



## VERO BEACH WINE + FILM FESTIVAL

### VOLUNTEER HANDBOOK

2016

*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 Director.

#### **About VBWFF:**

Vero Beach Wine+ Film Festival (VBWFF), a non-profit organization whose mission is to celebrate the cinematic arts and enrich 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 Vero Beach Wine+ Film Festival 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. With pride, passion, grace, humility and joy!

#### **Aim High**

- Strive for Excellence
- Foster Creativity
- Stay relevant and innovate

### **HAVE FUN!!!**

Communicate and Collaborate to achieve best results

Respect the views of perspectives of each other and our constituents

Listen to other's opinions and provide honest and 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 COMMITTEE CAPTAINS**

**Partnership Captain(s)** 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 Captain(s)** communicates any brand preferences to Director of Partner Relations, coordinates partnership with a wine shop to promote event, sell passes and take orders at event at the Downtown Heritage Center, our Winery Tasting Room. They work as a team 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. If you're having Vintner Dinners, this job also organizes vintner

concierges and wine delivery. This person knows the difference between a Chardonnay and a Sauvignon Blanc and is a detail-oriented person.

**NEXT UP! Young Filmmakers Competition Captain** creates a marketing strategy for the educational community, manages printed and digital outreach materials for competition. Makes sure the word gets out to all young school age children about the competition. Creates Facebook page and FilmFreeway.com page. And helps solicit filmmaker prizes for winners. Makes follow up calls to school boards and PTAs. Makes sure everyone has the information they need to enter competition.

**Screening Venue/Logistics Captain(s)** manages the decor, as well as logistical nuts and bolts of the event venues. There will be at least one Captain responsible for each venue and having each event or screening staffed by volunteers. Captains work with 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.

Basically the Venue/Logistics Captain(s) are responsible for all event day minutiae. They put out fires on event day. Ideal candidates possess a sense of style and organization skills and stay cool under pressure. They recruit assistants, including a decor coordinator with fabulous ideas for unique, eye-catching visuals.

**Travel & Accommodations Captain(s)** are the “Moms” of the Festival. They are our Festival Guest Concierge and take care of all logistics for filmmaker and winemaker guests to attend the Festival. They make sure each invited filmmaker, director has a place to lay their head during the festival. They solicit home stays for our invited guests. And make sure their ground travel is arranged for them to appear at screenings, panels and parties.

**Swag Bag Captain(s)** solicit donations for guests' gift bags (swag bags). Gifts may be from sponsors, event participants, or local businesses. They manage the collection of donations, bag assembly, timely delivery to the event, and delivery at the event.

### **VOLUNTEER LEVELS: COMMITMENTS & BENEFITS**

#### **Shift Choice Volunteers:**

- 12 Hours Plus: Receive one volunteer voucher for every four or six hours volunteered. Volunteer vouchers are redeemable for films on a space-available basis. Vouchers and credentials are nontransferable and must be used by the volunteer with his or her credential.
- Half-Fest Volunteers 20 Hours Plus: Volunteers receive one VBWFF Festival Screenings All-Access Weekend Pass (\$95.00) allowing the volunteer access to unlimited Festival screenings and cinema wine tastings on a space available basis (when not volunteering, of course!).
- Full-Fest Volunteers & Managers 30 Hours Plus: Volunteers receive One VBWFF A-Lister Pass (\$175.00), allowing the volunteer access to the Opening and Closing Night parties. Also includes unlimited Festival screenings and cinema wine tastings on a space available basis (when not volunteering, of course!).
- 15% discount on all additional passes
- Student volunteers will receive volunteer hours for school.

Please keep in mind that volunteer hours are not calculated for just the festival. They begin with our first volunteer meeting and include any volunteer activity at the Downtown Stroll, Bridal Show, Under the Oaks, etc and distribution of materials to stores and our partners.

**All Volunteers receive the following benefits:**

Uniform: Official VBWFF T-Shirt

Credential: Official VBWFF Volunteer Credential

Refreshments: We offer light snacks and refreshments in our Volunteer Hubs (on the days you are volunteering when not on shift.) These snacks are not meant to replace meals which volunteers are responsible for providing themselves.

Movies: We offer access to screenings when you are “off-shift”. Access is dependent on the level of volunteer commitment.

**VOLUNTEER POLICIES & PROCEDURES**

**Get Your Schedule:**

Shift Choice Volunteer: Will log onto [www.trackitforward.com](http://www.trackitforward.com) and sign up for Shifts on their assigned team: minimum of 12 total hours required.

**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 Director 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.

### **Volunteer Check-In, Credentials:**

All Volunteers are encouraged to do their official festival “check-in” at the VBWFF Box Office located at the Hampton Inn which opens prior to the festival. At “check-in”, volunteers receive their Festival Credential and T-Shirt and film vouchers 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, located at the Hampton Inn. The final cut-off for “check-in” is one hour before volunteering for your first shift.

**\*\* Please do not show up to your shift without having checked in\*\***

### **Attendance and Absenteeism:**

If you volunteer, we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Director of any situations that arise and/or if you are not able to keep your commitment as a volunteer, as far in advance as possible, but no later than your cancellation date on your volunteer agreement so that an appropriate substitute may be found. In the event of an illness or emergency, please alert the Volunteer Director as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive, your volunteer relationship with VBWFF may be jeopardized.

**Dress Code:**

We issue each volunteer a T-shirt and credential, and we request that you wear them during your shifts, as this allows you to be recognized as a volunteer.

**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.

**Smoking**

In response to state and local laws and building codes, smoking is not permitted. Please respect the laws and regulations.

**Solicitation:**

Solicitation other than that from the VBWFF organization, is not allowed when volunteering.

**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.

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 badge are subject to review and may result in termination.

### **Cell Phone Use:**

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.

### **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 Volunteer Director, and she will investigate the situation and attempt to resolve the issue as best possible.

You may email the Volunteer Director at [volunteers@VBWFF.com](mailto:volunteers@VBWFF.com), [joannpolletta@gmail.com](mailto:joannpolletta@gmail.com) or by phone at 352-442-4216 at the end of your shift.

If it cannot wait, call the Volunteer Director as soon as feasible.

We are interested in the solution of any problem you, as a member of the team, may have.

### **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.

### **Attending a Film or Panel or Wine Tasting as a Volunteer:**

At VBWFF, Volunteers are encouraged to attend screenings when they are not “on shift”. At almost all festival screenings, a set number of seats are “reserved” for off-shift volunteers. The number will vary based on the size of the venue. Rush Line Managers will have numbered tickets available, first-come, first-served, beginning one hour prior to show time. If Volunteers do not secure one of these tickets, they are welcome to wait in the Rush Line. Shift Choice Volunteers utilize vouchers they receive, one for each shift worked, to turn in for tickets. Half-Fest and Full-Fest Volunteers do not need vouchers and may try to attend as many screenings as they have “off-time” for. Please note that Panels (Film Industry and Wine) work just like Movie Screenings.

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!**