

VOLUNTEER HANDBOOK

**ATLANTIC
INTERNATIONAL
FILM
FESTIVAL**

FIN

**BINGE
ON US!**

*Welcome to the 2019
FIN Atlantic International Film Festival!*

THANK YOU for being part of the FIN team! As a charitable cultural organization, we simply couldn't offer our range of programming and events without the commitment of volunteers like you.

We look forward to working with you during another momentous year at FIN Atlantic International Film Festival! Happy volunteering!

*Questions?
Email us at volunteer@finfestival.ca*



ATLANTIC INTERNATIONAL
FILM FESTIVAL

BINGE
ON US!

VOLUNTEER
VIRTUDES MUNOZ
ARREDONDO
SEPTEMBER 13-20, 2018

ABOUT FIN



FIN Atlantic International Film Festival began as a tiny grassroots operation in St. John's, Newfoundland in 1981, relocating to Halifax the following year. Nearly four decades later, FIN is firmly established as one of Canada's premier film festivals.

FIN champions local filmmaking and offers a first look at the best international films.

FIN programs are expansive in their audience reach and are developed to:

- Foster interest in film as a creative medium and a career possibility
- Celebrate excellence in Atlantic Canada's film community
- Facilitate innovation and industry growth for Atlantic Canada's cultural sector.

Our year-round celebrations of the artistry, education and industry of independent film include:

FIN ATLANTIC INTERNATIONAL FILM FESTIVAL

An eight-day celebration of film and media, featuring 200+ independent films. A meticulously curated

program showcases Atlantic Canadian talent and brings to the region international films not available anywhere else.

FIN PARTNERS

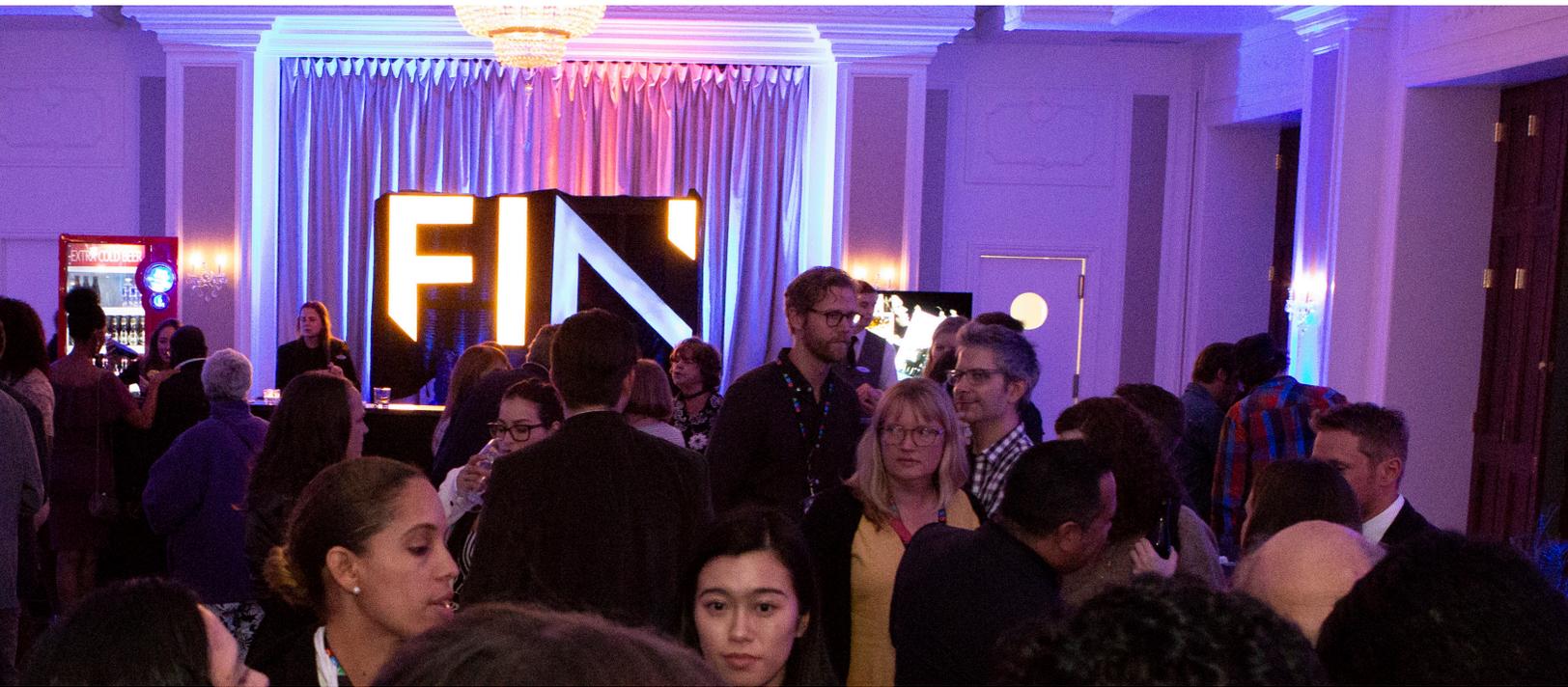
Canada's top international co-production/co-financing market, focusing on film, television, and digital fiction. FIN Partners strengthens the film industry and focuses on developing Nova Scotian content with 150 top regional, national and international industry players, 1-2-1 meetings, keynotes, and panels.

