



VOLUNTEER HANDBOOK

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Welcome!

A big welcome to all 2015 OIAF Volunteers!

On behalf of everyone at the Animation Festival we would like to thank you for contributing your time and energy to support this year's event.

This festival is one of a kind attracting movie buffs, art lovers, filmmakers, and cartoon fans from around the world together in one place, for one special event, once a year. An event of this scale would not be possible without the enthusiasm, commitment and hard work of the volunteers who faithfully support the festival every year.

In the spirit of your enthusiasm, we wish you a happy and memorable festival.

Sincerely,

The OIAF Team

"My experience volunteering for the festival was incredibly rewarding. It was amazing to be a part, however small, of making the festival, which I still love so much, happen.

But by far the best thing about volunteering was the chance to meet some truly incredible people. It was hard work, yes, absolutely, but rewarding work, and fun!"

- Michelle

About the Festival

From September 16th to 20th, the nation's capital will once again become the center of the animation universe. The Ottawa International Animation Festival

(OIAF) is the largest event of its kind in North America, a major film event attracting attendees from around the world. Film buffs, art lovers and cartoon fans won't want to miss this year's great line up of screenings taking place at ByTowne Cinema, National Gallery of Canada, Saint. Brigid's Centre for the Arts (Main Floor and The Kildare Room), Arts Court Theatre and Strathcona Park.

Mandate

The aim of the Festival is to foster the development and growth of animation talent found within our country and region. Our animators and animation companies are among the most creative and successful in the world. The Ottawa festival helps them achieve both artistic excellence and commercial success.

We also seek to provide a means of inter-linking the regional, national, and international animation communities. The Festival exists in part to provide an artistic and commercial forum wherein aesthetic and artistic excellence, as well as commercial expertise, can be shared and exchanged among these various communities.

Furthermore, we want to foster a greater appreciation of the art and craft of animation among the public at large. One of the most respected and venerable of the moving image arts, animation makes a unique contribution to both popular and 'high' culture. Our role is to create a greater awareness of, and appreciation for, this contribution among members of the public.

Your Commitment to OIAF

By completing a minimum of two (2) shifts you will receive a Volunteer Pass that will give you access to the screenings and talks throughout the Festival. Please note, should you fail to complete your volunteer requirements we will be forced to revoke your pass.



As a volunteer, we are counting on you to be organized and responsible. If you are unable to attend your shift(s), it is your duty to give notification as soon as possible. We appreciate this so that we can make arrangements to resolve the situation.

Please arrive 15–20 minutes before your shift starts. If there is an emergency and you need to change or cancel your shift, please call 613–232–8769 as soon as you can. It is better to call than to just not show up. This will help us prepare for your absence and make other arrangements.

Volunteer Code of Conduct

We want everyone who participates in the Festival to have a positive and memorable experience. To ensure that you and your fellow volunteers have the best experience possible, we have established some basic guidelines that we would like you to follow.

The following responsibilities are expected:

- A friendly and professional demeanour
- Fluency in English (with French being very beneficial)
- A willingness and ability to follow directions

- Focus on the job at hand (i.e. no cell phone conversations, distractions, ipods, etc.)
- To refrain from alcohol use while on duty.
- To refrain from use or possession of illegal substances on site.
- Be ready to have fun and make it a great festival for one and all!

OIAF has a zero tolerance policy towards poor or negative behaviour. In accordance with the policies established by the Festival's governing committee, we reserve the right to revoke volunteer privileges without notice if any of the following behaviours are observed while representing the festival:

- Not reporting for a scheduled shift
- Sharing your volunteer pass with other people
- Theft
- Consumption of alcohol or intoxication during shifts
- Possession or use of drugs and/or illegal substances
- Violence
- Harassment in any form
- Inappropriate requests towards guests, industry people, other volunteers, etc.
- Insubordination

Important Dates

Orientation Night – Thursday, September 10th, Arts Court Studio. 6:00–8:00PM

The Animation Festival will be hosting a Volunteer Orientation Thursday, September 10th at 6:00PM in the Arts Court Studio. This is a good opportunity to go over any information you might need to know and offer you a chance to ask any questions you might have. If your task has a team leader, you will also have a chance to get specific directions for your duties and meet the other volunteers you will be working with.

The Studio is located on the second floor of the Arts Court building at 2 Daly Ave (next to the old jail/hostel). If you are coming by bus, you can get off at the

Rideau Center; we are located at the corner of Nicholas and Daly across from the east entrance to the Rideau Centre and opposite the Novotel. Take elevator B to the second floor and you will find the Studio. We will post signs to help you out.

Mandatory Training Sessions for Team Leaders– TBD

Mandatory training sessions for team leaders will be held at the Arts Court building in the weeks leading up to the Festival. These sessions are for volunteers who are supervising other volunteers during the Festival, and we ask that you make yourself available for a training session prior to orientation night. Our volunteer coordinator will be in touch with you in August to schedule a training session for you all to attend.

Preparing for Volunteer Duty

Dress

Everyday casual attire is acceptable for most Festival events. We encourage volunteers to wear clothing that is comfortable and presentable, and ask that you do not wear any t-shirts, logos, or paraphernalia with offensive language or imagery on them. Khakis, skirts, and blue jeans are acceptable for events, so feel free to dress in the manner you feel appropriate.

