



[www.nsmw.ca](http://www.nsmw.ca)

## **Volunteer Handbook**

## Welcome to NSMW 2019 Truro!

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Thank you for your interest in volunteering at Nova Scotia Music Week 2019! Every year Music Nova Scotia looks to our volunteers to ensure the event's success and this year is no different. Nova Scotia Music Week could not exist without the generous time donated by you, our volunteers. You are the backbone of our event!

By volunteering with Nova Scotia Music Week you will become part of a growing and internationally recognized event and open yourself up to opportunities for personal development. The festival provides a great opportunity for you to meet new people and gain valuable skills and experience. It also provides great benefits in exchange for your time and efforts, including the chance to hear some of the best music Nova Scotia has to offer. It is our hope that you will get as much enjoyment and satisfaction from being a part of Nova Scotia Music Week as we do by having you on board.

We sincerely thank you for helping us out this year. If you have any comments or questions regarding volunteering, please do not hesitate to contact us. We are looking forward to working with you all!

Sincerely,

Anna Jones & Megan Burgess

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## Important Notes

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All volunteer positions play a very important role in the success of Nova Scotia Music Week! To ensure you have the best possible experience, we will make every effort to accommodate your position preferences, however, this may not always be possible. Events can be hectic and unpredictable and sometimes volunteers will be asked to change posted positions or take on different responsibilities. We apologize for any inconvenience this may cause and thank you for your understanding.

### Volunteer Orientation

It is important for us to get to know our volunteers and for our volunteers to get to know us! During volunteer orientation, we will review the regulations associated with being a volunteer and answer your questions. Dates and times for the sessions are below. Please make a strong effort to attend one of these sessions. If you can't make one of the sessions, be sure to contact us, otherwise, we may assume that you cannot fulfill your volunteer duties. In that event, your shift may be given to someone else and you will not receive your benefits (including your volunteer badge/wristband).

Location: Holiday Inn - Spruce Room  
Session 1: Tuesday, November 5th - 1:00pm-2:30pm  
Session 2: Tuesday, November 5th - 7:30pm-9:00pm

### Volunteer Registration

All volunteers must register on or before the day of their first shift to receive volunteer credentials (badge/wristband) and t-shirt. Volunteers are encouraged to pick-up their badge/wristband and t-shirt on Thursday, November 7th during registration desk hours.

Location: Holiday Inn - Maple/Aspen/Birch  
Thursday, November 7th - 8:00am to 7:30pm  
Friday, November 8th - 8:00am to 7:30pm  
Saturday, November 9th - 8:00am to 7:30pm

### Volunteer Benefits

- Nova Scotia Music Week volunteer t-shirt and identification badge/wristband. The t-shirt and badge/wristband and wristband must be worn during all shifts.
- Access to all showcasing venues throughout the weekend, subject to capacity. This EXCLUDES the Opening Reception, Late-Night Suite, Conference, and Awards Celebration.
- Invitation to the Closing Reception.

Please note: a minimum of two volunteer shifts must be completed to receive these benefits, except in cases where volunteers have only been scheduled for one shift by the Volunteer Manager or Volunteer Coordinator.

## Volunteer Policy and Code of Ethics

The success of our event stems from the positive, professional and fun experiences that are shared with the public and our membership. Staff and volunteers are our greatest asset and it is important to remember that as a volunteer, you are representing Music Nova Scotia, as well as your town.

Your efforts are part of a larger vision to bring music, culture, and people together for an enriching and enjoyable event. We are grateful that you have chosen to commit your time to contribute to the success of our event in support of the diverse and talented music community that exists in our province.

The following are guidelines to help you understand your role and what is expected of you when volunteering. Please review and adhere to the following:

- Always wear your volunteer t-shirt and badge/wristband during your shifts. This is how you are recognized as a volunteer. We understand the weather can be very cold in November, so please plan for long sleeve shirts to go under volunteer t-shirts, especially for those of you working "Door Person" or "Runner" shifts.
- Please arrive 15 minutes prior to the start of your shift. Early arrival allows time for a briefing/team meeting before your shift begins.
- We understand that situations occur and volunteers sometimes have to cancel their shifts. Please let us know as soon as possible if you are unable to make a shift by contacting the Volunteer Manager or Volunteer Coordinator so we have time to find a replacement. Not showing up without notice results in inadequate shift coverage if we can't find someone to take your place. If you miss more than one shift during the weekend, you will be kindly asked to withdraw your involvement with the conference, and volunteer benefits will be revoked.
- You are the face of NSMW. Volunteers are often the first people our delegates and festival goers see when they arrive. Be a responsible and enthusiastic ambassador - look presentable and be polite, courteous and respectful with everyone.
- You will be asked questions, so it will be helpful if you familiarize yourself with the specifics of the showcase (performers and set times) or education conference sessions (subject and speakers) that you are assigned to cover. A great way to do this is by visiting [www.nsmw.ca](http://www.nsmw.ca) or by installing the mobile app (once released) for quick reference. Location details such as conference rooms, entrances/exits, washroom locations, and smoking areas are also beneficial information for attendees.
- We want to ensure an enjoyable experience for you. If you are ever in a situation or asked to do something that makes you feel uncomfortable, or are asked a question that you can't answer, please let a Music Nova Scotia staff member know. If a Music Nova Scotia staff member is unavailable, contact the Volunteer Manager or Volunteer Coordinator.
- Volunteers are prohibited from consuming alcohol while on duty. Any volunteer that appears to be intoxicated will be relieved from their duties and will be asked to hand over their volunteer badge/wristband immediately. If you are consuming alcohol while off duty please drink responsibly and do not wear your volunteer t-shirt.

