



VOLUNTEER HAND BOOK 2019

20TH
CALGARY
INTERNATIONAL
FILM FESTIVAL

presented by **ATB**

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VOLUNTEER & FESTIVAL KEY DATES

For the most up to date info, and for details on the events listed, please check our website.

The 2019 Calgary International Film Festival runs September 18-29

August 1	Volunteer Orientation (see below for details)
August 17	Volunteer Orientation (see below for details)
August 21	Volunteer schedule goes live
August 23	Festival Launch (tickets on sale)
September 5	Trailer Party
September 16	Festival HQ opens and perk pick up begins
September 18	Opening Gala (festival begins)
September 19	Globe Cinema opens
September 20	Eau Claire opens
September 29	Festival Ends
September 30	Strike Day
October 9	Volunteer Party

Volunteer Orientation

All new volunteers **must** attend one orientation, and returning volunteers are strongly encouraged to attend as well. To indicate you are attending orientation, please sign up to the shift labeled 'Orientation' on Galaxy.

Orientation is only open to volunteers who have already registered through Galaxy.

If you cannot make one of the listed orientation dates, please contact the volunteer team.

All volunteers attending orientation will receive an additional general admission coupon in their perk package!

VOLUNTEER TEAM

Your volunteer team for the 2019 Calgary International Film Festival



Jessy Rajan

Volunteer Coordinator, volunteer@calgaryfilm.com

A warm welcome to all our new and returning volunteers! My name is Jessie Rajan, I'm brand-new to the Calgary International Film Festival and to Calgary, itself. While new to the scene, rest assured, I am a long-time appreciator and consumer of the arts and am excited to be working with so many volunteers that bring their passion to make this festival come to life. We want to make sure our volunteers have the best experience possible so, connect with me, introduce yourself, if we don't get the chance to meet, and tell me how we can make this 20th anniversary season the most fun yet!



Katherine Penhale

Operations Manager, katherine@calgaryfilm.com

Hi there! My name is Katherine and this is my fourth year with Calgary Film. I've come to know many of you amazing volunteers well, and I look forward to seeing both new and familiar faces this year!

GETTING IN TOUCH

Volunteer Line

If you're going to be late for your shift or there is an unforeseen emergency and you cannot make your shift, you must call the volunteer line.

Volunteer line number was not available at the time of print, please check calgaryfilm.com/volunteer for updates on contact information.

Volunteer Contact Info

- Off Season/Pre-Festival Operations & Volunteer Line: 587-393-3733
- Volunteer Coordinator: Jessy Rajan- volunteer@calgaryfilm.com
- Operations Manager: Katherine Penhale - katherine@calgaryfilm.com
- Volunteer Webpage: www.calgaryfilm.galaxydigital.com

General

- Calgary Film Festival Office: 403-283-1490
- Festival Headquarters: *not available at the time of print*
- Eau Claire Market Security: 403-612-1590
- URGENT Volunteer Calls only: 403-861-7707
- Please call 911 in an emergency

VENUES

Festival HQ

Eau Claire Market: **Exact location TBD**

- Volunteer HQ
 - Perk Pick Up
 - Volunteer info desk
- Transport
- Guest relations
- Ballot Crew
- Dynamics Crew

For parking information-
eauclairemarket.com/parking.asp

Festival Box Office

Eau Claire Market, Main Level

- Main festival box office

Eau Claire Cineplex

Eau Claire Market: 200 Barclay Parade SW (2nd Level)

- Screenings
- Venue crew

National Music Centre

850 4 Street SE

- Special Screenings
- Co-presentation with Calgary Opera

Globe Cinema

617 8 Avenue SW

- Screenings
- Venue crew

Jack Singer Concert Hall

205 8 Avenue SE

- Opening Gala

Calgary Central Library

800 3 St SE

- Retrospective Series

More venues may be added. Keep up to date by visiting www.calgaryfilm.com

VOLUNTEER HQ

Volunteer HQ is where volunteers can come to pick up perks, talk to the volunteer team, take a break after their shift and some crews work out of this space. Volunteer HQ is NOT in the same location, location of Volunteer HQ will be confirmed closer to the festival.

