



VOLUNTEER GUIDE



APRIL 14 - APRIL 24 2022

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WELCOME TO SIFF!

Dear Friends,

We are thrilled to have you join us in hosting the 48th Annual Seattle International Film Festival—we have missed you all! We are about to embark on an amazing adventure in film: 11 days, 9 Seattle-area venues, ~175 feature films and short film programs from around the world.

You make all this possible. On behalf of the entire SIFF team—Board, staff, filmmakers, festival guests, and patrons—we want to thank you for being such an important part of our work and helping bring incredible international and independent films to the Seattle audiences.

As a volunteer, you serve on the “front lines” of SIFF—for so many of our attendees, you will be the face of the Festival. We want to do all we can to make sure you feel prepared and well informed, and this guide serves as an important part of your toolkit. Please take some time to read over it, and feel free to ask questions. Your team lead, direct supervisor, or our Volunteer Manager are great resources for getting your questions answered.

We are especially excited for this year’s hybrid Festival—with screenings both in-person and virtually, allowing us to engage audiences around the country in our work. Through this year’s Festival we hope to grow appreciation for film, bring community together, and create a greater awareness of what it means for us all to live in the world today.

We welcome your comments and suggestions. With your experience working directly with our patrons and guests, you are in the best position to provide insights and suggestions to help us to continue to improve the experience for everyone.

Whether this is your first year or tenth as a volunteer, whether you give us a few hours or several of your precious time this Festival season, we do hope it’s enjoyable, and that you return year after year!

With deep appreciation and thanks,
Beth Barrett
Artistic Director

SIFF: OUR MISSION

SIFF’s mission is to create experiences that bring people together to discover extraordinary films from around the world. It is through the art of cinema that we foster a community that is more informed, aware, and alive.

CONTACT

siff.net/volunteer

Randi Dodson (Volunteer Program Manager)

volunteers@siff.net ■ 206.315.0686



VOLUNTEERING FOR SIFF

WHY VOLUNTEER WITH SIFF?

What our Volunteers Say

“It’s flexible, there are a ton of opportunities for a diverse range of skill sets, and everyone on the SIFF staff treats us like an equal part of making the SIFF experience a great one for filmmakers and movie goers alike.”

“[The best part of volunteering with SIFF] was interacting with the community and meeting new people that share my love of film.”

Volunteer Opportunities

The Seattle International Film Festival has tons of volunteer opportunities; you’re sure to find something that suits your interests! We’re looking for motivated volunteers to assist with everything from ushers to line management. Our Volunteer Teams fall into four main categories:

Venue Crew: are the face of the festival and create a welcoming experience for guests. Roles include ushering, ticket collection, line management, and distributing ballots.

Special Events: our service team for galas, parties and other events surrounding the festival. This team provides front-of-house service for events, including set-up and teardown, bartending, and serving/bussing.

Guest Relations: This team serves as concierge and transport for our filmmakers, press and other guests.

Street Team: handles promotions and outreach. This essential team spreads the word and distributes materials to increase visibility for the fest.

You can learn more about the different volunteer roles and requirements by reviewing their descriptions on Shiftboard.

Volunteer Appreciation

Giving back has its benefits! We love our volunteers and are always looking for new ways to say thanks. As a volunteer with SIFF, you’ll earn ticket vouchers, get invited to exclusive Volunteer Screenings and events, earn cool swag and awards, and more.

Volunteers can also exchange their vouchers for a SIFF Membership, with benefits like discounts on ticket, free popcorn, access to member-only events, and more.

TURN YOUR VOLUNTEER HOURS INTO DOLLARS FOR SIFF

Many companies offer monetary contributions to registered 501(c)(3) non-profit organizations where their employees volunteer. These employer contributions are known by a few different names including volunteer grant programs, employee gift matching, and dollars for doers. Ask your human resources department if your employer offers a volunteer matching program. For a list of businesses with volunteer hour matching programs, visit siff.net/volunteer. SIFF is a registered 501(c)(3) non-profit organization, tax ID 91-1489660.



REGISTERING AS A VOLUNTEER

If you are a new SIFF Volunteer, please register with **Shiftboard**, our online scheduler where we communicate with our volunteers. If you have previously volunteered with us and already have a SIFF Shiftboard account, you do not need to re-register, but please review your account information.

