

TORONTO INTERNATIONAL FILM FESTIVAL

2023



FESTIVAL VOLUNTEER ORIENTATION MANUAL

SEPT 7-17

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Dear Volunteers,

We are delighted to have you on board for the 48th edition of the Toronto International Film Festival! On behalf of everyone at TIFF we welcome you to what we know will be a meaningful, exciting and memorable experience for each and every one of you!

We cannot wait to welcome audiences back to Toronto to experience the very best in film. We're also incredibly proud to see our Volunteers represent the many cultural communities that make up our dynamic city. Toronto is a beacon of global diversity, and the Festival — and all it celebrates — is no exception.

Thanks to your generous contributions of time, energy and skills, you help us deliver transformative experiences to thousands of Festival-goers. You also help to support TIFF as the leading destination for audiences and industry professionals to discover new films, talent and storytellers. Your enthusiasm, passion and dedication to our organization enables us to fulfill our mission: to transform the way people see the world through film. This could not be possible without your support!

Once again, we thank you for your personal commitment to our organization. Whether you're a new Volunteer or a long-time returning member of the team, we sincerely hope your time at this year's Festival will be filled with new friendships, impactful film experiences, and wonderful memories that you will cherish for a lifetime.

A handwritten signature in black ink, appearing to read "Cameron Bailey".

Cameron Bailey
CEO, TIFF

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TIFF Volunteer Office

Part of the Festival Services team at TIFF, the Volunteer Office is a team of dedicated individuals who strive to provide all TIFF Volunteers with the support they need to enjoy their experience with us. We are committed to upholding TIFF's Core Values and Service Principles in order to provide a unique experience for our Volunteers.

2023 TORONTO INTERNATIONAL FILM FESTIVAL VOLUNTEER OFFICE STAFF

Andrew Lawton
Manager, Festival Services

Alanna Dickinson
Senior Coordinator, Volunteers and Seniors

Matt Rowland
Senior Coordinator, Volunteers

Jennifer Pinchak
Coordinator, Volunteers

TIFF VOLUNTEER OFFICE
5th floor, TIFF Bell Lightbox
Reitman Square,
350 King Street West
Toronto, ON
M5V 3X5

TIFF Volunteer Office Hours
Monday–Friday (except holidays): 9am–5pm
Saturday & Sunday: CLOSED
September 7–17 (includes weekends): 9am–8pm

Volunteer Hotline: 416-934-5846
Email: volunteers@tiff.net

TIFF Volunteer Lounge
The TIFF Volunteer Lounge is located on the 4th floor of TIFF Bell Lightbox (turn right when exiting the elevators). This space features lockers, a kitchenette and a seating area that Volunteers can make use of before their shift or while on break.

About TIFF

MISSION: TIFF is a not-for-profit cultural organization whose mission is to transform the way people see the world through film.

VISION: A more engaged, informed, and connected world.

TIFF CORE VALUES

Courageous

We strive to inspire and inform audiences and industry through the curation, contextualization, and presentation of bold, authentic, and diverse films and film creators.

Collaborative

We work collaboratively with each other and our stakeholders to deliver our mission.

Purposeful

We are intentional and discerning in our programming and industry relationships to showcase the transformative impact of film.

Inclusive

We believe that diverse relationships, perspectives and lived experience make our Festival and year-round programming richer and more impactful.

Celebratory

We celebrate the film industry and entertainment through the presentation of the best of Canadian and global film.

TIFF Service Principles

Welcoming

We provide an inclusive environment and are open to the diverse interests and needs of each customer, colleague and fellow Volunteer. We appreciate our patrons for choosing TIFF!

Professional

We know our responsibilities and work together to provide consistent, effective and timely service in order to deliver a superior TIFF experience.

Innovative

We continuously seek opportunities to provide new and better TIFF experiences. We are resourceful and creative in finding solutions.

Exceptional

We actively seek opportunities to go above and beyond.

About the Toronto International Film Festival

Starting out in 1976 as a collection of films from other festivals — a “festival of festivals” — the Toronto International Film Festival has become one of the most beloved cinematic events in the world, universally regarded as an ideal platform for filmmakers to launch their careers and to premiere their new work. From September 7 to 17, 2023, film lovers, filmmakers, industry professionals and media will watch the best in new cinema.

2023 TORONTO INTERNATIONAL FILM FESTIVAL PROGRAMMES

Gala Presentations

Movie stars. Red-carpet premieres. Major audience interest.

Special Presentations

High-profile premieres and the world's leading film-makers.

Platform

Directors' cinema now.

Discovery

Directors to watch. The future of world cinema.

Centrepiece (formerly Contemporary World Cinema)

Our main selection. A showcase for acclaimed titles from festivals around the globe, anticipated premieres from exciting local and international talents, and the latest work of influential filmmaking Luminaries.

Luminaries (formerly Masters)

The latest from the world's most influential art-house filmmakers. A designation of films available within Centrepiece, Wavelengths, and TIFF Docs.

Midnight Madness

The wild side: midnight screenings of the best in action, horror, shock, and fantasy cinema.

Primetime

Serial storytelling: television in its artistic renaissance.

TIFF Docs

Candid and unscripted: the best non-fiction cinema from around the world.

Wavelengths

Daring, visionary and autonomous voices. Works that expand our notions of the moving image.

Short Cuts

The world. In short form.

In Conversation With...

Engaging onstage conversations with leaders in the film industry and beyond.

TIFF Classics

Curated gems from the history of Canadian and international cinema.

About TIFF Bell Lightbox

What began as a 10-day film festival has grown to embrace year-round programming in our home, TIFF Bell Lightbox. Inside, visitors gather in a three-storey public atrium, five public cinemas, two lounges and our Film Reference Library. As Canada's premier home of cinema, TIFF offers screenings, talks, discussions, festivals, workshops, events, professional development, and opportunities to learn from filmmakers from Canada and around the world.

TIFF partners with local community organizations year-round to deliver meaningful programming that reflects the experiences, interests, and needs of our diverse communities. Our diverse range of programming includes TIFF Cinematheque (free for TIFF Members and Under 25 Pass holders), new releases, subscription series like Reel Talk and Secret Movie Club, and programming for youth, including our TIFF Next Wave Film Festival. These are only a few examples of the many ways audiences can enjoy the educational and cultural experiences offered year-round at TIFF Bell Lightbox.

To find out more about our year-round memberships and benefits, visit tiff.net/membership.



About the TIFF Volunteer Programme

As a not-for-profit, cultural organization, TIFF could not offer such a broad range of initiatives without the support and dedication of our incredible Volunteers. We engage Volunteers through the following programmes:

Festival Volunteer Programme

In September, thousands of Volunteers provide essential support to the annual Toronto International Film Festival with this programme, which is one of the largest-scale volunteer programmes in the industry. TIFF's Festival Volunteer Programme offers Volunteers more than just an inside glimpse into the world's leading publicly attended film festival; it also offers the opportunity to contribute to making it all happen.

The Festival Volunteer Programme is sponsored by Cineplex Entertainment.

TIFF Youth Volunteer Programme

This programme engages Volunteers aged 14 to 18 in our year-round programming — including the TIFF Next Wave Film Festival. The programme's main purpose is to promote volunteerism among youth, and to foster young people's passion for film. Youth Volunteers have access to a variety of exciting opportunities that allow them to become involved in Toronto's cultural community, meet like-minded people, develop interpersonal skills and experience TIFF's programming from behind the scenes.



TIFF Bell Lightbox Year-Round Volunteer Programme

Volunteers contribute to our year-round programming in a variety of ways. Some previous and ongoing opportunities include: support for Q&As and other special events, updating catalogue records in the Film Reference Library, and guest support at special exhibits.

Tours & Talks offers free add-on experiences that educate and excite TIFF patrons, including tours of TIFF Bell Lightbox, post-film talks and discussions alongside TIFF's Silver Screenings events.

Conducted by specially trained Volunteer Docents, these activities engage our visitors by leading them to a deeper understanding of our programming. The Tours & Talks programme offers a unique learning experience to Volunteers through in-depth training and research on related programmes, as well as an opportunity to strengthen their public speaking skills.

Those who successfully complete their Volunteer commitment during the Festival will have the option to receive postings for year-round Volunteer opportunities to support our programming all year long. Eligible Volunteers will receive postings for year-round opportunities as they become available, typically between October and June.

Please note that volunteer opportunities are subject to availability and details may vary pending programming changes.



Volunteer Expectations

All TIFF Volunteers are expected to be...

INFORMED

You must attend any mandatory orientation/training sessions to ensure that you know what your specific position entails. You will be volunteering under the supervision and guidance of a staff member or Volunteer Captain who has years of experience volunteering with TIFF. Please listen carefully to what they have to say. They are there to support you and help you do your best. If you have any questions, please ask.

FRIENDLY

Volunteers are representatives of TIFF and work extensively with guests, staff and other Volunteers. We expect everyone to be polite, friendly and respectful to each other both on- and off-duty.

PROFESSIONAL

As a TIFF representative, you must not participate in self-promotion, networking with industry professionals or talent, autograph-seeking, or picture-taking while on duty or while wearing your Volunteer T-shirt and/or I.D. Accreditation. TIFF has official spokespeople who represent the Festival in the media. You may not participate in media interviews. All requests for media interviews and official comments must be communicated to the TIFF Press Office by emailing proffice@tiff.net.

If you are a journalist or blogger and would like to post about your Volunteer experience, please be sure to contact the Volunteer Office in advance of publishing. All representatives of the Festival (e.g. staff, interns, Volunteers and independent contractors) must abide by the TIFF Code of Conduct and TIFF Policies, as stated on pages 34-56 of this manual.

COMMITTED

Since you choose how and when you will volunteer with us, we expect a firm commitment from you. We ask that you commit to a minimum of four (4) volunteer shifts. Should you need to cancel a pre-Festival shift, you may do so via the Volunteer Hub up to five (5) days before a confirmed pre-Festival shift. You have until 11:59pm on September 1st, 2023, to cancel any shifts taking place during the 11 days of the Festival (September 7–17). All Festival shifts are locked precisely at 12:00am on September 2. Once you are confirmed for a shift, we expect you to be there. Please refer to the full scheduling and cancellation policies starting on page 13 of this manual.

POSITIVE

We want you to enjoy yourself and be surrounded by people who are also having a great time! Please inform the Volunteer Office of any problems with your assignment or Volunteer experience. We welcome your feedback — it helps us continue to improve our Volunteer Programme every year!

From TIFF, Volunteers can expect...

SUPPORT

The Volunteer Office, your Staff Supervisors and your Volunteer Captains are here to ensure you have the support you need. We will provide you with all the tools, training and information necessary to be successful in your specific Volunteer position, and we will also listen and respond to your questions and concerns.