HQ will be in Eau Claire but the exact location and hours will be confirmed closer to the time of the festival, please ensure you keep an eye on your emails for updates.

BOX OFFICE

For detailed information about box office and ticketing, please go to calgaryfilm.com/attend/faqs. Tickets can be purchased online, over the phone or at our main festival box office.

Location

200 Barclay Parade SW, Main Level

Contact

- Phone- not available at time of print
- Email- boxoffice@calgaryfilm.com

Tickets

Ticket prices vary by series and event. For detailed info, head to calgaryfilm2019.eventive.org. Single tickets (student and senior discounts available):

VOLUNTEERING WITH CALGARY FILM

Getting Started

Registration

If you are a new Calgary Film volunteer, please register with Galaxy (calgaryfilm.galaxydigital.com). Galaxy is our online scheduler, and how we communicate with our volunteers.

If you have previously volunteered with us, you have already received an email with a link to update your password, which will allow you to access your account. Ensure you fill out all the required profile information, as filling out the required fields is how we know you're planning on volunteering this year! For more guidance on how to fill out this information, [check out this article](#).

Crews

There is a wide range of opportunities for volunteers at Calgary Film, spanning across all of our departments. We divide that work into crews to help volunteers find ways to contribute that best match their interests and skill sets.

You must be a member of a crew for that crew's shifts to appear in your calendar. When you first register as a volunteer with Calgary Film on Galaxy, you are asked to indicate the top 3 crews you would prefer to be in, some of which we will automatically add you to such as venue crew, and some of which require additional application.

If you indicate interest in a crew that requires additional application, our volunteer program will contact you separately about next steps.

[Check here for more info on crews.](#)

Scheduling Shifts

1. Log in to your Galaxy account
2. On the left hand side of the page, click 'Shifts'
3. This page lists all the available shifts on your crews. To sign up for a shift, click 'View Details' on the shift that you would like sign up for
4. On the shift page, click 'Respond' in the upper right hand side of the page
5. You will receive a notification if you have successfully registered for the shift

Cancelling Shifts

Our dependable volunteers show up on time for their shifts and play an important role in the smooth operation of the Festival. We ask you to commit to shifts you have confirmed on your Galaxy calendar. If an unavoidable conflict arises during a time you are scheduled to work and you must cancel a shift, unconfirm it in Galaxy making it available for another volunteer.

Cancelling shifts on short notice, without notifying the volunteer team, may result in a hold being put on your volunteer perks, pending the re-approval of the volunteer coordinator.

How to Cancel

1. Log in to your Galaxy account
2. Along the top of the page, you will see an icon that is either your profile picture, or your initials. Click on this icon to view a drop down menu
3. Scroll down this drop down menu and select 'Shift Responses'
4. You will see a table of volunteer responses which will list all of the shifts you have responded to. Find the shift that you wish to unregister for.
5. On the far right of the table, select the drop down menu beneath 'Options' and click 'Unregister'

If it is less than 24 hours before the shift you unregistered for, you must call the volunteer shift line.

No-Shows

Not showing up to scheduled shifts is taken very seriously. It will result in a hold being put on your volunteer perks until further notice, and further action may be taken at the discretion of the volunteer team.

What to Wear and Bring

Volunteer Badge

Volunteer Badge All volunteers will pick up a 2019 Calgary Film Volunteer badge prior to their first shift, as part of their perk package. You must wear your 2019 badge at all times while on duty. For more information on the Volunteer badge, please go to page 5.

Dress Code and Professional Appearance

Please remember that as a Calgary Film volunteer, you are the face of the Festival! We encourage all volunteers to dress in a professional manner. We require all volunteers to wear a volunteer t-shirt and volunteer badge on duty, as well as comfortable closed toed shoes.

Any shifts or crews which require different attire or equipment will have this information listed in the shift posting.

Personal Belongings

Please remember that once you arrive, there may not be a place to store your personal items. Please avoid bringing anything more than you need for your shift. Calgary Film will not be responsible for any items that go missing or are damaged. Turn off your cell phones and devices, and refrain from using them during your shift.