- While we encourage our volunteers to meet new friends at the event, your status and access to industry delegates should not be abused. Soliciting delegates through your position as a volunteer in regards to personal or family/friend's musical projects is inappropriate and is discouraged.
- Volunteers must maintain the confidentiality of all Music Nova Scotia information and records. All information written, spoken or implied in connection to volunteering remains the property of Music Nova Scotia.

# Volunteer Roles & Descriptions

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Volunteer roles include:

- Venue Manager
- Stagehand
- Door Person
- Merchandise Seller
- Registration
- Education Conference Monitor
- Greeter
- Runner
- Driver
- Dispatcher

## Venue Manager

Shifts can be scheduled between: 3:00pm to 2:30am

Requirement: 1 per venue

Venue Managers will be selected by, take direction from, and report to Music Nova Scotia staff. Serving as our representation at the venue, Venue Managers work under the Music Nova Scotia Events & Marketing Manager to provide volunteer leadership and coordination at the showcasing venue and are also responsible for the following:

- Arrive at the venue one hour before doors open
- Meet with the Stage Manager to discuss the venue schedule. Stage Managers have band contact information
- Liaise with venue staff, including management and security
- Ensure volunteers assigned to the shift have arrived, and conduct a brief team meeting to review roles and answer questions. If a volunteer does not show up, contact the Volunteer Manager or Coordinator. Contact numbers will be provided.
- Meet with Lisa Stitt or her designate 30 minutes before doors open to receive necessary items for the evening and to check in floats
- Ensure door and merch tables are set up
- Pre-show venue revenue turnaround - clear the room of any patrons who are not delegates or not paying \$15 cover. For those staying, collect cover and stamp patrons or scan delegate passes as appropriate
- Supervise capacity for delegate access in cooperation with venue owner/manager. Use the indicated holdback of capacity to ensure green and orange pass holders are admitted. Capacity numbers are provided in folders. All green, red and orange pass holders receive front of the line privilege and guaranteed venue entry, however, access to the venue is subject to capacity.
- Ensure artists have arrived and are paid after the performance. All artists cheques are provided with a sign off sheet to be returned at end of the night
- Doors close for payment after the last performer has started
- Ensure volunteer Merchandise Sellers have settled with bands/artists. Merchandise Sellers stay until close. Music Nova Scotia, Venue Managers or Merchandise Sellers are not responsible for artist merchandise pick-up. Unclaimed merchandise and funds are to be turned over to a Music Nova Scotia staff member or left with the venue management
- Once shows are over and the venue package (see below) has been collected, you are free to leave.

Your venue package will include:

- List of scheduled volunteers and assigned roles
- Volunteer Manager, Volunteer Coordinator, and necessary Music Nova Scotia staff contact information
- Venue cash box and float
- Venue merchandise cash box, calculator and float
- Cash box and float (where applicable)
- Click counter, hand stamp, ticket scanners, bracelets
- Cheques and sign-off sheet for artist settlement
- Door revenue, merchandise and settlement sheets
- Samples of credentials for venue security/door personnel briefing
- Venue itinerary
- Venue capacity

Venue managers must ensure all venue volunteers and management have their contact information

## **Stagehand**

Shifts can be scheduled between: 11:00am to 3:00am

Requirement: 1 per venue

Stage Hands work under the direction of the Stage Manager to ensure the show runs on time, that artists get on and off stage at the correct time, and that the stage is set up as per artist(s) stage plot. This includes assisting artists on and off stage with their equipment and moving backline equipment as necessary. Moderate to light lifting is required and a technical background is preferred. Stagehands should have steel-toed boots and work gloves.

## **Door Person**

Shifts can be scheduled between: 12:30pm to 2:00am for Showcases; 10:00am to 2:00pm OR 1:30am to 6:00pm for the Education Conference

Requirement: 2 per venue entrance/conference shift

The role of volunteers on the door - working under direction from the Venue Manager and Music Nova Scotia staff - is to take money from the paying public, stamping hands and scanning for matching delegate badge/wristbands when applicable. Door personnel will be briefed prior to events on delegate badge/wristbands for admission and will check badge/wristbands for admission to the conference.

