

Welcome IFFO 2024 Volunteers!

On behalf of everyone at the International Film Festival of Ottawa (IFFO), we would like to thank you for contributing your time and energy to support this year's festival!

Your Volunteer Coordinator is Paulus Helliwell. He can be reached via email at volunteer@iffo.ca or in the office at (613) 232-8769.

About the Festival

The International Film Festival of Ottawa (IFFO) is a new event bringing the best of the global film festival circuit to Canada's Capital. The Festival's fourth edition will take place March 13 - 24, 2024 in venues across Ottawa's downtown core.

This year will provide cinephiles and Ottawa locals with an eclectic mix of films that have won awards and made waves in the international film circuit over the past year. IFFO programmers are curating over 20 feature films from Canada and around the globe, along with Canadian short films to accompany each feature screening, to create the Official Selection. Other programs in the Festival include the perennial CFI series Canadian Masters and the IFFO series "The Female Gaze".

IFFO's industry event Screen Summit is an event dedicated to strengthening and inspiring Ottawa's growing screen-based industries while addressing topics relevant to all film industry professionals. Join thought leaders for an insightful and inspirational series of panels and gain access to key industry representatives and the talent and skills of the local production community. This industry event consists of informative workshops, artist talks and presentations that strengthen the skill set of emerging and established film industry professionals in Canada's Capital.

IFFO presents SAVE AS, a symposium exploring Canadian and international efforts to preserve, promote, and, most importantly, distribute and exhibit Canada's and the world's cinematic heritage. Celebrating recent restorations of classic films with case studies and special screenings, this one-day conference will also host panel discussions on ways to increase the accessibility of this heritage to audiences worldwide.

In only its fourth year, IFFO is already growing into a diverse, essential cultural event for Ottawa.

Visit iffo.ca to learn more about this year's Festival programming.

Your Commitment to IFFO

As an IFFO volunteer, you represent the festival. We count on you to be responsible and organized. To ensure that you and your fellow volunteers have the best experience possible, we ask that you adhere to our Volunteer Code of Conduct, found in the next section.

IFFO is dedicated to providing a supportive, non-threatening, and harassment-free environment. As such, IFFO does not tolerate offensive and harmful behaviour of participants. This includes any form of verbal or physical abuse, the use of derogatory or discriminatory language, gestures or actions, and forms of harassment racism, sexism, transphobia, homophobia, ableism, or any other targeted actions which are intended to cause personal harm to IFFO volunteers, attendees, and participants.

Volunteer Code Of Conduct

We ask that you:

- Arrive on time for your shift. You do not need to arrive early - there is time in your shift to be trained on what you'll be doing.
- Don't bring unnecessary valuables with you to your shift. (You can keep your phone in your pocket.)
- Please dress appropriately. A casual outfit is fine (i.e. jeans); closer to business casual is better. No ripped-up clothes or offensive graphics. If it's a snowy day, bringing indoor shoes to wear during your shift is a good idea.
- Do not wear perfumes or strongly scented products while volunteering for the comfort and safety of other volunteers, staff, and patrons.
- Employ a positive attitude and a willingness to follow directions.
- Contact the Festival Office ASAP if you are unable to attend your shift(s), regardless of circumstance, so we can make alternate arrangements.

Please refrain from:

- Theft
- Being intoxicated or consuming alcohol/illegal substances on or before your shift
- Possession of illegal substances
- Consumption or distribution of cannabis in any form that would impair your ability to perform efficiently
- Harassment in any form

- Inappropriate behaviours or requests towards guests, industry people, other volunteers, or staff
- Insubordination

By participating in a CFI event as a volunteer or attendee, you accept the **CFI Code of Conduct Policies**. [View the CFI Code of Conduct here](#). Failure to read or understand this document does not exclude anyone from the consequences of violating these policies.

As a volunteer, you have the right to refuse any tasks that make you feel uncomfortable or unsafe. We ask that you let your shift supervisor know of any activities, people, or spaces that don't feel right to you. Should a volunteer, staff, or patron violate the code of conduct around you, we do not want you to intervene. We want volunteers to remove themselves from those situations if they can and let their supervisor know. Our volunteers' safety and well-being are a priority. We'll never ask a volunteer to deal with an unsafe situation.

Preparing for Volunteer Duty

- Please familiarize yourself with the Festival by visiting IFFO.ca. If you have SAVE AS or Screen Summit shifts, be sure to familiarize yourself with those events in particular.
- If you are unfamiliar with the venue at which your shift takes place, you can find more on our [Venues page](#) and check that venue's website for more information about accessibility, parking, and directions. Plan your commute to ensure you can arrive at your shift on time.
- You may be busy your entire shift or you may have some downtime to chat with your fellow volunteers. We just ask that you focus on your task when you're needed and always keep it professional. As cheesy as it sounds, IFFO volunteer shifts can be a fun way to meet new people and make friends. It's a very friendly, welcoming environment.