Volunteer Hospitality

The film festival works to partner with sponsors and suppliers to provide food and beverages for volunteers to enjoy while on break from their shift. All Venue Crew volunteers will be able to obtain popcorn and pop to enjoy while on-break from their shift. Sponsored food will be available on select days during the festival; however, because it is donated it cannot be guaranteed. Volunteers should plan to accommodate their own dietary needs as sponsored food will often not be able to meet the needs of everyone.

Employer Volunteer Matching

Calgary Film is a registered charity (charitable registration number 864856927RR0001) and is eligible for many employers' volunteer hour matching programs. Many companies offer monetary contributions to registered charities where their employees volunteer. These employer contributions are known by a few different names including volunteer grant programs, employee gift matching, and dollars for doers. All turn your volunteer hours with Calgary Film into dollars for Calgary Film!

Want to know if your employer matches your volunteer hours with Calgary Film? For information on employer volunteer hour matching, ask your Human Relations department or log in to your workplace intranet. If you need assistance, don't hesitate to contact our volunteer team!

VOLUNTEER PERKS

All volunteers meeting the minimum hour requirements will receive:

Volunteer T-shirt

This year, we're celebrating 20 years of Calgary Film! With that in mind, we're running a 'Be Kind, Rewind' program for our volunteer t-shirts, meaning to reduce waste, we're asking all volunteers who have volunteered with us before to see if they have a volunteer t-shirt from the last 20 years, and if you do, to wear that instead of getting a new shirt. This is in an effort to reduce waste, but also to celebrate some of the fabulous designs of the past. For new volunteers, a volunteer t-shirt will be provided.

Swag Bag

Filled with coupons, samples and surprises from our generous sponsors!

General Admission Vouchers

Redeemable at any time online or at the Box Office for regular screenings. GA Vouchers are not eligible for Galas, or Special Events. These may be used by the holder or gifted to friends/family. The GAs are digital this year, and will be put into the Eventive account tied to your volunteer pass by September 15. The number you receive will be determined by the number of hours you have committed to prior to September 13 (for info on upgrading perks, see below).

Volunteer Party

All volunteers who complete their volunteer commitment will be invited to the Volunteer Party, which will take place the week after the festival. Volunteers will have a chance to mingle with fellow volunteers and staff, enjoy a drink and appetizers, and chat about their favorite films/events at this year's festival. We will also have raffle prizes.

Volunteer Badge

Your volunteer badge is equal parts identification, ticket and souvenir.

How it works:

- Your volunteer badge is non-transferable and non-replaceable – do not lose it, do not damage it, and do not alter it in any way
- You must wear your volunteer badge while on shift

- Your volunteer badge gives you access to any general admission film that is not sold out starting 30 minutes before show time
- If a show you wish to see is sold out, you may stand in rush and if there is seating available, you may present your volunteer badge in return for a ticket
- To get tickets, simply go to the venue box office 30 minutes before the show you wish to see is scheduled to begin and present your pass. If the show is not sold out, a ticket will be applied to your badge, and you may join the line up
- Your badge is scannable and will be scanned at the door
- Wondering what the difference between a volunteer badge and a festival pass is? Click [here](#) for details.

When volunteers complete more than the minimum required hours, there is the opportunity to receive additional perks. The minimum required hours is determined by whether you complete your volunteer hours before the festival or during it.

Perk Pick Up and Upgrading

The volunteer team will have all perks packed up by September 13th. If you sign up for more hours that push you into a higher 'bracket' of perks after that date, including during the festival, it is **your** job to bring that to the attention of the Volunteer Coordinator so that the appropriate number of GAs may be added to your account.

To pick up perks, head to Festival HQ. This is where the volunteer HQ and lounge are located. Perk pick up is available whenever volunteer HQ is open.

