



# VOLUNTEERS HANDBOOK



## **INTRODUCTION**

Generations in Jazz recognize that Volunteers make a valuable and vital contribution to the effective operation of the festival. Generations in Jazz (GIJ) also acknowledges that Volunteering benefits the event, the Volunteers themselves, and the community, as it is their event. This policy is designed to meet the needs of GIJ and its Volunteers and volunteers to ensure positive outcomes for both parties.

Generations in Jazz is committed to providing a positive work environment in which Volunteers feel valued, treated fairly and given recognition for their contribution to the event's success. Generations in Jazz aims to provide an environment that fosters good working relationships at all levels and offers flexible and supportive work practices.

Generations in Jazz is committed to providing Volunteers with working conditions that comply with relevant legislation comparable to industry standards.

The information in the booklet is designed to provide you with essential information to keep you safe, keep our participants safe, assist in the smooth running of the festival and strengthen our partnership with you.

## **ROLE OF THE GENERATIONS IN JAZZ BOARD**

Promoting and maintaining occupational health and safety is primarily the responsibility of the Generations in Jazz Board. It is the responsibility of the Board, Event Director, and Management Committee to establish and implement systems that provide for the health and safety of all persons in the organization. To ensure that these OHS policy and safety procedures are effectively implemented and to support contractors, paid workers and Volunteers and hold them accountable for their specific responsibilities.

## **ROLE OF MANAGEMENT COMMITTEE**

The Board will have primary responsibilities for the implementation of OHS policy and take all practical measures to ensure that:

- The GIJ worksite is safe and without risks to health
- The behaviour of all persons in the organisation is safe and without risk to health
- In implementing these responsibilities, the Board will:
  - Disseminate information about OHS throughout the organisation
  - Encourage regular discussion about OHS issues at Volunteer meetings
  - Maintain a log of accidents and incidents and use this information to help identify risk throughout the organisation.
  - Conduct an annual inspection of health and safety throughout the organisation.

## **ROLE OF VOLUNTEERS**

All Volunteers are required to follow Generations in Jazz OHS policy and safety procedures to ensure their health and safety of others in the organisation, they will:

- Report observed safety hazards to the site manager or event director
- Participate in consultation and training about OHS
- Sign in/out at every shift attended

## **DEFINITION & PRINCIPLE OF “VOLUNTEERING”**

### **Definition**

Volunteering is an activity that always takes place through a not-for-profit organisation or project and is:

- of benefit to the community and the Volunteer
- undertaken of the Volunteers own free will and without coercion
- undertaken for no financial gain
- underpinned by the "Principle of Volunteering."

### **Principles**

- Volunteering benefits the community and the Volunteer
- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals of groups to address human, environmental and social needs
- Volunteering is an activity performed in the not-for-profit sector only (Note: those in the business sector and corporate organisations now also engage in Volunteering for the benefit of non-profit organisations and committees.)
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

## **EQUAL OPPORTUNITY**

Generations in Jazz does not discriminate against sex, age, marital status, pregnancy, parental status, race, national or ethnic origin, disability, religious or political affiliation or union activity, or any other attribute covered in relevant State and Federal anti-discrimination legislation, and which is irrelevant to the person's ability to perform the inherent requirements of the job.

## **VOLUNTEER RESPONSIBILITIES**

It is essential that Volunteers promote a positive image of the Generations in Jazz Festival.

As a Generations in Jazz Volunteer, you understand that you are to:

- Be reliable and arrive on time
- Sign on and off at each shift
- Wear a lanyard and cap to be easily identifiable to patrons
- Notify the team leader/supervisor if you are running late
- Respect confidentiality
- Represent the interest of the event
- Give feedback, communicating relevant important information
- Be accountable and accept evaluation
- Acknowledge decisions made by Board members and contracted staff
- Undertake training and have a good understanding of the event operations
- Address areas of conflict in the appropriate manner
- Ask for support when it is needed

- Undertake voluntary work according to training, policies and practices
- Participate in the cooperative team effort to achieve the goals of the event
- Be willing to accept direction from a supervisor
- Accept the privacy and dignity of patrons, contracting staff, and fellow Volunteers
- Follow the organisation's guidelines for privacy, confidentiality and access and equality
- Maintain a positive, optimistic and non-judgmental attitude
- Not be under the influence of any drug or alcohol whilst undertaking Volunteer responsibilities
- Be accountable for your actions
- Attend Volunteer briefing sessions before the event.
- Be a team player - focus on the tasks at hand and on achieving your crew's goals

Please remember you are part of a TEAM. Working together in a helpful, respectful and cheerful manner will help create positive memories not only for you, your co-Volunteers and staff but also for the public and the performers - without whom there would be no Festival.