REGISTERING WITH SHIFTBOARD

1. Go to shiftboard.com/siff
2. Complete the Volunteer Application
3. Receive your welcome letter and temporary password
4. Sign in and follow the prompts

VOLUNTEER TEAMS

Volunteer shifts are assigned to specific teams on Shiftboard, and you can sign up for available shifts assigned to your teams.

Assigned Teams

To view your assigned teams, select the Teams tab on your dashboard and select the Worker tab. As a new volunteer, you've been automatically added to four teams: Venue Crew, Universal Volunteers, Special Events (Production), and Street Team (Promotions).

Joining Additional Teams

To join other volunteer teams, from the Teams tab, select Join. Click on a specific team to learn more about the volunteer roles within this team. If this team interests you, select Join. Depending on the team requirements, you'll either be automatically added as a member, or the Team Manager will need to approve your request.

SCHEDULING SHIFTS

Select the Schedules tab on your dashboard.

1. Select an available shift to review the time, location, and shift description.
2. Select the blue Take Shift button on the right. Confirm your selection.
3. You will receive a confirmation email and be able to view the assigned green shift confirmed on your schedule.

Only the shifts that have been scheduled for your Teams will show up on your calendar. Shifts are filled on a first come, first served basis. Only available shifts will appear.

SHIFTBOARD SUPPORT

If you need help with Shiftboard, contact the Volunteer Program Manager at volunteers@siff.net or 206.315.0686. You may also visit support.shiftboard.com/1/en

CANCELLING SHIFTS

Cancel the shift as soon as you know you cannot work it. Canceling the shift ahead of time allows us time to find a replacement. To cancel a shift:

1. Select the shift you need to cancel from your schedules tab.
2. Select the gray Unassign button from the menu on the right.
3. Confirm your selection to remove the shift from your schedule.

VOLUNTEER POLICIES & PROCEDURES

CANCELLATION POLICY

Cancellations

Volunteers unable to make their shift will need to unassign their shift via Shiftboard as soon as they know they cannot work it. Each department has a cut-off time for online cancellations, anywhere from five days prior to just the day before. The majority of Festival shifts require canceling at least 24-hours before the shift start time. In the event of an emergency or unforeseen circumstance, volunteers will contact the Volunteer Manager as soon as possible. Email [**volunteers@siff.net**](mailto:volunteers@siff.net); or call 206.315.0686 if you need to cancel on short notice. Failure to do so will result in immediate cancellation of any future shifts.

Calling Out

If Unassign is not a selectable option in the shift details, then it is too close to the start time of the shift, and the shift cannot be canceled online.

1. PROMPTLY email [**volunteers@siff.net**](mailto:volunteers@siff.net) to cancel it indicating SHIFT CANCELLATION in the subject line.
2. Provide the date, time, and location of the shift.

No-Shows

If you fail to let us know you can't make your assigned shift, you will be considered a no-show. We appreciate the time you dedicate to SIFF, AND we take reports of no-shows very seriously. When a no-show is reported, *your Shiftboard account will be placed on hold, and any future shifts you have scheduled will be unassigned.* Your return to work will be at the discretion of the Volunteer Program Manager.

REPORTING FOR YOUR SHIFT

Check-In

Please arrive at your assigned volunteer location with enough time to be ready to work at the start of your assigned shift. You will likely be relieving another volunteer, so your punctuality is greatly appreciated. To ensure you receive credit for the hours you work, be sure to check in with your shift lead when you arrive. If you will be delayed, you must notify the Volunteer Program Manager at 206.315.0686 AS SOON AS YOU KNOW YOU WILL BE DELAYED.

Dress Code

Volunteers are expected to report to all shifts bearing a neat and tidy appearance and wearing their 2022 SIFF-issued Volunteer T-shirt (unless otherwise instructed, i.e., black dress attire) and volunteer badge. Volunteers must wear and display their 2022 volunteer badges in order to work. Please wear comfortable shoes, as many positions require standing for long periods. Please review your shift details for specific guidance around attire.