Converting Your Time to Perks

Pre-Festival Hours (July 15-Sept 16)

Minimum 26 hours

Hours	Perks		
	Volunteer Badge, T-Shirt and Swag Bag	General Admission Vouchers*	Festival Pass
26-29	✓	2	✗
30-34	✓	4	✗
35-39	✓	8	✗
40+	✓	8	✓

Festival Hours (Sept 17-Oct 1)

Minimum 16 hours

Hours	Perks		
	Volunteer Badge, T-Shirt and Swag Bag	General Admission Vouchers*	Festival Pass
16-19	✓	2	✗
20-24	✓	4	✗
25-29	✓	8	✗
30+	✓	8	✓

**If you increase from one bracket of perks to another, you receive the GAs in addition to the ones you have already have to make up the difference (e.g., if you initially commit to the minimum number of hours you get 2 GAs, but if you then decide to upgrade to a total of 33 hours, you would receive an additional 2 GAs to make a total of 4 GAs)*

CREW TYPES

There are two main types of crews that work to make the film festival happen: General Crews and Specialized Crews. Most volunteers, regardless of preference, will have to complete shifts on our biggest General Crew, Venue Crew, in order to meet the minimum number of hours to qualify for perks.

General Crews are where the majority of volunteers complete most of their hours, and there is no additional application process required to be a part of a General Crew. If you indicated an interest in a General Crew when you registered, you will be added to it automatically, if there is space on it. They include:

- Venue
- Ballot
- Office
- Logistics

Specialized Crews are smaller groups of volunteers who do jobs that require more training, commitment and specialized skills; to be considered for a specialized crew, you may have to also complete additional application processes. If you indicated an interest in being on a specialized crew, then you will receive information on the application process from our volunteer team. Due to demand, not everyone who applies to a specialized crew will be successful.

- Bartender
- Dynamics
- Tech
- Screen Lead
- Crew Lead
- Photography
- Social Media
- Development
- Transportation

For more information, please head [here](#).

ACCESSIBILITY INFORMATION

We want to ensure all patrons and volunteers have a great festival experience. Everyone should be well-versed in respectful and effective ways to work with people from diverse communities and abilities, so here is some information and a few tips.

- If you are uncomfortable with any situation you encounter while volunteering, inform your Crew Lead. If your crew lead or venue coordinator is not able to assist you, call the Volunteer Coordinator (Jessy Rajan) or Operations Manager (Katherine Penhale)
- Accessibility information is provided at all venues in accordance with federal and provincial laws. Cineplex Eau Claire is wheelchair accessible, the Globe Cinema is not.
- Legally, we CANNOT ASK WHAT A PERSON'S DISABILITY IS. If it is not obvious, the proper course of action is to ask: "How may we accommodate you?"
- Do not assume it is okay to touch a person – including a person who is differently abled. You may offer to help or wait for them to ask for help – they will tell you what they need.
- NOTE: no volunteer or staff member may 'lift' or 'pick-up' a patron with mobility challenges. You may choose to do so of your own volition when you are not volunteering, but the Calgary International Film Festival does not permit this activity as the risk of injury for the patron and the volunteer is too high.
- If patrons have specific questions regarding accessibility in our cinemas, the most knowledgeable staff will be either the Venue Coordinator or staff at the Box Office.

SAFETY

The Film Festival is constantly working to make our events safer every year. Each Venue Coordinator at the Festival is certified in First Aid and is equipped to execute the festival's emergency procedures – follow their lead in an emergency. Personal safety is important to everyone involved with the festival.

Here are some tips to ensure your festival experience is a safe one:

- At night, travel in groups; chances are some of your fellow volunteers are going to the same venue or parking lot you are.
- Leave your valuables at home.
- If there is an emergency, call 911, and then inform the Venue Coordinator of the situation.
- Know whom to identify. If you are at a festival venue, look around for Staff Lanyards.
- Be aware of your surroundings. Know where the emergency exits are, read the signs. Recognize what is 'normal' and what is not – if you see something, say something. We're all better off when you let a staff member know.

You are never expected to put yourself in harm's way and/or deal with an uncomfortable situation that jeopardizes your safety. If you see someone that needs help during the festival, instead of putting yourself at risk call DOAP, 911 or the Calgary Police Service non-emergency line and notify a Film Festival staff member or Crew Lead.