FIN KIDS

Two yearly events to connect kids with film.

The FIN Kids Festival Tour in the fall is a curriculum-compatible film program, including hands-on workshops with local film professionals, which tours to bring the FIN experience to school groups and communities in the region.

The FIN Kids Film Competition in the spring is a challenge for young filmmakers to create a five-minute movie to be showcased on the big screen and evaluated by industry professionals.



FIN OUTDOOR

Free summertime outdoor screenings on a larger-than-life inflatable screen. This popular event enables participants to take in movies under the open sky in a community activity that everyone can enjoy.

FIN MAKERS

Development and recognition initiatives to nurture Nova Scotia's film industry. FIN's Script Development Program, Script Out Loud and Telefilm Canada Script Pitch offer opportunities for emerging screenwriters to hone their screenwriting and pitching skills and potentially see their project funded for development.

FIN CAMPUS

Campus Movie Night and other post-secondary targeted initiatives to strengthen and expand awareness of regional filmmaking.

FIN provides an immersive escape and celebration for movie lovers, filmmakers and industry professionals. We champion Atlantic and Canadian independent film and increase access to the best in international independent movie making.

IN 2018

31 100 people attended FIN films and other events.

36% of films presented were by female filmmakers.

128 screenings and **42** parties, panels, and receptions.

193 films, including works from **30** countries in over **20** different languages.

None of this would be possible without YOU—our volunteers! We anticipate another great year in 2019!

BENEFITS

OF VOLUNTEERING WITH FIN

As a volunteer, you'll be part of a team of nearly 50 staff and 200 volunteers that bring the best in local, regional, national and international films to Halifax.

There are lots of reasons to volunteer with us:

- You can help contribute to a strong and connected community
- You can support a cause you care about
- You can make new friends and build relationships
- You can build new skills for your résumé
- You can expand your professional networks
- You'll have free access to local, national and international filmmaking

OFFICIAL FIN VOLUNTEER BENEFITS

All volunteers who commit to a minimum of two shifts during FIN Atlantic International Film Festival receive:

FIN VOLUNTEER T-SHIRT

The volunteer T-shirt identifies you as volunteer to our patrons and staff, so you should only wear it while you're on shift during the Festival. After the Festival, your volunteer T-shirt is yours to keep.

VOLUNTEER ID

Your ID identifies you as volunteer. It also provides you with free access to Halifax Transit during the eight days of the 2019 FIN Atlantic International Film Festival (September 12-19, 2019).

SNACKS

Light snacks and beverages are available during your volunteer shift; they can be picked up at Volunteer HQ or, if space permits, at your Festival venue. Volunteers should plan to accommodate their own dietary needs as what we are able to provide may not meet the needs of everyone.