Volunteer Badge

All volunteers will pick up a 2022 SIFF photo identification badge prior to their first shift. *Volunteers are expected to wear their volunteer badges at all times, while on duty.* Please keep track of your badge, as replacements will not be issued, and a volunteer badge is required for your shifts. Badges are non-transferable and sharing badges may be grounds for termination.

Alcohol, Tobacco, and Drug Use

Employees and volunteers are strictly prohibited from possessing, selling, consuming, or being under the influence of alcohol or illegal drugs (and legal drugs that are not used in a manner consistent with accepted frequency or dosage requirements) while on the job. SIFF is a tobacco-free environment. Please do not consume tobacco in the presence of guests, or while wearing SIFF volunteer gear.

Customer Service

Whether you are working in a venue, serving at a Gala, or helping with other SIFF departments, collectively, you represent the Seattle International Film Festival. It is important to be pleasant and accommodating. Please remember that you are representing not only yourself, but ALL the volunteers at SIFF! We work to give patrons a positive and enjoyable experience, and as a volunteer, your goal is to make our guests feel welcome. As a result, attendees share their positive experience with others, bringing in new people every year to keep our festival going strong.

When a guest has a question, answer to the best of your ability. If you find yourself unable to answer a question, politely refer the patron to the nearest SIFF staff member. If no staff members are available, assist the patron as best you can. If their question needs follow-up, take down their contact information and question, and pass it along to a SIFF staff member.

Media

The Artistic Director and Executive Director or their designees are the sole spokespersons for SIFF. All press inquiries should be directed towards a member of staff who will relay them to the Press Team.

Confidentiality

The nature of services provided by SIFF requires that information be handled in a private, confidential manner. Information about our business, our employees, or clients—including, but not limited to, film sources and contacts, guest attendance and itinerary information, Festival sales numbers, etc will not be released to people or agencies outside the company without SIFF's written consent. The only exceptions to this policy will be to follow legal or regulatory guidelines. Employees and volunteers are expected to keep such information confidential and not disclose such information to any third party without prior authorization from their supervisor.

Guest Confidentiality Policy

By no means should any employee or volunteer release ANY information on or about any Festival guests. Forward all guest-related questions (who will be attending, etc.) to Press and Public Relations in the Marketing and Communications Department. Be always pleasant and respectful of guests' privacy, including events. DO NOT APPROACH GUESTS FOR AUTOGRAPHS OR PHOTOGRAPHS, OR TO DISCUSS PERSONAL PROJECTS. Approaching guests shall be grounds for dismissal.

Anti-Harassment Policy

SIFF is dedicated to providing a harassment-free experience for EVERYONE, regardless of gender, gender identity & expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. SIFF will absolutely not tolerate harassment in any form, including at any of our online events or in chat rooms or forums. Harassment includes but is not limited to:

- ▲ Offensive comments related to gender, gender identity & expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion
- ▲ Sexual images in public spaces
- ▲ Deliberate intimidation, stalking, following, harassing photography or recording
- ▲ Sustained disruption of programs
- ▲ Inappropriate physical contact
- ▲ Unwelcome sexual attention

Those who are asked to stop any harassing behavior whether in person or online are expected to comply immediately. If they do not, SIFF reserves the right to remove them from events and bar them from future events without a refund. Harassment claims will be dealt with on a case-by-case basis, at the discretion of SIFF management.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact SIFF staff IMMEDIATELY. If you do not see a staff member, please contact [**harassment@siff.net**](mailto:harassment@siff.net).

Personal Belongings

Please be advised that there may not be space to store your personal items at your volunteer site. Please avoid bringing more than you need for your shift. The Festival will not be responsible for any lost or damaged personal items.

Cell Phones and Personal Devices

Cell phones and other devices are not permitted to be used during your volunteer shift. If you need to make or take a call, please discuss with your volunteer coordinator.

Meals

While we occasionally provide treats as a thank you to our volunteers, SIFF does not provide volunteer shift meals. You are strongly encouraged to eat before your shift. Eating is only permitted in designated areas, during your scheduled breaks.

Breaks

Breaks will be assigned based on the length of your shift and must be planned with your volunteer coordinator.

Film Viewing

Volunteers receive vouchers that are redeemable for film tickets. We encourage our volunteers to take advantage of their vouchers and see as many films as possible! However, volunteers are not permitted to attend screenings during their scheduled shifts.

