

KCFF

VOLUNTEER HANDBOOK

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Thank you for agreeing to join the ranks as a KCFF volunteer this year! We look forward to welcoming many new and returning volunteers to the team.

About KCFF

The Kingston Canadian Film Festival is the largest all-Canadian festival in the world. 2020 marks our 20th edition and this milestone is cause for major celebration (and it will also be the longest festival yet)!

From documentaries to rom-coms, horror to period pieces, we present a range of feature length and short films by filmmakers from across the country, as well as local and next generation filmmakers. Nearly all of our screenings feature a question and answer period with visiting directors, actors, cinematographers and editors (among others). It's one of the only times Kingston audiences have access to these movies, but perhaps more importantly, the only time to chat and connect with the talented and dedicated folks who bring these stories to life.

KCFF is an incorporated non-profit and registered charity governed by a board of directors. KCFF has two full-time, year-round employees and a number of part-time, professional contract employees as well as interns. Whether this is your first time attending or your twentieth, we hope that you have a wonderful festival experience this year!

DATES AND FESTIVAL VENUES

Key dates

Sunday, March 1, 2020 @ 11 am	Volunteer Training Session The Screening Room, 120 Princess St
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March 11-15, 2020	Kingston Canadian Film Festival
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Sunday, March 15 @ TBA	Closing Night Awards Party Location TBA*
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Sunday, March 22 @ Morning*	Volunteer Appreciation Event Location TBA*
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*Save the date! Details will be emailed to active volunteers after the festival ends.

Festival Venues

*Venues are subject to change, but confirmed locations will appear on the volunteer schedule.

Baby Grand
Level 2, Grand Theatre
218 Princess Street

The Screening Room
Level 2, 120 Princess Street

KCFF Headquarters (during Festival)
Level 1, 120 Princess Street

The Isabel
390 King St W

Main Contact

Our Volunteer Coordinator, Max Howe, will be your main contact leading up to the Festival. Please contact Max at volunteer@kingcanfilmfest.com if you have any questions about volunteering, training and scheduling.

VOLUNTEER ROLES, TRAINING, SCHEDULING AND CHANGES

Volunteer Roles

Volunteers provide on-site support at screenings, workshops and special events and are often the first to welcome patrons, filmmakers and industry guests to KCFF. Volunteers are supported by KCFF staff, including venue managers, stage managers, projectionists, tech, box office staff, and interns – we will all work together to ensure everyone has a great film festival experience!

Generally, most volunteers will be assigned one of three key roles:

Greeter

Often the first point-of-contact at the Festival, Greeters welcome patrons to venues by offering friendly assistance, directing traffic, and answering questions about the Festival. Greeters work to ensure that everyone feels welcome and helps set the stage for patrons, sponsors, and industry guests to have an excellent festival experience at KCFF!

Ideal Qualities: friendly and welcoming; comfortable working with the public; able to answer questions and problem-solve; familiar with the venue (washrooms, exits, theatres) and general downtown area (restaurants, banks, parking).

Usher

Ushers are responsible for admitting ticket-holders into the theatres. In addition, Ushers will assist patrons and offer assistance when required. Ushers work with Festival staff to ensure that the screenings run smoothly and that patrons are admitted into and vacate the theatres efficiently. Some ushers will be scanning tickets at the door while others will work inside the theatre.

Ideal qualities: friendly and welcoming; detail-oriented; comfortable working with the public and on a team; able to answer questions and problem-solve; familiar with the venue (washrooms, exits, concessions); basic technical skill (equivalent to operating a cell phone).

Event Support (special events, screenings, workshops, receptions)

Event support volunteers will provide on-site assistance at Festival events outside of our screening venues, these might include speakers events or live music, or

workshops like animation. Since these events are unique, the specific job requirements vary but the Venue Managers will give you all of the details when you arrive. All that is required is a willingness to help out, be flexible, learn quickly and a friendly disposition.

Ideal qualities: friendly and welcoming; comfortable working with the public and on a team; able to answer questions and problem-solve; familiar with the venue (washrooms, exits, concessions); basic technical skill (equivalent to operating a cell phone).

Time Commitment

Volunteers typically work a few 4-6 hour shifts during the Festival (with the average commitment being approximately 12 hours total). In order to ensure a great experience for staff and volunteers, and in order to keep the number of volunteers manageable, we ask that volunteers commit to this when they express interest and adhere to this level of commitment during the Festival.

If you find that your ability to volunteer at this level has changed or changes leading up to the Festival, please let us know as soon as possible so we can figure out a solution. It's much easier for us to replace a volunteer with some advance notice, rather than replacing a volunteer who doesn't show up for a scheduled shift.

Shifts & Volunteer Management Software

When you signed up to volunteer, you signed up on our volunteer management software called Timecounts. All of the volunteer shifts will be managed through this system so please be sure to check your junk mail in case you haven't received anything from us via Timecounts.

Once the schedule is finalized at the end of February, we'll assign shifts where we need people. Once we've hit the required volunteers per shift, any additional volunteers will be added to the Wait List and contacted should that shift become available.

Schedule Changes, Conflicts, Illness

Changes can be made directly in Timecounts. Please login to the system and make these changes through your account. You'll also receive notification of any changes we make in the system via email. We'll keep changes to the schedule at a minimum, but it's best that you check Timecounts the week of the Festival to double-check your confirmed shifts.

During the Festival – please email Max volunteer@kingcanfilmfest.com and he will update the schedule accordingly and find a replacement.