AN INVITATION TO POST-FESTIVAL VOLUNTEER CELEBRATION ACTIVITIES

ACCESS TO FIN ATLANTIC INTERNATIONAL FILM FESTIVAL FILMS

One of the perks of volunteering with FIN is getting vouchers for film screenings. You'll need to sign up for at least two shifts to get these benefits. (Note that shifts vary in duration, depending on role and time of day.) If you work five shifts or more, or if you take on a 'leading role,' you're eligible for additional benefits. All film-going benefits can be picked up from Volunteer HQ.



VOLUNTEER CATEGORIES	All-Access Voucher* (excludes opening night)	5 Rush Vouchers** (includes galas)	Rush Vouchers for all screenings	Volunteer Pass (excludes Opening Night, Closing Night, and 6:30 galas)
Supporting Role (2-4 shifts)	2	X		
Starring Role (5+ shifts)			X	
Leading Role (Theatre Manager, Social Media Crew or Driver)				X

BETTER IMPACT

AND YOUR VOLUNTEER PROFILE



Better Impact is FIN's volunteer database. It's where you sign up to become a volunteer with us, and it's also where you find out about volunteer opportunities, sign up for shifts and receive updates.

Your volunteer profile in Better Impact includes your contact information, what experience or interests you have, and what sort of volunteer roles you might be interested in with FIN. Whether you choose to volunteer based on your existing skills or as an opportunity to develop new skills, the more you tell us about what you're looking for, the better job we can do at matching you to a volunteer role that suits you.

KEEPING YOUR VOLUNTEER PROFILE UP-TO-DATE

Take a moment to go over your information in Better Impact and make sure that we have your current:

- Contact information
- T-shirt size
- General interests

If you need help with Better Impact, please contact the Volunteer Coordinator at volunteer@finfestival.ca or 902-334-1429.

STEP-BY-STEP

OVERVIEW OF THE VOLUNTEER PROGRAM

An overview of what volunteering with FIN entails.

PRE-FESTIVAL

- Read up on the volunteer program at www.finfestival.ca/volunteer.
- Attend an information session to meet fellow volunteers and the volunteer management team.
- Register or update your volunteer profile on Better Impact.
- Look for updates on Better Impact and in your email about volunteer opportunities available based on your interests.
- Sign up for volunteer shifts.
- Check that you have enough shifts to earn your desired volunteer benefits.
- Become familiar with the Festival program by perusing the FIN Program Guide or going to www.finfestival.ca.
- Let your friends know about the Festival—and encourage them to volunteer with you!

BEFORE YOUR FIRST VOLUNTEER SHIFT

- Pick up your volunteer package (T-shirt, volunteer ID, vouchers, schedule). You can do this at the Volunteer Mixer on Wednesday, September 4 from 4 pm to 7 pm or at Volunteer HQ as of Wednesday, September 11 at 3 pm.

- Attend volunteer training as required. Some positions only require training at the beginning of your first shift, while others require training prior to your first shift.

ON EACH DAY OF VOLUNTEERING

- Check your email for daily updates and urgent volunteer requests.
- Consider catching a bus or the ferry to get to your shift. Your volunteer ID gives you free transit access.
- Wear your volunteer T-shirt and ID when on duty. Some roles require black pants or a black skirt. This will be indicated in the role description.
- Dress appropriately. Some shifts take place outdoors, so check the forecast and dress for conditions over the course of the evening.
- Wear comfortable shoes.
- Maintain a clean and casual appearance.
- Check in with your volunteer leader before each shift.
- **IMPORTANT!** Arrive on time, but no more than 15 minutes before your shift. Check in with your staff supervisor when you arrive.
- Do not show up to volunteer for a shift if you are not scheduled. We schedule for the volunteers we need, and extra hands are not necessarily helpful.
- Be respectful of your fellow volunteers, staff and patrons.