### **GJ RESPONSIBILITIES**

- Treat Volunteers with the same rights, respect and responsibilities as a paid employee
- Provide the Volunteers with information about the organisation and its policy on Volunteers
- Provide Volunteers with work that is appropriate to their skills, abilities, availability and individual interests
- Provide Volunteers with the resources, information, training and support they need to do their work
- Provide continuing education on the job as a follow-up to initial training, providing information about new developments
- Provide Volunteers with opportunities to offer feedback and express concerns that arise during their work with GJ
- Provide Volunteers with adequate insurance cover
- Provide Volunteers with a clear outline of their roles, identifying responsibilities and limitations



## **RECRUITMENT**

There are no restrictions on gender or race, but a Volunteer must be over the age of 15 years. They must be accompanied by their legal guardian or have signed an MOU (memorandum of understanding) if they are underage.

The recruitment of Volunteers is at the discretion of the Board.

Generations in Jazz recruit Volunteers for one-off tasks and ongoing work.

**All potential Volunteers are required to complete and return the following documentation:**

- Volunteer (Volunteer) registration form
- Copy of Police or Working with Children Check if requested.

## **ORIENTATION / TRAINING**

Generations in Jazz will provide Volunteers with work appropriate to their skills, abilities and availability. GIJ will ensure that Volunteers receive appropriate training before commencing work with the organisation.

It is the responsibility of the venue manager of each venue to ensure that all Volunteers are:

- Inducted on the venue site
- Aware and understand their role description, code of conduct and rights and responsibilities
- Given the opportunity to provide feedback verbal and written
- Supplied with an official lanyard and Generations in Jazz Volunteer Cap

## **REFRESHMENT**

When working for the event, Volunteers will be given time to access refreshments at no expense to the Volunteer and/or refreshments will be brought to their work venue.

## **CUSTOMER SERVICE**

Whilst Volunteers are on duty and dealing with the public, you need to be aware that you are representing the event and understand that boundaries need to be approached with care.

As a Volunteer, you must always maintain a helpful attitude, as the event patrons are our guests.

## **TEAMWORK**

Volunteers work together towards agreed work objectives and event goals and communicate regularly with one another about progress. They are encouraged to look for ways to improve work methods and to solve problems.

Volunteers are encouraged to support and guide each other, ensure appropriate training and development and recognise each other's results and achievements.

## **COMMMITMENT TO THE WORK OF THE ORGANISATION**

Volunteers should share a commitment to the values and objectives of GIJ. and work within priorities identified by the Board. Volunteers are actively representing GIJ and contribute to the development of the organisation.

## **HARASSMENT**

### **Definition:**

Harassment is unwanted, unwelcome or uninvited behaviour that makes a person feel humiliated, intimidated or offended. The intention with which jokes or any other behaviour are made is irrelevant. It is how another person perceives those comments or behaviour that is important. What one person may think is funny may be considered harassment by another. Harassment may include, but is not limited to:

### **Contact**

Unwelcome physical contact of a sexual or non-sexual nature.

### **Comments**

Verbal comments or jokes that put down or stereotype people.

### **Media**

Display of or distribution of material that is racist, sexist, sexually explicit or homophobic.

### **Questions**

Persistent questions or probing about a person's private life, offensive phone calls, text messages or letters.

### **Discrimination**

Discrimination occurs when someone, or a group, are treated less favourably than another person or group.

This could be because of:

- Race, colour, nationality or ethnic origin
- Gender
- Sexual preference
- Pregnancy or marital status
- Age
- Disability
- Religion

### **What to do if this happens to you:**

- Talk to the person responsible for this behaviour, as they may be unaware that it makes you feel uncomfortable.
- If you feel uncomfortable doing this or the person does not think this is a serious issue, report it to the Site Manager or Event Director, who will investigate your allegations and deal with it accordingly.
- If for any reason you feel that your outcome was not appropriate or just, the incident can be reported to the police.

