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3-MONTH VERSION

Actions/Tasks

Assigned to
(Staff initials)

Deadline

MONTH 1

WEEK 1

Database clean-up—ensure it's ready to take on new applications and identify returning volunteers for further communication		
Update all volunteer documents for new year (Orientation Manual, Training Manual, Application Form, Job Descriptions, etc.)		
Review application form and update volunteer section of website		
Begin brainstorming with Communications/Marketing department on outreach campaign (promo material, social media, etc.)		
Launch updated application form		
Research and confirm festival office dates and location (if applicable)		
Research and confirm dates and locations for returning volunteer sessions (if applicable)		
Research and confirm orientation and training session dates and locations (if applicable)		
Confirm orientation and training session helpers (if applicable)		
Research outreach contacts—film schools, other festivals, etc.		
Update staff request form and prepare to share with staff		
Contact all staff about staff request form and include guidelines and FAQs about the process		
Connect with public library system about distribution of promo material		
Begin taking post-mortem notes (especially important since contract ends shortly after the festival)		

WEEK 2

Confirm date of launching shifts to returning volunteers		
Send invitation to returning volunteers, include RSVP and info about returning volunteer sessions		
Develop or update presentation for returning volunteers		
New applicant management begins - following up with all necessary information, troubleshooting, answering inquiries, etc. (ongoing until application closes)		
Create and finalize marketing material and send to print		
Begin outreach to education institutions and other organizations		
Research and attend recruitment events		
Make a list of equipment needed for festival office (computers, signage, office supplies, T-shirts, etc.)		

WEEK 3

Specialized volunteer role outreach to returning volunteers (supervisors, shift leads, special events, etc.)		
Rehearse presentation for returning volunteers		
Begin confirming volunteer requests from staff and shift schedule with relevant departments		
Specialized volunteer role interviews (if applicable)		

WEEK 4

Staff volunteer requests deadline		
Create presentation for staff on how to work with volunteers		
Rehearse presentation for returning volunteers		
Order equipment needed for festival office (computers, signage, office supplies, T-shirts, etc.)		

MONTH 2**WEEK 1**

Returning volunteer sessions begin		
Create presentation for new volunteer sessions		
Rehearse presentation for staff on how to work with volunteers		
Send final reminder to returning volunteers to confirm return		

WEEK 2

Present training to staff on how to work with volunteers		
Returning volunteer sessions end		
Database clean-up of volunteers who are not returning – archive records, do not delete		
Begin liaising with departments to plan and create presentations for training sessions		
Rehearse presentation for new volunteers		
Open shifts to returning volunteers		
Follow up with training material for returning volunteers who didn't attend sessions (if session was not mandatory)		

WEEK 3

New volunteer sessions begin		
Open shifts to new volunteers (on rolling basis after each session)		
Rehearse presentations for training sessions (schedule meetings with departments to rehearse together if applicable)		

WEEK 4

Rehearse presentations for training sessions (schedule meetings with departments to rehearse together if applicable)		
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MONTH 3**WEEK 1**

New volunteer sessions end		
Close application form, confirm and message next year's details to those who can't volunteer this year		
Training sessions begin		
Follow up with all volunteer email with general info about scheduling shifts, registration opening date, benefits, etc.		
Pre-festival shifts (ie. office, street marketing, etc.) begin		

WEEK 2

Festival office established		
Begin tracking great volunteers for individualized thank you cards		
Email "save the date" for volunteer appreciation event to all volunteers (if applicable)		
Volunteer registration begins		

WEEK 3

Finalize tasks required of each Volunteer Office staff member during event, create daily routine if event takes place over multiple days		
Email "save the date" for volunteer appreciation event (if applicable)		
Pre-festival shifts end		
Training sessions end		
FESTIVAL/EVENT BEGINS		
Track attendance/performance of volunteers, follow up where necessary		

WEEK 4

FESTIVAL/EVENT ENDS		
Administer end of year survey		
Last email to all volunteers with details of your last week and message of thanks		
Debrief with all staff members who have requested volunteers on successes and challenges experienced		
Review and clean up volunteer database again for off season		
Volunteer appreciation event (if applicable)		
Update auto reply email with thank you message and include contact information for future inquiries		
Complete and submit post-mortem		

5-MONTH VERSION

<i>Actions/Tasks</i>	<i>Assigned to</i> <i>(Staff initials)</i>	<i>Deadline</i>
MONTH 1		
WEEK 1		
Schedule meetings with departments to debrief on what needs to stay the same or change for the year		
Database clean-up – ensure it's ready to take on new applications and identify returning volunteers for further communication		
Review application form and update volunteer section of website		
Begin research on dates and locations for festival volunteer office (if applicable)		
Begin research on dates and locations for returning volunteer sessions (if applicable)		
Begin research on dates and locations for orientation and training sessions (if applicable)		
Begin taking post-mortem notes (even if your contract ends a few weeks after the event – you will thank yourself later)		
WEEK 2		
Begin brainstorming with Communications/Marketing department on outreach campaign (promo material, social media, etc.)		
Begin research on outreach contacts		
Update all volunteer documents for new year (Orientation Manual, Training Manual, Application Form, Job Descriptions, etc.)		
Confirm festival office dates and location		
Confirm dates and locations for returning volunteer sessions		
Confirm orientation and training session dates and locations		
Confirm orientation and training session helpers (if applicable); recruit more if needed		
Create and finalize marketing material and send to print		
Connect with public library system about distribution of marketing material		
WEEK 3		
Confirm date of launching shifts to returning volunteers		
Contact all staff about volunteer requests and include guidelines and FAQs about the process		
Send invitation to returning volunteers, include RSVP and info about returning volunteer sessions		
Create presentation for staff on how to work with volunteers		
Launch application form		
Send email invitation to returning volunteers with save the date for sessions		
WEEK 4		
Begin outreach		
Attend recruitment events		
Schedule and rehearse presentation for staff on how to work with volunteers		
Specialized volunteer role interviews (if applicable)		

MONTH 2

WEEK 1

New applicant management begins - following up with all necessary information, troubleshooting, answering inquiries, etc. (ongoing until application closes)		
Specialized volunteer role outreach to returning volunteers (supervisors, shift leads, special events, etc.)		
Make a list of equipment needed for festival office (computers, signage, etc.)		
Create or update presentation for returning volunteer sessions		
Rehearse presentation for returning volunteer sessions		
Send final reminder to returning volunteers to confirm return		

WEEK 2

Returning volunteer sessions begin		
Begin scheduling specialized volunteer role interviews (if applicable)		
Database clean-up of volunteers who are not returning – archive, don't delete		
Specialized volunteer role interviews begin (if applicable)		
Staff volunteer requests deadline		

WEEK 3

Present presentation to staff on how to work with volunteers		
Order equipment needed for festival office (computers, signage, office supplies, T-shirts, etc.)		
Returning volunteer information sessions end		
Follow up with information session material for returning volunteers who didn't attend sessions (if session was not mandatory)		
Create presentation for new volunteers		

WEEK 4

Finalize staff volunteer requests and proof before launching		
Begin liaising with departments to plan and create presentations for training sessions		
Rehearse presentation for new volunteers		

MONTH 3

WEEK 1

Continue rehearsal presentation for new volunteers		
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WEEK 2

Launch volunteer shifts to returning volunteers		
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WEEK 3

Assess volunteer shifts remaining and prepare opportunities available for new volunteers		
New volunteer sessions begin		
Open shifts to new volunteers (on rolling basis after each session)		
Rehearse presentations for training sessions (schedule meetings with departments to rehearse together if applicable)		

WEEK 4

Communicate training session dates with volunteers and include RSVP form if needed		
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MONTH 4

WEEK 1

New volunteer orientation sessions end		
Close application form, confirm and message next year's details to those who can't volunteer this year		
Training sessions begin		
Follow up with all volunteer email with general info about scheduling shifts, registration opening date, benefits, etc.		
Pre-festival shifts (ie. office, street marketing, etc.) begin		

WEEK 2

Festival office established		
Volunteer registration begins		

WEEK 3

Finalize tasks required of each Volunteer Office staff member during event, create daily routine if event takes place over multiple days		
Begin tracking great volunteers for individualized thank you cards		
Email "save the date" for volunteer appreciation event to all volunteers (if applicable)		

WEEK 4

Pre-festival shifts end		
Training sessions end		
FESTIVAL/EVENT BEGINS		
Track attendance/performance of volunteers, follow up where necessary		

