

## Volunteer Policies and Procedures

BY REGISTERING TO VOLUNTEER WITH INSIDE OUT, YOU AGREE THAT YOU HAVE READ THESE POLICIES AND PROCEDURES AND WILL ADHERE TO THEM FOR THE TERM OF YOUR VOLUNTEER COMMITMENT. (Thanks. It's actually pretty easy.)

### SIGN-UP PROCESS

1. NEW Volunteer sign-ups for 2018 are open. All volunteers new to our Festival are asked to attend an Orientation Session. These take place at the 519 Community Centre, 519 Church Street, from 2:30-4:30 on the following dates:  
Saturday April 28  
Saturday May 5  
Sunday May 6  
If you would like to attend an orientation session, please visit <https://www.insideout.ca/get-involved/volunteer> or email [volunteer@insideout.ca](mailto:volunteer@insideout.ca) for instructions on how to sign up.
2. Shift sign-ups take place on-line. You will be given access to sign up for shifts after you attend an Orientation session.
3. You must sign up for a minimum of three shifts.
4. Do *not* sign up to volunteer for shift times that include films you want to see. Volunteers on shifts do not sit in on films that are screening.
5. Please only sign up for shifts you can commit to.
6. Keep in mind that you will get a ticket-voucher at the end of each volunteer shift.
7. If you have any questions about specific volunteer roles before signing up, read the description of Volunteer Roles (on Volunteer Webpage) or contact Steen Starr ([volunteer@insideout.ca](mailto:volunteer@insideout.ca)).
8. If you need to cancel a shift you must do so **48 hours** prior to the start of the shift. If you are cancelling less than 48 hours before your shift, you **MUST** contact Steen Starr at [volunteer@insideout.ca](mailto:volunteer@insideout.ca).

### SCREENING VOUCHERS

- After you have finished your shift you will receive a voucher that can be exchanged at the Box Office for a ticket to a regular screening. The Box Office is located at the TIFF Bell LightBox Box Office. 1 voucher = 1 regular screening; 2 vouchers = 1 Gala screening (dependent on availability)
- If you are volunteering over closing weekend, June 1-3, you will receive either: a regular voucher; an Inside Out voucher in advance of your shift, a voucher for one of Inside Out's More-Play screenings, or a voucher for any regular programming at TIFF. **Please indicate your preference when you fill in the registration form.** You can also indicate your preferences on your Profile tab in Volgistics. If you do not indicate a preference you will be given a regular voucher.
- One voucher is earned for every shift of 6 hours or less. Two vouchers are earned for every shift over six hours.

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## **CONDUCT POLICIES**

- **Punctuality** – **Do not** be late – all volunteers should be at the venue and **ready to start** for the beginning of your shift. (If you need to change into your t-shirt, have a snack or go to the washroom beforehand, please arrive in time to do so).
- **Alcohol** – **Do not** consume alcohol or other substances during your shift – volunteers should behave in a professional manner at all times while on duty.
- **Cooperation** – Volunteering is a team effort! Work together with other volunteers on your shift to get things done and remember when you are on shift you are accountable to the Volunteer Captain on duty as well as the Front of House staff or event organizers.
- **Accessibility** – Inside Out strives to be a fully accessible festival. Familiarize yourself with accessibility options and accommodations at each venue where you volunteer, and do your best to solve accessibility issues that arise. Alert Front of House staff or Event Organizers to any concerns.
- **Media** – **Do not** make official comments to the media – direct all media inquiries to the FOH staff, who will direct them to the appropriate Inside Out staff members.
- **Social Media** – **Refrain** from making critical or negative comments about film programming on any social media channels while you are a volunteer. As a volunteer you represent the Festival and are a host to our industry guests, filmmakers, other artists and audience members.  
– **DO** connect with us!  
Facebook: [@InsideOutFilmFestival](#)  
Instagram: [@InsideOutFestival](#)  
Twitter: [@InsideOutTO](#) Festival hashtag is #InsideOut18
- **Cellphones** – Limit your cellphone use to times when your shift is quiet. If you are seen to be using your cellphone when there are tasks to be done you will be asked to put it away. If this is repeatedly a problem you will be asked to leave your shift.
- **Gifts** – **Do not** accept gifts from Festival patrons (such as tips). Inside Out has a No Gift policy. Please be respectful of this and our patrons.
- **Respect** – **Do not** engage in inappropriate behavior with guests during your shift
- **Parties** – All party volunteers must be at least 19 years of age.
- **FUN** – Please **DO** have fun and treat everyone with respect. Our outstanding volunteers are the face of Inside Out during the Festival!
- **Help** – If you need assistance for any reason reach out to the Volunteer Captain on duty, or to Front-of-House staff, or Event Organizers on duty, or contact **Steen Starr** ([volunteer@insideout.ca](mailto:volunteer@insideout.ca)) or **Jayne Schneider** ([festival@insideout.ca](mailto:festival@insideout.ca)) 416.977.6847, xt 30.

## **VOLUNTEER T-SHIRTS**

- Pick up your t-shirt before your first shift. Tees can be picked up at the Guest Relations Desk at the TIFF Bell LightBox any day beginning May 24, 2018 when the desk will be open by 5:00pm. On following days, this desk will be open at 4:15 (for volunteers) on weekdays and 11:30 on weekends. The earlier in the Festival you come, the better chance you have of getting the right size. Everyone gets one t-shirt and must sign for it when it is received.
- If you are working the Opening VIP Reception, your t-shirt will be provided for you there.
- Wear your t-shirt to every shift or you will be given a back-up that may not be the right size.
- Do not cut or alter your shirt until after the Festival, and look clean and tidy while volunteering.
- Only wear your volunteer t-shirt while on shift until after the Festival.

**NOTE: Failure to adhere to any of the above policies will result in a volunteer being sent home and any future shifts being canceled.**

**Please be aware...**

- Different volunteer roles have different requirements. If you have any questions about your role, please check in with the Volunteer Captain on duty or contact Steen Starr at [volunteer@insideout.ca](mailto:volunteer@insideout.ca).
- Most shifts are 4-7 hours and include short breaks, but you won't have time for a full lunch or dinner break so make sure you eat before coming.
- Front of House shifts and some Party shifts can involve some work outside, so bring (or wear) appropriate clothing. Layers are a good idea!
- Please have fun and treat everyone with respect. Our outstanding volunteers are the face of Inside Out during the Festival. Continue making us proud!

If anyone gives you trouble or you need to talk about a developing situation please check in with the front-of-house staff, with the Volunteer Captain on duty, or contact or **Steen Starr** ([volunteer@insideout.ca](mailto:volunteer@insideout.ca)) or **Jayne Schneider** ([festival@insideout.ca](mailto:festival@insideout.ca)) 416.977.6847 ext. 30.

**REFERENCE LETTERS** – If you require a reference letter for your volunteer time you must submit your request by **June 8, 2018**.

