

2023 MAY 11-21

SEATTLE INTERNATIONAL FILM FESTIVAL

VOLUNTEER GUIDE



TABLE OF CONTENTS

3 ----- Welcome to SIFF

4 ----- Volunteering

5 ----- Registering

6 ----- Policies & Procedures

10 ----- Appreciation

11 ----- Getting to Venues

12 ----- Venue Maps



CONTACT

siff.net/volunteer

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WELCOME2SIFF

Dear Friends,

We are thrilled to have you join us in hosting the 49th Annual Seattle International Film Festival—we have missed you all! We are about to embark on an amazing adventure in film: 11 days, 8 Seattle-area venues, ~150 feature films and short film programs from around the world, in-person from May 11–21, with select films streaming on our SIFF Channel May 22–28.

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 excited for this year’s hybrid Festival—with screenings both in-person (May 11–21) and virtually (May 22–28), 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,

Tom Mara

Executive Director

tom@siff.net

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.

EQUITY VALUES

SIFF believes that valuing and promoting diversity is vital to our mission. We are dedicated to improving racial equity within our organization and our community. SIFF uses our unique position to share diverse perspectives in visual storytelling while empowering new voices to share their own stories and promoting accessibility for all people. We strive to foster diversity in all facets of our organization, from board to volunteer, from artist to audience, and beyond.

WELCOME STATEMENT

SIFF is committed to being an anti-racist and anti-oppression organization. We strive to provide an environment that encourages inclusive experiences for all our audiences, volunteers, artists, staff, and greater community. To create inclusivity and belonging, SIFF expects everyone participating in our events to uphold and embrace this commitment.

VOLUNTEERING

WHY VOLUNTEER WITH SIFF?

What our Volunteers Say...

“Being a part of a world-class film festival with a stellar team, top notch films and meeting wonderful attendees and volunteers.”

“Great personalities, vibrant film conversations, [and] helping patrons enjoy their experiences”

Volunteer Opportunities

The Seattle International Film Festival offers 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 Festival volunteer teams fall into five main categories:

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

Ballot Counters: A group of volunteers who are detail oriented and an important part of making sure our audience has its voice heard. Duties include organizing and inventorying ballots, tallying up votes, and inputting write-in voting results.

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, guest check-in, bartending, and serving/bussing.

Guest Relations: Provides interpreter, 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 festival.

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.

Vouchers to Membership

Volunteers can also exchange their vouchers for a SIFF Membership, with benefits like discounts on tickets, free popcorn, reciprocal benefits at partnering businesses, access to member-only events and more. Complete this [web form](#) to redeem.

Vouchers for Pass Redemption

Volunteers may redeem *20 non-expired festival vouchers* for a 1-year SIFF Cinema Pass (subject to availability). The SIFF Cinema Pass allows access to regularly priced SIFF screenings at the SIFF Film Center, SIFF Cinema Uptown, and SIFF Cinema Egyptian. Vouchers can be exchanged for a SIFF Cinema Pass in-person at the SIFF Film Center during business hours.

VOLUNTEER GIFT MATCHING

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.

SIFF is a registered 501(c)(3) non-profit organization, tax ID 91-1489660.

REGISTERING

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, please re-register, and complete the **Volunteer COVID-19 Report** to reinstate your account.

REGISTERING WITH SHIFTBOARD

1. Go to shiftboard.com/siff
2. Complete the Volunteer Application
3. Complete the **Volunteer Orientation** training on SIFF's eLearning Site.
4. Submit proof of COVID-19 vaccination on the training site, or by emailing a copy of your records to volunteers@siff.net.
5. Receive your Shiftboard welcome letter and temporary password.
6. 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-serve basis.

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//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.

POLICIES & PROCEDURES

See our [Volunteer FAQ Page](#) for additional information.

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 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. SEE NO-SHOWS.