MONTH 5

WEEK 1

FESTIVAL/EVENT ENDS		
Send message of thanks to all volunteers (group and individual thanks)		
Volunteer appreciation event (if applicable)		
Administer end-of-year survey with deadline indicated		

WEEK 2

Review and clean up volunteer database in preparation for next year		
Bring together statistics and feedback for post-mortem		

WEEK 3

Analyze and share end-of-year survey results with relevant departments		
Debrief with all staff members who requested volunteers and review successes and challenges		

WEEK 4

Last email to all volunteers with details of your last week		
Update auto reply email with thank you message and include contact information for future inquiries		
Complete and submit post-mortem		



CANADIAN INTERNATIONAL
DOCUMENTARY FESTIVAL
APRIL 23–MAY 3, 2015
TORONTO, CANADA

Festival Volunteer Request Form

Due: March 9th, 2015

Date of Submission: _____

Full Name: _____

Department: _____

Volunteer Request (ALL fields must be completed in order to request volunteers):

Date	Start Time*	End Time	#	Task (use space below for details)	Supervisor**	Location

* = Please allow your volunteer to have at least 15 minutes to acclimate to your environment and learn the task at hand

** = The supervisor name listed must be the person who signs the volunteer(s) in and out. If the position has not yet been filled, please put the title of the supervisor who will receive them

= how many volunteers are needed for the job

1. Task Details (e.g. what will the volunteer be doing, who will the volunteer be interacting with, dress code, etc.)

2. Special Skills Requested (e.g. heavy lifting required, word processing skills, etc.)

3. What is special about this task that can be used as a selling point?

4. Did you have an exceptional volunteer last year? If so, please make your request here for specific volunteers and don't forget to include their FIRST NAME and LAST NAME:

5. Any additional information needed about this position:

Please feel free to contact the Hot Docs Volunteer Office at any time at volunteers@hotdocs.ca if you have any lingering questions about requesting volunteers.

Remember: it's easier to add on than it is to change or cancel a volunteer shift that already exists!

[EVENT LOGO]

POSITION	
Dates	
Benefits	
Specifics	

[POSITION DESCRIPTION]

i.e. heavylifting required, dress code, skills needed (computer, etc.), supervisor of role

[TRAINING SESSION INFORMATION]

i.e. when and where, mandatory or optional

Duties and Responsibilities

- [ADD AS APPLICABLE]
- i.e. answering phones, processing paperwork, setting up and/or tearing down a table, etc.



CANADIAN INTERNATIONAL
DOCUMENTARY FESTIVAL
APRIL 23–MAY 3, 2015
TORONTO, CANADA

POSITION	Orientation & Training Session Helper
Dates	Pre-festival
Benefits	Festival Volunteer Vouchers
Specifics	For Returning Volunteers ONLY

Orientation & Training Session Helpers will be the key in ensuring a smooth and efficient flow during volunteer Orientation & Training sessions. These volunteers will assist with set up of each session, preparation of materials to hand out, sign in of volunteers and distribution of vouchers (if necessary) at the end of each session. This team reports and is critical to the Volunteer Office, and will be instrumental in keeping each session organized and efficient.

Duties and Responsibilities

- Assist with set up and tear down of each session
- Greet volunteers and direct them to the location of the session
- Track volunteer attendance to ensure that volunteers gain access to the volunteer portal
- Distribute volunteer vouchers at the end of each session (if necessary)
- Help prepare any material to be distributed at each session
- Distribute material to volunteers when they arrive at the venue



CANADIAN INTERNATIONAL
DOCUMENTARY FESTIVAL
APRIL 23–MAY 3, 2015
TORONTO, CANADA

POSITION	Volunteer Captain*
Dates	April 23–May 3, 2015
Benefits	Double the vouchers for each shift (one voucher for each shift can be claimed Pre-festival, the other will be handed out at the end of shift)
Specifics	Placed at various festival venues

Volunteer Captains are a valuable part of the Volunteer Office team. Captains will be an active part of the festival and will report and provide help to the Volunteer Office staff to ensure a smooth and efficient festival. During the festival, Captains will ensure that all volunteer shifts are full and help assess the need for FLOATERS with the Theatre Reps as well as maintain high morale with current volunteers on shift. Captains will act as the eyes and ears for the Volunteer Office at each venue daily and will report on any issues that need to be dealt with immediately.

Duties and Responsibilities

- Attend MANDATORY training session in April (Date and Time to be confirmed)
- Complete a MINIMUM of FOUR Captain shifts during the festival
- Help sign all volunteers in and out of their shifts
- Be familiar with the venue with details like emergency exit, accessible washrooms, volunteer space and nearest TTC stops
- Distribute Volunteer Vouchers at the end of each shift
- Schedule breaks for all volunteers on shift and ensure all volunteers take their breaks
- Answer general inquiries from volunteers on shift
- Assist with assessing venue needs for Floaters and request dispatch
- Record feedback from staff, co-captains and volunteers on the Captain Report after each shift
- Complete a festival postmortem detailing successes, challenges and suggestions for the Volunteer Office

*This position requires an interview. Phone interviews will be scheduled in February and March.



CANADIAN INTERNATIONAL
DOCUMENTARY FESTIVAL
APRIL 23–MAY 3, 2015
TORONTO, CANADA

Volunteer Application Form

First Name:

Last Name:

Email Address:

Home Phone:

Mobile Phone:

Street Address:

City:

Province:

Postal Code:

Country:

How did you first hear about volunteering for Hot Docs?

- Current Hot Docs volunteer
- Friend or family
- Hot Docs website
- Hot Docs eBulletin
- Another festival
- Hot Docs volunteer postcard
- Facebook or Twitter
- School
- WorkInCulture
- Other

Due to the varying classifications for films showing in Hot Docs (some are restricted to 18 years and older), we ask all of our volunteers to be 18 by the first day of the festival. As a THANK YOU to all of our volunteers Hot Docs hosts a Staff and Volunteer party at the end of each festival in a licensed venue which requires our volunteers that are attending to be 19 years of age or older. Please indicate if you meet the Hot Docs age requirement (you can only select ONE choice).

- I am under the age of 18
- Yes, I will be 18+ for the festival
- Yes, I will be 19+ for the festival

In order to keep the number of volunteers needed to a manageable level, our volunteers are required to complete a minimum of FOUR shifts during the festival which means dedicating an average of 20 hours of your time. Please indicate if you think you will be able to complete the minimum commitment.

- Yes, I can commit to FOUR shifts for Hot Docs

Thank you for volunteering with Hot Docs. You'll receive a confirmation email shortly.



AGENDA

10:00am – Organizations arrive at the Bloor (506 Bloor Street West) for booth set up and presentation set up (Green P Parking available on the street and just east of the Palmerston Library). A volunteer will be at the door to let you into the cinema.

10:30am – Doors Open to Event Attendees

11am-12:00pm – One-hour presentation (5 minute pitches from all 10 organizations participating)

- Intro by Ron Koperdraad (Bloor Cinema Manager) and Alicks Girowski (HD Volunteer Manager) **2 minutes**
- Hot Docs – Jenn & Kate (Volunteer Operations) **5 minutes**
- Jane's Walk – Kate Watanabe (Toronto City Organizer) **5 minutes**
- Scarborough Film Festival – Sergei Petrov (Executive Director) **5 minutes**
- Luminato – Jeremy Forsyth & Saskia Rinkoff (Volunteer Coordinators) **5 minutes**
- Inside Out – Steen Starr (Volunteer Coordinator) **5 minutes**
- Toronto Fringe Festival – Natasha Boomer (Executive Director) **5 minutes**
- Cinéfranco Film Festival – Marc Rocco & Audrey Le Goff (Marketing & Youth Program Directors) **5 minutes**
- PrideHouseTO – Ashley McGhee (Specialist, Sport and Recreation) **5 minutes**
- Revue Cinema – Aileen MacDonald (Executive Director) **5 minutes**
- GetInvolved – Rudayna Bahubeshi & Jen Gawor (Community Manager & Community Animator) **5 minutes**

12:00pm-12:30/12:45pm* – Attendees are invited to interact with our presenters at their table in a marketplace type style

12:30pm – Doors open to general public for 1:00pm film

1:00pm – Screening of *Merchants of Doubt*

*Tables will be set up on the second floor mezzanine and the main lobby of the Bloor. Please note that the Bloor will be providing tables, chairs and tablecloths. Outlets are also available on the mezzanine if you wish to bring a laptop; if you require an outlet, please let us know so we can accommodate your request and place your table near a plug.