RESPECT

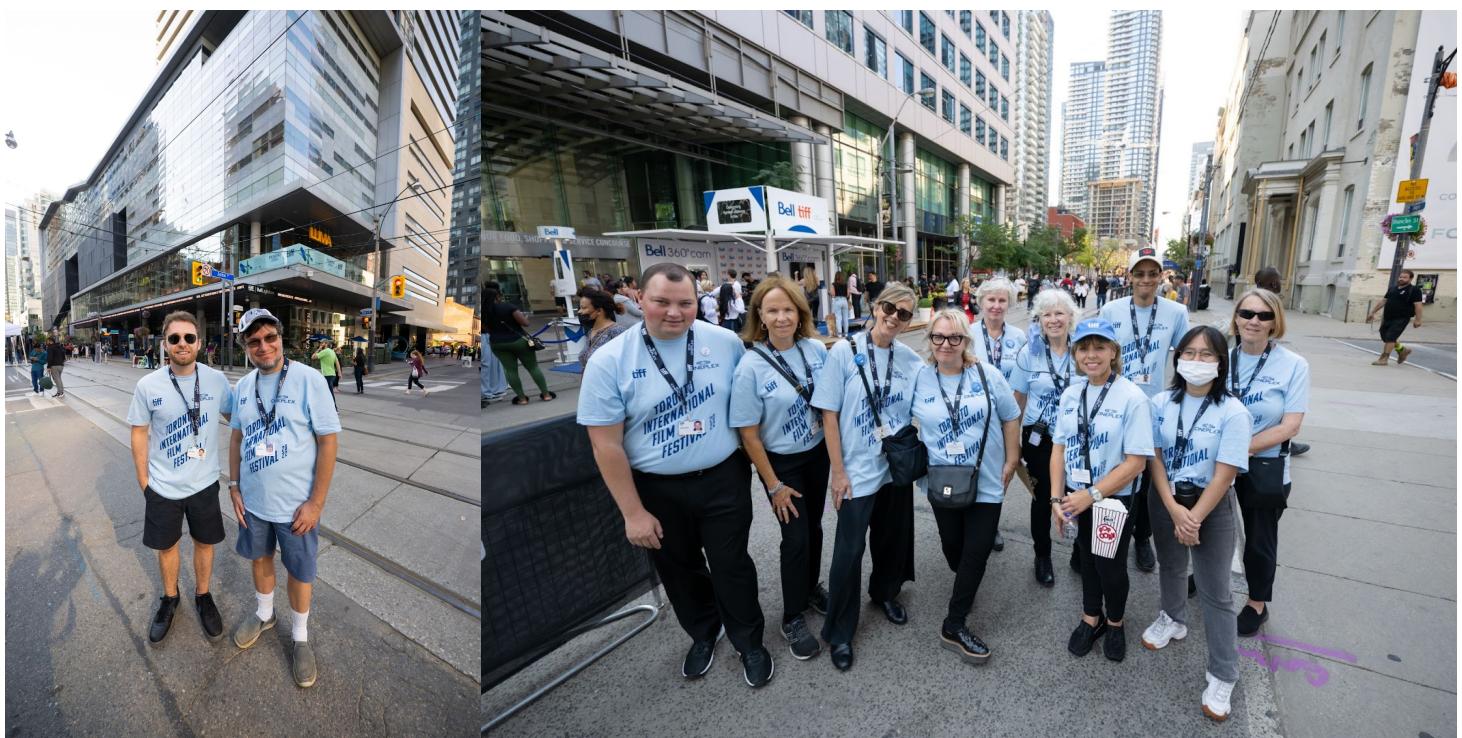
We are committed to maintaining a respectful environment for our Volunteers. We do not expect, nor do we want, Volunteers to have to deal with mistreatment or hostility from any individuals. If you face such a situation, immediately contact your Volunteer Captain, Staff Supervisor or a staff member in the Volunteer Office.

A GREAT LEARNING EXPERIENCE

Not only will you see what it takes to put on a great cultural event, but you will also be exposed to films from across Canada and around the world.

FUN

You will be working with a great team of Volunteers and staff who strive to be friendly, supportive, respectful, informed and professional. In the midst of putting on this dynamic event, you will get to meet and work with many interesting and diverse people.



Feedback

The TIFF Volunteer Office is dedicated to providing all TIFF Volunteers with the support they need to enjoy their Volunteer experience with us. We want to hear from you, so please don't hesitate to get in touch!

Volunteer Office

You can contact staff in the Volunteer Office:

- By phone at **416-934-5846**
- By email at **volunteers@tiff.net**
- Or by making an appointment to meet with us in person

Volunteer Captain/Staff Supervisor

Your Volunteer Captain and/or Staff Supervisor is your immediate contact should any questions, concerns or problems arise while on shift.

Post-Training Session Volunteer Survey

Training sessions for specific Festival venues and departments will begin later in the summer, helping Volunteers better prepare for their shifts in advance of the Festival. A survey will be emailed out after each training session to those in attendance. Volunteers will have the opportunity to provide feedback about what they learned at the training session and to suggest improvements.

See pages 23-27 of this manual for details about Volunteer roles and more information about venue-specific and department-specific training sessions.

Post-Festival Volunteer Survey

The feedback doesn't have to stop once the Festival ends! The Volunteer Office will be emailing out a survey to all participating Volunteers after the Festival. This is your chance to tell us about the best parts of volunteering for TIFF and what could be improved in future years.

The Volunteer Office strives to make the TIFF Volunteer experience as positive and equitable as possible for everyone. To help us learn more about our diverse team of Volunteers and how we can engage with even more diverse communities, Volunteers will also have the chance to tell us more about themselves in an optional and anonymous diversity assessment. More information about the survey will be shared by email.

Festival Volunteer Programme Policies

TIFF relies on all our Volunteers' commitment to following our policies and requirements. These requirements ensure that the Volunteer Programme and the Festival run smoothly.

All TIFF Volunteers must:

- Abide by the TIFF Code of Conduct and all TIFF policies (see pages 34-56 of this manual), as well as all Volunteer Programme policies outlined in this manual and at the Orientation Session
- Sign up for and complete a minimum of four (4) volunteer shifts
- Confirm their schedule before the shift lock date of September 2, 2023
- Arrive on time and check in with their Volunteer Captain or Staff Supervisor at the beginning of their shift
- Be respectful and courteous to other Volunteers, TIFF staff and guests
- Wear their 2023 Festival Volunteer T-shirt and photo I.D. Accreditation while on shift, unless otherwise indicated in the dress code description of the position
- Be able to work well with a diverse team
- Attend all mandatory orientation/training sessions and complete all tasks outlined in their position description

SCHEDULING

All Volunteers must sign up for a minimum of four (4) volunteer shifts. We encourage you to sign up for Volunteer positions that you think would be a great fit with your interests and skills. Please see details listed in the Venue and Departmental Volunteer position descriptions (pages 23-27 of this manual) for more information.

Please remember that the Festival relies on the commitment of its Volunteers. To avoid any unnecessary scheduling conflicts, here are some **important guidelines** to keep in mind when signing up for shifts:

- Make sure you are fully available for ALL of the shifts you sign up for. If you are uncertain of your personal schedule in September, please wait until you are sure before you sign up for shifts. You can easily add shifts on the Volunteer Hub at a later date.
- We do not accommodate partial shifts (i.e. starting later or leaving earlier than the indicated shift times). Please only sign up for shifts that you can complete from start to finish.
- Note the specific details of each shift that you sign up for. Shift details, including the venue address, are indicated clearly in the Description section of each position on the Volunteer Hub.
- If you plan to see films during the Festival, please consult the film schedules on our website (tiff.net) prior to building your Volunteer schedule. Please keep in mind that you will not be able to view films during your shift.

See page 22 of this manual for details on how to sign up for shifts on the Volunteer Hub.

BREAK POLICY

Staff Supervisors and/or Volunteer Captains will assign breaks on-shift. Staff Supervisors and/or Volunteer Captains will make every attempt to give volunteers as generous of a break as possible however, please be flexible as plans can change quickly given the busy nature of the Festival. All volunteers are entitled to at least a 20 minute break. Volunteers who work shifts 7 hours and longer are

entitled to a 30 minute break. Please inform them if you require breaks at specific times. If you do not take the break when it is offered to you, there may not be another break offered. Ensure that you return from your break at the agreed-upon time so that the next volunteer can go on their break. Please do not leave your post without informing the Captain or a staff member.

MISSED SHIFT POLICY

If you do not show up for a confirmed shift or fail to sign in for a shift, it will be recorded as a **NO-SHOW**.

We rely on our Volunteers to create a friendly and professional atmosphere at TIFF. Not showing up for a confirmed shift can negatively impact the success of the Festival. As a result, we have a **ZERO TOLERANCE POLICY** with regards to no-shows. Volunteers who have any unresolved no-shows on their record will not be eligible to attend the Festival Volunteer People's Choice Award Screening, will not receive a Volunteer Reward Voucher for the missed shift, and may not be invited to volunteer with TIFF again in the future. Please note that signing up for additional shifts cannot make up for a recorded no- show.

To avoid being accidentally recorded as a no-show, please make sure you sign in and out of all shifts with your Volunteer Captain or Staff Supervisor. Volunteer Office staff will follow up with all Volunteers who have been recorded as a no-show.

SHIFT CANCELLATION POLICY

The dedication and commitment of our Volunteers ensures the Festival runs smoothly each year. If you are unsure about a shift, please do not sign up for it until your personal schedule is confirmed and you can commit to completing it.

If you do need to cancel a shift, please ensure you adhere to the shift cancellation policy outlined below. Please follow the instructions for how to cancel a shift on the Volunteer Hub on page 22 of this manual.

Cancelling a Festival Shift

As of September 2, 2023, Festival Volunteer schedules are locked and you **cannot** cancel any shifts on or after September 2, 2023. This means you have until 11:59pm on September 1st 2023 to remove any shifts between September 6-17. If you add a shift to your schedule on or after September 2, 2023, you will not be able to cancel it. Please check your schedule to ensure you can complete all the shifts you've signed up for.

Cancelling a Pre-Festival Shift

If you have signed up for a shift that takes place **before** September 6, you have until five (5) days before the shift starts to remove yourself from the shift on the Volunteer Hub. For example, a pre-Festival shift taking place on August 15 would lock on August 10, meaning that as of that date, you would no longer be able to remove yourself from the shift on the Hub.

The Volunteer Office understands that sometimes unforeseen circumstances and emergencies do occur. In the event that such a situation prevents you from attending a shift, please notify us as soon as possible, following the emergency cancellation policy outlined below.

Emergency Cancellations

In the event that you cannot attend your shift due to an emergency situation, you will need to call the Volunteer Office to make an emergency shift cancellation. This situation could occur if 1) **you have a family or medical emergency** and need to cancel a pre-Festival shift that is less than five (5) days away; or 2) **you have a family or medical emergency** after Festival shifts have locked (as of September 2, 2023).

For emergency cancellations, call the Volunteer Hotline (416-934-5846) **before** the start of your scheduled shift and leave a detailed message explaining your need to cancel. If your emergency is not considered family or medical, your absence will not be pardoned and you will be marked as a no-show for your missed shift.

If you require accessibility accommodations to process your emergency cancellation please contact the Volunteer Office through another means of communication in advance. All inquiries and requests are kept confidential. Please refer to page 52 for information on accessibility and AODA.

DISMISSAL POLICY

TIFF reserves the right to dismiss a Volunteer at any time. Any Volunteers found in breach of our Code of Conduct and/or TIFF Policies (pages 34-56 of this manual) may be subject to disciplinary action up to and including immediate dismissal. Such breaches may include, but are not limited to:

- Theft, fraud or dishonesty
- Assault and/or harassment of other TIFF Volunteers, staff, guests and/or customers
- Media participation without approval from the TIFF Press Office (proffice@tiff.net) - see page 9 of this manual for more information

Other criteria for dismissal may include, but are not limited to:

- Displaying behaviour that is in opposition to TIFF Values, Service Principles and standards of customer service
- Consistent attendance issues, including lack of adherence to shift cancellation policies, multiple no shows recorded in one calendar year (even if you have resolved the no show with TIFF Volunteer Office staff), and arriving late to, or leaving early from, shifts and/or volunteer orientation and training sessions
- Unsatisfactory performance of duties as outlined by Volunteer Captains/Staff Supervisors

TIFF Volunteer Office staff periodically review your Volunteer service and performance. If we notice that you are consistently not meeting your shift requirements or if there are repeated performance issues, we may follow up with you to have a discussion about the issues and develop strategies to improve in the outlined areas. If the issue(s) continues after this, this may also be criteria for dismissal.



DRESS CODE POLICY

TIFF Volunteer T-shirt and Photo I.D. Accreditation

All registered Festival Volunteers who have signed up for a minimum of four (4) shifts will be eligible to pick up a 2023 Festival Volunteer T-shirt and photo I.D. Accreditation. Volunteers will be asked to submit a photo of themselves online for their Accreditation. Instructions on how to submit a photo will be sent by email.

To uphold our standard of professionalism and for security purposes, you must wear your Volunteer T-shirt and photo I.D. Accreditation whenever you are on shift, unless otherwise directed by your supervisor or the Volunteer Office.

If you arrive at your scheduled shift without your Volunteer T-shirt and photo I.D. Accreditation, you may be sent home without a Volunteer Reward Voucher and marked as a no-show. Do not wear your Volunteer T-shirt when you are not on shift. Once the Festival has ended, however, the shirt is yours to keep and wear whenever you wish! If you are a returning Volunteer, please do not wear old Volunteer T-shirts or photo I.D. Accreditations from previous years on shift.

T-shirt and Photo I.D. Accreditation Pickup

T-shirt and photo I.D. Accreditation pickup will commence in late August. Volunteers will be notified of the details by email closer to the date, including instructions on how to submit a photo for your I.D. Accreditation. Please make sure we have your most up-to-date contact information on the Volunteer Hub so you don't miss out on our announcements!

