

VOLUNTEERS WELCOME PACK



WELCOME

Inaugurated as a grassroots non-profit film festival in 2012, the ICFF has grown to become one of the largest Italian film festivals outside of Italy. The ICFF, proudly presented by Lavazza, is an inspiring showcase of the greatest, most recent Italian and international cinema.

Using the power of the moving image to both entertain and educate, the ICFF defies conventional perspectives on complex and challenging issues facing both the Italian and global communities.

Every year the festival presents an international collection of feature films, documentaries and shorts, including premieres, advance screenings and independent films.

Festival Programming



ICFF

ICFF is a true celebration of Italian excellence bringing the best of contemporary Italian cinema Canada-wide.



LAVAZZA DRIVE-IN

An International Drive-In Film Festival presenting a selection of movies representing Canada's diverse and cultural mosaic.



ICFF YOUTH

ICFF Youth is an international Film Festival for students of the GTA, aged 8-18 years old



SPECIAL EVENTS

Celebrating Italian heritage by highlighting the best of Italian food, fashion, music, literature, architecture and industry developments



ICFF AT HOME

Canada-wide online film festival showcasing Italian contemporary cinema and innovative virtual events directly to your home.



THE IMPORTANT BITS

WHO TO CONTACT

As a volunteer at ICFF, you will be supported by a team leader on site at all events, and/or a member(s) of the Volunteer Department. Should a problem or a difficulty arise while volunteering, please speak directly to the team leader at your site, or the Volunteer Department representative, and they will be happy to help you.

OFFICE HOURS

Monday – Friday 10:30am – 6:00pm or after hours with arranged appointment.

Address: 101 Yorkville Avenue, Toronto

ICFF: KEY PEOPLE

Cristiano de Florentiis, Artistic Director

Maurizio Magnifico, Managing Director

Mara Cataldi, Director of Operations



OUR COMMITMENT

We ask all volunteers to be present to at least 3 ICFF events. Please remember that we rely on our volunteers to create a friendly and professional atmosphere at each event. Not showing up can negatively impact the success of the event.

WE AIM TO MAKE SURE YOU:

- Have a good understanding of what ICFF is and does
- Know what your tasks are
- Know who to contact if you have problems or difficulties
- Are properly valued and thanked
- Are respected
- Have safe working conditions

WE ASK YOU TO:

- Be reliable and tell us if you are unavailable or running late
- Respect confidentiality
- Give us constructive feedback
- Be accountable and welcome constructive comments
- Ask for support, if needed
- Extend to others the same degree of courtesy you would expect to receive

PERKS!!!

- T-shirt: Once the season ends, the t-shirt is yours to keep
- Food & Beverage: During your shift, if refreshments are available, you will have the opportunity to enjoy the food and soft drinks offered to members
- Screening: After a shift is completed, you will receive one ticket that can be redeemed for an ICFF or L'Altra Italia film ticket, that can be obtained on a rush basis on the day of the event from the ICFF box office.
- Recommendation letter: Provided by the volunteer department, upon request
- Special events: There might be an opportunity for you to participate in special events with a guest pass
- Volunteer party: One entry to the best part(y) of the season!



CUSTOMER SERVICE

We strive to provide the best customer service to all our guests. Please remember to smile, make eye contact, answer in a polite manner to all customers' questions and thank them for joining ICFF.

We try our best to provide you with all the information you need, but sometimes costumers may ask questions you don't have the answer for. Please always refer to your coordinator for support. NEVER give an answer you are not sure of. Ask customers to wait while you find someone who can answer their question. Reassure them that you would rather get them the most accurate answer rather than a quick one that may be wrong.

DRESS CODE AND PERSONAL APPEARANCE

As you will be representing ICFF, a neat and tidy appearance is important.

Along with wearing your volunteer T-Shirt, it is also required that you adhere to a business casual attire:

- Dress pants (black)
- Dresses or skirts (black) except miniskirts above mid-thigh
- Black shoes

CONFIDENTIALITY

During your shift, you will find yourself working with information that is not of public knowledge. As we valued our members' confidentiality, you are required to NEVER disclose or discuss any information with anyone outside of ICFF.



VOLUNTEER RELEASE FORM

This Release and Waiver of Liability (the "release") executed on (date)_____ by (name of volunteer candidate)_____ ("Volunteer") releases ICFF, a nonprofit organization and each of its directors, employees and agents. The Volunteer desires to provide volunteer services for Nonprofit and engage in activities related to serving as a volunteer _____(insert title of volunteer service such as "guest service relations", "box-office assistant", etc.).

Volunteer understands the scope of Volunteer's relationship with Nonprofit is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer, that Nonprofit will not provide any benefits traditionally associated with employment to Volunteer, and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer's services to Nonprofit.

1. WAIVER AND RELEASE: I, the Volunteer, release and forever discharge and hold harmless Nonprofit and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from the services I provide to Nonprofit from any liability or claim that I may have against Nonprofit with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide Nonprofit or occurring while I am providing volunteer services.

2. INSURANCE: Further I understand that Nonprofit does not assume any responsibility for or obligation to provide me with financial or other assistance, including, but not limited to medical, health or disability benefits or insurance of any nature in the event of any injury, illness, death or damage to my property. I expressly waive any such claim for compensation or liability on the part of Nonprofit beyond what may be offered freely by Nonprofit in the event of such injury or medical expenses incurred by me.

3. PHOTOGRAPHIC RELEASE: I grant and convey to Nonprofit all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by Nonprofit in connection with my providing volunteer services to Nonprofit.

4. PROFESSIONAL CONDUCT: I, the Volunteer, assure that during the time of carrying out volunteer services, I will not attempt to take pictures or solicit filmmakers, actors, or other members of the entourage. There may be occasions while not working, that volunteers have the opportunities to see movie stars, such as film openings and panels.

By signing below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

SIGNATURE

DATE