VOLUNTEER IN CULTURE Recruitment Fair

Saturday, March 14th (11:00am-12:30pm)
at the Bloor Hot Docs Cinema

Email/Newsletter Content (83 words)

Here's your chance to join Toronto cultural organizations and find out how to get involved in the events that make our city vibrant.

Learn more about the Volunteer in Culture fair and RSVP [here](#). Save a seat for the event and stay for a FREE film!

Date: Saturday, March 14th, 2015

Location: Bloor Hot Docs Cinema (506 Bloor Street West)

Time: Doors open at 10:30am, event at 11:00am, FREE film for attendees at 1:00pm

Spread the word and keep Toronto's cultural scene alive!

General Information

- Free film info – [Merchants of Doubt](#) at 1:00pm
- Website link - www.hotdocs.ca/about/volunteer_opportunities/
- Facebook event - www.facebook.com/events/1585798071655139/
- #VolunteerInCulture

Project Partners

Bloor Hot Docs Cinema

Facebook - www.facebook.com/bloorcinema

Twitter - @thebloorcinema

Government of Ontario

Twitter - @ongov

Hot Docs

Facebook -

www.facebook.com/hotdocsfestival

Twitter - @hotdocs

Toronto Fringe

Facebook - www.facebook.com/torontofringe

Twitter - @toronto_fringe

WorkInCulture

Facebook -

www.facebook.com/WorkInCulture

Twitter - @workinculture

Confirmed Presenters

Cinéfranco

Facebook -

www.facebook.com/pages/Francophone-International-Film-Festival/262178024251

Twitter - @cinefranco

Fringe Toronto

Facebook -

www.facebook.com/pages/Toronto-Fringe-Festival/108250315862618

Twitter - @toronto_fringe

Get Involved!

Facebook - www.facebook.com/GetInvolvedca

Twitter - @getinvolvedCA

Hot Docs

Facebook -

www.facebook.com/hotdocsfestival

Twitter - @hotdocs

Revue Cinema

Facebook-

<https://www.facebook.com/RevueCinema>

Twitter - @RevueCinema

Inside Out LGBT Film Festival

Facebook -

www.facebook.com/InsideOutFilmFestival

Twitter - @insideoutTO

Jane's Walk Toronto

Facebook - www.facebook.com/janeswalk

Twitter - @janeswalkTO

Luminato

Facebook - www.facebook.com/luminatofestival

Twitter - @luminato

Pridehouse TO

Facebook -

www.facebook.com/PrideHouseTO

Twitter - @pridehouseTO

Scarborough Film Festival

Facebook-

www.facebook.com/ScarboroughFilmFestival

Twitter - @scarboroughff

Twitter Suggestions

Create your own or copy paste below with your organization username.

Shortened URL: <http://ow.ly/Bwvew>

- Get CULTURED at the Volunteer in Culture fair on March 14! @hotdocs, @janeswalkTO, @fringe_toronto & more in attendance. <http://ow.ly/Bwvew>
- Interested in new & exciting volunteer opportunities in the culture sector? Join us on March 14 to learn more: <http://ow.ly/Bwvew> #VolunteerInCulture
- Join us for the Volunteer in Culture fair on March 14 @thebloorcinema. RSVP for the event & stay for a free film! <http://ow.ly/Bwvew>

March 2015 |



Event Recap

Thank you for your interest in the first Volunteer in Culture fair held on Saturday, March 14, 2015 at the Bloor Hot Docs Cinema! If you managed to attend, this will be a quick recap of presenters and how to get involved. If your weekend plans held you captive and you couldn't make it fear not, take a look at what the presenting organizations are looking for and feel free to contact them for more info. Once again, a HUGE THANK YOU to you, for making Toronto such a vibrant, cultural space.



Hot Docs

The application for the 2015 festival is [now open!](#) Fill out an application online to ensure that you receive communication from the volunteer office. Festival communication usually begins at the end of January once Orientation Session dates are booked and announced. Join the theatre team as Hot Docs takes over 10 venues in the city OR try your hand at helping delegates in the Industry Centre, there's always lots to do. Stay tuned for more details in the next coming months!

Jane's Walk

Do you love Jane's Walk? Volunteering is a great way to get involved and get walking! Our Festival Volunteer sign-up opened on March 30. We're looking for walk assistants, photographers, chalk artists and more. Click [this link](#) to volunteer. It only takes a couple of minutes!

We could go on and on about how great it is to volunteer with Jane's Walk, but why not go right to the source?

"I can't say enough about my experience volunteering with Jane's Walk. The festival provides a perfect opportunity to get out and explore parts of our cities that we may not have known were there. In doing so, it allows us to develop new friendships and connect with new places and ideas, as we rediscover old ones." – Alana, 2014 Jane's Walk volunteer

Scarborough Film Festival

The third Scarborough Film Festival aims to enhance cultural landscape of Scarborough, so by volunteering you not only get to support the festival and help the community to see great films, but you will also help to raise the profile of one of the great districts of Greater Toronto Area, all while enjoying films and meet interesting people. [Click here](#) to volunteer!

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Luminato

Toronto's premier multi-disciplinary Festival of Arts and Creativity depends on our enthusiastic and dedicated volunteers (19+) to help transform the city for ten exceptional days (June 19 - 28, 2015). Our diverse group of volunteers enhances the visitor experience by providing guests of the Luminato Festival with information, lending onsite support and working with Luminato staff.

[Click here](#) to volunteer!

“The variety of cultural events kept people’s interest. The dual purpose was good as some events you would just want to attend while others you could support by volunteering.”

Event Dates

Get your calendars out and make note of these upcoming events:

Hot Docs
(April 23-May 3, 2015)

Jane’s Walk
(May 2015)

Scarborough Film Festival
(June 2-7, 2015)

Luminato
(June 19-28, 2015)

Inside Out Film Festival
(May 21-31, 2015)

Toronto Fringe Festival
(July 1-12, 2015)

Cinefranco Film Festival
(April 10-19, 2015)

Revue Cinema
(Year Round)

GetInvolved
(Year Round)

Inside Out Film Festival

Inside Out is a non-profit registered charity that exists to challenge attitudes and change lives through the promotion, production and exhibition of film and video made by and about lesbian, gay bisexual and trans (LGBT) people of all ages, races and abilities.

To join the team, click [here](#).

Toronto Fringe Festival

Join us July 1st-12th, 2015 for our most spectacular, Fringe-tastic festival ever, featuring new plays and old favourites, experimental works and fresh hits. Our FringeKids Club is back and bigger and better than ever, now relocated to the George Ignatieff Theatre. If our big kids Fringe Club (also known as our beer tent) is more your style, never fear, we'll once again be returning with July's hottest patio featuring buskers, Shed Shows, Visual Fringe, underground parties, delicious eats and, of course, beer. And we'd love to have your help! Volunteer application opens in April - click [here](#) for more information.



Cinefranco Film Festival

Cinéfranco is the most important International Francophone Film Festival in English Canada. Cinéfranco promotes the diversity and richness of Francophone movies in order to increase their appreciation and give them more exposure in an English-speaking environment. All films are screened in their original language with English subtitles.

Cinéfranco is on in April at the Bloor Hot Docs Cinema! For more information, click [here](#).

Revue Cinema

Located in the quirky Roncesvalles neighbourhood, the Revue offers interesting programming of both current and classic cinema. To volunteer, click [here](#).

GetInvolved

[Getinvolved.ca](#) is an online community of 20,000 organizations and volunteers across Canada. By using our "Get Matched" tool volunteers are able to find opportunities and organizations can find talented volunteers according to skills, interests, and location. Join [Getinvolved.ca](#) to volunteer in your community, connect with skilled volunteers, and find valuable resources, including volunteer best practices, blog posts from organizations, videos about inspiring volunteers, and a Volunteer Quiz to help you determine what kind of volunteering is best suited to you.



Share Your Feedback!

Were you in attendance at the first Volunteer in Culture fair? We would LOVE to hear from you.

E: volunteers@hotdocs.ca with your comments, concerns and suggestions.

Our next fair is tentatively scheduled for October 2015. Spread the word and come out to hear from more cultural leaders in our community!

