



FAQs for Volunteers

What is NextGen City Jam?

The NextGen City Jam concert is an opportunity that encourages Edmontonians to volunteer in our great city! Whether you are volunteering for the first time, or are a long-time volunteer, this concert is a way to show appreciation for your time and efforts. The concept is simple: volunteer a minimum of 10 hours between July 1, 2017 and November 30, 2017, and snag a ticket to a fantastic event!

Who is Edmonton's NextGen?

We're a group of volunteers working together to create a city that attracts and gives voice to the next generation by connecting people, places, communities, and ideas. We aim to:

- *Create and sustain a network of engaged citizens, ages 18 to 40,*
- *Provide a platform for the sharing and advancement of new and emerging ideas,*
- *Give voice to the interests and perspectives of a diverse demographic, and*
- *Serve as a conduit between the next generation and the City of Edmonton, including administration and city council.*

For more about what we do, visit our website at edmontonnextgen.ca

Why are we hosting the NextGen City Jam?

We want to celebrate volunteerism in Edmonton and encourage young Edmontonians to get involved in their community.

Why should I volunteer?

Volunteering is a fantastic opportunity to make new connections and build relationships. It's also a way to use and develop professional skills while giving back to your community.

Who will be performing at the NextGen City Jam?

More information will be available soon! We promise that the line-up will be well worth your time.

How can I get a ticket to attend the NextGen City Jam?

By completing a minimum of 10 volunteer hours with an Edmonton organization with a formal volunteer program, you will be eligible to receive a ticket to the event. More information about submitting your volunteer hours is available at edmontonnextgen.ca/cityjam



Can I buy tickets to the NextGen City Jam?

No, tickets are not available for purchase. The only way you can earn a ticket is by completing 10 qualifying volunteer hours with a formal volunteer program. More information is available at edmontonnextgen.ca/cityjam

How many hours do I have to volunteer to receive a ticket to the concert?

A minimum of 10 qualifying hours at one or several organizations with a formal volunteer program is required.

How do I submit my volunteer hours?

Submit your volunteer hours through the registration form at edmontonnextgen.ca/cityjam. For more detailed information, please review the NextGen City Jam instructions page.

Do I have to submit my hours online?

If you are unable to submit your hours through our online application form, please contact nextgen@edmonton.ca

How will NextGen verify volunteer hours?

Once a volunteer has successfully submitted their form online at edmontonnextgen.ca/cityjam our selection committee will be going through our verification process. We will be contacting local volunteer coordinators at random to confirm what you've included in your application form.

What is a formal volunteer program?

'Formal volunteer programs' are offered through established community organizations or municipalities (i.e. the City of Edmonton, Edmonton's Food Bank). Formal volunteer programs are typically managed by a Volunteer Coordinator and there are clearly defined roles and responsibilities for volunteers.

What volunteer opportunities do not qualify for the NextGen City Jam concert?

Edmontonians are passionate about giving their time to causes they care about. Although there are many different ways to volunteer, we are limiting eligible volunteer hours to those completed through formal volunteer programs at local non-profit organizations or through the City of Edmonton. The following volunteer opportunities **do not** qualify for the NextGen City Jam concert:

- **Political activities.** This includes volunteering at a political campaign office.
- **Religious activities.** This includes the distribution of religious materials or assisting at a religious institution.



- **Informal volunteer activities.** This includes helpful activities like offering to walk your friend's dog or to shovel your neighbor's sidewalk.
- **Volunteer opportunities outside of Edmonton.** This includes volunteer opportunities in Sherwood Park, St. Albert, and rural Alberta

If you have questions about a particular volunteer opportunity, get in touch by emailing nextgen@edmonton.ca

Who can come to the NextGen City Jam? Is there an age restriction?

This is an 18+ event. Although NextGen primarily works with individuals aged 18-40, as long as you are over 18, you are welcome to join in on the fun!

How many tickets are available?

There are 400 tickets available.

What will happen if there are more qualifying volunteers than tickets available?

Tickets will be issued on a first come first served basis. In the event that we have more qualifying volunteers than tickets available, eligible volunteers may place their name on a waiting list.

What happens if I volunteer more than 10 hours?

That's amazing! Although you're doing some fantastic work, preference will **not** be given to volunteers who go above and beyond their 10 hour commitment.

How will tickets be distributed to volunteers?

Volunteers who qualify for a ticket to the NextGen City Jam will be notified by email. There will be designated ticket pick-up locations and will call available on the day of the event. More information will be released in November.

Where can I get more information about how and where to volunteer in Edmonton?

There are a few fantastic resources available for finding volunteer opportunities in your community. Some options include: Go Volunteer Edmonton, Edmonton Chamber of Voluntary Organizations, and Charity Village. NextGen will also be featuring volunteer opportunities in Edmonton throughout the summer. Stay up to date by following us on twitter, liking us on Facebook or signing up for the weekly NextGen Newsletter.



Can I volunteer at the NextGen City Jam concert?

Sorry! We are not looking for volunteers to help out at the concert. If you're interested in other volunteer opportunities with NextGen, more information is available at edmontonnextgen.ca or by emailing nextgen@edmonton.ca

I had the best time volunteering! How can I share my story?

Our team will be following along on social media so snap a selfie and share your volunteer experience using the hashtag #nextgencityjam. Don't forget to tag Edmonton's NextGen on Facebook, @edmnextgen on Twitter, or @edmnextgen on Instagram.

Where can I find information about the times of the event, parking, transportation, etc.?

The event will be held at The Needle at 10524 Jasper Ave. More information can be found at [The Needle's website](http://TheNeedle.ca) or at edmontonnextgen.ca/cityjam.

How is seating assigned at the NextGen City Jam?

There is no assigned seating at the venue. The Needle is a general admission venue and is primarily standing room only.

What accommodations are available for people who require wheelchair seating?

Please contact nextgen@edmonton.ca for more information.

Who should I contact if I need more information about NextGen City Jam concert?

Feel free to email us at nextgen@edmonton.ca or connect with us on [Facebook](https://www.facebook.com/nextgen.ca).