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 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

Festival volunteers are expected to report to all shifts bearing a neat and tidy appearance and wearing their **2023 SIFF Volunteer T-shirt** (unless otherwise instructed, i.e., black dress attire) and **volunteer badge**. *Volunteers are expected to wear their volunteer badges at all times, while on duty*. Please wear comfortable shoes, as many positions require standing for long periods. Please review your shift details for specific guidance around attire.

Alcohol, Tobacco, and Drug Use

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, passing hors d'oeuvres , 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 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 by emailing press@siff.net. 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, unwelcomed 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. To review SIFF's updated [Terms and Conditions](#), please visit our website.

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 only, during your scheduled breaks.

Breaks

Breaks based on the length of your shift and must be planned with your onsite 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 against COVID-19 and conduct a health self-assessment before entering SIFF 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 *encourages* all volunteers to wear a face covering while on duty.

Vaccine Requirement

SIFF requires its volunteers to be *fully vaccinated* against COVID-19. Based on CDC recommendations, the bivalent booster is the best protection against COVID for you and those you are working with. SIFF requires all its staff to be fully vaccinated and boosted. However, if you are unable to get this booster before you volunteer with SIFF, we ask that you remain masked in all group settings.

SIFF will provide N95 masks for any volunteers who wish to use them. SIFF will not be able to enforce masking for those without the booster, but hope in the spirit of care for our volunteers, workers and patrons that anyone unboosted will adhere to these protocols.

Proof of vaccination must be submitted before you will be authorized to sign up for any shifts on Shiftboard. You may upload record to SIFF's eLearning Site or email a copy to volunteers@siff.net.

Social Distancing

Volunteers are encouraged to maintain 6 feet of distance from others while performing their duties, whenever possible.

Exposure/Positive Results

Per the [CDC exposure guidelines](#), if you have been exposed to COVID-19, and are fully vaccinated (booster <6 months), you do not need to isolate, but should wear a well-fitted mask, monitor your symptoms, and test FOR 10 DAYS after exposure. If you develop symptoms or receive a positive result, please consult the [CDC Guidelines](#) for ending isolation.



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 regularly-priced Festival and SIFF Cinema tickets. You'll receive your vouchers at the end of your shift when you check out with your House Coordinator. *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 in-person at the 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 & credit card payments > 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 Festival Volunteer Voucher ticket type; festival volunteer vouchers are not eligible for other redemption types.
- * 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.
- * At Checkout, enter the 14-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 sent as a PDF attached to your confirmation email. Tickets can be printed at home or scanned off your mobile device. 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, you will need to purchase a ticket to attend.

VOLUNTEER SCREENINGS

Volunteers will be invited to exclusive Volunteer Screenings of SIFF-curated films throughout the year, and may also receive invites to screenings held by partnering agencies.

SIFF MEMBERSHIP

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

VOUCHERS-TO-PASS REDEMPTIONS

We're excited to announce that you can now redeem 20 non-expired festival vouchers for a 1 Year Cinema Pass! To redeem, please come to the SIFF Film Center during business hours (10am–5pm M–F) to exchange your vouchers.

The Fine Print: There are limited quantities of Cinema Passes allotted for volunteer voucher redemption. The passes are awarded on a first-come, first-served basis. No refunds or exchanges will be given for previously purchased passes, but the redemption passes are transferable.

VOLUNTEER ACKNOWLEDGMENTS

The SIFF 2023 VOLUNTEER APPRECIATION EVENT is scheduled for **May 24, 2023**. At this event, SIFF staff gathers at the Uptown to celebrate and honor our volunteers with a screening of a 2023 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.
- * **Mark Morey Hours of Service Award** is presented to the volunteer who contributes the greatest number of hours to the Festival.
- * **SIFF Shout-Outs** are public declarations of personal praise from Festival team leaders.

HOURS-BASED AWARDS

Earn additional rewards for continued service throughout the 2023 Festival season! These incentives will be distributed at the Volunteer Appreciation Event, or may be collected at the SIFF Film Center **through July 31, 2023**.