Orientation Sessions

Orientation Sessions are an important part of welcoming and informing your new volunteer base about your organization and the staff that they will be working with the most. It's often one of the first impressions people get of your organization so making an effort to plan and practice the material you will deliver will have a huge impact on volunteer recruitment. The following is a guide for organizations to use while planning the Orientation Session; feel free to amend the guide to suit your organization best. Here is a general outline of things that you should cover in your Orientation Session with a detailed explanation of each below:

- Welcome Volunteers & Overview of the Session
- Introduction of Your Organization & Staff
- Volunteer Expectations & Roles
- Volunteer Benefits
- Scheduling of Volunteers
- Policies & Dress Code
- Program Evaluation, Feedback and Additional Resources
- Thank You & Next Steps

1. Welcome Volunteers & Overview of the Session

- a. Often overlooked, a warm welcome goes a long way to making volunteers feel appreciated right off the bat. Providing an overview at the beginning of the session provides volunteers with a road map of what to expect during the session. It will also give them a sense of timing for the session, like when to ask questions if they have any throughout the session or when they can expect the session to finish.

2. Introduction of Your Organization & Staff

- a. Volunteers want to dedicate their time to organizations that have similar values as they do. Provide a brief history of your organization and include the mission and/or values so that volunteers can buy into your organization from the start. Make sure to introduce the staff that volunteers will be working with closely. This can be the volunteer manager and management staff or staff that will be supervising volunteers on shift, if they are available. It's reassuring for new volunteers to know who is responsible for what and where to direct any questions so that they feel more confident when communicating.

3. Volunteer Expectations & Roles

- a. Communicate anything that is expected of volunteers in this section. You should include things like:
 - i. Time commitment (average shift length, minimum number of shifts, etc.)
 - ii. Location(s) of volunteer position(s) and organization office
 - iii. Brief description of Volunteer Opportunities
 - iv. Additional Training Opportunities (is there another session scheduled or will they be trained on shift)
 - v. Customer/client base they will be working with on shift
 - vi. How to proceed with volunteering with your organization post-Orientation
 - vii. Additional resources volunteer can refer to for more info (Orientation Manual or one-page info sheet)

4. Volunteer Benefits

- a. A description of the benefits/rewards volunteers get while dedicating their time to your organization. This could include physical tangible benefits like tickets to upcoming events, certificates, appreciation events, workshops, snacks on shift or intangible benefits such as meeting like-minded people, developing skills and networks in your industry, and gaining work experience in their field of choice.

- b. Be clear of how many hours/shifts volunteers need to complete before attaining the benefits.
- c. Make mention of any expiry dates for rewards like event tickets or vouchers. If there is an appreciation party, it is great to mention the rough timing of the event so volunteers can plan to attend accordingly (i.e. within a month of the end of the event, etc.).

5. Scheduling of Volunteers

- a. An overview of how volunteers will be scheduled and what criteria you will be using to schedule volunteers for certain tasks. If you are using scheduling software, try and include a live demonstration of the system or images to demonstrate signing up for shifts. Make note of any dates when you will be either posting shifts for sign up or finalizing the schedule for volunteers.
- b. Indicate any areas volunteers can update to include more information about themselves or their preferred volunteer position(s).
- c. Include any resources that exist about how to sign up using your system and where to find them online.

6. Policies & Dress Code

- a. Any information on dress code while on shift should be made clear in Orientation. If there is a uniform for volunteers, ensure that you specify when and how volunteers can pick up their uniform. Making mention of why there is a uniform is always helpful for volunteers (e.g. security reasons, being easily identifiable, etc.).
- b. Cancellation policies for cancelling shifts should be clearly outlined (e.g. last chance to cancel is 24 hours before the shift). Reiterate where this information can be found online or in the manual just in case. This will help with last-minute cancellations.
- c. Any policies or protocols your organization has for employees should also be shared with volunteers. If a termination policy exists within your organization, it should be clearly presented to avoid future conflicts.
- a. In the event of an emergency, outline what the protocol is and location of the emergency exit.

7. Program Evaluation, Feedback and Additional Resources

- a. It is important to let volunteers know how they can express their comments or concerns regarding their volunteer experience with staff. Provide them with different methods of communicating any comments or concerns in the session (e.g. email address, telephone number, one on one meeting with staff, etc.).
- b. If your organization sends out a survey to gauge volunteer interest, make note of it in Orientation so volunteers can start to think about making notes of their experience with your organization.
- c. Make note of where volunteers can find any additional resources like manuals, how-to guides, job descriptions, etc. either online or in person. Providing your volunteers with these additional resources may seem like a lot of extra work but will save your organization time when it comes to answering basic questions in the future.

8. Thank You & Next Steps

- a. Ending the session with a thank you will once again show your volunteers that your organization values their time. Feel free to spend a couple of minutes on how volunteers impact your organization and how necessary it is for volunteers to dedicate their time.
- b. Provide a clear outline of what volunteers can expect if they wish to continue volunteering with your organization. Keep in mind that not all volunteers who attend Orientation will continue volunteering with you but with a planned and organized Orientation Session, you can count a high retention rate.



CANADIAN INTERNATIONAL
DOCUMENTARY FESTIVAL
APRIL 23–MAY 3, 2015
TORONTO, CANADA

Welcome and thank you for deciding to volunteer with Hot Docs 2015! All NEW volunteers must attend ONE Orientation Session in order to participate with Hot Docs, so if you are not available for our very last session that's listed below, please note you will have to re-apply with us in 2016.

In an effort to abide with AODA (Accessibility for Ontarians with Disabilities Act) you will notice that only the Bloor Hot Docs Cinema is a fully accessible venue. The Centre for Social Innovation (CSI) Annex location is not fully accessible. Any questions you may have can be directed to volunteers@hotdocs.ca.

First Name:
Last Name:
Email Address:
Phone Number:

Please indicate what date you will be attending Orientation:

- Thursday, March 12th from 6:00pm – 8:00pm (Bloor Hot Docs Cinema)
- Sunday, March 22nd from 10:00am – 12:00pm (CSI Annex)
- Monday, March 30th from 6:00pm – 8:00pm (Bloor Hot Docs Cinema)

Please note that you will receive a REMINDER email from the Volunteer Office TWO DAYS prior to the session. Orientation Sessions will start promptly at the start time so please show up 15 minutes early as latecomers will not be admitted. Each session is 60 minutes in length plus 30 minutes for Q&A after the session.

If you require further assistance, please email us at volunteers@hotdocs.ca.

Thank you for your interest with Hot Docs and see you at the movies.



CANADIAN INTERNATIONAL
DOCUMENTARY FESTIVAL

APRIL 23–MAY 3, 2015
TORONTO, CANADA

Volunteer Orientation Guide

HISTORY OF HOT DOCS

Hot Docs Canadian International Documentary Festival is North America's largest documentary festival, conference and market. Each year, the Festival presents a selection of more than 180 cutting-edge documentaries from Canada and around the globe. Through its industry programs, Hot Docs also provides a full range of professional development, market and networking opportunities for documentary professionals.

Hot Docs was founded in 1993 by the Documentary Organization of Canada (formerly the Canadian Independent Film Caucus), a national association of independent documentary filmmakers. In 1996, Hot Docs became a separately incorporated organization with a mandate to showcase and support the work of Canadian and international documentary filmmakers and to promote excellence in documentary production.

Hot Docs, running April 23 - May 3, 2015, will feature Canadian and international competitive programs, an international documentary market, The Doc Shop, and the Hot Docs Forum (April 29 & April 30).

VOLUNTEER POSITIONS

SINGLE SCREEN THEATRES: These theatres have one screen. Volunteers can expect big crowds and long line-ups before a film begins followed by periods of down time once the film begins.

- Bloor Hot Docs Cinema: 506 Bloor Street West
- Hart House Theatre: 7 Hart House Circle
- Isabel Bader Theatre: 93 Charles Street West
- Innis Town Hall: 2 Sussex Ave
- ROM Theatre: 100 Queens Park
- Royal Theatre: 608 College Street

NEIGHBOURHOOD THEATRES: These theatres have one screen and will only be screening films on ONE/TWO days. Volunteers can expect big crowds and long line-ups before a film begins followed by periods of down time.

- Fox Theatre: 2236 Queen Street East
- Kingsway Theatre: 3030 Bloor Street West
- Revue Cinema: 400 Roncesvalles Avenue
- Regent Theatre: 551 Mount Pleasant Road
- Outdoor Screening: Innis Quad, 2 Sussex Ave

MULTIPLEX THEATRES: These theatres have multiple screens and volunteers can expect an exciting atmosphere with big crowds and long line-ups all the time!

