

FULL FRAME DOCUMENTARY FILM FESTIVAL

VOLUNTEER MANUAL

Durham, NC | April 4 – 7, 2024

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 at the Volunteer Lounge 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!

Mary Russell, Volunteer Coordinator

Full Frame Documentary Film Festival

Email: fullframevolcol@duke.edu

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Volunteer Perks

- ONE 2024 volunteer t-shirt
- ONE 2024 volunteer badge
- FIVE advance tickets
- FREE snacks and drinks during your shift

Volunteer Lounge

Durham Armory, 220 Foster Street (2nd floor)

TUE-WED 5:00 – 8:00 pm | THU-SUN 8:00 am – 8:00 pm (festival week)

Volunteers can pick up their 2024 volunteer t-shirt, credential, and pre-selected tickets in the Volunteer Lounge. Complimentary drinks and snacks are available during your shift. Please refrain from using the Volunteer Lounge when you are not working.

Orientation + Training

- VOLUNTEER ORIENTATION, March 25 at 5PM: Mandatory for new volunteers and recommended for returning volunteers. Will be held via Zoom. Link will be sent no later than March 24.
- TEAM TRAINING: Mandatory for all volunteers. Volunteer Lounge, Durham Armory (220 Foster Street, Durham)
 - Tuesday, April 2, 2024 (5:00 – 7:00 pm) OR
 - Wednesday, April 3, 2024 (5:00 – 7:00 pm)

Volunteer Agreement

Be sure to read, sign, and submit a copy of the 2024 Volunteer Agreement when you pick up your volunteer pass on April 2 or 3. Without a signed agreement on file PRIOR TO THE FESTIVAL, you will not be able to volunteer. We will have print outs for you to sign in person.

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 2024 Full Frame volunteer t-shirt and badge for every shift. It goes with everything! 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.

Personal Belongings

There will not be a 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 details will be available closer to the festival dates. 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 starting March 25 at 11:00 am. **The deadline to select tickets is March 28 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," please use the Last Minute Line at the venue. Seating is first come, first served (space permitting). You must show your volunteer badge for entry.

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. Additional info can be found on Full Frame's website: <https://www.fullframefest.org/accessibility/>.

Seating Policy

Lines are seated in the following order: Green Line, Blue Line, Last Minute Line (space permitting). The Last Minute Line seats 5-10 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.

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 Festival Headquarters and on the Plaza. See your venue's Red Book for contact information and blank incident reports.

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.

When To Work

We use WhenToWork to register volunteers, communicate with teams, and to post available shifts. **All volunteers must create a WhenToWork account so that we may assign you shifts and communicate any changes to your schedule.**

Creating a WhenToWork 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://whentowork.com/logins.htm>. You should have received a separate email from WhenToWork.com to the email you used in your Volunteer application. It will contain a temporary username and password that you will use to log into the site. You will then be asked to create your own unique username and password.

WhenToWork Frequently Asked Questions

"I forgot my password": On the sign in page, <https://whentowork.com/logins.htm>, click "Need username/password?" and enter your email address.

"I never got a password": If you have not received an email from WhenToWork with your temporary username and password, please double-check your Spam/Junk folder. If it's still not there, please reach out to fullframevolcol@duke.edu.

"How do I see my shifts?": After you've logged in, you should see "My Schedule" on your home page. Shifts will be posted by March 20, 2024.

"How do I sign up for shifts?": You will only be able to see unassigned and available shifts for the Team you are assigned to. For more help please see the WhenToWork Tradeboard help page: <https://when2work.com/help/emp/eh-tradeboard/>

"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!

If you have any other questions, feel free to check out the WhenToWork employee/workers help page: <https://when2work.com/help/emp/>. If you still have questions, please feel free to reach out to fullframevolcol@duke.edu.