Please keep in mind the following when picking up your T-shirt and photo I.D. Accreditation:

- For security reasons, you must arrive in person and show photo I.D. to pick up your T-shirt and Accreditation. Health cards and student I.D. cards are accepted, as long as they have your name and photo.
- Sometimes the T-shirt pickup desk may be busy. It is recommended that you pick up your T-shirt and photo I.D. Accreditation before the day of your first shift.
- T-shirts are available in S, M, L, XL, XXL and XXXL. Sizes are limited and not guaranteed, so to ensure you get the size you want, it's best to come early.



TIFF Volunteer Dress Codes

Volunteer positions will outline specific dress code requirements in addition to wearing your Volunteer T-shirt and photo I.D. Accreditation. Requirements are listed in the Description link of all shifts on the Volunteer Hub. The three Volunteer dress codes are:

1. Volunteer T-shirt, Photo I.D. Accreditation + Smart Casual

The smart-casual dress code ensures that your clothes are comfortable while still neat, clean and suited for a professional environment. Follow these tips to make sure you're adhering to our smart-casual dress code:

- Jeans/pants may be worn, but should be free of large rips and frays.
- Dresses, skirts and shorts of any kind may be worn, but must be knee-length.
- High heels, including open-toe shoes, may be worn.
- Running shoes may be worn, as long as the laces are tidy.
- No midriff-baring or backless shirts.

2. Volunteer T-shirt, Photo I.D. Accreditation + Business Casual

Business casual attire is required for some Volunteer positions. The following are considered appropriate business-casual clothes:

- Dress pants (shorts may not be worn)
- Dresses or skirts (below mid-thigh)
- Dress shoes (sandals and sneakers may not be worn)

3. Volunteer T-shirt, Photo I.D. Accreditation, Black Bottoms + Black Shoes

Bottoms and shoes worn must be black.

- Black dress pants (shorts may not be worn)
- Black dresses or skirts (below mid-thigh)
- Black shoes (clean, black sneakers may be worn, but sandals may not)

****Please note: There may be some volunteer roles that don't require you to wear your 2023 Volunteer T-shirt. This will be communicated ahead of time. (examples include smart-casual dress code for in-office shifts, wearing all black for special events, etc.)***

Personal Appearance

TIFF celebrates the individuality and diversity of our staff and Volunteers. Where not deemed an occupational safety hazard, individual choices about the following are at Volunteers' discretion:

- Hairstyles, haircuts or hair colour
- Tattoos, body art, body piercings
- Religious and culture-specific attire or jewelry

COVID-19 GUIDELINES

TIFF is committed to the health and well-being of volunteers and the residents of the entire community and is working closely with the Province of Ontario, the City of Toronto, and public health officials on the safe execution of the Festival. TIFF will continue to monitor and communicate to our volunteer community all developments on the pandemic, and will adhere to the guidelines and recommendations made by government health officials. Volunteers understand that they must follow the health and safety instructions directed by the government and facilitated by TIFF or local delegates.

TIFF may revise its COVID-19 guidelines and policies at any time in accordance with the recommendations of public health officials and other experts in this field. TIFF reserves the right to deny participation to any person who fails to adhere to the policies in place at the time of the Festival. An inherent risk of exposure to COVID-19 exists in any public place where people are present. Volunteers voluntarily assume all risks related to the exposure to COVID-19 and hereby release TIFF from any liability that may result from their participation at the Festival, related to COVID-19 or any exposure thereto.

Visit <https://tiff.net/covid-19> for TIFF's current Covid-19 Protocols.

As of January 10, 2023, TIFF's policy states:

On March 21, 2022, the Province of Ontario and the City of Toronto lifted mask mandates in public settings. The state of emergency was also lifted, along with all remaining mandates (i.e. capacity limits, social distancing).

In alignment with current messaging from Ontario Public Health, masking is recommended in indoor public settings. However, visitors, volunteers, staff, and audiences coming to TIFF Bell Lightbox are not required to wear a mask.

How to Use the Volunteer Hub

The Volunteer Hub is the fastest and easiest way to sign up for shifts, stay updated about TIFF's activities and check for announcements about this year's Festival! The Hub is an online tool that acts as the information centre for all TIFF Volunteers. To log in to the Hub, please visit tiff.net/volunteer and then click on Access the Volunteer Hub, located under the "Returning Volunteers" heading.

HOME TAB

The Home page or Home tab of the Volunteer Hub contains up-to-date announcements from the Volunteer Office. Information that you can find on the Volunteer Hub includes Volunteer reward updates, volunteer opportunities with TIFF, and opportunities with external organizations.

The screenshot shows the TIFF Volunteer Hub's Home tab. At the top, there's a purple header bar with the 'tiff' logo on the left and a 'TIFF Volunteer' dropdown menu on the right. Below the header, a navigation bar has 'Home' (which is highlighted in blue) and 'Mail', 'Schedule', 'Service' tabs. The main content area is divided into several sections:

- TIFF Covid-19 Protocols:** A section with a link to more information on COVID-19 protocols.
- We Are Here For You:** A section encouraging volunteers to contact the office with questions.
- External Postings:** A list of volunteer opportunities from partner organizations:
 - Luminato: Call for Volunteers
 - Ride to Conquer Cancer: Call for Vols
 - Pride Toronto: Call for Volunteers
 - Inside Out: Call for Volunteers
 - Toronto Outdoor Art Fair: Volunteer!
 - Fringe: Call for Volunteers
- Stay in the know about TIFF!** A section encouraging volunteers to check out TIFF's Press Releases and keep up-to-date with news.
- TIFF Volunteer Opportunities:** A section for joining a year-round volunteer team at TIFF, with a note about following instructions for postings.
- Volunteer Rewards:** A section detailing how to use Volunteer Reward Vouchers, with a 'TIFF Volunteer Rewards Guide' button.
- Volunteer Documents:** A section for documents related to the volunteer programme.
- PLEASE NOTE:** A note about opening documents.

MAIL TAB

The Mail tab is another way for us to communicate with you. This tab will contain a copy of important email announcements that we have also sent to your personal email account to ensure that you don't miss out on any information. These emails will only be available on the Mail tab for a short period of time (usually up to a month), so please don't delete the copy in your personal email account.

PROFILE

Your Profile contains all of your personal and contact information — everything that Volunteer Office staff can see when we pull up your account. If you move or need to update your availability, you can save the new information here.

PLEASE NOTE: You must contact the Volunteer Office to update your name, phone number or email address.

The screenshot shows the 'Profile' section of the TIFF volunteer application. At the top, there's a navigation bar with links for Home, Mail, Schedule, and Service. The Mail link is highlighted. The main area is titled 'Profile' and contains a 'Contact Information' form. The form includes fields for First name (TIFF), Last name (Volunteers), Middle name, Title, Street (350 King Street West), Apt/Unit (4th Floor), City (Toronto), Province (ON), Postal/Zip code (M5V 3X5), Country (Canada), Home phone (416-934-5846), Work phone, Cell phone, and Email address (volunteers@tiff.net). A note at the top of the form states: 'Note phone numbers and postal codes must be formatted as: 416-555-5555 and A1A 1A1.'

Important features on the Profile tab include:

More About Me

Here you can tell us more about yourself, including how long you've been volunteering and what size T-shirt you'd like.

Skills and Expertise

You may also check off special skill sets, work/volunteer experience and any languages listed (in addition to English) that you speak fluently. In the future, this may help the Volunteer Office match you to new volunteer assignments.

Preferences

This is where you can indicate your email preferences (choosing which types of emails to receive or not) during the Festival and year-round. You can update these at any time. Please keep the “Update email” and “Schedule reminders” boxes checked off so that you don’t miss out on important information from the Volunteer Office. The other email preferences are optional, so you only need to select which ones are most relevant to you. See more details about the optional message preferences below:

- Festival recruitment appeal: Opt-in to receive an invitation email to return as a Volunteer for the Toronto International Film Festival in September (Note: unchecking this box may cause you to miss important information about volunteering at the Festival)
- Hear from TIFF year-round: Opt-in to be notified about available volunteer opportunities at TIFF year-round
- Volunteer in arts and culture: Opt in to be notified about additional volunteer opportunities from friends of the TIFF Volunteer Office, such as Hot Docs, Luminato, etc.
- Appreciation and special offers: Opt in to receive recognition emails from TIFF, and special discounts and offers, as they become available.

Place of Employment (optional)

Did you know that many Canadian companies will make a donation in honour of the time their employees invest in charities? If you are interested in finding out if your workplace offers to make a donation to match the hours you volunteered, please include your current place of employment in this section. See the list of eligible companies at tiff.net/support.

Availability

You can update your availability as often as needed. For example, you can note that you are available weekday mornings during the Festival by checking off all the morning boxes for Monday through Friday. The availability you indicate will in part determine which volunteer roles are made available to you for the Festival.

The screenshot shows a user interface for selecting availability. At the top, it says "Availability for Festival". Below that is a dropdown menu set to "Thursday, September 7, 2023". Inside this menu, there are three checkboxes: "Morning", "Afternoon", and "Evening". Below this is another dropdown menu set to "Saturday, September 9, 2023", which also contains checkboxes for Morning, Afternoon, and Evening. Further down are dropdown menus for "Sunday, September 10, 2023", "Monday, September 11, 2023", and "Tuesday, September 12, 2023", each with similar checkboxes for Morning, Afternoon, and Evening.

Emergency Contact

Fill in the contact information of the person you'd like us to contact in the event of an emergency.

PLEASE NOTE: This information is required.

SCHEDULE TAB

The Schedule tab is where you'll go to sign up for volunteer shifts, RSVP for orientation and training sessions and keep up with your volunteering schedule. If you want to check when your orientation or training sessions are, read up on what you'll be doing during shifts or add/cancel shifts on your schedule, you can use the Schedule tab to access this information.

Your regularly scheduled volunteer shifts appear on the calendar. Click the "Next month" or "Previous Month" buttons to view a different month. For a printable view of your schedule, click the printer icon.

Today < > Calendar September 2023 Printer Filter Month ▾

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5	6	7 9:30am • Theatre Volunteer	8 9:30am • Theatre Volunteer	9
10	11	12	13 1 Opening 9:30am • Theatre Volunteer	14 1 Opening 9:30am • Theatre Volunteer	15 1 Opening	16 9:30am • Theatre Volunteer
1 Opening	1 Opening	1 Opening	1 Opening	1 Opening	1 Opening	

Important features on the Schedule tab include:

"Filter" Menu

The "Filter" menu is a great way to declutter your calendar, especially if you're more interested in some positions over others. You can select position(s) from the list, and only the available shifts for that position will appear on the calendar.

Calendar

The Calendar holds information about the orientation or training sessions you are attending. The Calendar also shows your scheduled shifts and shifts that are available for sign-up. You can easily navigate the Calendar by clicking on the Prev month or Next month buttons.

Adding or cancelling shifts on your schedule is easy! To add shifts, click on a 'Opening' sign and then click on the Title of the position. A new window or tab on your browser will pop up, informing you of the responsibilities, location entry point, nearby subway station, dress code, supervisor for the shift, and any relevant evacuation/security measures. When you've determined that you'd like to sign up for this particular shift, you can close the position description window and click on the Schedule button to sign up for the shift! Please follow all the confirmation prompts to ensure you have successfully signed up for the shift.

Shifts can be removed via the Volunteer Hub by clicking on the shift you'd like to cancel on the Calendar. Click Remove, and that shift will immediately be taken off your schedule. Please note the Remove button is not accessible once the shift has been locked. If you need to make an emergency cancellation with less than five (5) days' notice (for pre-Festival shifts), or after 11:59pm on September 1 (for shifts from September 6 to 17), please refer to page 14 of this manual.

The screenshot shows the TIFF Volunteer Hub calendar interface. At the top, there's a purple header bar with the TIFF logo and a dropdown menu. Below it, a navigation bar has tabs for Home, Mail, Schedule (which is selected and highlighted in blue), and Service. The main content area displays a message about regularly scheduled volunteer shifts and how to view different months. It shows a date selector with 'Today' and arrows, and a specific date 'Saturday, September 9, 2023'. To the right of the date are buttons for 'Filter' and 'Day'. Below this, a section titled 'Your Schedule' lists a shift: '9:30am - 3:00pm' for 'Theatre Volunteer OUTSIDE - Scotiabank' at 'TEST\Theatres- Scotiabank Theatre'. The shift is assigned to 'You'. On the right side of this listing is an orange 'Remove' button.

