

## 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 Orientations for 2019 will take place in early May. All volunteers new to our Festival are asked to attend an Orientation Session. These take place at 401 Richmond St. West in the MPB room found on the 4<sup>th</sup> floor. Fill out a Volunteer registration form by clicking on [here](#). **If you are volunteering for other festivals in Toronto, please use the same email for all festivals.** By registering you are agreeing to abide by Inside Out Volunteer Policies & Procedures. These will be covered in the Orientation sessions. Sign up instructions will also be included on this page.
2. Sign-ups for Festival shifts 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 shifts that include films you want to see. Volunteers on shifts do not sit in on films that are screening.
5. Only sign up for shifts you can commit to.
6. You can sign up for back-to-back shifts but if these overlap you will need to request the Volunteer Coordinator sign you up ([volunteers@insideout.ca](mailto:volunteers@insideout.ca)).
7. You will get a ticket-voucher at the end of each volunteer shift.
8. If you have any questions about volunteer roles before signing up, read the description of Volunteer Roles (on Volunteer Webpage) or contact [volunteers@insideout.ca](mailto:volunteers@insideout.ca).
9. Shift cancellations must take place **48 hours** prior to the start of the shift. If you are cancelling less than 48 hours before your shift, you **MUST** contact [volunteers@insideout.ca](mailto:volunteers@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 TIFF Bell LightBox.  
1 voucher = 1 regular screening  
2 vouchers = 1 Gala screening (dependent on availability)
- If you are volunteering over closing weekend, May 31-June 2, you will have a choice of alternative vouchers. **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.

### 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.
- **Drugs** – The use of recreational drugs including Cannabis is **prohibited** while on duty.

- **Cooperation** – Volunteering is a team effort! Work together with other volunteers on your shift 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 comments to the media – direct all media inquiries to 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 #InsideOut19

- **Cellphones** – Limit your cellphone use to times when your shift is quiet. If you are seen 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 or other volunteers 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 [volunteers@insideout.ca](mailto:volunteers@insideout.ca).

### **VOLUNTEER T-SHIRTS**

- Pick up your t-shirt before your first shift. Tees can be picked up beginning May 23 (opening day) at a pre-determined desk, likely at the TIFF Bell LightBox. Check back to our Volunteer Webpage for updates. 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 **[volunteers@insideout.ca](mailto:volunteers@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 [volunteers@insideout.ca](mailto:volunteers@insideout.ca).

**REFERENCE LETTERS** – If you require a reference letter for your volunteer time you must submit your request by **June 4, 2019**.