COVID-19 VOLUNTEER POLICY

This policy was current as of the date of publication. Any policy changes prior to your shift will be communicated by the Volunteer Manager.

SIFF is committed to creating a safe and healthy environment for all our staff, audiences, and guests. *All volunteers are required to be fully vaccinated, appropriately wear an approved face covering, and conduct a health self-assessment before entering the venues.*

Health Self Assessment

If you answer YES to any of the below questions, please do not come onsite or enter the facilities.

1. Do you have any new or worsening symptoms from the list below?

- | | | |
|-----------------------|--------------------------|-------------------------|
| ▲ Chills | ▲ Muscle/body aches | ▲ Congestion/runny nose |
| ▲ Cough | ▲ Headache | ▲ Nausea |
| ▲ Shortness of breath | ▲ Loss of taste or smell | ▲ Vomiting |
| ▲ Fatigue | ▲ Sore throat | ▲ Diarrhea |

2. In the past 5 days, have you had any exposure and/or a positive COVID-19 test?

Mask Policy

SIFF requires all volunteers to wear a face covering at all times while in any event spaces or representing SIFF in outdoor settings.

Mask exceptions

- ▲ While actively eating or drinking in designated areas.
- ▲ Individuals with a disability, medical or health condition that a protective face covering would impair or impede.

Please note, accommodations to the mask policy must be discussed with the Volunteer Program Manager prior to your first shift.

Extra masks will be available at all SIFF cinemas and festival event spaces.

Vaccine Requirement

As part of your volunteer agreement with SIFF, we require proof of COVID-19 vaccination. Proof of vaccination must be submitted before you will be authorized to sign up for any shifts on Shiftboard. You may email a copy of your vaccine record to [**volunteers@siff.net**](mailto:volunteers@siff.net).

*For the safety of our staff and guests, there are currently no exemptions for anyone who is unvaccinated.

Social Distancing

Volunteers are encouraged to maintain 6 feet of distance from others while performing their duties, whenever possible. If you have questions or concerns regarding social distancing during your shift, please discuss with your lead.

Exposure/Positive Results

If you have been in close contact with someone who has tested positive for COVID-19 (within 6 feet of the person for 15 minutes or more over a 24-hour period), *please notify the Volunteer Program Manager immediately*. Per the CDC exposure guidelines, if you are fully vaccinated (2nd dose/booster <6months), you do not need to isolate, but should monitor your symptoms, wear a well-fitted mask, and get tested. If you develop symptoms, Isolate Immediately until you receive a negative test result.

You are encouraged to activate **Washington Exposures Notifications** on your smartphone to alert you if you've been exposed to COVID.



VOLUNTEER APPRECIATION

VOLUNTEER MOVIE VOUCHERS

In appreciation for their service, SIFF volunteers receive vouchers that are redeemable for Festival and SIFF Cinema tickets and SIFF membership. For every two hours of service, a volunteer receives one voucher. Hourly credits are rounded on the odd hour.

FILM VOUCHER TIME CONVERSION

1 hour to 2 hrs 59 mins = 1 voucher

3 hours to 4 hrs 59 mins = 2 vouchers

5 hours to 6 hrs 59 mins = 3 vouchers

7 hours to 8 hrs 59 mins = 4 vouchers

9 hours to 10 hrs 59 mins = 5 vouchers

REDEEMING VOUCHERS

Volunteer vouchers are redeemable for regular priced Festival and SIFF Cinema tickets. You'll receive your vouchers at the end of your shift when you check out with your Team Lead. *We are unable to replace lost vouchers—treat them like cash.*

You can present your volunteer vouchers at the Box Office in exchange for Festival tickets or redeem them online. *Please note, after the Festival vouchers are not redeemable online and can ONLY be redeemed at the SIFF Film Center, SIFF Cinema Uptown, or SIFF Cinema Egyptian box office.

If a screening is on "Standby" (advanced tickets are no longer available), you may wait in the Standby Line and use your voucher for payment should space become available. Please note standby priorities: cash payments> credit cards> voucher exchanges.