MY SERVICE HISTORY TAB

The Service tab is your record of all the hours you have generously donated to TIFF. It may take us up to one week to post volunteer hours, so your record may not always accurately reflect the time that you've volunteered with us. But rest assured that we have definitely noted your contribution on paper and will be updating the Service tab soon.

ACCOUNT SETTINGS

To change your password, click on your Account in the top right hand corner and simply follow the instructions and then record your new password in a safe place.

Venue Volunteer Positions

Venue Volunteers are on the front lines of the Festival and are right at the centre of TIFF! Morning, afternoon, and evening shifts can start as early as 7am, 12pm, or 4:30pm, respectively. Shift times and lengths vary based on programming, typically running between 4 and 6 hours each.

Duties: Answering general questions about the venue, nearby amenities and lineups; checking and scanning tickets/passes; managing crowds and assisting with lineups; helping to track cinema capacities and guarding reserved seats; promoting the voting process for the People's Choice Award; performing other duties as required.

Required Skills: Friendly, welcoming, outstanding customer service skills; able to take direction and stay on task; comfortable interacting with the public; adaptable and prepared to assist with a position outdoors, if required.

Dress Code: Please refer to pages 15-16 of this manual for full details regarding Volunteer dress code requirements.

Training: Venue-specific training sessions will be available for all Festival venues. Attendance at these sessions is not mandatory but highly recommended, as Volunteers will tour the space, meet staff and learn more about how each venue operates. Training dates will be communicated by email.

2023 FESTIVAL VENUES - THEATRES

Venue	Shifts Available	Dress Code	What to Expect	How to Express Interest
Roy Thomson Hall 300 King Street West	Afternoons and evenings	Volunteer T-shirt, Black Bottoms + Black Shoes	<ul style="list-style-type: none">Large single screen venue (1,700+ seats) with assigned seating.Very high activity around the start and end of films, but also some downtime between screenings.The majority of Volunteers will be positioned outdoors to assist with lineups and outside operations.The Volunteer entry point to the venue is not fully accessible; however, an alternate route is available.	Select Roy Thomson Hall as one of your preferences.
Royal Alexandra Theatre 260 King Street West	Afternoons and evenings (some shifts may go past midnight)	Volunteer T-shirt, Black Bottoms + Black Shoes	<ul style="list-style-type: none">Large single screen venue (1,000+ seats) with assigned seating.Venue for Midnight Madness premieres this year.The majority of Volunteers will be positioned outdoors to assist with lineups and outside operations.This venue is largely inaccessible, with multiple sets of stairs, no elevator and small steps at most entry points to the building.	Select Royal Alexandra Theatre as one of your preferences.

Venue Volunteer Positions Continued

Venue	Shifts Available	Dress Code	What to Expect	How to Express Interest
Visa Screening Room at The Princess of Wales Theatre 300 King Street West	Mainly afternoons and evenings, with the potential for some mornings	Volunteer T-shirt, Black Bottoms + Black Shoes	<ul style="list-style-type: none"> Large single screen venue (1,700+ seats) with assigned seating. Volunteers can expect very high activity around the start and end of films, but also some downtime between screenings. The majority of Volunteers will be positioned outdoors to assist with lineups and outside operations. The Volunteer entry point to the venue is not fully accessible; however, an alternate route is available. 	Select the Visa Screening Room at The Princess of Wales Theatre as one of your preferences.
Scotiabank Theatre 259 Richmond Street West	Mornings, afternoons and evenings	Volunteer T-shirt + Smart Casual	<ul style="list-style-type: none"> Large multi-screen screen venue (14 cinemas) without assigned seating. Home to both public screenings and screenings for our press and industry delegates throughout the Festival. Volunteers will be positioned indoors and outdoors to help with line-up management. Additional duties can include: scanning passes and tickets as audience members enter cinemas; helping delegates and ticket holders find empty seats in cinemas; and providing directions to delegates and ticket holders. This venue is fast-paced and lively, and Volunteers will be part of a large team. If you want to be part of the Industry action at the Festival, this is the venue for you! 	Select Scotiabank Theatre as one of your preferences.
TIFF Bell Lightbox 350 King Street West	Mornings, afternoons and evenings	Volunteer T-shirt + Smart Casual	<ul style="list-style-type: none"> Multi-screen screen venue (7 cinemas) without assigned seating. Home to public, private and Press & Industry screenings throughout the Festival. Volunteers will be positioned indoors and outdoors to help with line-up management. Additional duties can include: scanning passes and tickets as audience members enter cinemas; helping delegates and ticket holders find empty seats in cinemas; and providing directions to delegates and ticket holders. TIFF Bell Lightbox is the beating heart of the Festival. Anticipate large crowds and high traffic throughout the day. 	Select TIFF Bell Lightbox as one of your preferences.

2023 Festival Press & Industry Venues

Venue	Shifts Available	Dress Code	What to Expect	How to Express Interest
Glenn Gould Studio 250 Front Street West	Mornings and afternoons in the first half of the Festival	Volunteer T-shirt + Business Casual	<ul style="list-style-type: none"> Single screen theatre and additional conference rooms. Venue for the TIFF Industry Conference, including panels, on-stage conversations and workshops. Volunteers will be positioned indoors and outdoors to help with line-up management. Additional duties can include: scanning passes; helping delegates find empty seats in cinemas; note taking and providing directions to delegates at the Info Desk. This role is great for Volunteers who are professional, highly organized, adaptable and who have outstanding customer service skills. PLEASE NOTE: Training is mandatory for Volunteers assisting at the Glenn Gould Studio for the first time, and for Volunteers in some specialized roles. 	Select Glenn Gould Studio as one of your preferences NOTE: Only limited # of positions and shifts available
Industry Centre at the Hyatt Regency Hotel 370 King Street West	Mornings, afternoons and early evenings <i>*Limited number of shifts available in August for some of the specialized roles.</i>	Volunteer T-shirt + Business Casual	<ul style="list-style-type: none"> Hub for Industry and Press delegates during the Festival. General volunteer role duties include: checking passes and providing directions to delegates. <ul style="list-style-type: none"> This role is great for Volunteers who are professional and highly organized and who have outstanding customer service skills. Specialized roles include pass organizing, helping with the setup of the Industry Centre and working at the Info Desk. This venue is fast-paced and lively, with delegates from all over the world arriving and looking for information, setting up meetings and catching up with friends! PLEASE NOTE: Training is mandatory for Volunteers assisting at the Industry Centre for the first time, and for Volunteers in some specialized roles 	Select Press and Industry as one of your preferences. NOTE: specialized roles will require a separate application.
Intercontinental Toronto Centre 225 Front Street West	Mornings, afternoons and early evenings in the first half of the Festival	Volunteer T-shirt + Business Casual	<ul style="list-style-type: none"> Hub for Press & Industry delegates participating in TIFF talent development programmes. Duties will be very similar to the general volunteer role at the Hyatt Regency Hotel. 	Select Press and Industry as one of your preferences.

Office Support 350 King Street West	Various dates in August	Smart Casual	<ul style="list-style-type: none"> Help with pass sorting for the Press and Industry teams in the lead-up to the Festival. PLEASE NOTE: A limited number of shifts will be available. 	Select Press and Industry as one of your preferences. This position will require a separate application.
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Other Venue Volunteer Positions

Role	Shifts Available	Dress Code	What to Expect	How to Express Interest
ACE Volunteer Various locations throughout Festival Village	Mornings, afternoons and evenings	Volunteer T-shirt, Black Bottoms + Black Shoes	<ul style="list-style-type: none"> ACE Volunteers are special “anywhere” Volunteers who arrive for their shift at a central meeting location and then are dispatched with on-the-fly notice to a specific venue or Festival office in urgent need of Volunteer help. ACE Volunteers can be assigned to any venue or department and need to be up for anything on their shift. The role is great for Volunteers who enjoy new opportunities, who are flexible, and who have a general knowledge of the downtown core. Volunteers should be comfortable working outdoors and being mobile for long periods of time. Shifts will take place rain or shine; dress accordingly. 	ACE volunteer position will be automatically approved for all TIFF Volunteers.
Airport Volunteer Greeter Pearson International Airport (6301 Silver Dart Drive)	Mornings, afternoons and evenings	Volunteer T-shirt, Black Bottoms + Black Shoes	<ul style="list-style-type: none"> This role is great for Volunteers who are professional and who have outstanding customer service skills. Volunteers should be comfortable being mobile for long periods of time and need to have a reliable mode of transportation to get to the airport for this role. PLEASE NOTE: Training is mandatory for Volunteers assisting at the Airport for the first time. 	Select Airport as one of your preferences. NOTE: Only limited # of positions and shifts available
Festival Street King Street between University Avenue and Peter Street	Mornings, afternoons and evenings from September 7 to 10	Volunteer T-shirt + Smart Casual	<ul style="list-style-type: none"> Festival Street takes place during the first weekend of the Festival, turning a stretch of King St. into a pedestrian-only street festival. Volunteers can expect to spend their shifts on Festival Street talking to people (may be expected to provide information about donating to TIFF and approach members of the public to participate in a survey) and being outdoors. 	Select Festival Street as one of your preferences. NOTE: Only limited # of positions and shifts available

			<ul style="list-style-type: none"> • Volunteers should be comfortable working outdoors, being mobile for long periods of time and interacting with members of the public. • Shifts will take place rain or shine; dress accordingly. 	
Events Support various locations	Mornings, afternoons and evenings	All Black + Black Shoes	<ul style="list-style-type: none"> • Providing Events support, such as guest list sign-in for receptions and cocktails, private events etc. • PLEASE NOTE: Training is mandatory for volunteers assisting with Events. 	If we are in a position to recruit new Events volunteers, an application will be circulated to all returning Volunteers.

Festival Volunteer Accreditation, Vouchers & Rewards

Volunteer Rewards Summary

REWARD	YEAR-ROUND BENEFIT	FESTIVAL BENEFIT
Volunteer Reward Vouchers	One (1) ticket to a regular priced public screening at TBLB	One (1) ticket to a Regular Public screening at any Festival Screening Venue
Festival Accreditation Pass	N/A	- Entry to Premium Public screenings on a Rush basis - Entry to Regular Public screenings on a Rush basis
Concessions Discount	N/A	New for 2023! Available at the TIFF Bell Lightbox Concession Stand for the duration of Festival: \$4 Popcorn \$2 Fountain Pop (show your Festival accreditation badge to receive discount)
Retail Store Discount	NEW for 2023! 15% off at the TIFF Shop in TBLB. (Not available online; show your Festival accreditation badge to receive discount)	15% off at the TIFF Shop in TBLB. (Not available online; show your Festival accreditation badge to receive discount)
Other Benefits	Volunteers will have access to Year-Round Promotional offers as they are announced	Volunteers will have access to Festival Promotional offers as they are announced

Accreditation and Vouchers

Your Festival Volunteer Accreditation and Reward Vouchers give you access to hundreds of screenings at this year's Festival.

- In line with TIFF's efforts to be more sustainable and reduce paper waste, all Volunteer Reward Vouchers will be digital and can be redeemed over the phone or online via Account Manager. They are valid for in-person screenings only. If you are unable to redeem your vouchers online or over the phone, you can also redeem them in person at TIFF Bell Lightbox at the Steve & Rashmi Gupta Box Office during hours of operation (<https://tiff.net/visit>).
- Your Festival Volunteer Accreditation will give you the following access:
 - Entry to Premium Public screenings on a Rush basis
 - Entry to Regular Public screenings on a Rush basis
 - 15% Discount at TIFF Shop for one year
 - Concessions discount on Popcorn and Pop during Festival
- Your Volunteer Reward Voucher will give you the following access:
 - One (1) ticket to a regular public screening
 - Vouchers can also be redeemed year-round at TIFF Bell Lightbox. Full details of how to

redeem vouchers year-round can be found in the Voucher Redemption Guide, located on the Homepage of the Volunteer Hub.

Please note that there will be a **24-hour turnaround time** between the end of a shift and when your Volunteer Reward Voucher will be placed in your account. In order to receive vouchers, Volunteers will need an account with Festival Account Manager (<https://am.ticketmaster.com/tiff2/myevents/>). We ask that you use the **same email address** in Festival Account Manager as for the TIFF Volunteer Hub. To sign in or create an account, please follow these steps:

- Visit the Festival Account Manager (<https://am.ticketmaster.com/tiff2/myevents/>)
- Sign In using the same email address you use for the TIFF Volunteer Hub.
- If you don't have an account, create one from this window using the same email address you use for the TIFF Volunteer Hub.
- Select your voucher and then click "Exchange"
- Browse the list of Regular screenings and complete the exchange process to secure your tickets.