Nonetheless, discrimination and harassment should not be confused with legitimate feedback, even that of a constructive nature, by event staff.

Eliminating harassment does not eliminate fun. It just makes it fun for everyone.



## **GRIEVANCE POLICY/PROCEDURE**

Volunteers have the right to complain or raise any issues affecting their role/task while working for Generations in Jazz. Any issues/complaints will be dealt with in a confidential and non-biased manner.

Grievances and outcomes will be recorded, and a copy will be given to the appropriate individuals.

### **Responsibilities for a Volunteer:**

- the issue/complaint is not built or based on personal judgements, personal bias
- they should not discuss the matter with any other employees, Volunteers, performers or patrons
- they must be prepared to take part in discussions/negotiations to guarantee an acceptable and agreeable outcome for all parties involved

### **Procedure**

- the Volunteer should go directly to the Site Manager or Event Director to discuss the situation as well as a proposed solution to the situation
- the Event Director will need to talk with the third party involved to get their opinion/view on the dispute, only then can they organise a meeting between both parties to discuss/mediate a solution to the dispute
- eviction or dismissal of a Volunteer may occur if a breach of these policies and procedures has been identified, i.e.
  - By misusing the session pass to benefit themselves, family or friends
  - If they are found breaching the confidentiality policy
  - Giving misleading advice or instruction to clients, performers or other Volunteers
  - Stealing from performers, other Volunteers, public or festival patrons

## **OCCUPATIONAL HEALTH AND SAFETY**

Generations in Jazz is committed to providing a safe and risk-free workplace and commits itself to providing this to its Board members, Volunteers, contractors and patrons. As far as is practicable, Generations in Jazz will eliminate, minimise, or control risks to the health and safety of its staff, students, parents, Volunteers and visitors.

Generations in Jazz will make resources available to comply with relevant Acts and Regulations associated with occupational health and safety and to ensure that the events at many venues/workplaces are safe and without health risk.

Generations in Jazz will implement this policy commitment by:

- Taking steps to enhance occupational health and safety on a continuous improvement basis
- Consulting contractors and Volunteers
- training contracted staff in OHS management
- Displaying appropriate safety notices
- Identifying safety procedures

## **SIGN IN/OUT**

On arrival at the festival site, you are asked to sign in. By signing in, we know that you are a person we must account for in an emergency and that your shift/position is filled.

You will be issued a Volunteer's lanyard and ID number as part of your induction. Always wear your Generations identity lanyard whilst carrying out your Volunteer work for the festival.

## **FIRST AID**

Medical assistance is available at the Festival First Aid tent close to the Festival Office.

All medical emergencies should be referred there to determine the course of action. If you are not near the Festival Information centre, please find the nearest Security person, and they will contact the medical staff. Calls for an ambulance are only made by First Aid personnel or Communication/Radio staff unless death or serious injury is imminent.

## **EMERGENCY EVACUATION**

In any situation involving danger, we count on you to be calm. Be aware of what is going on around you. Listen to your Coordinators for instructions and direction.

**Minor Evacuation** - If a minor evacuation is required, an announcement will be made over the radio network to your Coordinators. Security personnel will cordon off the affected area, and general evacuation of the public will not be required.

**Major Evacuation** - If a major evacuation is required, there will be an announcement from the Main Stage or other public announcement venue. All Volunteers should remain calm, cool, collected, and proceed to the nearest assembly Point. These locations will be communicated to you closer to the event.



## **POLICE/WORKING WITH CHILDREN CHECK**

The Police Check / Working with Children Check plays an important part in safeguarding children involved in Generations in Jazz and providing a child-safe and child-friendly environment.

Generations in Jazz can request that a Volunteer have a Police Check or Working with Children Check. It must be viewed by Generations in Jazz Volunteer Coordinator before the commencement of your Volunteer duties.

## **PRIVACY**

All staff, Volunteers and contractors are bound by the Generations in Jazz Festival Privacy Policy. Generations in Jazz protects the privacy and confidentiality of individuals by ensuring that all records and information about staff, Volunteers, contractors, participating schools, and other members of the festival is kept securely and accessed by (and disclosed to) only those people who need the information to fulfil their responsibilities at the festival or have a legal right to know.