Important: We expect volunteers working at TAC events to dress in business casual. If you are volunteering at one or more TAC events and have concerns about this, please let us know in advance so we can work something out.

Storage

OIAF does not promise on-site storage for personal effects. Bring only what you need and be sure that it fits in a knapsack or fanny pack. We are NOT responsible for stolen items. The best strategy for protecting your valuables is to plan ahead.

Food and Beverages

We invite you to pack non-alcoholic drinks and snacks for your shifts. In fact, we strongly advise this, as you might get a little peckish while on duty, and find it difficult to grab a drink or snack elsewhere.

Volunteer Appreciation Features



If you are volunteering for a minimum of 2 shifts, you get a volunteer pass that gets you into talks and screenings IF THERE IS SPACE. We will try to get you into as much as we can, but if we are sold out there will be times that you won't be able to get into what you want. However, please note that there are multiple screenings of most films, so you'll get plenty of opportunities to see the films you want.

Pass Pick Up and Other Important Details

Now what you have all been waiting for – your Festival pass! Volunteer passes can be picked up starting Saturday, September 13th at the office during business hours (9:30am–6pm). We are located in the Arts Court building at 2 Daly Street, Suite 120 on the first floor (take elevator B).

Your volunteer pass will give you access to any of the screenings and talks (including the Career Fair) permitted there is room. When you pick up your pass, you will need to bring your ID and sign the pass. If you are attending a screening, you could be asked to show your ID to confirm the volunteer pass belongs to you.

Access to parties depends on the space capacity and pass holders have priority. Should you attempt to attend these kinds of events, please note that you will not be able to enter until later, when it is determined that no other pass holders will

be arriving. In the case of parties, this could mean standing around until 1am and not being permitted entrance because the venue is full. Unfortunately, volunteer passes are not permitted to attend the Animator's Picnic or TAC.

Volunteer Surveys

OIAF wants its volunteers to have the best festival experience possible. In an ongoing effort to improve the quality of our volunteer program, we distribute volunteer satisfaction surveys during and after the festival. All surveys are anonymous and optional. While volunteers are not required to complete the survey, we encourage you to make your voice heard and improve the volunteer experience at future festivals.

Questions?

Contact our Volunteer Coordinator at (613) 232 8769 or by email at volunteer@animationfestival.ca

"I loved the volunteer experience I had during the festival. I met lots of interesting people and got lots of inspiration, thanks for an amazing experience. I'm looking forward for next year already." – Franky

Festival Goer's FAQ

Once your shift begins, you may find that you get a lot of questions from attendees, industry people and your fellow volunteers. What films are playing in the Features Competition? What talks are offered this year? Where is the Arts Court building and how do I get there? Don't sweat it – we've got your back.



This short Q&A will help you with festival goers' questions and help you know where to point them. Think of it as your own personal reference guide. You may even want to keep it on you during your shifts if you think it will help.

How do I buy tickets?

Just like going to any movie, festival goers can purchase tickets for regular screenings at the box office 30 minutes before show time. 6-packs of tickets (6 tickets for the price of 5) are available for purchase at the Festival reception. Reception is located at 2 Daly Avenue, Suite 120, and will be open for business starting Monday, Sept 14th.

How do I buy a pass?

Order online at www.animationfestival.ca or call our office (613) 232-8769.

Where are the Bathrooms?

As soon as you arrive on site at your venue, make sure you know where the bathrooms are because someone is sure to ask. Look out for other conveniences that festival goers may want such as ATM machines or bus stops.

Where is the Arts Court and the Festival Office?



Arts Court, Suite 120, next to the Fringe Festival office (take elevator B). Nearest Intersection: Nicolas Street and Daly Avenue near the east entrance of the Rideau Centre and across the street from the Novotel.

The Arts Court houses venues for the Theatre, Studio, Library, and Courthouse. It also is the location of the Festival Office, Club SAW, Chez Ani and the Aniboutique.

Where is the ByTowne Cinema?



325 Rideau Street, (613) 789-3456

Nearest Intersection: King Edward Avenue and Rideau Street; or Nelson Street and Rideau Street .

Where is the National Gallery?



380 Sussex Drive, (613) 990-1985
Nearest Intersection: St. Patrick Street and Sussex Drive; Guigues Avenue and Sussex Drive; St. Andrew Street and Sussex Drive.

Where is the picnic being held and how do I get to it?



The picnic will be held at Strathcona Park. There will be buses taking TAC pass, Anima pass and Friday day pass holders to the picnic from Arts Court Theatre and ByTowne Theatre. Nearest Intersection: Laurier Avenue and Range Road. (The picnic is open to passholders, including Anima pass, TAC pass and Friday day pass.)

How do I get hold of a staff member?

Call our office at (613) 232-8769. Someone will be there to answer questions or dispatch you to a staff member onsite.

As a volunteer, how do I go see something?

You can use your volunteer pass to see screenings, talks and the Animators Career Fair. Make sure you bring your ID with you.

"The Festival is always a fun and exciting time, in addition to being a great window for otherwise hidden gems in art." - Dominique