



**THE TEAM
BEHIND
BLUESFEST**

VOLUNTEER FAQS

I want to volunteer with RBC Bluesfest and/or CityFolk- when and how can I sign up?

In light of the Covid-19 pandemic, we're looking to restructure and strengthen our team. We've adopted a new application process for new volunteers to replace our previous first-come, first-served process.

RBC Bluesfest: RBC Bluesfest 2021 has been cancelled due to the Covid-19 pandemic. We are following all the suggested guidelines but information changes quickly. The health and safety of our volunteers is our number one priority. Applications are scheduled to open in Spring 2022.

How old do I have to be to volunteer?

In order to volunteer at RBC Bluesfest, you need to be at least 15 years old by the beginning of the festival. In order to volunteer at CityFolk, you need to be at least 14 years old by the beginning of the festival. Keep in mind there are certain areas that have different age requirements (e.g. any position involved in serving or selling alcohol has a minimum age of 18).

Why can't I volunteer in more than one Area?

Having our volunteers work all their shifts in one Area helps us to keep things consistent and means that you don't have to learn the ropes for a new activity every time you come in. Our Area Leaders also depend on the experience of their team to keep things running smoothly, and to help new volunteers get the hang of the day-to-day activities & expectations of their Area.

However, if you hate routine and love the unknown, check out our **Alternates** or **Floaters** team. Members of this team fill in across the festival in whatever Area needs a little extra support—so who knows what you'll end up doing!

Do I get to see shows for free?

One of the great perks of being a volunteer is *free shows* when you're off-shift! As an off-shift volunteer, you become a festival patron and the same rules apply to you, with the exception that you have special check-in areas you must visit before going into the main gate.

Volunteers who are coming for a show, must remember to bring their volunteer bracelet, as that is your accreditation that allows you to access the festival on your off days. Remember, you become a patron when entering the festival, so you'll get in when everyone else does!

What is Accessibility Standards Customer Service Training? Why do I have to do it for the festival?

Accessibility Standards for Customer Service is a provincially-driven act created to increase awareness and services for people with disabilities. All organizations that provide goods or services directly to the public are affected by this act, and that includes volunteers for RBC Bluesfest.

Do I have to complete the Accessibility Standards Customer Service Training before registration? Where do I have to go to do it?

The training can be completed anytime between when you register and when the festival starts. The training takes approximately 45 minutes and is available for free online at: <http://www.mcass.gov.on.ca/en/serve-ability/index.aspx>.

Please note, there is no certificate or proof of completion. If you've done the training before, you do not need to do it again.

Can my time spent volunteering count for high school hours?

Yes! Make sure to bring your school-issued form with you and have your Area Leader sign it immediately following each shift.

What does the festival do with tips?

Tip money collected at the beverage areas of the festival supports volunteer appreciation initiatives. Primarily, the funds provide the delicious food that is prepared for volunteers at the Outdoor Blues Café, but it also supports other recognition initiatives like on-site random draws,

the post-festival volunteer appreciation party, off-season get-togethers and our Service Award ceremony.

What do funds raised through Bead Tent, Silent Auction, autographed commemorative posters and 50/50 tickets go towards?

These funds directly benefit two festival-created charities, Blues in the Schools (BITS) and Be in the Band (BITB). Both of these programs have been extremely successful and are sources of community pride.

Blues in the Schools is an award-winning educational program created to promote the history and culture of Blues music by bringing national and international artists and educators to local schools for two-week residencies.

Be in the Band puts young musicians in touch with other young musicians as potential bandmates, and recruits professional musicians to mentor and provide technical support and equipment so that participants can take full advantage of a quality ensemble experience.