- Scotiabank Theatre: 259 Richmond Street West
- TIFF Bell Lightbox: 350 King Street West

THEATRE TEAM VOLUNTEERS: As with any film festival, a fair bit of the need for volunteers at Hot Docs is helping out where the films themselves are playing – at our theatres. Some tasks include ripping tickets, tracking attendance with a clicker, maintaining a line up of ticket holders or Rush patrons, giving out information and Screening Schedules, helping patrons find seats, counting ticket stubs, collecting ballots, directing traffic flow, and crowd control. Theatre shifts are available daytime and evening all week and weekends. We are looking for volunteers who are outgoing, personable and can manage large crowds.

TICKETS SCANNERS: Introduced last year, this is now a separate position that scans the film tickets of patrons. This job requires some tech-savvy skills, particularly troubleshooting what might go wrong with an iPod.

STREET MARKETING VOLUNTEERS: Hot Docs is seeking some friendly, out-going and energetic volunteers who are also independent, mature and reliable. The task is to help us spread the word by handing out screening schedules to pedestrians during the Festival. Volunteers will be situated in high-traffic locations outside or near three of our key screening venues, and will hand out screening schedules to interested passersbys. The Street Marketing Volunteer Training Session will take place on Sunday, March 29th, 2015 from 11:00am-12:00pm at the Centre for Social Innovation ANNEX (The Garage).

FLOATER VOLUNTEERS: Go anywhere volunteers! Floaters report to the Festival Volunteer Office at the beginning of a shift, and are sent to the venues that need a little extra help. We provide TTC fare to get to the venue, and then you're required to make your own way home.

BENEFITS

Volunteers earn vouchers in exchange for their hard work! There are two types of vouchers.

GREEN VOUCHERS (shifts before April 29th) are redeemable for:

- 1 ticket to any 2015 Hot Docs Festival screening
- or 1 medium combo (popcorn & drink) at the Bloor Hot Docs Cinema (anytime)
- or 1 ticket to Doc Soup Oct 2015 – April 2016 (Wed 9:15 shows)
- or 1 admission to an Industry Conference (some exceptions apply)

PURPLE VOUCHERS (shifts on or after April 29th) are redeemable for:

- 1 ticket to any 2015 Hot Docs Festival screening
- or 1 medium combo (popcorn & drink) at the Bloor Hot Docs Cinema (anytime)
- or 1 ticket to Doc Soup Oct 2015 – April 2016 (Wed 9:15 shows)
- or 1 admission to an Industry Conference (some exceptions apply)
- or 1 ticket to a Bloor Hot Docs Cinema regular screening (May 2015 to Feb 2016)

The longer the shift, the more vouchers you earn:

- Less than 5 hours: 1 voucher
- 5-8 hours: 2 vouchers
- 8 or more hours: 3 vouchers

Vouchers are transferable! Share them with friends and family!

5+ CLUB: Anyone who completes 5 or more shifts (April 23 to May 3) will become a member of the 5+ CLUB and will be invited to special film screenings throughout the year.

STAFF & VOLUNTEER PARTY: Anyone who completes 4+ (with zero no shows) during the festival (April 23 to May 3) is invited to a post-fest celebration. Time and location are TBA.

FAQ

Where is the festival box office located?

2 Bloor West, Main Level, Cumberland Terrace

Where is the Festival Volunteer Office?

Festival Volunteer Office is at the Center for Social Innovation (C.S.I.) 720 Bathurst Street, Meeting Room 5, Main Floor.

When is Volunteer registration?

VOLUNTEER REGISTRATION will be open as of April 16th, 2015 at the Festival Volunteer Office (Office hours will be posted).

What is the minimum number of shifts I have to work?

Volunteers must agree to work a minimum of four shifts between April 23 and May 3.

What do I need to do to get a T-shirt?

Every volunteer who commits to working four or more Festival shifts will receive a Hot Docs Volunteer T-shirt. You will be able to pick up your T-shirts beginning April 16th after you have claimed your four festival shifts online.

What is the Festival Volunteer Office phone number?

P: 416-203-2155 x 276

How do I email the volunteer office?

volunteers@hotdocs.ca

How do I login to the Volunteer portal?

<http://www.hotdocs.ca/volunteer>

Volunteer program generously supported by



2015 Volunteer Commitment Agreement



I agree to volunteer for the HOT DOCS Canadian International Documentary Festival ("Hot Docs") for a minimum of FOUR shifts between April 23rd and May 3rd, 2015, inclusive.

If, for any reason, I am unable to fulfill any of my commitments, I will drop the shift online via the Volunteer Portal more than 48 hours before shift start time. In the event of an emergency cancellation less than 48 hours before a shift, I agree to call the Volunteer Office and provide an explanation for dropping my shift.

I agree to complete all necessary training in relation to the Accessibility for Ontarians with Disabilities Act (AODA) before attending my first festival shift.

I understand that I am a representative of Hot Docs, and as such agree to abide by the organization's policies and procedures and the provisions of the Ontario Human Rights Code. If I am approached by a member of the media I agree to direct them to the festival Press Office.

If I prove to be incompatible with my position at Hot Docs, I understand that the festival reserves the right to reassign or cancel any or all of my volunteer shifts. I understand that I must act in a professional manner whenever wearing my volunteer badge and/or volunteer T-shirt. Hot Docs reserves the right to cancel my remaining shifts if I abuse the privileges to which a Hot Docs volunteer is entitled.

I understand that Hot Docs is not liable for any damages or injuries I incur while volunteering for the Festival.

I will register as a festival Volunteer by picking up my T-shirt and ID badge at the festival Volunteer Office before my first shift with Hot Docs.

I give my permission for Hot Docs to use any photos or video recordings captured of myself by staff or other volunteers for internal and/or promotional uses within the organization without compensation to me. I recognize that they are the property of the Hot Docs Canadian International Documentary Festival, however I reserve the right to request that these images be removed from public view through written communication.

Volunteer program generously supported by



Training Sessions

Training Sessions cover the detailed instruction and understanding of what a volunteer will be expected to do on shift. If you feel that training is an important element of your volunteer program, here are a few things of what to include in your session and manual:

- Welcome Volunteers & Overview of the Session
- Introduction of On-Site Staff Supervisor and/or Team
- Volunteer Expectations & Responsibilities—The What
- Demonstration of Task & Tour of Facility—The How
- FAQs
- Emergency Procedures
- Additional Training Resources
- Thank You & Getting Ready for Your Shift

1. Welcome Volunteers & Overview of the Session

- a. A welcome is a big part of making volunteers feel valued. Use this opportunity to warmly welcome volunteers and thank them for taking the extra time to learn about their tasks. A quick overview of the day's agenda will prepare your volunteers for the session, especially if you plan on including hands-on, interactive portions of the session.

2. Introduction of On-Site Staff Supervisor and/or Team

- a. Since the trainer may be a staff member who will be directly supervising the volunteers on site they should take a minute to introduce themselves and provide a brief description of what they do in the organization. If there is more than one staff member participating in the training, quickly introduce them and their roles.
- b. If the volunteer will be working with other staff members or supervisors on shift, and they are not present at training, outline who these potential people are so that volunteers are familiar with their role and feel comfortable the first day on shift.
- c. Outline anyone who the volunteer can refer to as a resource when they are volunteering.

3. Volunteer Expectations & Responsibilities—The What

- a. This section differs from Orientation as volunteers will get a greater insight into what their duties will be on shift. Take the time to describe all the duties the volunteer may be asked to do on shift in detail. Ensure the following is taken into consideration in the section:
 - ii. Explain where volunteers are to check in and with whom when they arrive for their first shift. Provide instructions on who to contact if they are running late or need to cancel the shift entirely.
 - iii. Description of each task the volunteer may be required to do on shift.
 - iv. Outline resources the volunteer will have to aid in the task (equipment, uniform, manuals, etc.).
 - v. Importance of why the volunteer task exists and who it serves (customers, clients, organizational staff, other volunteers, etc.).
 - vi. How the task fits into the big picture and helps the organization achieve its goals.

4. Demonstration of Task & Tour of Facility—The How

- a. A demonstration of how to complete the task volunteers will be asked to do goes a long way in terms of understanding. People learn in different ways, so the more ways you can incorporate in your training session, the better chance you have of reaching all of your volunteers. Feel free to use photos in your presentation, live demonstrations of the programs, software or equipment the volunteer will be using and/or break out into small groups allowing the volunteers to try the task themselves.
- b. Take the group of volunteers on a tour of the facilities so that they are comfortable with the space and know where to find any resources they may need on shift. Outline where the emergency exits are and the area where volunteers and staff gather in the event of an emergency.
- c. If working with a large group for a variety of tasks you may want to set up a circuit training model. In this model, your large group is broken down into multiple, smaller groups and each group moves to various locations where a staff member or experienced volunteer demonstrates each task.