See below for more specifics according to your shift type.

Volunteer Shift Types

Screening Shifts

At film screenings, volunteers scan tickets and greet guests. Volunteers will be trained on how to scan tickets at the beginning of their shift. These shifts can be done standing or sitting, as required. These shifts are usually 1 hour and 15 minutes; some greeting shifts are 2 hours.

Notes:

- You may not enter the screening during your volunteer shift. If you would like to see certain films, book your shifts around them.
- Some greeting shifts will be uneventful. You are permitted to bring a book, iPad, crochet, etc. to entertain yourself on low-volume shifts.

Event Set-Up

Before, during, and after events, volunteers will help with set-up and tear-down like moving furniture, packing up materials, and cleaning. These shifts may require some physical labour like lifting and moving swiftly between venues. These shifts' lengths may vary. Longer shifts will include a 10-minute break every 2 hours at least.

Notes:

- As with any shift, please let the Volunteer Coordinator know in advance of any physical accessibility requirements or limitations.
- As with any shift, you always have the right to refuse certain tasks, ie. lifting something too heavy.

Office Assistance

Volunteers can help with office tasks like folding program books and assembling passes. This type of work can mostly be done sitting. These shifts' lengths may vary. Longer shifts will include a 10-minute break every 2 hours at least.

SAVE AS and Screen Summit

These industry events include volunteer shifts for greeting and scanning, set-up and tear-down, and various assistance.

Set Up / Tear Down / Change Over

- Various duties as assigned by the event leader such as putting signs out for display, setting up tables and linens, transporting tables and chairs from the storage area, assembling 'step and repeat' or pipe and drape systems, securing carpeting neatly with

tape, miscellaneous decorating tasks, support catering service preparations, runner tasks as needed such as going for supplies or to storage areas

- Help prepare the Guest Green Room and replenish as needed
- Attention to detail and consideration for guest and attendee needs to maintain safe, clean, fun, and accessible venues

Door Greeter / Pass Checking

- Establish a line-up route outside of the venue space as attendees arrive
- Help with venue load-in when the tech team gives go-ahead
- Use scanners provided to scan digital and physical passes upon entry
- During the presentation, maintain mindful opening and closing of doors to avoid noise and light disturbances, including asking any loud attendees to politely move down the hallway or lower their volume if they are outside of a presentation venue
- Act as a bridge between the volunteers and staff inside the venue.
 - ex. Give updates when the presentation has started or is wrapping up

Wayfinder / Floater

- Before your shift or on arrival, please familiarize yourself with the day's agenda, where and when events are taking place as well as access routes or barriers
- Hand out Programs at entrances and be prepared to answer general attendee and general public questions
 - ex. Where is the bathroom? Where is 2 Daly? Is there any coffee or food around here? Where is the CFI office? Where is the Box Office?
- Greet attendees and support late arrivals with finding the venue they are looking for
- Give clear directions or indicate on the map where the attendee needs to go

Stage Assistants

- Aisle ushers - lead guests or groups to appropriate seating to ensure there is enough room for everyone
 - Ex. If the screening is sold out or a large group arrives take them to the top rows and ask them to fill every seat so that there is room for everyone
- Help lift stage furniture between talks, such as adjusting chairs and coffee tables

- Help with water replenishment for the glasses on stage for speakers
 - Before panels, replace glasses with new ones and refill pitchers with fresh cold water, take used glasses to the office for cleaning

Q&A Assistant

- Live Q&A support: watch the audience for raised hands during the question period after a presentation, if in doubt who is first look to the interviewer or host on stage to decide, safely but swiftly move up and down theatre stairs to pass the microphone to attendees who have questions, if another volunteer or staff covers the question please point to where the question is so that the interviewer can see where to look for the question
- Microphone sanitation, between panels use antibacterial wipes to gently wipe down microphones between talks or after Q&A sessions

Networking Space Support

- One-on-one meetings - help with event table set up as needed, help with wayfinding in the hallways, support IFFO staff at the entrance to the rooms and walking guests to their assigned tables, help with timekeeping, be mindful of the volume of the room and keep control over the noise or distraction generated by doors opening and closing
- Meet the Departments - check in with any vendors at tables if they need anything or any help with their setups, or an occasional break where they hide any valuables and you watch the table and let attendees know the representative will be back soon
- Welcome any new attendees who arrive, check that they have a valid pass for entry, and tell them about the activities in that particular room

Café / Cocktail Service Support

- Smart Serve ideal
- Help with set up / tear down / restocking
- Support Bartender or Cafe staff requests (runner, break coverage, clean up, etc)
- Cleaning of any spills or garbage and recycling
- Replenish any supplies or refresh tables as attendees come and go

Volunteer Benefits

- With every 2-hour shift, volunteers are granted one 'CFI Volunteer Ticket Credit', redeemable for admission to any future CFI screening. These credits are handed out in person at the end of your shift.