- Be on task and perform your role to the best of your abilities.
- **IMPORTANT!** Check in with your staff supervisor when your shift ends. Do not leave before your shift ends without permission from staff supervisor.
- Remove your volunteer T-shirt and ID when your shift ends.
- Contact the Volunteer Coordinator if you have any questions or concerns.
- Use your volunteer benefits and go to movies (when you're not volunteering, of course).
- Have fun!

POST FESTIVAL

- Complete your volunteer survey. Let us know what we did well, and what we can do better.
- Enjoy the volunteer celebration event!

A PREPARED VOLUNTEER

Make sure to:

1. Check your email and Better Impact regularly to find out about new shifts, events and program changes.
2. Update your contact information in Better Impact, including your phone number.
3. Provide us with at least 48 hours notice if you can't make your shift.



VOLUNTEER HQ

Volunteer HQ is conveniently located in Belleisle Room II of the Lord Nelson Hotel (1515 South Park Street). The Lord Nelson Hotel is also home to our film industry co-production conference, FIN Partners, and just steps away from Cineplex Cinemas Park Lane, where all screenings take place.

VOLUNTEER HQ CAN

- Provide you with your volunteer package (T-shirt, Volunteer ID, Vouchers, Schedule)
- Print your schedule
- Make changes to your profile or schedule
- Give you a FIN Atlantic International Film Festival program guide
- Offer snacks/drinks
- Help you with your questions/concerns
- Help you find the correct venue for your volunteer shift

VOLUNTEER HQ CANNOT

- Redeem screening vouchers for movie tickets (this is done at the Box Office—a short walk from Volunteer HQ)
- Sell tickets (also done at Box Office)

VOLUNTEER HQ HOURS

Wednesday, September 11	3 PM - 7 PM
Thursday, September 12	8 AM - 5 PM
Friday, September 13	8 AM - 6 PM
Saturday, September 14	8 AM - 6 PM
Sunday, September 15	11 AM - 6 PM
Monday, September 16	12 PM - 6 PM
Tuesday, September 17	12 PM - 6 PM
Wednesday, September 18	12 PM - 6 PM
Thursday, September 19	9 AM - 1 PM

KEY VENUES

PARKING AND TRANSPORT

KEY FESTIVAL VENUES

It's common for patrons to think that FIN Atlantic International Film Festival only takes place at one cinema and that we only screen films. In fact, we operate at a number of different venues throughout the eight days of the Festival. Aside from our two main venues (Cineplex Cinemas Park Lane and Lord Nelson Hotel & Suites) we also operate out of FIN offices and host several delegates-only networking events and conference activities at other venues.

FIN Offices

1892 Hollis Street
Halifax, Nova Scotia

Lord Nelson Hotel & Suites

1515 South Park Street
Halifax, Nova Scotia

Cineplex Cinemas Park Lane

5657 Spring Garden Road
Halifax, Nova Scotia

FIN Atlantic International Film Festival Box Office

Park Lane Mall
5657 Spring Garden Road

All Festival venues will be published in the FIN Atlantic International Film Festival program guide and on finfestival.ca in early September. Every volunteer posting includes the venue address.

VOLUNTEER PARKING/TRANSPORTATION

As a non-profit, we simply don't have the resources to pay for parking or taxis for staff or volunteers. Most FIN activities take place within the Halifax core, making them accessible through several low-cost options, including:

Bus and Ferry: Metro Transit provides volunteers with free transit via bus, ferry, and Access-A-Bus during FIN Atlantic International Film Festival (September 12 – 19, 2019). You must present your volunteer ID to access free transit.

There are numerous bus routes that stop on the corner of Spring Garden Road and South Park Street. To get bus route information, you can call 311, or you can look up bus routes online:

- Google Maps (<https://www.google.com/maps>)
- Halifax Transit (<https://www.halifax.ca/transportation/halifax-transit>)

Parking meters/Parking Lots: There are numerous parking meters and paid lots within a short walking distance of Cineplex Cinemas Park Lane/Lord Nelson Hotel & Suites. Both offer free or reduced rates on weekends or on weeknights after 6 PM (subject to availability).