5. FAQs

- a. In order to ensure that your volunteers will be ready for their first shift, it's helpful to quickly go through some Frequently Asked Questions that the volunteer may have or that will be posed to them while they are on shift. These FAQs should be gathered before the session and come from staff that often work on site and have experience with each task.
- b. Include any contacts volunteer can turn to if they cannot answer a question. It is important for volunteers to know that they have the support of your organization's staff so they feel comfortable and confident in their role.

6. Emergency Procedure

- a. Prepare your volunteer base by including the emergency protocol in training. In the event of an emergency, outline what the organization expects from its volunteers and location of the emergency exit. Often there is a meeting place where all staff and volunteers meet in the case of an emergency.

7. Additional Training Resources

- a. Providing your volunteers with additional resources to supplement your training session will give volunteers an opportunity to review material and look for answers before their volunteering begins with your organization. In most cases, this will minimize the amount of questions you will receive from your volunteer base.
- b. Reiterate who volunteers can turn to on shift with any questions (e.g. volunteer leader, experienced volunteer, staff supervisor, etc.).

8. Thank You & Getting Ready for Your Shift

- a. Don't forget to thank your volunteers for taking these extra steps in the volunteer program. Ensure that you want them to be fully prepared for their first day and provide them with a contact where they can share their feedback about their volunteer experience.
- b. Outline any necessary outstanding tasks that volunteers may have to complete before their first shift like where and when to pick up their uniform, reiterate if you have a minimum shift policy at this point (e.g. volunteers must complete two shifts per month, etc.), and any additional training they may need to complete before beginning their shift.



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The Accessibility for Ontarians with Disabilities Act (AODA) was established in 2005 by the Ontario government. The AODA has created accessibility standards with the goal of making Ontario accessible by 2025.

Hot Docs and the Bloor Hot Docs Cinema are committed to providing excellent service to all of our customers. We have established policies, practices, procedures and communication on serving persons with disabilities and ensure that they are consistent with four principles:

- Independence
- Dignity
- Integration
- Equality of opportunity

All Hot Docs and Bloor Hot Docs Cinema staff and volunteers are required to complete the customer service accessibility training before their first shift. You may have completed this training with another organization but every organization is different and you are required to complete training as part of the Hot Docs volunteer process.

The Hot Docs accessibility training will take 20 - 30 minutes to complete. There is no test! All you need to do is read the information provided on the PowerPoint slides [here](#), and then fill out the form at the bottom of the webpage to confirm you have read the documents.

Please be sure to fill out your contact information on the form, and identify your role as "Volunteer."

Thank you!



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VOLUNTEER CAPTAIN'S REPORT

Please do NOT detach this sheet from the first page.

CAPTAIN NAME & VENUE: _____ DATE: _____

Please list the FULL NAME of any Floater Volunteers on your shift:

Name

Please indicate any volunteers on your shift that you think would make a great Captain (FULL NAME):

Please indicate any exceptional volunteers on your shift (FULL NAME) along with WHY they are exceptional (amazing ticket scanner, great customer service, grace under pressure, etc.):

Please indicate any volunteers on your shift that need to be followed up with by the Volunteer Office (FULL NAME please) along with a note detailing the event:



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Thank you for all of your hard work at Hot Docs 2015! This year's festival was a huge success with record attendance from our volunteers and the public, all sharing the love of documentaries. If we haven't said it enough, we couldn't have done it without you!

We are looking to make the Hot Docs experience even better in the upcoming years, so here is your chance to let us know what you thought about the festival and how we can make things better. Please take a few minutes to complete the questions below.

Thanks again!

Alicks, Ron, Kate & Jenn

Hot Docs Volunteer Office

1) Did you attend a Meet & Screen or Orientation Session for Hot Docs 2015?

- Yes, I attended a Meet and Screen for returning volunteers (February)
- Yes, I attended an Orientation Session for new volunteers (March & April)
- No, I did not attend either session

2) This year I completed most of my shifts:

- At Hot Docs' Theatre Venues
- At Hot Docs' Industry Venues (Info Desk, Doc Shop, RIC Badge Scanner, Doc Forum)
- As a Floater Volunteer

3) Please let us know how you felt about the on-site training you received from your Captain or Supervisor on shift:

- I never received on-site training
- On-site training was not useful on shift (topics covered were not helpful)
- On-site training was OK (I could have used some more training to feel prepared)
- I felt fully prepared and comfortable on my shift after on-site training

4) This year we experienced a large increase in the amount of print-at-home and smartphone tickets so a huge round of applause goes to all the Ticket Scanner volunteers who helped out on shift. Did you help scan tickets while on shift?

- Yes, I did scan tickets on shift
- No, I did not scan tickets on shift

5) We continue to work on the Volunteer Portal each year and would love to hear your suggestions on how to make it better. What would you change about the design, functionality or content of the Portal?

6) How often would you like to receive communication from the Festival Volunteer Office?

- Daily (shortest in length)
- 2-3 emails per week (mid length)
- One email per week (longest in length)

7) Which way do you prefer to receive communication from the volunteer office?

- Email/Newsletter Updates
- Facebook and/or Twitter
- Message and Alerts panel (on the Portal)

8) What would you like to see in Festival communication from the Volunteer Office?

9) Did you attend to Volunteer & Staff Appreciation Party this year?

- Yes, I attended the party
- No, I did not attend the party

10) We are looking at bringing more docs to the GTA in the next few festivals. What neighbourhood or neighbourhood venue would you like to see Hot Docs take over in the future?

11) If you were the Executive Director of Hot Docs, what would you add to the festival for volunteers or patrons?

Your feedback is valuable to us, thank you for taking the time to let us know about your experience! The volunteer office has moved back to our downtown location, so we have said goodbye to our CSI Annex office.

If you want to have a longer conversation about anything, please email us at volunteers@hotdocs.ca or give us a call at 416-203-2155 x 251.

Thank you for your dedication to Hot Docs. Hope to see you next year!



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TORONTO, CANADA

Monday, September-07-15

To whom it may concern,

This letter is to confirm that [NAME] was a volunteer with the 2015 Canadian International Documentary Film Festival, which ran from April 23 to May 3. Our annual festival showcases and supports the work of Canadian and international documentary filmmakers and promotes excellence in documentary production.

[Personalized description of volunteer hours, tasks and whether they qualified for the 5+ Club]

We wish [NAME] well in [her/his] future endeavours, and would be happy to have [her/him] back on our volunteer team any time.

Best Regards,

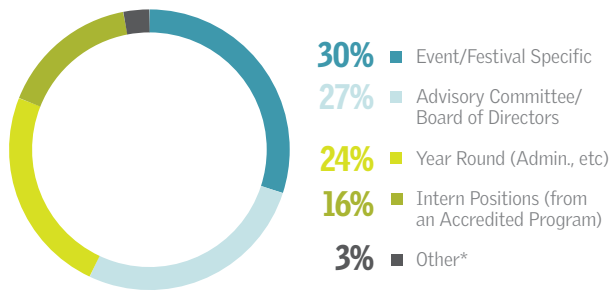
A handwritten signature in black ink, appearing to read "Alicks".

Alicks Girowski
Hot Docs Volunteer Manager

Hot Docs Canadian International Documentary Festival
110 Spadina Ave. Suite 333 Toronto, ON M5V 2K4
P: 416-203-2155 x 251 | F: (416) 203-0446 | E: agirowski@hotdocs.ca
facebook.com/hotdocsfestival | twitter.com/hotdocs

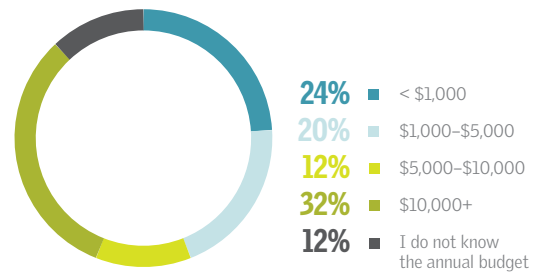
FIGURE 2: SELECT RESULTS FROM ORGANIZATIONAL SURVEY

What volunteer opportunities exist at your organization?