To Redeem Vouchers Online

- ▲ Go to siff.net or goevent.com/SIFF/e/Search choose your film, then select a showtime.
- ▲ Enter the number of tickets you want to purchase and select add to cart. Make sure you are selecting Regular priced tickets; vouchers will not apply to Senior or Student priced tickets.
- ▲ Select cart and continue to Checkout.
- ▲ Log in with your Elevent email and password, or create an account if you have not made a purchase before. Elevent is SIFF's ticketing software. If you have made a SIFF purchase in the last couple of years, you should have an account.
- ▲ At Checkout, enter the 9-digit ticket voucher code in the Extras box. Select apply. Once the voucher is applied, you should see it deducted from the Grand Total in the Order Summary. If there is any remaining balance to be paid, it will be noted in the Grand Total and you can enter credit card information.
- ▲ Confirm that the amount in the Grand Total is correct, then select Complete Purchase.
- ▲ Your ticket will be emailed as a PDF attached to your confirmation email. Tickets can be printed at home or scanned off your mobile device at the theater. If you need tickets printed, let our box office staff know your order number and they can print your tickets at the box office.

Each screening has a limited allotment of tickets that may be redeemed with volunteer vouchers. Once the volunteer allotment is reached for a screening, the volunteer tickets for it are gone. Check the online Festival calendar periodically for availability, especially a couple of days before a screening, to see if additional tickets have been released.

VOLUNTEER SCREENINGS

Volunteers will be invited to exclusive Volunteer Screenings of SIFF-curated films throughout the year.

SIFF MEMBERSHIP

Volunteers can redeem five volunteer vouchers for a SIFF Membership by completing the form at siff.net/volunteer.

VOLUNTEER ACKNOWLEDGMENTS

The SIFF 2022 VOLUNTEER APPRECIATION EVENT is scheduled for **April 27, 2022**. At this event, SIFF staff gathers at the Uptown to celebrate and honor our volunteers with a screening of a 2022 SIFF selection chosen by SIFF Artistic Director Beth Barrett.

VOLUNTEER AWARDS

Presented at the Volunteer Appreciation Event for outstanding service to SIFF:

- ▲ **Eric Sorlien Award** is given in recognition of excellent service exceeding all expectations for the Festival.
- ▲ **Festival Volunteer of the Year** is awarded in recognition for the most hours of volunteer service to the Festival.
- ▲ **SIFF Shout-Outs** are public declarations of personal praise from Festival team leaders.

VOLUNTEER INCENTIVES

Earn additional rewards for continued service throughout the 2022 Festival season!

SIFF Mug: 24 festival volunteer hours

SIFF 2022 Snapback Hat: 36 festival volunteer hours

SIFF 2022 Snapback Hat & Mug: 44 festival volunteer hours

Terms and Conditions

- ▲ Eligibility towards these incentives only for hours worked during the 2022 Festival sSeason
- ▲ Applies to all festival volunteer teams (i.e., special events, guest relations, venue crew, street teams)
- ▲ Must be a registered SIFF volunteer in good standing
- ▲ Shifts must be confirmed on Shiftboard

Volunteer Incentives will be distributed at the April 27 Volunteer Appreciation Event. If you are unable to attend this event, contact the volunteer manager to arrange a time to pick up your incentives at the Film Center.



HOW TO GET TO FESTIVAL VENUES

The festival will bring increased traffic to the surrounding areas, and public transit is encouraged. Please view parking resources after this table.

Additional Transit info: tripplanner.kingcounty.gov

PARKING RESOURCES

If you do decide to drive, please be advised that SIFF does not reimburse parking expenses.

- ▲ Parkopedia, map of lots, street parking, and private garages: parkopedia.com/parking/seattle/
- ▲ Seattle Department of Transportation, general parking info: seattle.gov/transportation/parking
- ▲ Spothero, reservable lot parking: spothero.com/parking
- ▲ Parkme, reservable lot parking: parkme.com/seattle-parking

Ark Lodge Cinemas / 4816 Ranier Ave S

7, 9, Columbia City Light Rail Station

Paramount Theater / 911 Pine St

Major transit hub (multiple routes in 3 block radius), Westlake Light Rail Station