Cycling: There are numerous bike racks located in the Spring Garden Road area.

VOLUNTEER ROLES



FIN offers a range of volunteer opportunities in support of nearly all departments. Whether you're looking for a behind-the-scenes role or enjoy mingling with filmgoers, whether you want a role that uses your existing skills or one that helps you develop new ones, there is a volunteer role that fits what you're looking for!

Some roles require training prior to the start of the Festival, including Social Media Crew, Photography Crew, and Front of House Crew/Managers. Many roles only require on-site training—provided by your staff supervisor—at the start of your first shift. Details about skills and training required can be found in role descriptions in Better Impact.

The full, up-to-date list of volunteer positions for 2019 will be in Better Impact. Based on previous years, positions may include:

Front of House (Theatres): Front of House Crew, Front of House Theatre Manager, Audience Engagement Ambassador

Transportation: Driver, Dispatch Operator, Airport Greeter, Transport Liaison, Runner

Box Office & Registration: Line Manager

General: Office Support, Shorts Program Tech Review, Volunteer Program Assistant, Program Launch Support

Marketing & Communications: Social Media Crew, Photography Team

Special Events: Front of House Crew, Production Assistant

FIN Partners: Registration, Command Centre, Front of House

VOLUNTEER



INFO SESSIONS

Information sessions are held on a regular basis throughout July and August. The sessions last about an hour and go over everything you might want to know about volunteering with FIN. You'll also meet the FIN volunteer team, other FIN staff, and other volunteers.

Information sessions will take place at The Art Bar at 1873 Granville Street (in the Granville Mall pedestrian area), across from GoodLife Fitness.

SOCIAL MEDIA

We always appreciate any social media support! Please like, share, retweet and comment on any of our social media channels. Please tag us in any posts you write so we can see them and put them up on our channels—you could get retweeted to over 11,000 people!

Don't forget to use the hashtags #FIN, #AIFF, and/or #BingeOnUs.

HERE'S WHERE YOU CAN FOLLOW US

Twitter: @thefilmfest

Facebook: @atlanticinternationalfilmfestival

Instagram: @finfilmfest

Snapchat: @finfestival

LinkedIn: FIN Atlantic International Film Festival

FIN POLICIES

VOLUNTEER POLICY

Staff and volunteers are FIN's greatest asset. It's important to remember that you represent FIN when you volunteer. Therefore, in order to volunteer with us, you must agree to the following policies:

- Volunteers must wear FIN T-shirts and IDs when on duty. Volunteers must not wear FIN T-shirts and IDs when off duty.
 - Volunteers must attend training sessions as required by their specific volunteer role.
 - Volunteers should be polite and professional at all times in all interactions—with the general public, Festival staff, delegates and other volunteers.
 - Volunteers must maintain a tidy and clean appearance.
 - Volunteers will lose their position with the Festival if they miss more than one shift without just cause, if they miss more than one shift without a minimum 24 hours' notice, if they fail to complete shifts as scheduled, or if their behaviour is not in accordance with our Volunteer Policy.
 - Volunteers should never use volunteering as an opportunity to pitch projects to industry delegates.
 - Volunteers must be 19 years of age or older.
- Keep you informed about changes to your schedule or shifts.
 - Provide a safe, professional atmosphere in which to volunteer.
 - Appreciate the value of your contributions to the organization.

If you have any questions or concerns, discuss them with the Volunteer team.

SAFE WORKPLACE POLICY

FIN is committed to promoting a healthy, safe, and respectful workplace that values diversity and where all persons are treated with respect and dignity. It is the right of all staff members and volunteers to work in an environment free from harassment, sexual harassment, violence, inappropriate behaviour and discrimination based on the protective characteristics set out in the Nova Scotia Human Rights Act.