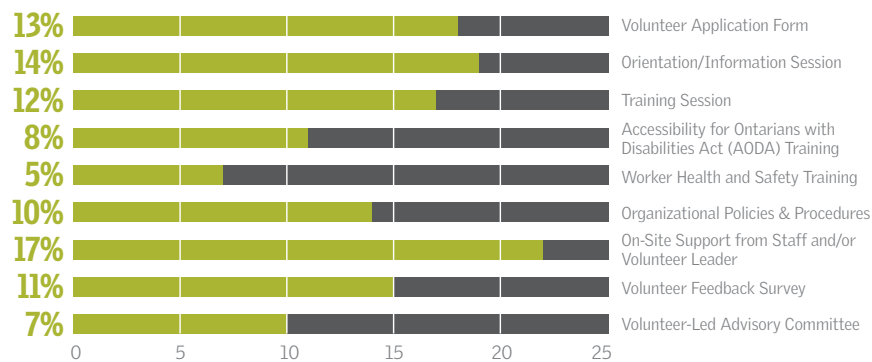


*Other included year-round ushers and Clinic Based Volunteer Opportunities like tax clinics, counselling, will clinics, etc.

What is the annual budget for the volunteer department in your organization? Please try to include the following costs: department staff, orientation & training, volunteer uniform, administrative costs (database, printing, etc), marketing, and other benefits provided to your volunteers (transportation costs, food and drink, prizes, etc):

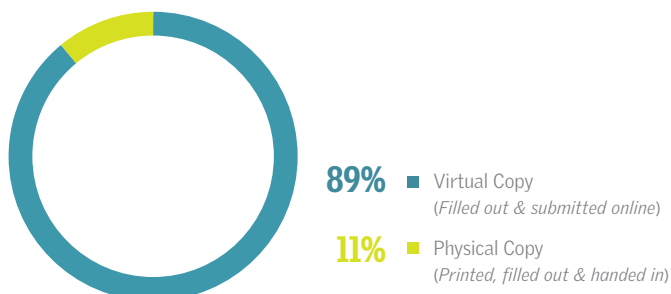


Please indicate the resources your volunteer program currently provides to volunteers. (select ALL that apply)

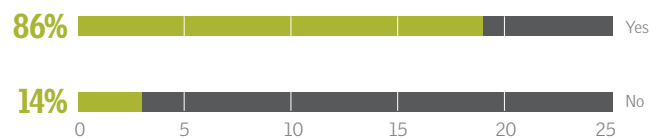


Based out of 24 response

Is your volunteer application form a:

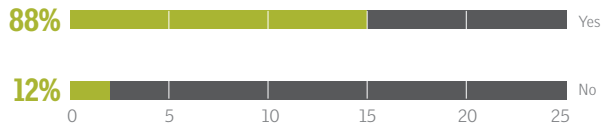


Do you provide your volunteers with an Orientation manual/guide?



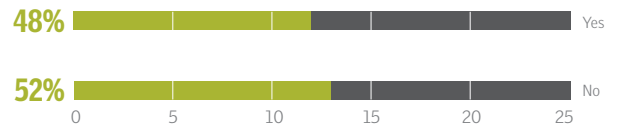
Total of 22 responses

Do you provide your volunteers with a Training manual/guide?



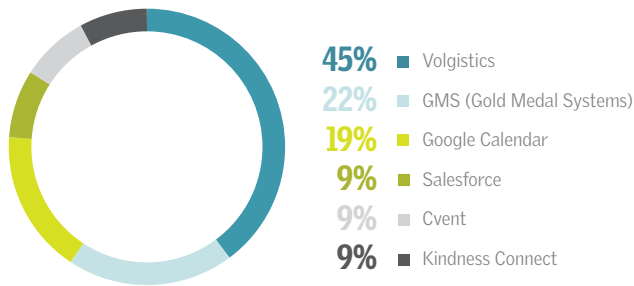
Total of 17 responses

Does your organization have an online scheduling tool for volunteers (e.g. online database like Volgistics, Volunteer2, etc)?

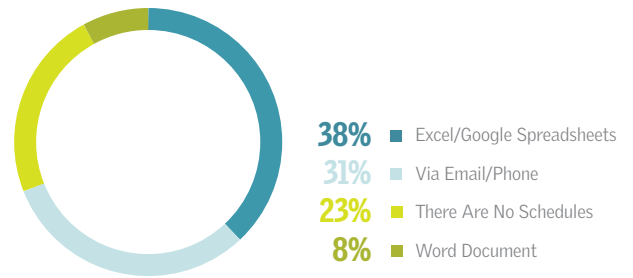


Total of 25 responses

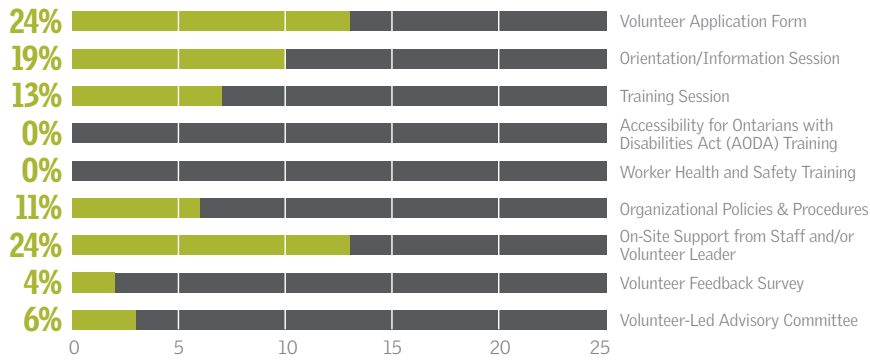
What is the name of the program/database that your organization uses?



How do you create volunteer schedules at your organization?



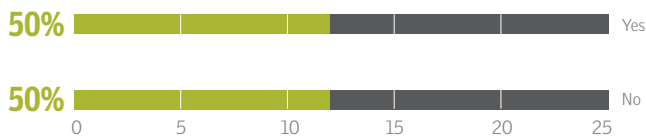
Please indicate what THREE resources are most important to your volunteer program?



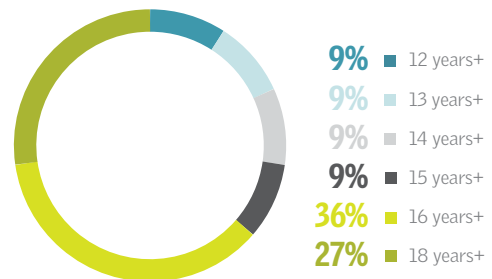
Based out of 23 responses

Age Requirement

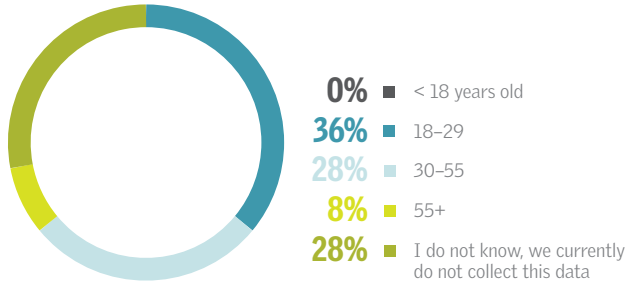
Does your organization have an age requirement to participate as a volunteer?



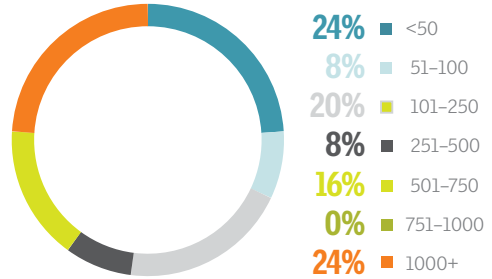
Total of 24 responses



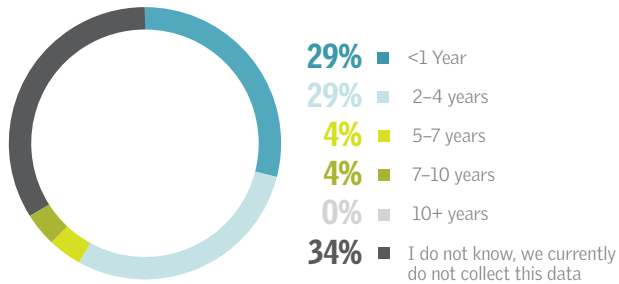
Based on information collected by your organization (or by estimating to the best of your knowledge), which age group makes up the majority of your age group?