If you're sick and unable to work your scheduled shifts, please give Max a shout as soon as possible so we can make a last-minute change. If you're too sick to go to school or work then you're probably too sick to volunteer!

Accessibility Training

All staff and volunteers are required to complete the Customer Service Standard module in order for us to comply with the Accessibility for Ontarians with Disabilities Act (AODA). The training is online and available in both French and English, and has text as well as video components that include closed captions. We ask that you complete the training on your own time in advance of your first shift. It will take approximately 30-40 minutes and you'll be prompted to answer 7 questions throughout the training. Once you've completed the training, please email Max your completion certificate.

<https://www.accessforward.ca/newado/csstandardmodule/>

If you've already done this training as part of your employment or previous volunteer position, you're not required to complete the training again, though you're welcome to review the materials as a refresher. Please email Max to let him know that you've already completed the program.

Volunteer Training Session

The 2020 Volunteer Training Session will take place on **Sunday, March 1 at 11 am** at The Screening Room, 120 Princess Street. We ask that all new volunteers attend the training session so we can introduce you to the KCFF team and go through the key roles and particular details in person. The Training Session will be less than an hour. Returning volunteers are welcome to attend as a refresher course – after all, it's been an entire year since the last KCFF!

DURING THE FESTIVAL

Dress Code

We ask that volunteers dress in basic black. When you arrive for your shift, you'll receive a nametag and volunteer badge that will really pop on a black outfit making our volunteer team easily identifiable for patrons and staff. We recommend wearing comfortable footwear since many of the roles include standing and walking around the venue (of course, we appreciate that some may find standing difficult or are simply unable to, please let us know so we can work together to have chairs or other accommodations in place during your shift).

When You Arrive

You'll receive the name of your Venue Manager (VM) in advance of the Festival. When you arrive at the venue, please check in with the Venue Manager. The VM is your main point-person during your shift(s). The VM will provide guidance,

training, direction and supervision throughout your shift. If you have any questions, please direct them to the VM. If someone asks you questions you don't know how to answer, please direct them to the Venue Managers.

The Venue Managers will introduce you to other volunteers and remind you of the general event logistics and venue layout, and will go over any technical or emergency procedures. We recommend you familiarize yourself with the venues, including the location of the theatres, washrooms, concession stands, and emergency exits. We also recommend that you familiarize yourself with the films that will be playing at the venue during your shift, so you have an idea of what you can expect to see on the big screen!

Personal Belongings

The Venue Manager will show you where to place your coat and store personal belongings. Since venues are busy and space is at a premium, please avoid bringing anything more than what you need for your shift. While we'll endeavor to keep a safe space for our volunteers to store their personal items and belongings, but KCFF will not be responsible to any items that go missing or are damaged.

Cell Phones

We request that you turn off your ringer and keep your phone in your bag or pocket while you are engaged in a volunteer task, as it is important for you to be fully present to assist festival patrons and staff. There will be opportunities for you to check your phone after the primary tasks are completed.

Breaks & Snacks

There are often periods of downtime during a volunteer shift when you'll be able to refuel with a coffee or snack. All of the venues have water stations for refilling water bottles, so please bring your own bottle. On occasion, we'll have some snacks to share with the volunteers but please plan to bring your own lunch or some snacks from home as well. Most venues are downtown and close to coffee shops if you'd rather buy something, though we ask that you discuss this with your Venue Manager first, just to make sure that it is a suitable time for you to leave the venue.

Volunteer Perks & Appreciation Events

Pending capacity, volunteers may be able to sit in on screenings during volunteer shifts, so you'll have access to some of the best Canadian films of the year! In addition, all active volunteers will be added to the guest list for our **Closing Night Awards Party** on the Sunday of the Festival, where we'll present the Limestone Financial People's Choice Award and the Steam Whistle Homebrew Award for Best Local Short among others, and celebrate with new friends over delicious food and drink!

New this year: at the end of each volunteer shift, please fill out a ballot to enter your name into a draw for the **Volunteer Prize Pack**, featuring gift certificates, KCFF swag and more. We'll announce the winner(s) at the Closing Night Awards Party.

We also have a Volunteer Appreciation Event scheduled for the morning of **Sunday, March 22** – *save the date!* Full details will be sent to all active volunteers (meaning everyone who successfully completes their assigned shifts and doesn't no-show or violate the code of conduct) after KCFF'20 ends.

In closing...

Thank you for volunteering with the Kingston Canadian Film Festival – we couldn't pull off this event without you! We're looking forward to meeting you in person during the Festival.

Bon cinema!

Max Howe,
Volunteer Coordinator

Megan Sirett,
Associate Director

Marc Garniss,
Festival Director

Volunteer Code of Conduct

The Kingston Canadian Film Festival is committed to providing the best possible festival experience for all, endeavoring to create a friendly, safe, respectful and welcoming environment for patrons, participants, guests, sponsors, media, staff and volunteers. KCFF will not tolerate harassment and violence against or by any person at any KCFF events. Likewise, KCFF will not tolerate mistreatment of any kind towards or from our volunteers and staff.

By volunteering for the Festival, you agree to abide by this Code of Conduct. Any situation of non-compliance to this Code of Conduct by a volunteer may result in suspension of the volunteer from their duties and/or termination of the volunteering relationship with the Kingston Canadian Film Festival.

If you experience or witness any violations of this Code of Conduct while working as a volunteer, please notify the Venue Manager immediately. If, for whatever reason, the Venue Manager is not a suitable person to talk to please speak to another staff member who will contact the festival directors for resolution.