SIFF Embroidered Patch: 15 festival volunteer hours

SIFF Water Bottle: 30 festival volunteer hours

SIFF Laptop Backpack: 45 festival volunteer hours

Terms and Conditions

- * Eligibility towards these incentives only for hours worked during the 2023 Festival season (April- May)
- * 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

GETTING THERE

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 RESOURCE

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

MOHAI • 806 Terry Avenue N
40 / 70 / C Line / South Lake Union Streetcar

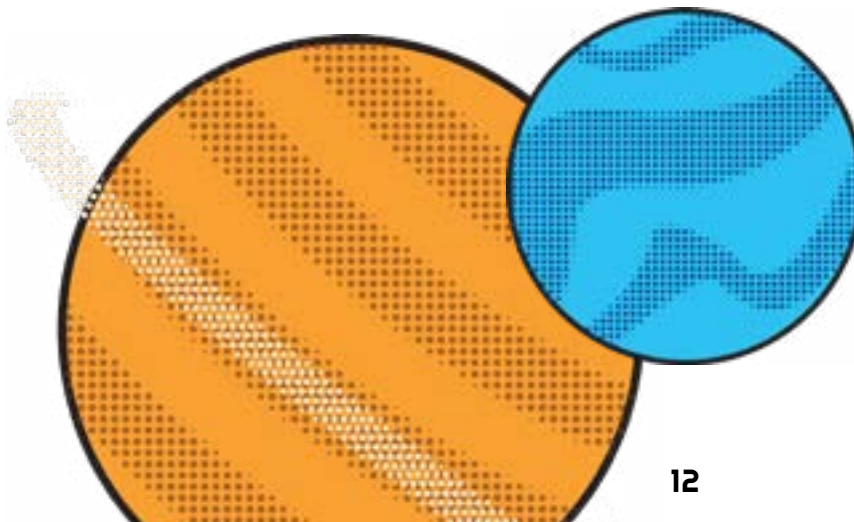
AMC Pacific Place 11 • 600 Pine St, 4th Floor
Major transit hub (multiple routes in 3 block radius) / Westlake Light Rail Station / SLU Streetcar / Monorail

Shoreline Community College Theater • 16101 Greenwood Ave N
5 / 330 / 331 / 35 / 355 (shoreline.edu/map for more information)

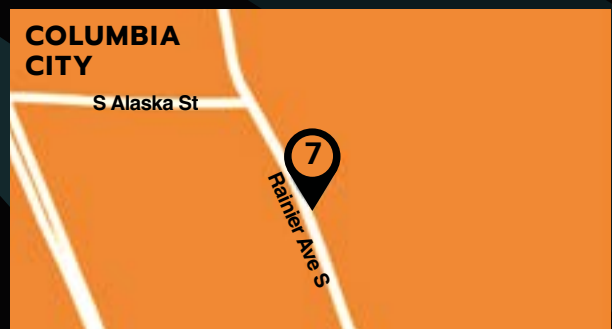
SIFF Cinema Egyptian • 805 E Pine St
2 / 8 / 9 / 10 / 11 / 43 / 49 / 60 / Capitol Hill Light Rail Station / First Hill Streetcar

SIFF Cinema Uptown • 511 Queen Anne Ave N
1 / 2 / 8 / 13 / 29 / 32 / D Line

SIFF Film Center • 167 Republican St (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
167 Republican Street
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

PARAMOUNT THEATER
5 911 Pine Street
206.682.1414 | stgpresents.org

6 SHORELINE COMMUNITY COLLEGE THEATER
1601 Greenwood Ave N
206.546.4101 | shoreline.edu/theater

7 ARK LODGE CINEMAS
4816 Rainier Ave S
206.721.3156 | arklodgecinemas.com
Ark Lodge is not ADA Accessible