



## VERO BEACH WINE + FILM FESTIVAL

### VOLUNTEER HANDBOOK

2019

Thank you for volunteering with VBWFF!

#### About The Handbook:

This Handbook is designed to introduce you to VBWFF and to provide a basic overview of the policies and procedures which provide all of us with guidance and direction around our Volunteer Program. We extend our gratitude for your dedication, time and hard work by offering well deserved volunteer perks, benefits and recognition.

In return, we hope you honor your commitments to VBWFF, respect attendees, staff members, and other volunteers, by performing your assigned duties to the best of your abilities. If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Directors.

#### About VBWFF:

The mission of Vero Beach Wine + Film Festival (VBWFF) is to raise funds for Suncoast Mental Health Center celebrating the cinematic arts and enriching the community by presenting an annual world-class festival and year-round education and outreach programs. As a representative of VBWFF, there are associated core values, commitments, requirements and privileges. Each volunteer is asked to agree to VBWFF standards as outlined in this handbook to assure that the partnership between the Vero Beach Wine+ Film Festival and the volunteer will be a good fit. We welcome you to the VBWFF Team!

### VBWFF CORE VALUES:

The VBWFF Team is committed to a set of shared core values. Team members aim to project these values externally and internally. Our core values inform who we are, and what we do. Do everything with pride, passion, grace, humility, & joy!

- Aim High
  - Strive for Excellence
  - Foster Creativity
  - Stay relevant and innovate
- HAVE FUN!
- Communicate and Collaborate to achieve best results
  - Respect the views/perspectives of each other and our constituents
  - Listen to other’s opinions and provide honest, constructive responses
  - Follow through on commitments in a timely manner
  - Trust and be supportive of each other
- Reward and show appreciation for contributions that support our work
- Carry ourselves with gratitude, humility, and quiet confidence
- Act with Honesty and Integrity
- Be proud of what we have done and who we are
- Be thankful for the opportunity to do this work

### VOLUNTEERING WITH VBWFF:

VBWFF relies on the generosity and dedication of hundreds of volunteers. We seek volunteers who share a commitment to and passion for supporting independent film and the artists who make the movies. The VBWFF Volunteer Corps are the amazing force behind producing a successful festival each and every year!

## VBWFF COMMITTEES

Partnership: Help create partnerships and win-wins. They are business-development savvy, outgoing people with community connections. They know how to sell potential sponsors on the VBWFF opportunity for business promotion. They view sales as partnerships, created to benefit the sponsor, the event, and ultimately the cause, and enjoy connecting these components together.

Vintner: Works with Wine Director to coordinate partnership with a wine shop to promote event, and with the Director of Partner Relations. They communicate winery staffing and setup needs to the Venue Captain, ensure all wine deliveries happen smoothly, greet wineries when they arrive and help tend to their needs. Make sure all venues have sufficient wines, ice, cups, and tasting notes.

NEXT UP! Young Filmmakers Competition: help create a marketing strategy for the educational community, manages printed and digital outreach materials for competition. Make sure the word gets out to all young school-age children about the competition, and help solicit filmmaker prizes for winners. Make follow up calls to school boards and PTAs. Makes sure everyone has the information they need to enter competition.

Logistics: manages the logistical nuts and bolts of the event venues. Work with Venue Captains and Technical Director to make sure screenings logistics are done. Captains will have scripts for introductions at each venue and a list of special guests, i.e., Filmmakers, local dignitaries etc. Responsible for all event day minutiae. They put out fires on event day.

Travel & Accommodations: assist our Festival Concierge with the logistics for filmmaker, winemaker and other special guests attending the Festival. They make sure each of our invited guests have a place to lay their head during the Festival. They solicit home stays and hotel accommodations and make sure

their travel is arranged for them to appear at screenings, panels and parties.

Film Selection: Help choose films for the Festival! View films submitted to VBWFF and suggest which ones make the cut!

Culinary: Assist caterer with details prior to and during special events.

Décor: Work with décor partner to make event spaces are welcoming, comfortable, and beautiful!

Ballots: Make sure film venues have sufficient ballots. Help collect and sort for counting by Ballot Czar.

Clean-Up: Make sure all events have sufficient volunteers for clean-up and at the end of each day. Keep our Festival looking professional!

Dispatch: On-call during Festival weekend. In charge of last-minute errands, updates to Festival programs, fill in where needed!

Marketing/Swag Bag: help solicit donations for guests' gift bags (swag bags). Gifts may be from sponsors, event participants, or local businesses. Manage the collection of donations, bag assembly, timely delivery to the event, and delivery at the event.

## VOLUNTEER LEVELS: COMMITMENTS & BENEFITS

Benefits depend on amount of hours volunteered:

- 12+ Hours: Volunteers receive one 4 pack Movie Screening pass – Must include six hours during the Festival weekend in June. Volunteer vouchers are redeemable for films on a space-available basis. Remember, credentials are nontransferable and must be used by the volunteer who earned it.
- 30+ Hours: Volunteers receive one VBWFF Cinema Pass – Must include six hours shift during the Festival weekend in June. Volunteer Cinema Passes (valued at \$95) allow access to unlimited Festival screenings and cinema wine tastings on a space available basis (when not volunteering, of course!).
- 45+ Hours: Volunteers receive one VBWFF Cinema Select Pass – Must include six hours during the festival weekend in June. Volunteer Cinema Select Passes (valued at \$195) allow access to the Festival Opening Night and Wrap parties, and includes unlimited Festival screenings and cinema wine tastings on a space available basis (when not volunteering, of course!).
- Student volunteers can receive volunteer hours for school.