For every Festival shift under seven (7) hours, Volunteers will receive one (1) Volunteer Reward Voucher. For every shift seven (7) hours or more, and for some roles that carry a higher level of responsibility or supervisory duties, Volunteers will receive two (2) Volunteer Reward Vouchers. These vouchers are **redeemable until February 29, 2024**.

Important:

- Volunteer Reward Vouchers or your Festival Accreditation cannot be used for Press & Industry Screenings.
- Volunteer Reward Vouchers are **not transferable**, you will need to complete the exchange process for a ticket to a screening and then you can transfer a ticket to someone else.
- Volunteer Reward Vouchers are not to be resold. Selling Volunteer Reward Vouchers will result in immediate dismissal from the TIFF Volunteer Programme.

Redeeming Vouchers for Festival Regular Public Screenings

Volunteers have several options for redeeming their Volunteer Reward Vouchers:

1. Volunteers who are also TIFF Members can start redeeming Volunteer Reward Vouchers for individual tickets on August 24 at 10 AM **IN-PERSON** at the Steve & Rashmi Gupta Box Office (located at TIFF Bell Lightbox, 350 King Street West) and over the phone. **Please note that access is first-come, first-served. You may be subject to longer than usual wait-times.**
2. Volunteers who are not members can start exchanging their Volunteer Reward Vouchers for tickets **IN-PERSON** at the Steve & Rashmi Gupta Box Office (located at TIFF Bell Lightbox, 350 King Street West) and over the phone, as part of Insiders Day on August 25 at 10 AM. **Please note that access is first-come, first-served. You may be subject to longer than usual wait-times.**
3. Volunteer Reward Vouchers can be redeemed online on Festival Account Manager as of August 29th at 10 AM. You can also call the call centre or come to the Festival Box Office in-person to have the vouchers exchanged for tickets, but the fastest method will be via Account Manager.
4. During the Festival, the Box Offices located at TIFF Bell Lightbox, Roy Thomson Hall and Scotiabank Theatre can also process ticket sales and Volunteer Reward Voucher redemption for any TIFF venue. Venue box offices open one hour prior to the first screening of the day at that venue. Venue box offices close 30 minutes after the last screening of the day at that venue begins.

Please note that the box offices as the VISA Screening Room at the Princess of Wales Theatre and the Royal Alexandra Theatre can not process Volunteer Vouchers.

Frequently asked questions

How to use your Festival Volunteer Accreditation to access Premium and Regular Public Screenings on a Rush Basis?

If there are no tickets available for a screening, it is referred to as an "off-sale" screening. Volunteers hoping to attend off-sale screenings can try to gain access by joining "rush lines" at venues. If there are any empty seats right before an off-sale screening starts, Volunteers in the rush line will be admitted and can show their Festival Accreditation Pass at the box office for a free rush ticket to any regular priced or premium priced screening.

If there is no rush line for a film (meaning the film is still on sale), please go to the front of house staff positioned at the rush line 30 minutes before the film start time. They should be directing Volunteers to the box office and at that point, volunteers will be able to get a ticket with their Accreditation Pass. You won't need to exchange one of your vouchers for a ticket. Please note that you will not be able to go to the box office any earlier than 30 minutes before the film starts to get a ticket for a film that is still on sale unless you are redeeming a voucher.

Rush access is not guaranteed. To better your chances of seeing the film, arrive early to line up.

How to use your Festival Volunteer Accreditation for discounts on merchandise at the TIFF Shop?

Your Festival Volunteer Accreditation will get you 15% off of merchandise purchased in-person at TIFF Shop at TIFF Bell Lightbox. PLEASE NOTE: This discount does not apply to the 2023 Festival Programme book.

How to exchange vouchers for Festival Tickets on Account Manager?

To exchange vouchers for Festival tickets, visit the Festival Account Manager:

<https://am.ticketmaster.com/tiff2/>

To exchange your tickets, please follow the steps below:

- Log in to TIFF Account Manager.
- Click "My Events" and select the voucher(s) you would like to exchange for a ticket.
- Click "Exchange."
- Select the seat(s) to exchange.
- Select a new event from the list.
- Choose a seat from the interactive seat map and click "Add to Cart"
- Review the details of your exchange.
- Submit your order.

Can I transfer my voucher to a friend?

No, digital Volunteer Reward Vouchers cannot be transferred to anyone else. However, you can exchange a voucher for a ticket, which you can then transfer to a friend. Vouchers can be transferred to a friend through your TIFF Account Manager.

To transfer tickets, visit the Festival Account Manager:

<https://am.ticketmaster.com/tiff2/>

Please follow the steps below:

- Log in to TIFF Account Manager.
- Click “My Events” and select the ticket(s) you would like to transfer.
- Click “Transfer.”
- Select the seat(s) to transfer.
- Fill in your recipient’s information and click “Transfer.”
- The transfer is only complete once the recipient accepts the tickets.
- If your recipient does not accept your offer, then they will not be able to use your tickets. Your recipient will receive an email from TIFF Customer Relations with instructions to accept the offer. You can cancel your transfer at any time through the link in your transfer confirmation email.

Can I line up at the Steve & Rashmi Gupta Box Office to exchange my digital Volunteer Reward Vouchers for tickets?

Yes, Staff at the Steve & Rashmi Gupta Box Office can help you exchange your digital vouchers for tickets or contact Customer Relations at 416-599-2033 or toll-free: 1-888-258-8433.

When can I start redeeming my Volunteer Reward Vouchers?

Volunteers who are also TIFF Members can start redeeming Volunteer Reward Vouchers for individual tickets on August 24 **IN-PERSON** at the Steve & Rashmi Gupta Box Office (located at TIFF Bell Lightbox, 350 King Street West) and over the phone. Access is first-come, first-served.

Volunteers who are not members can start exchanging their Volunteer Reward Vouchers for tickets **IN-PERSON** at the Steve & Rashmi Gupta Box Office (located at TIFF Bell Lightbox, 350 King Street West) and over the phone, as part of Insiders Day on August 25. Access is first-come, first-served.

Volunteer Reward Vouchers can be redeemed online on Festival Account Manager as of August 29. You can also call the call centre or come to the Festival Box Office in-person to have the vouchers exchanged for tickets, but the fastest method will be via Festival Account Manager.

Can I use my Festival Volunteer Vouchers for year-round events?

Yes. All Festival Volunteer Vouchers expire February 29, 2024.

Can I use my Festival Volunteer Vouchers for rush access to Premium screenings at the Festival?

Volunteers can use their Festival Volunteer Accreditation to rush all Regular AND Premium public screenings. No vouchers are required. First come, first served.

I have completed a shift, but 24 hours later, I haven’t received my Volunteer Reward Voucher yet. Who do I contact?

Please contact the Volunteer Office at volunteers@tiff.net about any missing vouchers in your account.

For any general ticketing issues, such as exchanging a voucher for a ticket, volunteers please visit the Steve & Rashmi Gupta Box Office or contact Customer Relations at customerrelations@tiff.net, or call 416-599-2033 or toll-free: 1-888-258-8433.

2023 FESTIVAL VOLUNTEER PEOPLE'S CHOICE AWARD SCREENING

Every Volunteer who completes at least four (4) Volunteer shifts with zero no-shows will be invited to attend an exclusive screening of the 2023 People's Choice Award-winning film!

This screening will take place the afternoon of Sunday, September 17th. Invited Volunteers will receive all details via email. We look forward to celebrating another amazing Festival with you!

DISCOUNT ON TIFF MEMBERSHIP

Volunteers who complete their shift minimum at the Festival with zero no-shows are eligible to purchase a one-year TIFF Membership at the discounted rate of \$40 (regular price \$120). After September 17, 2023, we will provide you with a letter of documentation. This letter is confirmation of eligibility for this offer and must be presented in person at the Steve & Rashmi Gupta Box Office at TIFF Bell Lightbox to purchase a Membership at the discounted rate.

The TIFF Membership grants privileges to you, including:

- Free TIFF Cinematheque tickets (up to two tickets for regular-priced year-round screenings)
- 25% off New Release tickets at TIFF Bell Lightbox
- Access to Membership-exclusive events with special guests
- Discounts on in-cinema tickets for subscription series such as Reel Talk and Secret Movie Club
- Access to exclusive pre-sales for tickets to year-round programming, subscription series, and the Festival
- 15% off at TIFF Shop and shop.tiff.net and up to 30% off on Member Shopping Days
- 20% off at TIFF Bell Lightbox concessions
- Complimentary regular popcorn on your birthday
- Special offers in dedicated Member e-communications
- A digital Membership card — available via TIFF Account Manager — to redeem in-person benefits and discounts

Full benefits of the TIFF Membership can be found at tiff.net/membership. Benefits subject to change and availability.

VOLUNTEER AWARD FOR ARTS AND CULTURE IN TORONTO

The Volunteer Award for Arts and Culture in Toronto (VAACT) is a program that strives to recognize volunteers who contribute their time to multiple arts and culture organizations throughout the year in the city of Toronto. The program ends each year with an awards ceremony for VAACT participants, scheduled on International Volunteer Day (December 5, 2023). For more information, please visit vaact.org.

In 2023, interested Volunteers must complete the minimum volunteer requirements with at least three of the cultural organizations listed below during the VAACT term to be eligible for this program. Please know that the current VAACT term runs from November 1, 2023, to October 31, 2024. In addition to this requirement, Volunteers must complete our “Intro to Human Rights and Equity Course” (Part 1, 2 and 3) by creating an account on the LearnVT platform here: <https://bit.ly/vaactlearn>.

- Elevate Festival
- Inside Out Toronto 2SLGBTQ+ Film Festival
- Toronto Outdoor Art Fair
- Hot Docs Canadian International Documentary Festival
- Arts in the Parks
- Luminato Festival
- Pride Toronto
- The Toronto Fringe Festival
- Toronto International Film Festival
- imagineNATIVE Film + Media Arts Festival
- Toronto Reel Asian International Film Festival
- Harbourfront Centre
- Doors Open Toronto (City of Toronto)
- Canada Day (City of Toronto)
- Nuit Blanche Toronto (City of Toronto)
- Cavalcade of Lights Toronto (City of Toronto)



TIFF Policies

All TIFF staff, interns, Volunteers and independent contractors are accountable to the TIFF Code of Conduct. Please take the time to review it in full.

Toronto International Film Festival Code of Conduct as of February 23, 2022

OVERVIEW

The Code of Conduct is intended to maintain and protect the Toronto International Film Festival's (TIFF) integrity, its resources and its organizational processes. While it is expected that good judgment be exercised, this Code of Conduct is intended to supplement circumstances where conflicts may arise.

SCOPE

Unless otherwise specifically stated, the Code of Conduct refers to all TIFF employees (inclusive of directors and officers) interns, volunteers and independent contractors ("Affected Individuals").

POLICY / ACCOUNTABILITY

All Affected Individuals, at all levels, are expected to avoid any situation in which their personal interests, or the interests of their family members or others with whom they are associated, may conflict or appear to conflict with the interests of TIFF or which would interfere with their ability to act in the best interests of TIFF. Furthermore, Affected Individuals must not make use of their association with TIFF for personal gain or benefit.

Affected Individuals are expected to conduct themselves in a manner consistent with the values and image that TIFF works to project. All should act with fairness, honesty, integrity and openness, while respecting the opinions of others and treating all with dignity and respect. Affected Individuals should refrain from any activity that may compromise or appear to compromise their capacity to adequately perform their role.

In addition, all Affected Individuals will promote the mission and objectives of TIFF in all dealings with any external person, organization or group on behalf of TIFF and within the organization.

If a law conflicts with a policy in this Code of Conduct, Affected Individuals must comply with the law.

CONFLICT OF INTEREST

TIFF expects that Affected Individuals shall avoid any situation or involvement which might cause a conflict with their duty of loyalty to TIFF or even an appearance of a potential for conflict between their personal interests and those of TIFF. Affected Individuals should avoid any association or transaction which may tend to affect their judgement or ability to make decisions in the best interests of TIFF.