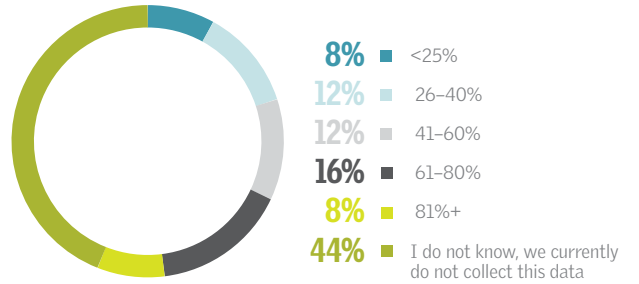
How many volunteers make up your annual volunteer base?



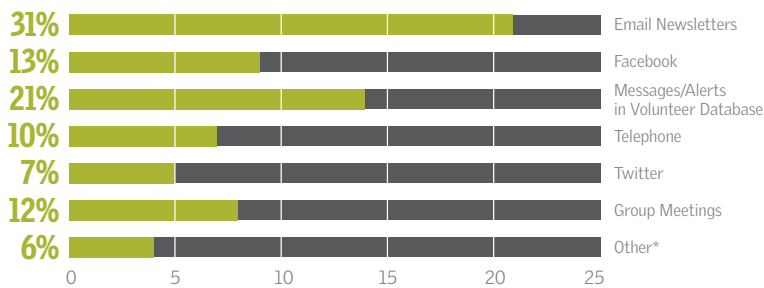
What is the average length of time a volunteer spends with your organization?



What is your retention rate of volunteers annually?



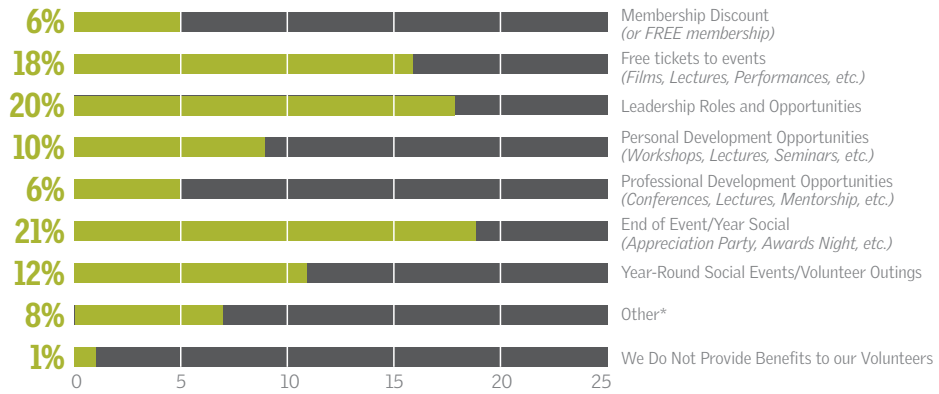
Please select the THREE most common tools you use to communicate with your volunteer base.



Total of 68 responses

*Other forms include face to face communication, website communication and direct email to volunteers

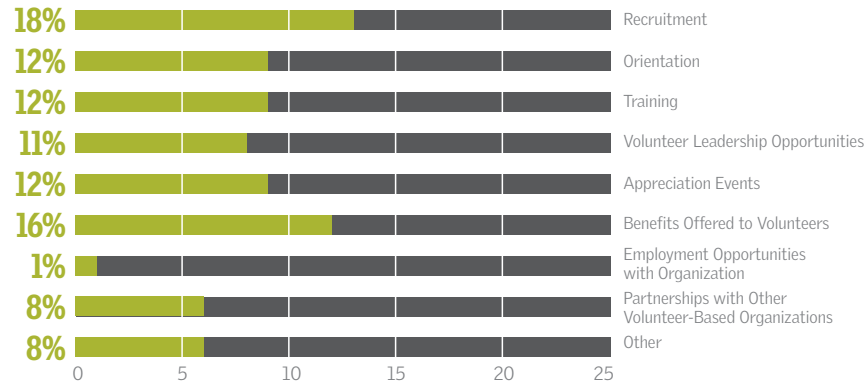
What type of benefits does your organization provide to its volunteers?
(select ALL that apply)



Total of 24 responses

*Other benefits included free program admission

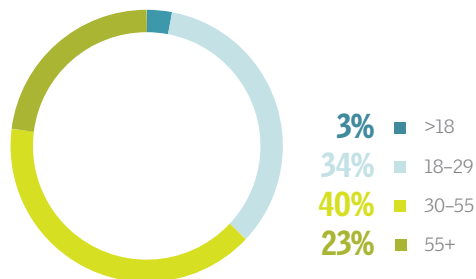
From feedback you have gathered (feedback surveys, in person conversations, email feedback, etc.), in what three areas would you say is your organization most successful when it comes to volunteer management?



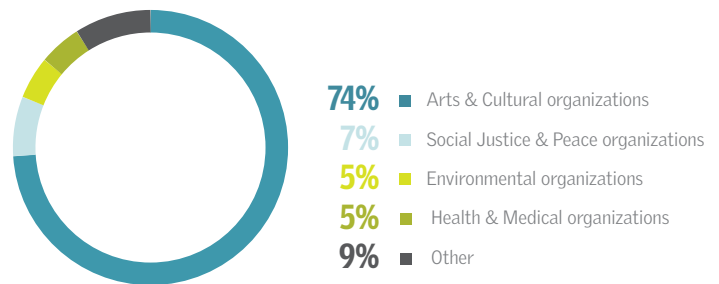
Total of 22 responses

FIGURE 3: SELECT RESULTS FROM VOLUNTEER SURVEY

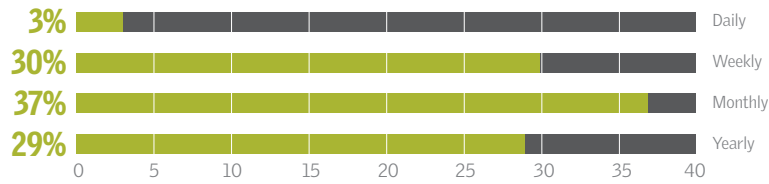
Age of volunteers



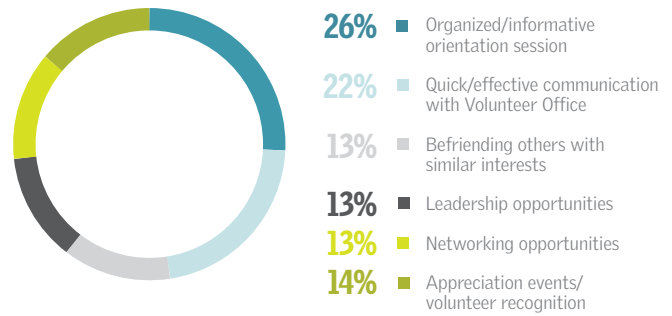
Types of organizations volunteers tend to choose



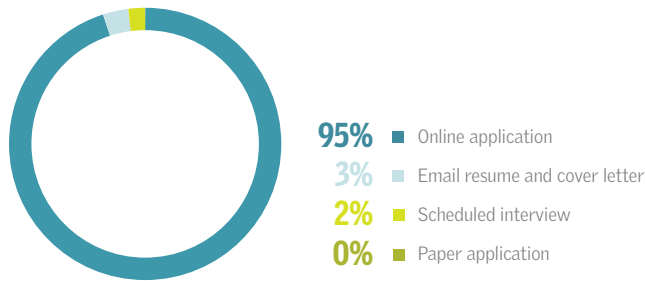
How frequently volunteers donate their time



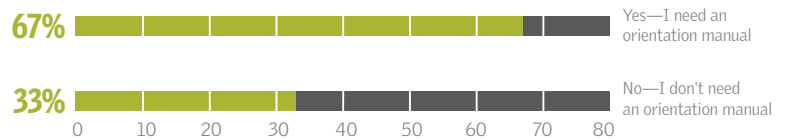
What makes a volunteer program successful?



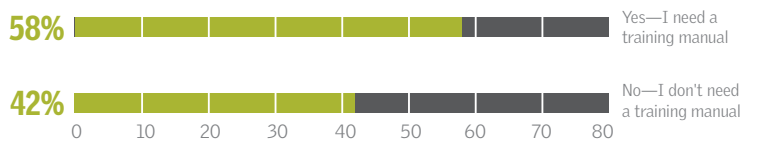
Preferred Type of Application Form



Is it important for the organization to additionally provide an orientation manual?



Is it important for the organization to additionally provide a training manual?



The best benefit an organization can offer