\*Please keep in mind that volunteer hours are not only calculated for the Festival weekend. You'll earn volunteer hours for all volunteer activities including: marketing events (i.e., Downtown Friday, Farmer's Markets, Taste of Vero, Under the Oaks, etc.), distribution of posters and rack cards to stores and our partners, administrative work, and all activities listed in [TrackItForward.com](http://TrackItForward.com). If you have any question regarding volunteer hours, please contact the Volunteer Co-

Directors or send a question to [volunteers@vbwff.com](mailto:volunteers@vbwff.com).

All Volunteers receive the following benefits:

- Uniform: Official VBWFF 2019 T-Shirt
- Credential: Official VBWFF 2019 Volunteer Credential
- Refreshments: We offer light snacks and refreshments at our Volunteer Hub (for when you are volunteering when not on shift.) These snacks are not meant to replace meals which volunteers are responsible for providing themselves.
- Films: We offer access to screenings when you are “off-shift”. Access is dependent on the level of volunteer commitment.
- All volunteers receive a 15% discount on all additional Festival passes purchased.

## VOLUNTEER POLICIES & PROCEDURES

### 1. Know Your Schedule!

Volunteer will log onto [www.TrackItForward.com](http://www.TrackItForward.com) to sign up for shifts.

### 2. Training!

Volunteers are required to attend team trainings prior to the Festival. If you are unable to attend your scheduled training, please contact the Volunteer Directors so your training can be rescheduled. Please remember there are very few training classes in total, so it is critical that you attend in order to be completely prepared for the Festival and your duties.

### 3. Check-In, Credentials

All Volunteers are encouraged to do their official Festival “check-in” at the designated VBWFF location which opens prior to the Festival. At check-in, volunteers receive their Festival Credential and T-Shirt and Pass and are ready to go. For any one whom is unable to “check-in” in advance, you can “check-in” at the Volunteer Check-in station the day of your shift.

### 4. Attendance and Absenteeism

If you volunteer, we depend on you to complete your scheduled shifts. If certain situations do arise that prevent you from covering your shift, please alert one of the Volunteer Directors as far in advance as possible, or in the event of an illness or emergency, as soon as possible, BEFORE your scheduled shift begins. If absenteeism becomes excessive, your volunteer relationship with VBWFF may be jeopardized.

## 5. Volunteer Dress Code

We issue each volunteer a T-shirt and credential, and at the Festival we request that you wear the T-Shirt, credential, and white or black long pants during your shifts, as this allows you to be recognized as a volunteer. Your attire should always be professional.

## 6. Policy Against Harassment:

VBWFF is committed to maintaining a work environment free of unlawful harassment. The VBWFF policy prohibits harassment based on sex, race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.

## 7. Smoking

Smoking is not permitted while a volunteer is actively volunteering. In response to state and local laws and building codes, smoking is not permitted in any of the venues. Please respect the laws and regulations.

## 8. Solicitation:

Solicitation for activities, events or anything other than that from the VBWFF organization, is NOT allowed when volunteering at any event.

## 9. Substance Abuse:

The possession, use or sale of illegal drugs is never acceptable in our organization's environment. This can and will compromise your volunteer opportunities and we will not hesitate to call legal authorities.



## 10. Alcohol

We do have alcohol being served at many of our venues; volunteers are NOT to engage in consumption while on shift. Volunteers need to remember that they are representing VBWFF. Irresponsible actions occurring off-shift while wearing a volunteer T-shirt or credential are subject to review and may result in termination.

## 11. Cell Phone Use

While we understand that you may need to accept or place a call or check emails, we ask that you refrain from doing so while on shift. If you need to do any of these, please keep it brief and alert your Event Captain.

## 12. Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arise during the course of your volunteering.

If you feel that the issue was not resolved between the affected parties, contact the one of the Volunteer Directors, and she will investigate the situation and attempt to resolve the issue as best possible.

You may email the Volunteer Directors at [volunteers@VBWFF.com](mailto:volunteers@VBWFF.com) wait, or call as soon as possible. We are interested in the solution of any problem that you, as a member of the team, may have.

### 13. Dismissal:

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the solution will be made with the Volunteer Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, dishonest, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the VBWFF Volunteer Program.

If you are dismissed as a volunteer, you will need to turn in your credential to the Volunteer Director of Volunteers.

### 14. Attending a Film or Panel or Wine Tasting as a Volunteer

At VBWFF, Volunteers are encouraged to attend screenings, tastings, and other events when they are not “on shift”. You’ve earned it! So please enjoy the Festival offerings. And any “insider” comments are welcome!

Thank you for volunteering and we look forward to you being a part of our team in creating the Ultimate Wine + Film event!

Sip! See! Savor the Experience!

Ashley Novander & Patti Lyons  
VBWFF Volunteer Co-Directors