

If you choose to register as a Volunteer with Inside Out, there is an expectation that you have reviewed the following procedures and policies and will adhere to them for the duration of your volunteer commitment.

### Sign-up Process:

- Sign-ups for festival shifts will take place online through the volunteer portal.
- Do not sign up to Volunteer for shifts that include films you want to see. Volunteers on shift are not to sit in on films that are screening during their shift.
- Only sign up for shifts you can commit to.
- 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).
- Shift cancellations must take place 48 hours prior to the start of the shift. If you are canceling less than 48 hours before your shift, you must contact [ottvolunteer@insideout.ca](mailto:ottvolunteer@insideout.ca).
- Front of House shifts and some Party shifts can involve some work outside, so bring (or wear) appropriate clothing. Layers are a good idea!

### Incentives:

- For each hour of a Volunteer shift that has been completed, they will receive \$5 of Froot Loot. These tickets can be redeemed for in-person, gala screenings, digital screenings, and prizes at the volunteer appreciation party.
- Gala screenings will cost \$25 of Froot Loot, and regular in-person or digital screenings will cost \$15 of Froot Loot.
- Froot Loot **must** be redeemed at the box office for in-person screenings. For Volunteers looking for digital screenings, email [ottvolunteer@insideout.ca](mailto:ottvolunteer@insideout.ca) for redemption. The Volunteer Coordinator will follow up to collect the physical Froot Loot.

### Volunteer T-Shirts:

- Please bring your t-shirt to every shift! We have limited amounts of back-up's that may not be the right size.
- Do not cut or alter your shirt until after the Festival. Volunteers are to look clean and tidy, but still be your authentic self while on shift.

- Only wear your volunteer t-shirt while on shift until after the Festival.

## Conduct Policies:

- **T-Shirts:** All Volunteers are required to wear Inside Out Volunteer T-shirts so that attendees can identify you as part of the festival.
- **Punctuality:** Please do not be late, all Volunteers should be at the venue and ready to start for the beginning of your shift. Give yourself plenty of time to change into your t-shirt, have a snack or go to the washroom beforehand. If something happens and you're running late, please email [ottvolunteer@insideout.ca](mailto:ottvolunteer@insideout.ca) and give a heads up!
- **Substances:** Please do not consume alcohol or other substances during your shift – Volunteers are to behave in a professional manner at all times while on duty. If you need a smoke/vape break, please speak to a nearby staff member or volunteer captain who can ensure coverage for your break.
- **Cooperation:** Volunteering is a team effort! Work together with other Volunteers on your shift to get things done and remember that 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 we will do our best to solve any accessibility issues that arise. Alert Front of House staff or Event Organizers for any concerns. For accessibility requests/ requirements, reach out to [ottvolunteer@insideout.ca](mailto:ottvolunteer@insideout.ca). To find out more about our accessibility protocols and practices, please visit <https://insideout.ca/accessibility/>
- **Media:** Do not make comments to the media – direct all media inquiries to Front of House staff at the theatre, 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.
- **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. If there is a life event and you need to frequently check your phone or take a call at a certain time, please give the Volunteer Coordinator a heads up (we get it, life happens!)
- **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 the event or over the volunteer portal.
- **Parties:** All party Volunteers must be at least 19 years of age.
- **Fun:** Please have fun and treat everyone with respect. Our outstanding Volunteers are the face of Inside Out during the Festival!

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,  
[ottvolunteer@insideout.ca](mailto:ottvolunteer@insideout.ca)

**REFERENCE LETTERS** – If you require a reference letter for your volunteer time you must submit your request by **October 15th, 2023**. Send your request to **[ottvolunteer@insideout.ca](mailto:ottvolunteer@insideout.ca)**