Safety Summary:

- Don't put yourself in danger
- Be aware of your surroundings
- Have a plan
- Call 911
- Communicate

VOLUNTEER AGREEMENT

Every volunteer and Staff at the Festival has agreed to the Calgary International Film Festival Volunteer Agreement. If you have any questions or concerns regarding this agreement – or if you do not see it being carried out, please contact the Volunteer Coordinator: volunteer@calgaryfilm.com

Calgary Film **commits to the following** for our volunteers:

- To assign volunteer roles and duties appropriately based on skill, qualifications and experience without bias.
- To successfully prepare all volunteers for their roles by providing training and documentation outlining policies, procedures and responsibilities.
- To provide volunteer assignments and schedules in a reasonable amount of time so volunteers may prepare and make necessary travel and other arrangements.
- To provide a means for all volunteers to submit feedback, including the option of anonymous submissions.
- To assess and review all volunteer roles, duties and minimum requirements for effectiveness on an ongoing basis.
- To recognize the contributions of all volunteers.
- To take the lead in creating an atmosphere of safety, respect and support.
- To, at all times, protect the best interests of the Festival, its staff and volunteers.

As a Volunteer with the festival, **you have the right:**

- To be properly informed of any Festival policies, procedures and programs related to your specific volunteer role(s).
- To have a clear understanding of what is required of you in your assigned volunteer role(s).
- To feel comfortable with the duties, tasks and responsibilities of any role you are assigned.
- To feel safe, respected and supported at all times.
- To have the opportunity to provide feedback, both positive and negative, both in your name and anonymously.
- To be recognized for your contributions and efforts.
- To appeal decisions regarding your assigned role(s) and volunteer status directly with your Volunteer Coordinator.

As a Volunteer with the festival, **you are responsible for the following:**

- To be properly informed of, and abide by, all Festival policies and procedures related to volunteering.
- To treat all volunteers, festival staff, venue staff and public with respect.
- To fully understand all duties and responsibilities required of your specific volunteer role(s).
- To participate in all orientations and training deemed necessary by the Festival OR, when not available to participate in group training and/or orientation, to make arrangements with the Volunteers Coordinator to make this up at an appropriate time.
- To arrive for each and every volunteer shift on time, with a respectful attitude and fully prepared to execute required duties.
- To perform all duties to the best of your ability and maintain a team-oriented attitude.
- To assist in maintaining an atmosphere of safety, respect and support.
- To maintain an unaltered state of mind, which includes abstaining from all alcohol and recreational drug use while on shift and/or representing Calgary Film in any capacity.

Calgary Film **maintains the following rights:**

- To screen both incoming and returning volunteers.
- To set minimum standards and skills required for volunteer roles.
- To expect that all volunteers maintain a high standard of conduct and behavior while interacting with other volunteers, festival staff, venue staff and general public.
- To expect that all volunteers will fulfill their duties and responsibilities as required by their roles, to the best of their abilities and in accordance with Festival policies and procedures.
- To take appropriate action in case of breach of such rights and agreements.

As a volunteer with the festival **you will enjoy the following benefits:**

- Perks commensurate with the number of hours you complete
- Snacks while on-shift at the Festival.
- Invite to our exclusive volunteer wrap party (Oct.9)
- The inside scoop on more than 200 incredible films from around the world!
- Bragging rights for being certifiably awesome!

VOLUNTEER DISCIPLINARY PROCEDURE

The following procedure has been designed to deal with problems that may arise during the Festival. While protecting individual volunteers, it also provides a structure and chain of command for dealing with unpleasant occurrences.

1. Anyone who witnesses a volunteer acting inappropriately or violating the Volunteer Agreement and/or Volunteer Waiver should contact one of the following:
 - a) The Crew Lead of the Crew that the Volunteer belongs to first, if expedient;
 - b) The Venue Coordinator; or
 - c) The Volunteer Coordinator / Operations Manager

The Crew Lead / Venue Coordinator / Volunteer Coordinator/ Operations Manager (Staff Member) taking the report should verify the infraction and complete an incident report form available at the Volunteer Check-In.

