



ATLANTIC INTERNATIONAL FILM FESTIVAL

VOLUNTEER HANDBOOK

2024 Edition

September 11 – 18, 2024
Cineplex Cinemas Park Lane, Halifax

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WELCOME TO THE 2024 ATLANTIC INTERNATIONAL FILM FESTIVAL!

We're thrilled that you've joined us for our return to full programming at the Atlantic International Film Festival in 2024! As a charitable cultural organization, we simply couldn't offer our range of events without the commitment of volunteers like you. It's especially meaningful this year, as we bring back activities we had to put on hold over the past two years.

THANK YOU for being part of the Atlantic International Film Festival team! Happy volunteering, and have fun!

Questions? Contact us at volunteer@atlanticfilm.ca



ABOUT THE ATLANTIC INTERNATIONAL FILM FESTIVAL

Atlantic International Film Festival began as a tiny grassroots operation in St. John's, Newfoundland in 1981, relocating to Halifax the following year. Four decades later, the Atlantic Film Festival is firmly established as one of Canada's premier film festivals and an organization that champions local filmmaking. The Atlantic Film Festival 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:

- Atlantic International Film Festival: An eight-day celebration featuring 200+ films, in person and online. A curated program showcases Atlantic Canadian talent and brings to the region international films not available anywhere else.
- AIFF Partners: Canada's top international co-production/co-financing market for film, television, and digital fiction, helping to develop Atlantic Canadian content.
- AIFF Kids: Two yearly events to connect kids with film—the AIFF Kids Festival Tour in the fall and the AIFF Kids Film Competition in the spring.
- Industry Programs: Support for local filmmakers with programs such as the REEL EAST COAST short film television series and the Filmmaker Lab.

2022 ATLANTIC INTERNATIONAL FILM FESTIVAL

HIGHLIGHTS BY THE NUMBERS

15,662

total attendance for all film screenings, panels, receptions and events

guests participating in feature film introductions and Q&A sessions

OVER

60

filmmakers participating in short film program introductions

110

screenings presented, featuring a total of 177 films (84 Atlantic films)

95

in-theatre screenings

15

online screenings

53%

of work by filmmakers who identify as female

OVER

50

VOLUNTEER ROLES FOR 2024

In 2024, we're once again hosting a hybrid festival, from September 14 to 21, 2024! That means that we'll have both in-person film screenings at Cineplex Cinemas Park Lane in Halifax and online screenings available anywhere in Atlantic Canada through Atlantic International Film Festival Stream. We'll also be holding a range of other events, like parties and discussion panels.

For our in-person events, we'll need volunteers to help us. That will include 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 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.

While all roles are essential to our ability to run the Festival, certain positions require a greater number of helping hands. If there is a certain opportunity you're interested in volunteering for, be sure to let us know as early as possible!

The in-person portion of the 2024 Atlantic International Film Festival will take place at Cineplex Cinemas Park Lane, and most – but not all! – volunteer positions will be at this location. The full list of volunteer positions for 2024 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.
- AIFF Partners: Registration Assistant, Command Centre, Front of House Crew.
- General: Office Support, Shorts Program Tech Review, Volunteer Program Assistant, Program Launch Support.
- Marketing & Communications: Social Media Crew.
- Special Events: Front of House Crew, Production Assistant.

BENEFITS OF VOLUNTEERING WITH THE ATLANTIC INTERNATIONAL FILM FESTIVAL

As a volunteer, you'll be part of a team that brings the best in local, national, and international films to Halifax! You'll help contribute to a strong and connected community. In addition to that, you can make new friends while building skills for your résumé and expanding your professional network.

Volunteers also receive access to film screenings. Table 1 outlines the 2024 film benefits for each volunteer role.

Table 1: **Official Atlantic International Film Festival's volunteer benefits for 2024**

ROLE	BENEFIT
Volunteer Theatre Manager & Volunteer Driver	AIFF Stream pass* 5 non-gala vouchers**
All Other Volunteer Positions (At least two shifts)	AIFF Stream pass* 2 non-gala vouchers**

* An Atlantic International Film Festival Stream pass gives you access to all our online content featuring Atlantic Canadian films, including Atlantic Canadian galas.

** A non-gala voucher can be redeemed for any in-theatre screening except for galas.



VOLUNTEER INFORMATION SESSIONS

This year, we'll hold our volunteer information sessions both in person and online, using Google Meet. In person sessions will be held at the Atlantic Film Festival building at 1888 Brunswick St. Suite 800. The sessions last about an hour and go over everything you might want to know about volunteering with the Atlantic International Film Festival.