There will be no discrimination or harassment against an individual or class of individuals on account of age; creed; sexual orientation; gender identity; physical or mental disability; ethnic, national or aboriginal origin; marital status; source of income; political or religious belief, affiliation or activity or lack of affiliation; that individual's association with another individual or class of individuals having characteristics referred to above; or any other prohibited grounds as outlined in the Nova Scotia Human Rights Act.

FIN will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or that creates an intimidating, hostile, or offensive environment.

In return, you can expect FIN staff to:

- Treat you with respect and courtesy.
- Provide you with the necessary training to complete your assigned tasks.

Should you feel uncomfortable at any time or have any questions or concerns, you are encouraged to contact your volunteer management team or another FIN staff member.

DISMISSAL POLICY

We appreciate the time that every volunteer dedicates to FIN. However, we have two criteria for dismissal that we take seriously: attendance and behaviour.

Volunteers will be dismissed and will lose volunteer privileges if:

- more than one shift is missed without a minimum 24 hours notice
- more than one shift is missed without just cause
- more than one shift is not completed as scheduled
- behaviour is not in accordance with our Volunteer Policy

NOTE

Emergencies happen. If you will be late or unable to make a shift, contact the Volunteer Coordinator right away.



VOLUNTEER FAQ

Below is a list of frequently asked questions, covering a range of subjects. Can't find the answer you're looking for? Reach out to your volunteer team!

Q. If I trained last year, do I need to attend training/crew meetings again?

A. All volunteers must attend training each year. Even for returning volunteers, it's important to get updates on software, meet new staff and fellow volunteers, and get comfortable again in the role. There may also be changes to volunteer duties.

Q. Why does the Festival not provide parking?

A. There are upsides and downsides to hosting FIN Atlantic International Film Festival in the core of the city. One of the downsides is that parking can be expensive and, as a non-profit charity, we financially cannot provide this perk. We encourage volunteers to bike, walk, carpool, or take transit. Your ID gives you free access to Halifax Transit, with numerous bus stops just metres from FIN's key Festival venues.

Q. Why do we have to wear a volunteer T-shirt?

A. We ask you to wear your T-shirt while on shift so you are easily identifiable to patrons and staff looking for assistance. The T-shirt says that you are knowledgeable, approachable and ready to help regardless of whether you know the answer or not. Conversely, we ask that you DO NOT wear your T-shirt when you are not on shift. This is to avoid patrons asking you questions when you're trying to enjoy a film or event. At the very least, you can turn your shirt inside out.

Q. Why can't I just sneak into a movie while I'm on shift?

A. Even when it is temporarily quiet, we may need help, or we may need you in place for the next wave of audiences. We can't find you if you're in a dark theatre. The best way

to make sure you see a movie is to get a ticket and go when you're off-shift.

Q. Are there requirements to volunteer?

A. For most volunteer positions, the only requirement is that volunteers must be 19 years of age or older. Beyond that, we're always looking for people who are customer service-oriented, friendly, and reliable.

Some volunteer positions do have specific requirements, including:

- Transport Drivers: a current driver's license and minimum age of 21
- Social Media Crew: experience on social media platforms, smartphone with working camera and a data plan (for real-time posting)
- Volunteer Photographer: access to a quality DSLR camera with a lens, a flash, and a minimum of 16 GB storage, the ability to operate the camera manually

Q. Is volunteer training required?

A. Training depends on the volunteer role. Training requirements are outlined in each of the role descriptions listed on Better Impact, with many roles requiring only brief training at the start of the first shift.

Front of House (Theatre) volunteers are required to attend a training session at Cineplex Cinemas Park Lane to learn about ticketing hardware/software and theatre procedures.

Social Media volunteers are required to attend training sessions to go over the Festival's social media platforms and messaging standards, and to meet other members of the crew/staff.

FIN Partners volunteers are required to attend a walk-through of the Lord Nelson Hotel and orientation.

FIN VOLUNTEER TEAM CONTACT INFORMATION

We're committed to continually improving the volunteer program to give you the best experience possible, so please feel free to share your feedback with us, either through the volunteer survey circulated post-Festival or by reaching out directly to your volunteer team.

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