During your volunteering work at the festival, you may need to know some personal information (such as names and contact numbers) to fulfil your role. Please remember that, as a Volunteer, you are bound to protect the privacy and confidentiality of others and must not relate personal information to others unless required by the express direction of Generations in Jazz.

Generations in Jazz respects your privacy and any information gathered about you will be stored appropriately and treated in accordance with the Australian Privacy Principles.

## **DESCRIPTION OF KEY VOLUNTEER ROLES**

There are many positions available during the event, so be sure to let us know your field of expertise or interest in your registration. However, please note that your application/registration does not necessarily guarantee you a position and/or your first preference.

### **STAGE MANAGER**

Do you have stage management skills? Are you organised and efficient? Have you got a 'can do' attitude?

The Stage Management position involves assisting with running an on-time stage program, meeting and greeting artists, ensuring the smooth operation of the venue, reporting any issues or hazards and maintaining a clean and functional work area.

Previous experience in Stage Management is preferable.

#### **Notes:**

- As a Stage Manager for the Generations in Jazz Festival, you are essentially given the responsibility of one of the performance venues. You will oversee all operations in the venue for the duration of the Stage Band and Vocal Ensemble Awards.
- You will ensure the setup of the physical stage area for each individual ensemble and coordinate access to and from holding rooms. (These tasks may be delegated to Volunteers within each venue)
- While the ensemble is in the green room, the Stage Manager will meet with the participating school's Music Director to get a basic concept of how they would like their ensemble to be set on stage. For smooth flow between groups they may suggest alternatives to set up due to time constraints.

- Once the Stage Manager has a good idea of what the ensemble director wants and how the show is to progress, the manager delegates tasks to other stage hands e.g. percussion set up, chairs and stand placements.
- Time management is an essential part of the smooth flow.
- Stage Managers need to ensure allocated times are respected. This may require firm conversations around set up with the directors and their staff to ensure their time allocation is within the guidelines and doesn't impact other ensembles.



## STAGE CREW

Under the direction of the Stage Manager, the role of the Stage Crew is to set the stage with chairs, stands and equipment for each band, according to a detailed stage plan and request of individual ensembles.

The Stage Crew position is an everything-to-everybody position, making the member an integral part of the team. It is an entry-level position used to train persons with little or no experience while also introducing them to the backstage world of Generations in Jazz.

## **GREEN ROOM/WARMUP ROOM**

Have you worked the door of a club? Are you able to make good decisions under pressure? Assertive but friendly Volunteers are needed in this area to ensure that only those with proper credentials are allowed access.

The Green Room and Warm Up Room are reserved places for performers and ensembles to tune up, relax and gather prior to their performance on stage. It is important that Volunteers in these areas have strong customer service skills, are hospitality oriented and be able to solve problems.

## **FRONT OF HOUSE SUPERVISOR**

- Front of House (FOH) is responsible for door control and the audience side of the venue e.g. keeping audience seating tidy and any issues with patrons. Will work closely with Radio Controller and Stage Manager, FOH controls all things audience side of the pavilion.
- Support and relieve Door Staff as necessary.
- Lunch and refreshment distribution will be your responsibility, when the catering crew drop off food/drinks you will be their point of contact, morning tea and snacks will already be in the venue at the start of day, please make sure all workers at your pavilion are catered for.

## **WARM UP SUPERVISOR**

- As Warm Up Supervisor you are responsible for overseeing the Warm Up Room, ensuring schools arrive on time and follow the required time limits.
- Oversee the smooth flow of schools from warmup room to green room.
- Director of each band should present themselves and band to warmup supervisor at their allocated time.
- It is very important that the times allocated for bands are adhered to for smooth and timely running of the day, if a band arrives late to warmup room their warmup time is adjusted accordingly.
- Ensure that once warmup is completed, the band removes all items from the warmup room to move onto Green room.



