

We're so excited you're here! We appreciate the commitment and dedication you'll show to DOXA for the 10 crazy and fun festival days ahead of us.

As a volunteer you are helping produce an iconic cultural event. We encourage you to celebrate your love of film with guests, filmmakers, and directors from around the world as they bring their work and festival spirit to Vancouver.

While you're here, we expect you to work hard, be reliable, be friendly, and help us make the festival one of the best events in Vancouver. All team members are expected to uphold high standards of customer service and presentation value.

It will be exhausting and exhilarating, and we're counting on you to help us bring it to life!

Thanks for making it happen!

The DOXA Team

First things first; As a Volunteer, you agree to follow the DOXA VOLUNTEER CODE OF CONDUCT:

HERE ARE THE THINGS WE DON'T ALLOW:

Being under the influence of any substances, drinking alcoholic beverages, or smoking while on duty.

Displaying any type of disrespectful or threatening language or behaviour.

Not following the direction of the DOXA Team or acting in a way contrary to the best interest of the Festival.

HERE ARE THE THINGS WE LOVE:

Showing enthusiasm for film, the Festival, and the documentary community.

Demonstrating a good work ethic and a team-player attitude.

Following the direction of the DOXA Team, and being a great representative for the Festival!

Participation in DOXA's volunteer program is subject to the observance of the organization's rules and procedures, and we reserve the right to dismiss volunteers at any time.

- 1. Show up ON TIME!**
- 2. Sign in** with the manager at your venue.
- 3. Get your badge,** and your **tee shirt.**
- 4. Work** your shift.
- 5. Sign out** with the manager at your venue.
- 6. Turn in your badge.**
- 7. Get your voucher** to see free films



**DOCUMENTARY
FILM FESTIVAL**

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WHAT'S MY ROLE?

Being a volunteer for the Festival is an important role. You are on the front line and make the first impression when festival guests step into our venues. You will be greeting avid film aficionados, first time visitors to Vancouver, film directors and producers, community leaders and government officials. You never know who will walk through the door next, so you'll need to stay on your toes! The top priority is to be helpful and friendly, creating an absolutely top-notch guest experience. If you don't know the answer to a question, don't make it up; tell them you'll find out for them, and then follow up! People always remember how they were treated, so keep that grin on your face, and make them dream happy thoughts of DOXA long after the festival ends.

MAKE THE COMMITMENT

Volunteering requires a firm commitment. We ask each volunteer to agree to serve at least three volunteer shifts during the Festival. If you find you have an emergency and absolutely cannot make it to your scheduled shift, please cancel by logging in on VolunteerSpot, and call the Volunteer Coordinator if it's within 24 hours of your shift. We will do our best to recruit someone to fill the shift, but be aware that this compromises other members of the team, and puts your status in jeopardy. We require AT LEAST 24 HOURS notice for a shift you must cancel. If you cancel with less notice, or more than once, you may not be invited to volunteer next year. Thanks for understanding we need a commitment!

SIGN IN

Volunteers are expected to be prompt for their assignments, so please ARRIVE ON TIME! Your venue manager will only do orientation once when the shift starts so if you're late and miss it, you'll be dismissed. When you arrive for your assignment, check in with the Theater Manager or a DOXA Team Member. You will be required to sign in on your shift's check-in sheet. At the end of your assignment be sure to check out with a DOXA Team Member and sign out on the same sheet.

WHAT (NOT) TO WEAR

Volunteers working at all other venues should wear comfortable shoes, nice-looking pants (jeans are ok!) and your official festival t-shirt that you will receive the day you arrive for your first assignment. When you are working additional shifts, please wear your t-shirt again. We can't provide multiple t-shirts. Please do not cut or modify your DOXA shirt in any way during the festival. Keep it classy. DOXA Volunteers should not wear: flip-flops, open-toed shoes, platform or high-heeled shoes, clothing or jeans that are ripped or torn, clothing that is revealing, or shorts above your mid-thigh. Volunteers are expected to present a clean and professional appearance at all times. (DOXA believes presentation counts!) If you are not dressed appropriately, we'll have to ask you to not work your shift.

LEAVE YOUR STUFF AT HOME

There will **NOT** be any secure area for you to store personal belongings, so please do not bring any valuables or large or bulky items. Leave your purses, handbags and backpacks at home, and just bring the essentials that fit in your pockets!

SHOW YOUR BADGE

Volunteers will be issued a DOXA Volunteer badge at the beginning of their shift. It should be worn on your outermost garment, above the waist, so that it is clearly visible, for the duration of your shift. Badges belong to DOXA, and **must** be returned to the DOXA Theater Manager or DOXA Team Member when you sign out, and in order to get your free ticket voucher, at the end of your shift. When you work your next shift, a different badge will be checked out to you. You do not keep the same badge with you throughout the duration of the festival. Badges are counted carefully, and if you take one home, we won't be very happy!

CASH IN ON THE REWARDS

Volunteers earn one (1) Ticket Voucher for each shift worked. Vouchers can be redeemed for tickets at any of the theater venues only on the day of the screening. Vouchers may be used at any general screening, and also (a new benefit!) in a Rush Line once you are in line and if enough seats are available. Vouchers are not valid for Opening Night, Closing Night, or Special Events. **Volunteer voucher tickets are not to be sold under any circumstance. Volunteers found selling vouchers will be removed from the venue and prohibited from volunteering at DOXA for the remainder of the Festival and in the future.**

LISTEN UP

Each volunteer works under the general supervision of the DOXA Team. When you receive your assignment, you will work under the direct supervision of a team member in the department to which you are assigned. That team member is responsible for managing you in the department, assigning your duties, pointing out any special restrictions or precautions, and for providing on-site supervision. Volunteers will need to accept direction willingly and follow instructions as they are given. Please ask questions if you have any questions regarding a DOXA Team member's instructions.

Please follow these guidelines during your shift:

Remember to remain professional.

Please do not report for a shift if you are sick

Please do not eat while doing your volunteer duties

Please silence your phone, and do not make personal phone calls or text

Please do not drink alcoholic beverages during your volunteer shift

Behave professionally

Please do not bring non-volunteers to your shift

Remember you are a representative of DOXA

Refer any conflicts with festival guests to a DOXA senior team member right away; do NOT engage in any confrontations!

Breaks are not scheduled into shifts. Please eat before you arrive. If you need a brief breather or pit stop, let a DOXA team member know. Please use common sense, and don't ask to leave your post as we're loading a theater!

EMERGENCIES!

DOXA Theater Managers will brief you on venue emergency procedures. If an emergency occurs and you need help, immediately dial "911." As soon as possible, notify a DOXA Team member. If you have any doubts concerning your safety or the safety of others, please report your concerns to the Theater Manager. If you are injured or become ill while you are on duty, notify a DOXA Team member as soon as possible. You can of course be relieved of your shift in the case of sickness/injury.

FAQs OF LIFE

Can I watch a film during my volunteer shift?

No, don't plan to watch the film. Volunteers are expected to work during their assigned shifts, and there will be plenty to do! We give you those great Ticket Vouchers so you can catch a film later at your leisure!

Will there be food available?

We invite you to pack non-alcoholic drinks and snacks for your shifts. In fact, we strongly advise this, as you might get a little peckish while on duty and find it difficult to grab a drink or snack elsewhere.

Can I volunteer for the Festival Year-round?

DOXA has year-round programming and welcomes the participation of volunteers. Please send us an email AFTER the festival, and we'll talk!