



OUTSPOKEN. OUTSTANDING.

Guidelines for Volunteer Management

Funding provided by



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Acknowledgements

Hot Docs has been working together in partnership with WorkInCulture and the Toronto Fringe to gather information and create volunteer management resources with the goal to share feedback and results with hundreds of cultural organizations in Ontario. Volunteers are the life of many cultural organizations in our province and ensuring that the volunteer program is well planned and organized will create a stronger community and ultimately show the appreciation volunteers deserve for the time they dedicate to our organizations.

A large portion of the project was the development of this manual, which includes results of surveys and activities completed thus far. This manual was created to support arts and culture not-for-profits in Ontario and beyond to have a better understanding of developing a strong and successful volunteer program. With the hope of providing insight into the planning and execution of a volunteer program, organizations can continue to grow and provide their volunteers with the best experience possible. The information contained in this manual is only meant as a guideline to best practices in volunteer management, and should be adapted to each organization individually according to staff and program size. Organizations are encouraged to review the material in its totality, or zero in on portions that will complement their already existing volunteer programs.

Without the work of Bob McCarthy, Brett Hendrie and Ron Koperdraad, Hot Docs' volunteer program would not be where it is today. Their insight into the daily operations of the organization led them to develop a great resource, *Festival Volunteer Programs: Best Practices and Planning Manual* (2003), from which this manual continues to expand. A huge thanks is in order to all of the organizations that have kindly offered their insight via online surveys, emails, phone calls and in-person meetings, all in an effort to facilitate the creation of this resource. Your encouragement and excitement throughout this project provided inspiration and insight into the work of volunteer management in the arts and culture world.

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