GIFTS & ENTERTAINMENT

It is the policy of TIFF that personal gifts from any person with whom TIFF has, or intends to have, a business relationship should not be accepted if the personal gift could be perceived as affecting the judgment of the person receiving it or affect the relationship between such person and TIFF. If you are unsure as to whether a conflict may or may not occur, please speak to your supervisor or the Human Resources Department for guidance.

Gifts can be defined as items of value given to or by employees which include (but are not limited to):

- Consumer goods

- Promotional merchandise or items
- Token seasonal gifts
- Discounts on services
- Event tickets
- Meals/beverages
- Donations made in the organization's name to another charity/non-profit

However, even if no conflict is present, we ask that you apply a \$250 limit to all gifts, whether accepted or given. In special circumstances, the value of the gift may exceed \$250 (such as event tickets) at which time you should consult with your director. Again, if you are unsure about the application of this policy, we ask that you speak with your supervisor or Human Resources Department for guidance.

CONFIDENTIALITY OF INFORMATION & SYSTEMS

Affected Individuals acknowledge that in the course of carrying out, performing and fulfilling their duties with TIFF, they will have access to and will be entrusted with detailed confidential information concerning TIFF and any confidential or proprietary information entrusted to TIFF by others. Affected Individuals further acknowledge that the disclosure of such detailed confidential information is highly detrimental to the interests of TIFF. Accordingly, Affected Individuals shall not disclose any secret or confidential information, or information which in good faith and good conscience ought to be treated as confidential, of which they have become aware in the course of their service with TIFF or at any time thereafter except as specifically authorized by TIFF, except when disclosure is authorized by TIFF or required by law. Violation of this term may result in disciplinary action up to and including dismissal for cause.

Affected Individuals will be required to be familiar with and adhere to TIFF's Privacy Policy.

POLITICAL ACTIVITY

TIFF is a non-partisan organization. Accordingly, Affected Individuals are not permitted to engage in any partisan political activity as representatives of TIFF. This includes, but is not exclusive to, the use of Affected Individuals TIFF address, email address or phone number.

EMPLOYMENT OF RELATIVES (Employees only)

TIFF may hire relatives of Employees, provided the relatives are not in a direct reporting relationship. The working relationship must not create the perception of a conflict of interest or breach of confidentiality. For the purpose of this policy, "relative" includes spouse (or common-law), partner, parent, brother, sister, child, aunt, uncle, niece, nephew or variation of one of these relationships.

"Relatives" will be interviewed and selected based on qualifications using the same process as all candidates.

If Employees begin a common-law or similar relationship with another Employee, this is acceptable as long as you do not supervise or report to this individual or as long as an actual or apparent conflict of interest does not arise. If this happens, please notify the Human Resources Department right away and TIFF will work with you to determine a mutually beneficial situation.

HARASSMENT, VIOLENCE & DISCRIMINATION

At TIFF, each Affected Individual has the right to be respected and to receive fair and equitable treatment. TIFF values diversity, recognizing that by bringing together Affected Individuals' unique experiences and strengths as members of a team, they enrich the workplace and our communities and advance TIFF's business interests.

TIFF is committed to providing and maintaining a work environment in which all Affected Individuals are free from workplace violence, workplace harassment, workplace sexual harassment and

discrimination based on their race, ancestry, place of origin, colour, ethnic origin/identity, disability, citizenship, creed, sex (including pregnancy), sexual orientation, gender identity, age, marital status, family status, receipt of public assistance, record of offences, political affiliation, religion affiliation, language and/or socio-economic status. All TIFF Affected Individuals are responsible for conducting themselves in a manner that promotes a productive and positive work environment and exhibits respect for all individuals, including in their dealings with coworkers, clients, suppliers or the public. Affected Individuals of TIFF must not discriminate against any stakeholder on any ground that is protected by human rights legislation.

Affected Individuals are required to familiarize themselves with, and adhere to guidelines and procedures relating to violence, harassment and discrimination in the workplace as outlined in the TIFF Respect in the Workplace Policy. If you feel you are the victim of violence, harassment or discrimination, or if you feel another Affected Individual may be the victim of violence, harassment or discrimination, speak with your supervisor or contact the Human Resources Department.

ACKNOWLEDGMENT AND COMPLIANCE OF THE CODE OF CONDUCT

Affected Individuals governed by this Code of Conduct shall have read and agree to abide with TIFF's Policies and Procedures Manual, Operating Principles and other operational policy documents, as created and amended from time to time. Failure to comply may result in disciplinary action up to and including termination of their employment, or other relationship, with TIFF for cause.

OPERATING PRINCIPLES

In May 2000, TIFF adopted its Operating Principles: seven summary statements that speak to the affirmations of what those people at TIFF wanted in a workplace. These Operating Principles should always accompany the Code of Conduct to better understand its place in the day to day actions of the Organization. They include:

1. The Toronto International Film Festival recognizes its staff - full time, part time, seasonal, contract, intern and volunteer - is its key strength.
2. The organization is committed to on-going professional development of its staff.
3. The organization uses and universally applies well-documented HR policies and procedures.
4. The organization takes a long term, integrated approach to meeting its business challenges.
5. The organization is committed to providing excellence in customer service.
6. We communicate clearly and effectively with each other and our customers.
7. The organization provides a respectful, safe, healthy and productive work environment.

BREACH OF CODE OF CONDUCT

Should you feel that the Code of Conduct has been breached and wish to discuss this breach, do not hesitate to bring your concerns to one of the following individuals:

- Your supervisor
- For volunteers, Chief of Staff (Laura Ryan at 416-934-7955 or lryan@tiff.net)
- Chief Executive Officer – Cameron Bailey at 416-934-3264 or cbailey@tiff.net
- Chair of Finance and Audit Committee - Mark Wellings at 416-616-0345 or markrwellings@gmail.com
- Chair, Philanthropy Committee - Ana Lopes at 416-414-4212 or ana@tapscott.com
- Chair, Board Governance, Human Resources & Nominating Committee – Asha Daniere at 416-505-5947 or asha@ashadaniere.com
- Chair of the Board - Jeffrey Remedios at jeffrey.remedios@umusic.com

Respect in the Workplace Policy

Revised February 2022

Purpose

TIFF is committed to maintaining a work environment that promotes and values diversity that is free from harassment, discrimination, and violence in the workplace and complies with relevant legislation. All workplace parties are encouraged to report incidents of harassment, discrimination and violence in the workplace.

Intent of Policy

The intent of this Policy is to identify the roles and responsibilities of workplace parties to minimize or eliminate discrimination and/or harassment in the workplace as well as workplace violence, and the resolution process available to resolve such issues in the workplace.

Scope of Policy

This Policy applies to all TIFF employees, interns, volunteers and independent contractors (hereinafter "worker"), who are expected to read, understand and comply with the Policy, including by participating in an investigation involving discrimination, harassment and violence. The Policy addresses harassment, discrimination and violence from all sources such as workers, supervisors, customers, service providers, candidates for employment, contract staff, volunteers and members of the public.

This Policy will be reviewed as often as necessary, but at least annually. TIFF reserves the right to interpret this Policy at its discretion and to make changes as it deems appropriate from time to time with advance notice of the changes.

This Policy is developed and maintained in consultation with TIFF's joint health and safety committee. A copy of this Policy is posted in a conspicuous place in the workplace.

Definitions

"Workplace"- means any place where business or work-related activities are conducted. It includes, but is not limited to, the physical work premises (offices, theatres, and offsite work locations), work-related functions, (press conferences, parties, receptions, etc.) work assignments outside TIFF's offices or other facilities, work-related travel, and work-related conferences or training sessions (including outside of Canada).

"Harassment"- means engaging in a course of vexatious comment or conduct that is known, or ought reasonably to be known, to be unwelcome in a workplace and includes sexual harassment. It may include unwelcome, unwanted, offensive, or objectionable conduct that may have the effect of creating an intimidating, hostile or offensive work environment; interfering with an individual's work performance; adversely affecting an individual's employment relationship; and/or denying an individual dignity and respect. Harassment generally involves repeated activity but one incident may constitute harassment. It may be directed at specific individuals or groups. Harassment grounded on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed/religion, sex, sexual orientation, gender expression and identity, age, marital status, family status or mental or physical disability is prohibited by the *Ontario Human Rights Code*. Harassment does not include reasonable actions taken by the employer relating to the management and direction of workers or the workplace. Indeed, workplace harassment is not to be confused with the normal exercise of the employer's management rights, in particular management's right to assign tasks, to do a follow-up and/or monitor the work of a worker whose output is unsatisfactory, performance reviews and appraisals, management's right to reprimand or impose disciplinary sanctions, and/or the investigation of alleged misconduct. Insofar as the employer does not exercise these rights in an arbitrary, abusive or discriminatory manner or

outside the normal conditions of employment, management's actions do not constitute workplace harassment. Workplace harassment does not include differences of opinion or minor disagreements between coworkers.

"Sexual harassment" - means:

- a. engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
- b. making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Sexual harassment includes, but is not limited to, any unwelcome sexual advances (oral, written or physical), requests for sexual favours, sexual and sexist jokes, homophobic or sexist slurs; unwelcome remarks, jokes, taunts, leering or suggestions about a person's body, attire, unnecessary physical contact such as patting, touching, pinching or hitting; patronizing or condescending behaviour; displays of degrading, offensive or derogatory material such as graffiti or pictures or verbal abuse of a sexual nature. Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender.

"Discrimination" - is any act, conduct, decision, standard or policy which creates a distinction between certain individuals or groups based on a prohibited ground and results in negative, adverse or differential treatment. Discrimination may be intentional or unintentional. Prohibited grounds are defined in the Ontario *Human Rights Code* and include race, ancestry, place of origin, colour, ethnic origin, citizenship, creed/religion, sex, sexual orientation, gender expression and identity, age, marital status, family status or disability. Discrimination is usually based upon personal prejudices and stereotypical assumptions related to at least one of the prohibited grounds set out in this Policy.

"Violence" – is the exercise of or attempted exercise of physical force by a worker against another worker in the workplace, that causes or could cause physical injury to the worker, or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker in a workplace, that could cause physical injury to the worker. Violence also includes any incident in which a customer or visitor to the workplace threatens or assaults an worker of TIFF or where if such a person is threatened or assaulted on TIFF premises.

"Unacceptable behaviour" – is (i) physically or psychologically aggressive behaviour including but not limited to: hitting, kicking, pushing, shoving, slapping, pinching, grabbing, biting; (ii) carrying or showing weapons of any kind in the workplace; (iii) throwing objects at an individual with a view to cause physical injury or fear; (iv) destruction of the workplace or co-worker's property; (v) threats of violence; whether oral or written; (vi) intimidating, abusive or bullying behaviour that causes the recipient to have fear of physical violence; or (vii) obscene or harassing phone calls.

"Close calls" – are incidents which did not result in actual physical harm however, had the potential for physical harm.

"Minor incidents" – are incidents in which no one is physically harmed in any way and which was resolved through employee or Managerial mediation.

"Serious incidents" - are incidents in which someone was physically harmed (whether requiring medical attention or not) or which continued or escalated after Managerial intervention or mediation.

Responsibilities are outlined as follows:

Workers:

- Workers are responsible for informing their Manager or Human Resources of any violence, potential risk of violence, or unacceptable behavior they may experience or witness. This includes issues in the employee's non-work life, including domestic violence that may impact on the employee's co-worker's safety.
- Workers are responsible for reporting to their Manager or Human Resources any incidents of violence or close calls, according to the procedures set out in this Policy.

Managers:

- Managers are responsible for assessing the risk of violence to workers in their department, minimizing those risks where necessary or reasonably possible and informing any affected worker of such risk or potential risk.
- Managers are responsible for ensuring proper medical care is provided for anyone involved in an accident and for securing the safety of workers, before investigation the incident or taking reports.
- Managers are responsible for ensuring workers are trained to: recognize the potential for violence; follow the procedures and policies developed; respond to incidents appropriately and report to Human Resources.

Human Resources:

- Human Resources is responsible for tracking and reporting risks of violence, incidents of violence, and close calls to the Joint Health & Safety Committee and Senior Management, according to the timelines set out in the procedures. The Violent Incident Report Form attached to this policy is used for this purpose.

Everyone is responsible for co-operating with police and any authorities as required during any investigation related to workplace violence.