2. The incident report form will be signed by the Witness and left with the Staff Member taking the report. It is the responsibility of the Staff Member to follow up on the incident report. The Volunteer's Crew Lead will also be advised of the incident and may be directed to assist in the follow-up of the incident with the Volunteer involved.
3. If the incident is serious enough to require immediate dismissal, the Volunteer is ineligible for Volunteer benefits and must immediately return their Volunteer T-Shirt, any unused GA coupons, tickets, and/or festival passes. Dismissal will take place in a private space and will be conducted by the Venue Coordinator, the Volunteer Coordinator or the Volunteer Assistant. A formal notice of dismissal will be issued to the Volunteer by the Volunteer Coordinator and the Volunteer will be informed that there is a process to appeal the decision. The Volunteer's Crew Lead will also be informed so that arrangements can be made for their replacement.
4. If the Volunteer feels as though their dismissal was unfair and wishes to appeal the decision and regain Volunteer status and the associated benefits, they may request a meeting of the following Calgary Film Staff:
 - a) Volunteer Coordinator, and
 - b) Operations Manager

If the situation is serious, Calgary Film's Executive Director may be asked to join the appeal process. The decision of this group will be binding.

This group can be convened by emailing the Volunteer Coordinator (volunteer@calgaryfilm.com)

VOLUNTEER WAIVER OF LIABILITY

Every volunteer at the Festival has agreed to the Volunteer Waiver of Liability:

In consideration of my participation as a Volunteer with the Calgary International Film Festival Society, I hereby agree, on behalf of myself, my executors, and any other person, organization, or party that may take legal action on my behalf;

1. I HEREBY WAIVE, RELEASE, AND FOREVER DISCHARGE The Calgary International Film Festival Society, its board members, staff, volunteers, sponsors, venues, vendors, insurers, and all other AFFILIATED STAKEHOLDERS persons, organizations, and parties, from any claims, causes of action, damages, losses (economic and non-economic), and liabilities (collectively referred to as "Claims"), for death, personal injury, or property damage, which may arise out of, as a result of, or related to my assistance and participation in, my traveling to and/or from, any festival activities (official and unofficial), including but not limited to any Claims of theft, damage to any property/equipment, negligence, partial or permanent disability, Claims relating to the provision of first aid, medical care, medical treatment, or medical decision (at any Festival site or elsewhere), and any Claims for medical or hospital expenses.
2. I agree to allow Calgary Film the right to photograph and/or make recordings of me while participating in any official Festival activities and events. In addition, I agree to assign ALL COPYRIGHTS of these images and videos, in perpetuity, to THE CALGARY INTERNATIONAL FILM FESTIVAL SOCIETY for use in any documentary, promotional campaign, television, radio and/or film coverage of the Festival without compensation or further notice.
3. I agree to have any expenses related to the Calgary International Film Festival Society pre-approved by the Volunteer Coordinator as designated by the Calgary International Film Festival Society, and I agree that any expenses that have not been not been approved in writing by the Volunteer Coordinator are not eligible for reimbursement and I hereby waive, release, and forever discharge the Calgary International Film Festival Society its board members, staff, volunteers, sponsors, venues, vendors, insurers, and all other AFFILIATED STAKEHOLDERS persons, organizations, and parties, from any Claims.
4. I agree to take full responsibility for and waive, release, and forever discharge the Calgary International Film Festival Society its board members, staff, volunteers, sponsors, venues, vendors, insurers, and all other AFFILIATED STAKEHOLDERS persons, organizations, and parties from any Claims for any and all traffic or parking violations incurred while operating a vehicle on behalf of the Calgary International Film Festival Society.

I agree to maintain the confidentiality of Calgary Film's business information, including information pertaining to Calgary Film's business strategies, finances, operations, contacts, clients, analyses, staffing, contracts and employees unless said information is already a matter of public record. I understand that confidential information includes information disclosed to me by Calgary Film as well as information and/or documents I have developed for Calgary Film during the course of, and pertaining to my engagement.