Ensure only Artists, EJJ Management, and Caterer are allowed in the Artist Hospitality
- Welcome artists with a smile
- Dress neatly and maintain a professional appearance at all times
- Check passes to ensure only approved individuals have access to the venue
- Will not be required to replenish food, but may need to let caterer know if something needs to be taken care (clean up, replenish food, beverages, etc.)

Requirements:

- A friendly, outgoing manner
- A genuine desire to be helpful and accommodating
- Ability to stand for 2-3 hour intervals
- A winning smile and a great sense of humor

### *Courtesy Cart Driver*

Volunteers will drive a golf cart, and be available to patrons that have physical limitations, or request a ride from one end of the festival to the other:

Duties:

- Responsible for driving a golf cart and being available to give rides to patrons.
- During shift, be in your golf cart, ready to escort individuals to their desired venue.
- Look at the schedule and anticipate high traffic areas; be at venues when shows end, in case patrons need a ride
- Will have a radio, in case a ride is requested (production will be making these requests).

- Ensure high level of customer service
- Welcome guests with a smile
- Dress neatly and maintain a professional appearance at all times
- Address patron questions and complaints
- Be alert for any current or potential disturbances or medical issues
- Communicate issues that require maintenance or intervention with management

Requirements:

- Valid driver's license and proof of insurance
- A friendly, outgoing manner
- A genuine desire to be helpful and accommodating
- A welcoming smile

### *Greeter*

Greeters will be positioned at venue entry points, usually lobby areas, exterior doors, and interior doors leading to performance spaces. Greeter positions may shift during an event and will vary with the type and length of the event & the number of expected patrons.

Duties:

- Welcome guests
- Check passes as guests enter
- Direct guests to the points of interest
- Respond to facility-related questions (or arrange for a staff member who can)
- Stay informed of facility features and amenities, upcoming events, etc.
- Assist with disabled patrons as needed
- Share guest comments and suggestions with management

Requirements:

- A friendly, outgoing manner
- A genuine desire to be helpful and accommodating
- Ability to stand for 2-3 hour intervals
- A winning smile (a great sense of humor helps!)

### *Merchandise Assistant*

Volunteers will assist patrons with t-shirt, poster, and other souvenir purchases. This position will require handling money, and replenishing inventory:

Duties:

- Handle patron purchases, ensuring accurate exchange of money.
- As purchases are made, making sure merchandise is stocked and available.
- Ensure high level of customer service
- Welcome guests with a smile
- Dress neatly and maintain a professional appearance at all times
- Address patron questions and complaints
- Be alert for any current or potential disturbances or medical issues
- Communicate issues that require maintenance or intervention with management

Requirements:

- Comfortable in handling purchases
- A friendly, outgoing manner
- A genuine desire to be helpful and accommodating
- Ability to stand for 2-3 hour intervals
- A welcoming smile

### *Will Call*

Passes and tickets that are purchased in advance of a performance are held for guest pick-up and will be distributed from the information table located in the lobby.

Duties:

- Check alphabetized order of all tickets to speed processing
- Greet guests cordially
- Work with staff as needed to address questions/concerns
- Return unclaimed tickets to staff when performance begins
- Report to the management for additional duties (as needed)

Requirements:

- A friendly, accommodating manner
- A genuine desire to be helpful
- The ability to work quickly and efficiently

### *Usher (During Reserved Seating Events)*

Our ushers are often the first people to connect with festival guests. They direct patrons, field questions, address complaints, and monitor activity within the venue. Everybody loves a genuinely friendly and accommodating usher. Here's what we expect of ours:

Duties:

- Ensure venue entrances are stocked with programs and other handouts (when applicable)
- Welcome guests with a smile
- Dress neatly and maintain a professional appearance at all times
- Check tickets and direct patrons to their seats before and during the performance
- Address patron questions and complaints
- Be alert for any current or potential disturbances or medical issues
- Communicate issues that require maintenance or intervention with management

Requirements:

- A friendly, outgoing manner
- A genuine desire to be helpful and accommodating
- Ability to stand for 2-3 hour intervals
- A winning smile and a great sense of humor

*Sustained intensity equals ecstasy.* –Wynton Marsalis

## Important Information

### *Essential Tips for Excellent Customer Service*

#### **Don't . . .**

- Eat, drink or chew gum during performances or intermission (medical cases & breaks excepted).
- Accept tips from patrons
- Read while on duty
- Interrupt staff, technicians, performers or clients (emergency issues excepted)
- Leave your assigned position without notifying another employee
- Consume alcoholic beverages before or during a shift
- Go backstage or onstage without permission – only authorized personnel are allowed in these areas.

#### **Do . . .**

- Offer a friendly greeting to every patron
- Respond quickly and cheerfully to all guest questions/comments/concerns
- Use problem-solving skills to resolve issues before they escalate
- Remain attentive to guest needs at all times
- Identify guest needs expressed verbally and non-verbally
- Be prompt and act professionally at all times
- Familiarize yourself with the venue and its uses
- Be alert to your surroundings and any potential problems
- Stay informed about festival policies and activities so that you can dispense correct information
- Share patron comments (both positive and negative) with management
- Report any safety hazards immediately to management
- Maintain an attitude of service excellence
- Use guest friendly body language and words
- Practice excellent service at every guest contact point

Please enjoy your duties and privileges as a volunteer and know that you are providing guests with a joyful and enriching festival experience. We are grateful for your support and thank you for all your hard work!

