

# FULL FRAME DOCUMENTARY FILM FESTIVAL

## VOLUNTEER MANUAL

Durham, NC | April 4 – 7, 2019

### Welcome

Whether you are a returning volunteer or new to Full Frame, we welcome you and thank you for generously volunteering your time, energy, experience, and expertise! Without you, it would be impossible to have a Full Frame Documentary Film Festival!

### Our Commitment to You

- Provide a positive and friendly atmosphere in which everyone is treated with respect and courtesy.
- Provide you with the necessary training to complete your assigned tasks.
- Keep you informed about changes to your shifts as best we can.
- Provide you with opportunities to develop skills in event management, festival operations, crowd control, public speaking, and customer service.
- Appreciate your contributions to the organization.
- Receive constructive feedback in a positive way.

### Your Commitment to Us

- Arrive promptly for all of your shifts (check-in 15-minutes in advance).
- Dress in a professional yet casual manner (unless otherwise instructed) for all volunteer shifts. Our general dress code is to wear your Full Frame volunteer t-shirt, jeans/pants/shorts/skirt, and comfortable closed toed shoes.
- Remain at your post for the duration of your shift unless otherwise agreed to by your supervisor.
- Treat ALL patrons, filmmakers, attendees, staff, and fellow volunteers with courtesy and respect, no matter what.
- Enjoy yourself and have fun!

### And Lastly...

Thank you, thank you, thank you for all of your efforts in helping to make the Full Frame Documentary Film Festival a success. We hope that you have a fantastic time!

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### Volunteer Coordinator

Mary Russell, Email: [volunteer@fullframefest.org](mailto:volunteer@fullframefest.org)

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### Volunteer Perks

- ONE 2019 volunteer t-shirt
- ONE 2019 volunteer badge
- FIVE advance tickets
- ONE invitation to the Volunteer Appreciation Happy Hour
- FREE snacks and drinks during your shift

### Volunteer Lounge

Durham Armory, 220 Foster Street (2<sup>nd</sup> floor)

TUE-WED 5:00 – 8:00 pm | THU-SUN 7:00 am – 8:00 pm

Volunteers can pick up their 2019 volunteer t-shirt, credential, and pre-selected tickets in the Volunteer Lounge. Complimentary drinks and snacks are available during your shift.

### Orientation + Training

Volunteer orientation and team training will take place on Saturday afternoon, March 23. Equity, Diversity, and Inclusion training will take place on Monday evening, March 18 and Monday evening, March 25. You only need to attend one Equity, Diversity, and Inclusion training session. An email with details will be sent to you in early March.

### Volunteer Agreement

Be sure to read, sign, and email a copy of the 2019 Volunteer Agreement to the volunteer coordinator no later than Monday, March 23. Without a signed agreement on file PRIOR TO THE FESTIVAL, you will not be able to volunteer.

### Volunteer Appreciation Happy Hour

Our Volunteer Appreciation Happy Hour will take place in May 2019. An RSVP link will be sent out 2 weeks prior to the event.

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### Shifts

Please **arrive 15-minutes before your scheduled shift** and check in at the Volunteer Lounge before heading to your assigned location. You are either starting the day or taking over for someone, so punctuality is very important. Running late or can't make your shift? Notify your team leader ASAP! **Be sure to add your team leader(s) cell phone number to your mobile device prior to the festival.** We are counting on you to make this festival great.

### Dress Code

Please wear your **2019 Full Frame volunteer t-shirt**. It goes with everything! Please do not cut or modify your t-shirt in any way. You will be on your feet a lot, so be sure to wear **comfortable closed toed shoes**. The weather in April can be all over the place – hot, cold, rainy, windy. Be sure to **dress for the weather**. You never know if/when you will be asked to work outside.

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### Personal Belongings

There will not be any secure area for you to store personal belongings, so please do not bring any valuables or large bulky items. If possible, please leave purses, handbags, and backpacks at home (or securely locked in your car) and just bring the essentials that fit in your pockets.