- During showcases, non-delegates will be able to attend the showcases for the standard door price (this can range between \$15-\$30, depending on the show). If someone is insistent that they should be able to gain entry, please find the Venue Manager to assist. Cover charge is not transferable from one venue to another.
- Guests arriving with bands that do not have credentials are not permitted free entry - guest lists must be approved by Music Nova Scotia. If they are insistent, please find the Venue Manager
- Generally, anyone who has a hand stamp will be allowed to leave the venue and is permitted re-entry. When the venue is at capacity, patrons may leave but are not guaranteed re-entry. For showcases at or near capacity, please ensure you inform those

leaving that re-entry is not guaranteed and they may have to wait in line

- Unless otherwise specified, host venue staff/security will have the final say about the room being at capacity
- There will be a Music Nova Scotia staff person, board member or Venue Manager overseeing door operations. Please see them with any questions you may have!
- Please note: If you are volunteering at the door when the weather is cold please wear warm clothes and gloves. The door will be opening and closing constantly and it will be drafty

## **Merchandise Seller**

Shifts can be scheduled between: 11:00am to 2:00am

Requirement: 2 per venue

Merchandise sellers work under the Venue Manager and are responsible to oversee merchandise sales to the public. Merchandise sellers will be required to setup and tear down the merchandise area at the venue, oversee merchandise sales and reconcile cash and product with the artists at the end of the night. Please have all artists leaving product with you fill out a merchandise report provided by the Music Nova Scotia Venue Manager and remind artists they are responsible to collect their merchandise and proceeds at the end of the show. Before cashing out with the artists, please check with the Music Nova Scotia Venue Manager to ensure the proper amount is being dispersed.

## **Registration**

Shifts can be scheduled between: with the exception of Sunday, volunteer shifts are split into two equal shifts during registration hours

Thursday, November 7th - 8:00am to 7:30pm

Friday, November 8th - 8:00am to 7:30pm

Saturday, November 9th - 8:00am to 7:30pm

Requirement: 2 per shift; 3 on Thursday

Reporting to the Volunteer Manager, the volunteers who are working at Registration will be required to register volunteers (artists and delegates will be registered by Music Nova Scotia staff) who have not picked up their badge/wristband and t-shirt in advance. Knowledge of showcase and conference locations is helpful.

## **Conference Monitor**

Shifts can be scheduled between: 8:30am to 1:00pm; 11:30am to 6:30pm

Requirement: 2 per shift

Education Conference Monitor should be someone who pays close attention to details and is timely. The monitor should arrive at the session at least 15 minutes before the session begins, therefore they should arrive at the conference centre at least 30 minutes early. Responsibilities of the Education Conference Monitor include:

- helping presenters with their needs, especially to hand out and collect session materials and evaluation forms;

- posting appropriate signage for sessions, including extra signage in the case where a session has been moved;
- distributing wireless microphones during panels to facilitate audience participation and to ensure audience questions are heard; and
- standing at the door of each session to make sure everyone who enters the room has an official Nova Scotia Music Week delegate pass

## **Greeter**

Shifts can be scheduled between: 8:30am to 2:30pm; 2:00pm to 8:00pm

Requirement: 2 per shift

The primary responsibility of the Greeter is to keep the flow of traffic moving by answering questions, directing people to session locations and/or taking the person to the desired location. This position must be filled by someone who is personable, enjoys interacting with the public and has a pleasant demeanor. Knowledge of the education conference sessions and location of all session rooms is necessary - you must be familiar with the conference site and should become familiar with all Music Week events, including off-site events, to ensure questions are answered properly. In the absence of door personnel, Greeters may be tasked with ensuring only credentialed delegates are allowed entry into the education conference and/or special events.

## **Runner**

Shifts can be scheduled between: 11:00am to 2:00am for Showcases; 8:30am to 1:00pm OR 11:30am to 6:30pm for the Education Conference

Requirement: 1 per venue

The job of a runner is not easily defined as their role is to respond to a variety of needs that may arise unexpectedly. Venue Managers may require immediate logistical assistance that requires on- and off-site attention to ensure the event runs smoothly and according to plan. Runners may be required to assist in production-related activities backstage, deliver and retrieve items, provide local area information to Music Nova Scotia staff and touring artists, provide temporary relief to other venue volunteers, and assist in miscellaneous tasks as required.

## **Driver**

Shifts are scheduled between: Transport runs 24 hours/day between Thursday and Sunday. Shifts are generally 8 hours but can be longer or shorter.

Nova Scotia Music Week has become known for its exceptional shuttle service. We hope to keep that reputation this year so we are looking for the best drivers we can find. Drivers must have a valid driver's license, a good driving record and be at least 21 years of age. Duties include picking up and dropping off delegates at the airport, driving delegates to various destinations around the area throughout the conference and running errands. A transportation dispatch desk will be located near registration where volunteers will provide information about the transport schedule, location of the events and places around the area. Volunteers accepting this role may be required to work late-night shifts when delegates are on their way home after showcases and special events. Please be patient with our delegates.

## **DISPATCHER**

Shifts are scheduled between: Transport Dispatch runs 24 hours/day between Thursday and

Sunday. Shifts are generally 8 hours but can be longer or shorter.

Communicating the transport needs between our delegates and our drivers is the important job of the Transport Dispatcher. A transportation dispatch desk will be located near registration where volunteers will convey information about the transport schedule, location of the events, and places around the area. Volunteers accepting this role may be required to work late-night shifts when delegates are on their way home after showcases and special events.