Majestic Bay Theatres / 2044 NW Market St

15, 17, 18, 29, 40, 44, 994, D Line

MOHAI / 806 Terry Avenue N

40, 70, C Line, South Lake Union Streetcar

AMC Pacific Place 11 / 600 Pine St, 4th Floor

Major transit hub (multiple routes in 3 block radius), Westlake Light Rail Station, SLU Streetcar, Monorail

Shoreline Community College Theater / 16101 Greenwood Ave N

5, 330, 331, 35, 355 (shoreline.edu/map for more information)

SIFF Cinema Egyptian / 805 E Pine St

2, 8, 9, 10, 11, 43, 49, 60, Capitol Hill Light Rail Station, First Hill Streetcar

SIFF Cinema Uptown / 511 Queen Anne Ave N

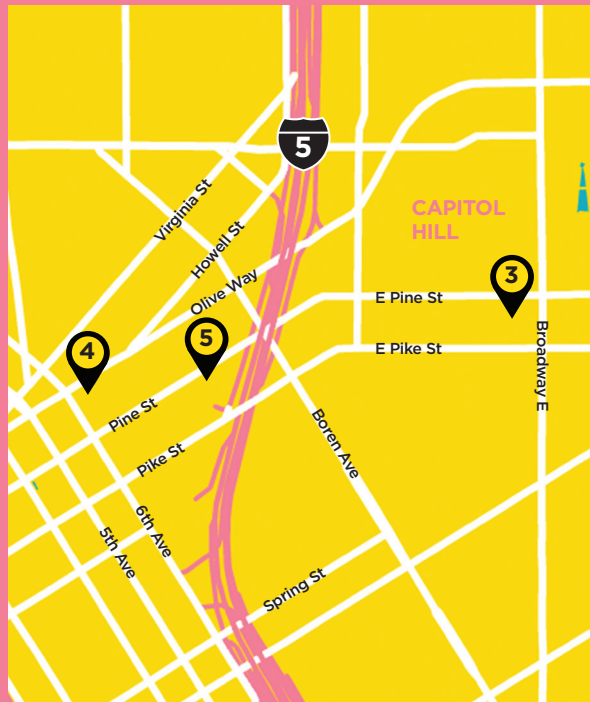
1, 2, 8, 13, 29, 32, D Line

SIFF Film Center / Seattle Center

1, 2, 3, 4, 8, 13, D Line, Monorail



VENUE MAPS



1 SIFF CINEMA UPTOWN

511 Queen Anne Ave N
206.464.5830 | siff.net

2 SIFF FILM CENTER

Corner of Republican and Warren
Ave N at Seattle Center
206.464.5830 | siff.net

3 SIFF CINEMA EGYPTIAN

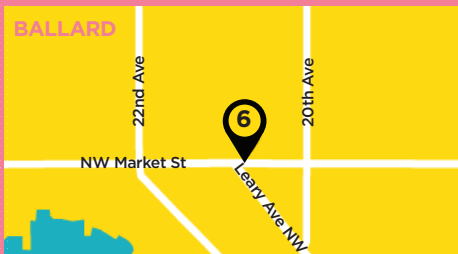
805 E Pine St
206.464.5830 | siff.net

4 AMC PACIFIC PLACE 11

600 Pine St, 4th Floor
206.652.8908
pacificplaceseattle.com

5 PARAMOUNT THEATER

Corner of Pine St and 9th Ave
206.682.1414 | stgpresents.org



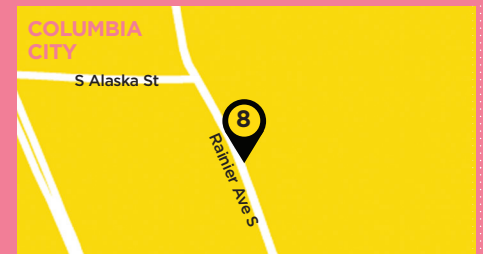
MAJESTIC BAY THEATRES

2044 NW Market St, Ballard
206.781.2229 | majesticbay.com



SHORELINE COMMUNITY COLLEGE THEATER

1601 Greenwood Ave N
206.546.4101 | shoreline.edu/theater



ARK LODGE CINEMAS

4816 Rainier Ave S
206.721.3156 | arklodgecinemas.com

Ark Lodge is not ADA Accessible
Visit siff.net/accessibility for more info