Policy Requirements

Harassment and Discrimination

TIFF is committed to providing and maintaining a work environment in which all workers are free from workplace harassment, sexual harassment and discrimination based on their race, ancestry, place of origin, colour, ethnic origin/identity, disability, citizenship, creed, sex (including pregnancy), sexual orientation, gender expression and identity, age, marital status, family status, record of offences, receipt of public assistance, political affiliation, religion, language and/or socio-economic status. All workers are responsible for conducting themselves in a manner that promotes a productive work environment and exhibits respect for all individuals, including in their dealings with coworkers, clients, suppliers or the public.

Any discrimination and/or harassment in the workplace, whether engaged in by other workers, managers, or by non-workers with whom the worker comes into contact in the course of his or her work at TIFF (e.g. customers, service providers, candidates for employment, contract staff, volunteers), is prohibited and contrary to this Policy.

Violence in the Workplace

TIFF is committed to providing and maintaining a work environment in which all workers are free from violence or unacceptable behaviour in the workplace. TIFF does not tolerate any physical acts, verbal threats of violence or unacceptable behaviour in the workplace made by or against workers, customers

or other third parties. Any breach of this Policy, will result in discipline to the offending party, up to and including termination for cause.

All TIFF workers are expected and encouraged to report any incident or threat of violence in the workplace.

TIFF has programs and procedures in place to assess and reduce the risk of violence and unacceptable behavior in the workplace. All TIFF employees are trained on and are expected to be aware of, participate in and abide by such programs and procedures.

Consequences of Violating this Policy

Any individual covered by this Policy that is found to have violated this Policy in respect of harassment, discrimination, workplace violence or retaliation will be subject to immediate and appropriate disciplinary action, including but not limited to warnings, reprimands, demotion, reassignment, possible suspension or termination of employment.

TIFF will also take all responsive action necessary to correct the wrongful conduct, including coaching, internal training and policy review, monitoring of the individuals involved or external training, depending on the circumstances.

Retaliation Prohibited

TIFF prohibits retaliation against anyone who, in good faith, reports what they believe to be harassment, discrimination, or workplace violence or participates in an investigation of such reports or who exercised a right under human rights, occupation health and safety or other applicable legislation. Reprisals against workers who have made good faith complaints or participated in an investigation of a claim of such misconduct is unlawful and a serious violation of this Policy. Alleged retaliation or reprisals are subject to the same complaint procedures and discipline as complaints of discrimination and harassment. Anyone who believes he/she has been the victim of retaliation or reprisal for reporting harassment, discrimination or violence or cooperating in an investigation should immediately contact Human Resources.

Liability for Vexatious Allegations and Complaints

Any workers, whether co-worker, supervisor or manager, intern, independent contractor or volunteer who makes an allegation or complaint under this policy that is subsequently found to have been made in a deliberately vexatious or malicious manner, or otherwise to have been made in bad faith, will be subject to appropriate disciplinary action, up to and including termination of his/her relationship with TIFF.

Confidentiality

Any report, concern, complaint or incident of which TIFF becomes aware that involves conduct that may contravene this Policy will be treated confidentially to the extent possible, including the identity of the complainant(s), the individual alleged to have engaged in the wrongful conduct and any witnesses. However, some disclosure may be necessary to adequately (i) address the issues raised, (ii) aid in any inquiry/investigation, (iii) decide upon and take appropriate corrective action, and (iv) meet legal requirements. In all cases the complainant, the individual alleged to have engaged in the wrongful conduct and any witnesses must maintain confidentiality about the complaint and any investigation, except where disclosure is required by law.

Procedure

Reporting

Report issues and concerns

- Online at www.tiff.net/code-of-conduct or
- By phone TIFF's dedicated toll-free number, 1-833-265-9835 or
- By mail the confidential post office at P.O. Box 11017, Toronto, Ontario, M1E 1N0

Resolving Concerns of Harassment, Discrimination, Workplace Violence or Retaliation

Workers who express any good faith concerns, or lodge informal or formal complaints may do so without fear of retaliation or reprisal. Any such conduct will be subject to immediate corrective action.

All inquiries about this Policy should be addressed to Human Resources.

The following outlines the process that can be followed where an individual believes he or she has been or is being subjected to discriminatory, harassing conduct and/or workplace violence contrary to this Policy. Discrimination and harassment complaints are unique in nature and may be resolved in different ways depending on the circumstances.

The complainant is the person who makes the complaint. The respondent is the person being complained about. Together, they are called the "parties" to the complaint. The complainant may choose the formal or informal process for resolving his or her concerns or complaint.

All complaints involving workplace violence must be resolved through the formal complaint process and in accordance with the reporting procedures for violence, both of which are outlined below.

Informal Process

1. Direct Communication

If an individual under this Policy believes they are the target of discrimination or harassment, TIFF encourages all such individuals to deal with their concerns as soon as possible after the incident occurs. In some situations, simply explaining to a person why his or her joke, comment or conduct is unwelcome will resolve the issue. Asking the person to stop is often the most effective means of eliminating the problem.

If you choose to speak directly with the individual about their behaviour, consider using the following recommendations:

1. Communicate with person who is the source of your concern (in person or in writing);
2. Describe the behaviour, your feelings, and the impact this behaviour has had on you;
3. Clearly state that the conduct is inappropriate and unwelcome;
4. Seek advice on your approach – from a trusted colleague, your manager, or Human Resources; and
5. Maintain written documentation of your concerns (email, memos, personal logs/journals/notes) detailing specific events, times, names of any witnesses.

2. Informal Complaint

If it is difficult to bring the concern to the attention of the individual, or if the unwelcome behaviour continues, or if the complainant prefers this approach, the worker should report the incident(s) to his/her direct manager or Human Resources. The direct manager is required to notify Human Resources of the incident(s) who will ensure that the concern is addressed. If the unwelcome behaviour has come from his/her direct manager, or if his/her manager does not take any action, the worker should raise the concern with the next higher level of management or Human Resources.

The following guidelines will be adhered to:

1. The complainant should report the incident to the manager and Human Resources, either verbally or in writing.

Human Resources (or designate) will:

1. Document the complainant's comments and ask the complainant to complete the Complaint Form, attached below.
2. Review the complaint to identify grounds and discuss possible actions.

If the complaint raises issues which could establish a violation of this Policy, then Human Resources (or designate) will:

1. Inform the complainant of the following options for addressing the issue informally:

OPTION	ACTION
INTERVENTION BY HUMAN RESOURCES	Human Resources agrees to intervene on behalf of the complainant and discuss with the respondent the issues raised in the complaint to have the behaviour cease.
HUMAN RESOURCES ARRANGES MEETING FOR BOTH PARTIES	Human Resources facilitate a discussion between the complainant and respondent to discuss the issues being raised. The respondent may be asked to provide a written response.
CONCILIATION/MEDIATION PROCESS	Conciliation is a voluntary way of resolving differences. Human Resources to try to help the parties resolve their differences. If the parties are able to resolve their differences, the complaint is closed. If they do not, Human Resources would move forward with a formal investigation of the complaint process outlined below.

Throughout the informal process, the complainant can decide to escalate the complaint to a formal complaint process.

Formal Complaint Process

The complainant may at any time file a formal complaint if he or she believes they are the target of discrimination or harassment. The formal complaint process must be followed where the complaint involves violence.

TIFF will conduct an appropriate investigation in a fair and timely manner, generally within 90 days or less unless there are extenuating circumstances. At any time, the complainant may request the conciliation/mediation process to resolve the complaint.

Human Resources will keep all parties to a complaint informed during the complaint process and welcomes questions throughout the process. At any time, the complainant may withdraw their complaint by informing Human Resources in writing, however, Human Resources may be required to investigate the complaint in the best interests of the organization. Anonymous complaints are unable to be investigated; however, Human Resources may, depending on the circumstances, take steps to address concerns brought forward in order to ensure a harassment, violence or discrimination-free work environment. TIFF will at all times comply with its obligations under law.

Investigation

TIFF will determine who will conduct the investigation depending on the circumstances. In some circumstances, TIFF may retain an independent third party to conduct the investigation, at its discretion. The investigation may include interviewing parties to the complaint, any witnesses and reviewing relevant documentary evidence, including memos, emails or other written documentation related to the complaint.

Notifying the Respondent

The respondent will be advised of the concerns raised in the complaint. The respondent has five (5) days from the date when they receive the copy of the complaint to respond to the investigator regarding the allegations in the complaint.

Results of the Investigation

At the conclusion of the investigation a written report of the findings will be prepared. The report will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint or is otherwise required by law.

The complainant and respondent will be informed of the results of the investigation and that corrective action has been or will be taken as a result of the investigation. The finding of the investigation will be provided within 10 days of the completion of the investigation unless there are extenuating circumstances.

Precautions During Investigations

TIFF will take every precaution reasonable to protect the safety of the involved workers during the investigation. For example, TIFF may move involved workers to different locations, floors, or shifts during the investigation. One of these approaches, if warranted, will be taken until an ultimate determination is made and any required corrective actions are applied.

Corrective Actions

When a worker is found to have committed workplace violence, harassment, or discrimination, corrective action may include counselling, training, a written warning, transfer, demotion, suspension with or without pay, or termination of his/her relationship with TIFF. The incident will, if substantiated, be documented in the respondent's personnel file (if applicable).

This Policy does not limit TIFF's authority or ability to discipline or take other action for workplace conduct that is found to be inappropriate, regardless of whether that conduct meets the definition of workplace harassment/violence as documented in this Policy.

Reporting Options for Violence

Workers are expected to report any incident of violence to Human Resources immediately.

The following are the measures and procedures for the immediate summoning of assistance:

1. Locate a land line or cell phone and dial 911;
2. Inform the 911 dispatcher what emergency service is required;
3. Provide details of your location;
4. Provide a contact number (office phone number or a cell phone number); and
5. Follow the instructions provided by the 911 dispatcher;
6. Call TIFF Security to advise of situation at 416 276-8953 or Ext 5841.

After the immediate summoning for assistance, TIFF requires the incident to be reported to the immediate manager and Human Resources. If the incident or threat of violence involves the worker's manager, the concern should be immediately escalated to the next level of management and Human Resources.

The Complaint Form will be accessible to all TIFF workers and managers, and all parties at the workplace will be trained on how to use it. The Complaint Form is located below and on ADP under Resources > Forms Library > Other People & Culture.

Steps to Report Workplace Violence:

1. After immediate summoning of assistance, Human Resources will notify the Ministry of Labour (“MOL”) if the incident merits notification to the MOL.
2. Human Resources will notify the Safety Worker Representative.
3. Within 48 hours, TIFF will notify the MOL in writing of the violent incident if the incident merits notification to the MOL;
4. Within 4 days of the incident TIFF will provide written notice to the MOL upon request; and;
5. If medical attention is needed, TIFF shall provide written notice to its Safety Worker Representative.

Reporting Personal Situations and Domestic Violence

All personal situations that could affect the safety of individuals in the workplace must be reported by workers to their manager and Human Resources. Examples of personal situations that must be reported include threats against a worker, a restraining order that names a worker or names the workplace as a restricted area, or situations of domestic violence that could expose a worker to physical injury in the workplace.

As well, if a worker becomes aware, or ought reasonable to be aware, of domestic violence that would likely expose a worker to physical injury in the workplace, they must immediately report their concerns to their manager or Human Resources.

TIFF will take every precaution reasonable in the circumstances for the protection of a worker where the personal situation or domestic violence would likely expose a worker to physical injury which may occur in the workplace.

Record Keeping

Records of the investigation will be kept, including a copy of the complaint or details of the incident, a record of the investigation, including notes taken, a copy of the investigation report, a summary of the results of the investigation that was provided to the alleged victim and perpetrator, and a copy of the corrective action taken to address the complaint or incident of workplace violence or harassment and the steps taken to protect workers and prevent a recurrence.

No documentation whatsoever will be placed in the complainant's personnel file (if applicable) where the complaint is made in good faith, whether the claim is upheld or not.

During the informal and/or formal complaint process, all documents related to the complaint and/or investigation will remain with the Human Resources representative (or designate) conducting the investigation and will be stored in a locked cabinet. All records related to the complaint and/or investigation will not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, violence, or discrimination, take corrective action, or otherwise as required by law.

During the informal and/or formal complaint process, the complainant the individual alleged to have engaged in the wrongful conduct and any witnesses will be instructed not to discuss the complaint, incident or the investigation with other workers or witnesses unless necessary to obtain advice about their rights.

Records will be kept in accordance with applicable laws.

Additional Resources

If a worker needs further assistance, he or she may contact TIFF's Employee Assistance Program (1-844-880-9142).