### Parking

Complimentary volunteer parking is available in the Carmichael Lot (300 North Duke Street, use Fuller Street entrance) during the following time **THU-FRI (5:00 pm – 12:30 am)** and **SAT-SUN (7:00 am – 12:30 am)**. Additional paid parking can be found on Full Frame's website: <https://www.fullframefest.org/parking-transportation/>. Parking fees are not covered by the festival.

### Tickets

Volunteers can select their 5 festival tickets between March 25 (starting at 11:00 am) and March 29 (ending at 11:59 pm). A ticket instruction email will be sent from the Duke University Box Office the day before your ticket redemption window opens. Volunteer tickets are limited. If a film is labeled "Last Minute Line only," volunteers can use the Last Minute Line at the venue. Seating is first come, first served (space permitting). You must show your volunteer badge for entry.

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### The Guest Experience

Being a festival volunteer is an important role. You are on the front line and make the first impression when guests step onto our landscape. Make sure you spend some time acquainting yourself with the areas around you and the locations where the festival events will be taking place. We suggest walking the landscape before your first shift.

**Know where the nearest bathrooms are.**

**Know where guests are supposed to line up.**

**Know where guests can find information.**

**Know what services we provide for guests with disabilities.**

**Know who to contact if you don't know the answer.**

### ADA Accessibility

ADA accessible seating and assistive listening devices (available upon request) are available in all screening venues. Elevators are also located in the Carolina Theatre and Durham Arts Council. Please encourage guests needing seating assistance to arrive early and notify the venue manager on duty.

### Seating Policy

Lines are seated in the following order: Green Line, Blue Line, Last Minute Line (space permitting). The Last Minute Line seats 5-minutes prior to show time. Last Minute Line seats are first come, first served. **You must be a passholder or have a ticket voucher to use the Last Minute Line. Seat saving is not permitted** in any screening venue and **there is no late seating**. Once seating has concluded, tickets are no longer valid.

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### Emergencies

If an emergency occurs, immediately dial 911 and then notify a festival staff member and your team leader. For non-911 issues, the festival has EMT, fire personnel, and Durham Police officers on-site. **EMT & Fire Personnel** are located on the ground floor of the Carolina Theatre. **Police Officers** are located near the Festival Box Office and on the Plaza.

### Recording

The recording of any audio or video is strictly prohibited in all theaters of the Full Frame Documentary Film Festival without prior authorization. Anyone found to be making any such recording shall be subject to removal from the theater, revocation of any pass allowing entrance to the festival without refund, confiscation of any equipment and storage media used in the recording and criminal and/or civil prosecution.

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### Shiftboard

We use Shiftboard to register volunteers, communicate with teams, and to post available shifts.

**All volunteers (new + returning) must complete a New Registration each year.** If you already have a Shiftboard account, please update your contact information after completing the registration form.

### Creating A Shiftboard Account

You'll need access to a computer or mobile device with internet access, an email address, and a web browser to log on to <https://www.shiftboard.com/fullframe/>. Click on NEW REGISTRATION, fill out the application, and click SUBMIT. Once your registration is approved, you will receive an email with your USERNAME and TEMPORARY PASSWORD (if you're new to Shiftboard). Keep your password handy!

### Shiftboard Frequently Asked Questions

**"I forgot my password"**: On the volunteer page, [www.shiftboard.com/fullframe/](http://www.shiftboard.com/fullframe/), click "Forgot Password" and enter your email address.

**"I never got a password"**: Your account may be in the process of being registered. Once you are registered, you will receive a password.

**"I don't see any shifts on my calendar"**: You will only be able to see available shifts for the Team you are assigned to. If all the shifts have been filled, you will not see any on the calendar.

**"How do I sign up for a shift?"**: You will only be able to see available shifts for the Team you are assigned to. Available shifts are in RED. Click on the shift and a more detailed box will open on the right. Select "Take this shift" and you will be signed up!

**"What do I do if I need to cancel my shift?"**: Please do not cancel unless you have a last minute emergency. The festival is run by volunteers, so please carefully consider what shifts you sign up for before you select them. If you do need to cancel, contact your team leader ASAP!