## GREEN ROOM SUPERVISOR

- Responsible for smooth flow of schools from the green room and then onto stage.
- Music charts may be passed to the supervisor, these need to be passed on to scribe/adjudicator via Stage manager.
- While waiting in Green Room, find out if seating needs to be rearranged eg how many players in sax, trombone and trumpet sections, let the stage manager know. This will assist in set up.
- Check that band going onstage are in order to facilitate set up.
- Bands are allowed 5 minutes setup time, compere will introduce them during this time.
- As they start to play, your next band is usually at door wanting to enter Green Room.
- Be mindful students can be very excited and loud, teachers may or may not be experienced in performing, so proper Green Room etiquette may need to be reminded.

## SCRIBE / ADJUDICATOR ASSISTANT

For this position, we are looking for people who are meticulously organised, efficient, patient and have fantastic verbal and written skills, an ability to sight-read music is an advantage.

Each guest adjudicator will be allocated a scribe for the Stage Band and Vocal Ensemble. The scribe is to assist the adjudicator and will assist with recording the result and comments made by the adjudicator.

### Note:

- Check that the adjudicators sign all score sheets
- Turn sheet music as required by the adjudicator. Sight ability to read music an advantage.
- Complete the compilation of the scores sheet for each school.
- All sheet music to be handed back to the stage manager at the completion of each performance to be returned to school before leaving venue.
- At the completion of adjudication, it is the Scribes responsibility to take charge of the plastic box containing recordings, results and all paperwork directly to the festival office.



## COMPERE/MC

Are you confident and lively? Do you love to entertain and excite the crowd? Are you prepared to get to know the ins and out of the Festival program? Have you got experience in MC'ing?

We are looking for some full of life super stars to get up on stage and MC! In this role you will be required to introduce/back announce bands, provide announcements to audiences including safety announcements and customer service announcements, as required. You will also be required to help keep the stages organised by ensuring unnecessary people are not on or around the immediate stage areas and assist crew with equipment as required.

### Notes:

- Must be comfortable with public speaking and use of microphone.
- Introduction notes for each band will be handed to the MC/Compere prior to each schools' performance.
- Announcement of each band/vocal ensemble is to take place while the band/ensemble is setting up on stage.



## DOOR STAFF

Our Door Staff are the friendly, happy faces welcoming festival patrons at different venues located throughout the Generations in Jazz site.

### Notes:

- Check all patron before to entry for appropriate ticketing
- Doors to remain closed when the band is playing – this applies to the 3 charts played per section
- Door to be opened when the band finishes - if possible, one door for exit and one for entry is ideal. Please ask patrons to move as quickly as possible.
- Friendly, approachable person with good communication skills.



## FESTIVAL OFFICE

Do you love Volunteering people, possess excellent customer service skills and have a friendly and welcoming nature? Why not join the Customer Service team in the Festival Office?

There are a variety of tasks that happen in the Festival Office over the weekend such as managing school/artist related enquiries, site information to lost and found, issuing Festival Programs, providing information and directions, Volunteering patrons with accessibility needs, and ensuring that festival patrons are having a good time.

### Notes:

- Handles everything school/artist related, from check-in, site information to lost and found.
- Back stage & green room assistance, and problem solving solutions.
- Patience and public relations skills are a must.
- Volunteers should be able to deal with high-stress environments.

## **VOLUNTEER HQ**

Are you great with people? Can you work quickly and confidently on a computer? Are you a quick learner and a great communicator? Then come and join the Volunteer HQ team!

This role involves various tasks, including signing on Volunteers, issuing festival accreditation, controlling stock of safety equipment and other supplies to Volunteers, monitoring and responding to any non-attendance and assisting with Volunteer hospitality if required.

The ability to communicate effectively, with good computer skills, good customer service skills, be well-organised, friendly, honest and reliable is an essential requirement!

### **Notes:**

- Check-in all Volunteers
- Induct Volunteers on shift processes and responsibilities
- Notify the Volunteer Coordinator of unfilled shifts
- Ability to use a laptop and/or tablet device is required for this position
- Communicate messages between various festival staff and locations
- Provide refreshments to Volunteers at various stations
- Manage the phone charging station

## **BOX OFFICE**

Box Office Attendants will be required for the duration of the festival and will be located at the Ticket Office. Those assigned to the Box Office will sell festival tickets and must have experience in handling cash as well as operating an EFTPOS machine.