# The 31st Annual Elkhart Jazz Festival



**PRELIMINARY - SUBJECT TO CHANGE**



- 1** The Civic Plaza
- 2** The Lerner & Crystal Ballroom
- 3** Five Star Dive Bar
- 4** South Main Stage
- 5** Midwest Museum of American Art
- 6** New Life Stage
- 7** Elkhart Columbus Club
- 8** Wellfield Botanic Gardens
-  Information and Ticket Sales
-  Merchandise
-  First Aid/Command Center
-  Restrooms
-  Parking
-  Shuttle (Hotels)
-  Food Vendors
-  Classic Cars

# OSHA<sup>®</sup> FactSheet

## Protecting Workers from the Effects of Heat

At times, workers may be required to work in hot environments for long periods. When the human body's unable to maintain a normal temperature, heat-related illnesses can occur and may result in death. This fact sheet provides information to employers on measures they should take to prevent worker illnesses and death caused by heat stress.

### Factors that May Cause Heat-related Illness

- High temperature and humidity
- Low fluid consumption
- Direct sun exposure (with no shade) or extreme heat
- Limited air movement (no breeze or wind)
- Physical exertion
- Use of bulky protective clothing and equipment
- Poor physical condition or ongoing health problems
- Some medications
- Pregnancy
- Lack of previous exposure to hot workplaces
- Previous heat-related illness

### Health Problems Caused by Hot Work Environments

**Heat Stroke** is the most serious heat-related health problem. Heat stroke occurs when the body's temperature regulating system fails and body temperature rises to critical levels (greater than 104°F). **This is a medical emergency that may result in death!** The signs of heat stroke are confusion, loss of consciousness and seizures. Workers experiencing heat stroke have a very high body temperature and may stop sweating. If a worker shows signs of possible heat stroke, **get medical help immediately**, and call 911. Until medical help arrives, move the worker to a shady, cool area and remove as much clothing as possible. Wet the worker with cool water and circulate the air to speed cooling. Place cold wet cloths, wet towels or ice all over the body or soak the worker's clothing with cold water.

**Heat Exhaustion** is the next most serious heat-related health problem. The signs and symptoms of heat exhaustion are headache, nausea, dizziness, weakness, irritability, confusion, thirst, heavy sweating and a body temperature greater than 100.4°F. Workers with heat exhaustion should be removed from the hot area and given liquids to drink. Remove unnecessary clothing including shoes and socks.

Cool the worker with cold compresses to the head, neck, and face or have the worker wash his or her head, face and neck with cold water. Encourage frequent sips of cool water. Workers with signs or symptoms of heat exhaustion should be taken to a clinic or emergency room for medical evaluation and treatment. Make sure that someone stays with the worker until help arrives. If symptoms worsen, call 911 and get help immediately.

**Heat Cramps** are muscle pains usually caused by physical labor in a hot work environment. Heat cramps are caused by the loss of body salts and fluid during sweating. Workers with heat cramps should replace fluid loss by drinking water and/or carbohydrate-electrolyte replacement liquids (e.g., sports drinks) every 15 to 20 minutes.

**Heat Rash** is the most common problem in hot work environments. Heat rash is caused by sweating and looks like a red cluster of pimples or small blisters. Heat rash usually appears on the neck, upper chest, in the groin, under the breasts and in elbow creases. The best treatment for heat rash is to provide a cooler, less humid work environment. The rash area should be kept dry. Powder may be applied to increase comfort. Ointments and creams should **not** be used on a heat rash. Anything that makes the skin warm or moist may make the rash worse.

### Engineering Controls to Prevent Heat-related Health Effects

The best way to prevent heat illness is to make the work environment cooler. In outdoor situations, this may be done by scheduling activities during the cooler times of the day. However, very early starting times may result in increased fatigue. Also, humidity tends to be higher in the early morning hours. Provide air conditioned or shaded areas close to the work area and allow frequent rest breaks.

Indoor workplaces may be cooled by using air conditioning or increased ventilation, assuming that cooler air is available from the outside. Other methods to reduce indoor temperature include: providing reflec-

## Thank You

The Elkhart Jazz Festival would not be possible without the help of the hundreds of volunteers who give their time and energy to the festival. Please keep in mind the following things:

- 1) To be eligible to volunteer, we need a completed volunteer application, have had attended at least one volunteer orientation (attending orientations for EJJF in the past is acceptable. If this is your first year, then attending orientation this year is a requirement), and have signed and turned in the EJJF Volunteer Agreement
- 2) Volunteer shifts are a minimum of four hours long, depending on the area. Shifts begin 11:00am Thursday, 11:00 am Friday, 9:00 am Saturday, and 9:00 am on Sunday. The minimum required age of festival volunteers is 16 years old. Younger volunteers must volunteer with a parent or guardian.

Thank you for your interest in volunteering for the 31st Annual Elkhart Jazz Festival!

**Volunteer Chair:**

Therese Geise

410 South Main Street, Elkhart IN 46516

Email: [therese@thelerner.com](mailto:therese@thelerner.com)

Phone: 574-849-5002

# **EJF Volunteer Agreement**

**I \_\_\_\_\_, agree to abide by Elkhart Jazz Festival (EJF) policy and procedure as outlined in this Volunteer Guide. My signature acknowledges my understanding of the disciplinary policies and acknowledges that I have asked questions to clear confusion.**

**I understand if I choose to not follow policy that I am choosing to end my Volunteer service with the EJF and will be formally dismissed.**

**I also acknowledge that I have read, and understood the Volunteer Handbook, and agree to be a positive ambassador on behalf of the Elkhart Jazz Festival.**

\_\_\_\_\_  
**Volunteer Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Volunteer Coordinator**

\_\_\_\_\_  
**Date**