To register, sign up through the Better Impact volunteer database or email us at volunteer@atlanticfilm.ca.

Date (2024):	Time:	Location:
Tuesday, July 16	4:00 pm	Online – Google Meet
Thursday, July 18	12:00 pm	Online – Google Meet
Tuesday, July 23	1:00 pm	Online – Google Meet
Wednesday, July 24	10:00 am	Online – Google Meet
Tuesday, July 30	5:00 pm	Online – Google Meet
Wednesday, July 31	10:00 am	In Person – Atlantic International Film Festival's building
Tuesday, August 6	1:00 pm	Online – Google Meet
Wednesday, August 7	3:00 pm	Online – Google Meet
Tuesday, August 13	6:00 pm	Online – Google Meet
Wednesday, August 14	11:00 am	Online – Google Meet
Monday, August 19	4:00 pm	Online – Google Meet
Tuesday, August 20	2:00 pm	Online – Google Meet
Wednesday, August 21	11:00 am	Online – Google Meet
Tuesday, August 27	1:00 pm	Online – Google Meet
Wednesday, August 28	2:00 pm	In Person – Atlantic International Film Festival's building

USING THE BETTER IMPACT SYSTEM

Better Impact is the Atlantic International Film Festival'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 and what experience or interests you have.

Logging in to Better Impact:

You can get to the Better Impact database from the Atlantic International Film Festival website, at www.atlanticfilmfestival.ca/volunteer. If you haven't applied to be a volunteer yet, select the "BECOME A VOLUNTEER" button to fill out an application.

BECOME A VOLUNTEER

If you're already a volunteer with us, select the "ACCESS YOUR PROFILE" button to log in to Better Impact.

ACCESS YOUR PROFILE

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
- Any additional relevant information

If you have any questions, contact the volunteer team at volunteer@atlanticfilm.ca or 902-334-1429.

STEP-BY-STEP OVERVIEW OF THE VOLUNTEER PROGRAM

Here's an overview of what volunteering with AIFF entails.

Pre-Festival:

- Attend an online information session to meet the volunteer team, find out about changes to events, and become familiar with new policies and procedures.
- Register or update your volunteer profile on [Better Impact](#).
- Keep an eye on your for updates about volunteer opportunities available.
- Sign up for volunteer shifts.
- Become familiar with e-mail the Festival program by going to www.atlanticfilmfestival.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) when you get an email that it's ready.
- Attend volunteer training as required. Some positions only require training at the start of your first shift, while others require a separate training session ahead of time.

The day before each volunteer shift:

- Check your email for daily updates and urgent volunteer requests.

On each day of volunteering:

- Consider catching a bus or the ferry to get to your shift. Your volunteer ID gives you free transit access.
- Dress appropriately.
 - Wear your volunteer T-shirt and ID when on duty.
 - Wear comfortable shoes.
 - Maintain a clean and casual appearance.
- IMPORTANT! Arrive on time, but no more than 15 minutes before your shift. Check in with your AIFF 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.
- Use your volunteer benefits and watch 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.



ATLANTIC INTERNATIONAL FILM FESTIVAL POLICIES

Volunteer Policy

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

- 1) Volunteers must wear Atlantic International Film Festival T-shirts and IDs when on duty.
- 2) Volunteers must not wear Atlantic International Film Festival T-shirts and IDs when off duty.
- 3) Volunteers must attend training sessions as required by their specific volunteer role.
- 4) Volunteers should be polite and professional in all interactions—with the general public, Festival staff, delegates and other volunteers.
- 5) Volunteers must maintain a tidy and clean appearance.

- 6) 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.
- 7) Volunteers should never use volunteering as an opportunity to pitch projects to industry delegates.
- 8) Volunteers must be 19 years of age or older.

In return, you can expect AIFF staff to:

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

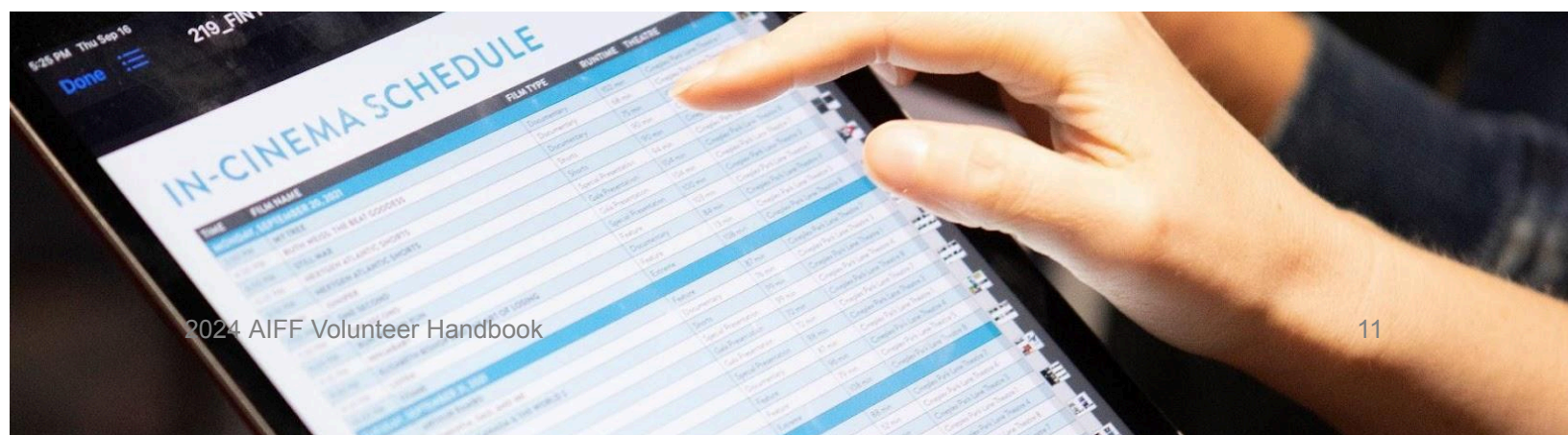
DISMISSAL POLICY

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

Volunteers will be dismissed and will lose volunteer privileges if:

- they miss more than one shift without just cause
- they miss more than one shift without a minimum 24 hours' notice
- they fail to complete a shift as scheduled
- their 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 at volunteer@atlanticfilm.ca or 902-334-1429.



ATLANTIC INTERNATIONAL FILM FESTIVAL CODE OF CONDUCT

Atlantic International Film Festival is committed to ensuring a safe and respectful environment where everyone can fully participate, without discrimination or harassment. We believe that every Atlantic International Film Festival's attendee, guest, volunteer, partner, and employee is entitled to an atmosphere (both in person and online) free of:

- intimidation, bullying or violence of any form
- discrimination, including offensive comments, based on gender, gender identity, sexual orientation, disability, age, physical appearance, race or ethnicity
- inappropriate physical contact or unwelcome sexual attention
- harassing photography or video recording
- inappropriate following or stalking
- unsafe behaviour at films or other events

We expect everyone engaging with Atlantic International Film Festival to work with us in creating an inclusive and welcoming atmosphere.

The Atlantic International Film Festival reserves the right to revoke venue or event access to anyone who engages in behaviour that goes against our Code of Conduct.

If you witness or experience any harmful behaviour that you would like to report, please reach out to a member of the Atlantic International Film Festival staff. To speak directly to Atlantic International Film Festival Executive Director, Martha Cooley email: marthac@atlanticfilm.ca phone: (902) 334-1430.

GETTING TO THE ATLANTIC INTERNATIONAL FILM FESTIVAL

Halifax Transit: If possible, take advantage of FREE TRANSIT to get to your volunteer shift! During the Atlantic International Film Festival (September 11 – 18, 2024), present your volunteer ID for free access to Halifax Transit buses and ferries.

To get bus route information, you can call 311, or you can look up bus routes online:

- [Google Maps](#)
- [Halifax Transit](#)

Parking: If you'll be driving to your volunteer shift, there are numerous parking meters and paid lots within a short walking distance of Cineplex Cinemas Park Lane. Many offer free or reduced rates on weekends and on weeknights after 6 PM (subject to availability).

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



FAQs

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. How do I sign up for volunteer shifts?

A. Once we've accepted your application to be a AIFF volunteer, you'll have access to our volunteer database, Better Impact. We'll send you emails to let you know when volunteer opportunities are available, and you can sign up for shifts through the database. Shifts are available on a first-come, first-serve basis. Typically, we'll post volunteer opportunities between 1 week and 1 month in advance of events. Better Impact is available [online](#) or as an app—look for “My Impact” in the App Store or Google Play.

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 the 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 Cineplex Cinemas Park Lane.

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. It's important that we're able to find you during your volunteer shift! Even when it's 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. Therefore, you can watch a movie during your shift ONLY IF your AIFF supervisor indicates that there is time to do so, and if they know exactly where you'll be. Each shift is assessed on a case-by-case basis.



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:

- Volunteer Theatre Managers must have previous experience volunteering in theatres
- Transport Drivers must have a current driver's license and be at least 21 years old



AIFF VOLUNTEER TEAM CONTACT INFORMATION

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