### **Notes:**

- Being confident in using a computer and possessing excellent customer service skills is essential to this role as you will also be required to provide information to patrons and deal with festival related enquiries.
- Volunteers on this crew should also be prepared to work in a fast-paced environment (during peak line-up times) and work calmly under pressure



## **CONCIERGE / CUSTOMER SERVICE / INFORMATION ASSISTANT**

Do you love Volunteering with people? Why not join the Generations in Jazz Festival as a Customer Service Assistant?

This position forms part of the customer service team and provides friendly and efficient support to festival patrons as they enter the festival to ensure that they have a quality festival experience and return again year after year. This crew answers general questions about the festival and the site in general.

As a Customer Service Assistant, you will be clearly identified with a vest during your time on duty. Why not get a friend to form part of this mobile team and spend the day outside around the festival site talking with patrons and assisting with any questions?

### **Notes:**

- This position is best suited to those persons who have previously been involved with Generations in Jazz who have a sound knowledge of the venues and event.
- Several Volunteers will fill this position and will either be roaming around venues and/or stationary in busy, central areas as needed.
- Must be willing to gain accurate knowledge of the festival program, venue details, location of amenities, festival band line up and emergency procedures
- Must be approachable and able to deal with high levels of communication

## **TRAFFIC, TRANSPORT & PARKING ROLES**

Are you self-motivated, flexible, willing and capable of working on your own? Are you a great communicator with awesome problem solving skills?

Our Traffic, Transport and Parking Team are the quiet achievers behind the scenes who ensure the smooth flow of traffic and transport services during the festival. Their tasks include marshalling at the festival bus stops, manning car parks, monitoring transport and parking services, capture transport and parking data, problem solving issues, and assisting patrons as required.

### **CAR PARKING USHER**

- Public car parking
- Assisting orderly parking, arriving and leaving in designated public car parking areas
- Must be quick and agile and have a high level of physical ability
- Must have good time management skills and ability to work under pressure



## BUS PARKING CONTROL

- School Bus Parking
- Assisting orderly parking, arriving and leaving in designated bus parking areas.



## VENUE USHER

- Crowd control and assist patrons to seating/leaving event venues
- Keep access ways clear
- Maintain seating areas
- Monitor crowd for blocking access ways, smoking and disorderly conduct. Alert security if necessary.
- Usually only required for large concerts e.g Saturday night/Sunday afternoon.

## INSTRUMENT TRANSPORT

- Responsible for the transport of larger instruments from school buses to venues for school performances
- Instrument transport will be required throughout the day
- Vans and Small trucks will be used to transfer larger instruments e.g. Double Bass's & Vibraphone between venues
- Ability to lift and move large items safely
- Awareness of OHS/Risk Management when dealing with heavy awkward items.

## STUDENT MOVEMENT

Directing 4000+ students is an immense task. Our Student Movement crew takes great pride in being able to direct staff and students in and out of the main pavilion with professionalism and competency.

It is your role to ensure smooth foot traffic control and assist pedestrians and patrons who are crossing roads returning to bus parking. Volunteers interested in the Student Movement crew should be assertive and have a good general knowledge of the festival.

### Notes:

- Excellent people skills, powers of observation and a friendly, welcoming attitude are a must!



## **SITE SET UP (MONDAY-FRIDAY OPTIONS)**

The site build happens over the 5 days leading up to the festival, and we need to ensure enough hands on deck to create a safe, clean and beautiful festival site.

You will be part of a great team, doing anything from loading in equipment, securing fencing, assisting with the build and erecting stages, painting and keeping the site clean.

Your role is to morph farmland into a thriving festival space.

### **Notes:**

- Assist contract workers with venue set up and pack up, including:
- Assemble stages, Set up backdrops, Setup chairs
- Pick up gear from storage locations Put up sponsors signs up
- Put-up programs at venues on Sandwich boards Setup tea and coffee
- Setup tables for Sound persons Setup small tents
- Setup traffic, parking barriers signage
- Awareness of OHS/Risk Management when dealing with awkward items.
- Or has requested by Site Manager

## **SITE PACK DOWN (SUNDAY/MONDAY/TUESDAY)**

### **Notes:**

- Remove stages
- Remove backdrops
- Stack chairs
- Transport festival gear to storage
- Or as requested by Site Manager





**Thank you for Volunteering!**  
**You are a vital part of the Generations  
Community**