DISCRIMINATION, HARASSMENT AND THREAT OF VIOLENCE COMPLAINT FORM

Part A (Complainant Information)

Complainant Name: _____

If you are making a complaint on behalf of another person, you must provide their contact information below:

Name of person (Last, First): _____

Part B (Respondent Information)

Who are you complaining about? Name of person: _____

If there is more than one respondent, please list the additional respondent(s) here:

Part C (Statement to support your complaint)

Write a statement to explain what happened. Please include all of the following information:

Where did the discrimination, harassment or workplace violence take place?

When did the discrimination, harassment or workplace violence take place? What incidents happened in the last year? Provide dates (day, month and year) and details.

Is the discrimination, harassment or workplace violence still taking place?

What made you believe you have been discriminated against or harassed? How were you treated differently from the way others are treated? Who treated you this way?

Are there any witnesses to the incidents in your complaint? If yes, please list them below.

Is there any documentation (including memos, emails etc.) to support your complaint?

What outcome are you seeking?

Safe Reporting Policy

Revised February 2022

Purpose

The reputation of TIFF is shaped by the individual actions of every employee, volunteer, intern and contractor at the organization. The TIFF Code of Conduct requires all of these parties to observe high standards of business and personal ethics in the conduct of their duties and responsibilities and to carry out their work with honesty and integrity and in compliance with law.

This policy is intended to supplement the TIFF Code of Conduct by establishing a procedure for raising sensitive issues and concerns or disclosing information of wrongdoing. It is intended to make staff aware (1) that they can and should speak up when they have reasonable grounds to believe that another person at TIFF has committed or is about to commit a financial or other Wrongdoing (as that term is defined below), and (2) that they can do so without fear of reprisal.

Scope:

Unless otherwise specifically stated, this policy applies to all TIFF employees, interns, volunteers and independent contractors (“Affected Individuals”).

Policy

1. **Responsibility to report:** Affected Individuals have a responsibility to notify TIFF management (in accordance with paragraph 3 below) when they have reasonable grounds to believe that another Affected Individual has committed or is about to commit a financial or other Wrongdoing. Wrongdoing is any activity that may adversely impact TIFF, its employees, volunteers, partners, customers or the public at large, and includes (a) any act that is contrary to law, (b) any misuse or misappropriation of TIFF funds or assets, (c) any serious breach of TIFF’s Code of Conduct, and (d) knowingly directing or counselling another person to commit a Wrongdoing.
2. **Good faith:** Reports of Wrongdoing must be made in good faith. That is, a person must have reasonable grounds to believe that Wrongdoing has or will be committed. Affected Individuals should not make allegations maliciously or knowing that they are false; doing so could result in disciplinary action up to and including termination of employment.
3. **Process for reporting and investigation:**
 1. Affected Individuals are asked to report issues and concerns directly to TIFF Online at <https://www.tiff.net/code-of-conduct>
Phone TIFF’s dedicated toll-free number, 1-833-265-9835
Mail the confidential post office at P.O. Box 11017, Toronto, Ontario, M1E 1N0
 2. In the alternative, an Affected Individual could contact the Executive Director, Chair of TIFF’s Finance and Audit committee (the “Finance Chair”), or alternatively, the Chair of TIFF’s Governance, HR and Nominating Committee.
 3. Supervisors and managers to whom Wrongdoing has been reported are asked to report the Wrongdoing to the VP, Operations & Event Production. In the alternative, supervisors and managers should report the Wrongdoing to the website provided previously.
 4. Reports should be as detailed as possible, providing precise and relevant information pertaining to the specifics of the issue or concern, dates, places, persons/witnesses, numbers, etc., so that a reasonable review can be conducted.
 5. The Executive Director or Finance Chair is responsible, in conjunction with TIFF’s VP, Operations & Event Production, the Legal & Business Affairs department and/or an

external investigator, as required, for investigating the matter and, when appropriate, reporting the matter to the Board of Directors. Without limiting the foregoing:

1. reports of Wrongdoing made to the Executive or Finance Chair that are related to Human Rights in the Workplace or TIFF's Respect in the Workplace policies will be investigated by the VP, Operations & Event Production (or designate, if appropriate in the circumstances) in accordance with TIFF's Respect in the Workplace policy unless the VP, Operations & Event Production is implicated in the relevant Wrongdoing, in which case the report will be investigated by the Executive Director or Finance Chair in conjunction with the Legal & Business Affairs department and/or an external investigator;
 6. All reports of Wrongdoing will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.
4. **No retaliation or reprisal:** No one may penalize, discharge, demote, suspend, threaten, harass, transfer to an undesirable position, or otherwise discriminate or retaliate against any person for reporting in good faith a matter under this policy. However, if the person who is reporting the Wrongdoing is him or herself involved in the same or some other Wrongdoing, this protection against retaliation does not give that person immunity; he or she will be investigated and disciplined accordingly. An Affected Individual who believes that he or she is the subject of a reprisal or retaliation should report the matter in the same manner as outlined in paragraph 3 above. Retaliation and reprisal will be disciplined appropriately.
5. **Confidentiality:** TIFF will treat all reports as confidential and private to the extent possible, consistent with the need to conduct an adequate investigation and as permitted by law. Persons reporting issues and concerns are encouraged to put their names to reports. While reports can also be made anonymously, it may be more difficult for TIFF to fully investigate anonymous reports.

Procedure

Process for reporting and investigation:

1. Affected Individuals are asked to report issues and concerns directly to TIFF Online at <https://www.tiff.net/code-of-conduct>
Phone TIFF's dedicated toll-free number, 1-833-265-9835
Mail the confidential post office at P.O. Box 11017, Toronto, Ontario, M1E 1N0
2. In the alternative, an Affected Individual could contact the Executive Director, Chair of TIFF's Finance and Audit committee (the "Finance Chair"), or alternatively, the Chair of TIFF's Governance, HR and Nominating Committee.
3. Supervisors and managers to whom Wrongdoing has been reported are asked to report the Wrongdoing to the VP, Operations & Event Production. In the alternative, supervisors and managers should report the Wrongdoing to the website provided previously.
4. Reports should be as detailed as possible, providing precise and relevant information pertaining to the specifics of the issue or concern, dates, places, persons/witnesses, numbers, etc., so that a reasonable review can be conducted.
5. All reports will be immediately brought to the attention of TIFF's Executive Director & Co-Head and Artistic Director & Co-Head.
6. The Executive Director or Finance Chair is responsible, in conjunction with TIFF's VP, Operations & Event Production, the Legal & Business Affairs department and/or an external investigator, as required, for investigating the matter and, when appropriate, reporting the matter to the Board of Directors. Without limiting the foregoing:
 - a. reports of Wrongdoing made to the Executive or Finance Chair that are related to Human Rights in the Workplace or TIFF's Respect in the Workplace policies will be investigated

- by the VP, Operations & Event Production (or designate, if appropriate in the circumstances) in accordance with TIFF's Respect in the Workplace policy unless the VP is implicated in the relevant Wrongdoing, in which case the report will be investigated by the Executive Director or Finance Chair in conjunction with the Legal & Business Affairs department and/or an external investigator;
7. All reports of Wrongdoing will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

Contact Information - As of February 23, 2022

Online at <https://www.tiff.net/code-of-conduct>

Phone TIFF's dedicated toll-free number, 1-833-265-9835

Mail the confidential post office at P.O. Box 11017, Toronto, Ontario, M1E 1N0

Chief Executive Officer – Cameron Bailey at 416-934-3264 or cbailey@tiff.net

Chair of Finance and Audit Committee - Mark Wellings at 416-616-0345 or markrwellings@gmail.com

Chair, Philanthropy Committee - Ana Lopes at 416-414-4212 or ana@tapscott.com

Chair, Board Governance, Human Resources & Nominating Committee – Asha Daniere at 416-505-5947 or asha@ashadaniere.com

Chair of the Board - Jeffrey Remedios at jeffrey.remedios@umusic.com

TIFF Social Alcohol Policy

Covered: All Employees, including Staff, Independent Contractors, Interns and Volunteers ("Affected Individuals").

Purpose

TIFF sponsors a variety of activities and events throughout the year. These activities are typically held after normal business hours and include events such as parties, staff socials, and holiday themed events.

Except during TIFF-sponsored events, alcoholic beverages are strictly prohibited on TIFF property. During TIFF-sponsored events, persons under the age of 19 will not be permitted to consume alcohol, and TIFF Staff may not bring outside alcoholic beverages on to TIFF's premises.

The purpose of this policy is to ensure that TIFF Staff behave in a responsible and prudent manner, and in adherence with TIFF's Respect in the Workplace Policies, when consuming alcohol and attending TIFF events. This policy also recognizes the value of TIFF Staff's attendance at these events. TIFF Staff are reminded that they are representatives of TIFF during such events and should conduct themselves at all times in a manner that enhances the reputation of TIFF in the community.

Scope:

This policy covers all employees, including staff, independent contractors, interns, and volunteers ("Affected Individuals").

Policy

TIFF Staff Hosting TIFF Events:

All TIFF Staff hosting or attending a TIFF event must make sure they have read and understood this policy.

In addition, all TIFF Staff, who are responsible for hosting the event, must ensure that they perform all duties in accordance with TIFF policies, and law, including:

- Obtain a Special Occasions Permit, if necessary.
- Have a start and end time for the event.
- Set a time for when alcohol will no longer be served.
- Ensure the venue does not exceed capacity.
- Ensure alcohol is not the main object of the event and that other activities are the main focus.
- Ensure low alcoholic beverages and non-alcoholic beverages are provided (e.g. punch, pop, bottled water, tea and coffee).
- Ensure that there are no dangerous activities where alcohol is being served.
- Have a designated area for alcohol consumption.
- Always serve snacks with drinks and have food available throughout the party.
- Hire bartenders who have obtained their Smart Serve certificate, or equivalent training.

All TIFF Staff responsible for the management of a TIFF event, where alcohol is being served, must:

- Refrain from drinking alcohol during the event.
- Control which Staff and guests enter and attend the event.
- Arrange for transportation for guests, or TIFF Staff, who may be intoxicated.
- Contact Management on Duty if an intoxicated individual is insisting on driving home.

Bartenders and Servers at TIFF Social Events:

All TIFF Staff who are bartenders or servers at TIFF-sponsored events, will ensure they have Smart Serve, or equivalent training, prior to bartending or serving at a TIFF event. All bartenders or servers will also ensure that:

- No alcohol will be served to people under 19 years of age.
- A person will only be served two (2) drinks at a time.
- No alcohol will be served to those who appear intoxicated, as per his or her Smart Serve training.
- A last call announcement will not be made and alcohol will not be served after the time set by the TIFF Staff hosting the event.

Staff Attending TIFF Social Events:

At a TIFF event where alcoholic beverages are provided TIFF Staff must ensure that they only consume alcoholic beverages in the areas that are restricted for such purposes and only during the time designated for the event.

At all times TIFF Staff are expected to behave in accordance with TIFF's Respect in the Workplace Policies. TIFF Staff are expected to ensure there is no harassment, disrespectful or inappropriate behaviour toward a fellow TIFF Staff member or other guests. TIFF Staff are encouraged to inform any senior Leader at a TIFF event of any conduct in breach of the Respect in the Workplace Policies. TIFF Staff should refer to the Respect in the Workplace Policies for the procedure for bringing forward a complaint under that policy.

If TIFF Staff choose to consume alcohol during at a TIFF- sponsored event, it will be his or her responsibility to:

- Not drink alcohol to excess.
- Monitor the amount of alcohol consumed.
- Behave in a responsible, safe and respectful manner at all times.
- Not breach TIFF's Respect in the Workplace Policies.
- Not drive or operate machinery, or otherwise post a danger to themselves or others while under the influence of alcohol.

- Respect the bartender, or server, if he or she declines to serve them alcohol.

Any TIFF Staff whose conduct is disruptive, offensive or is in breach of TIFF's Respect in the Workplace Policy, may be subject to discipline, up to and including termination of employment.

Procedure

Steps for a Successful Event:

Prior to a TIFF event, TIFF Management will ensure the following:

- An office-wide email will be sent out, reminding TIFF Staff to: not drink to excess, and to never drink and drive.
- That bartenders and servers are instructed not to serve anyone attending the event who appears to be intoxicated.
- That bartenders and servers are instructed to advise a designated TIFF Staff member, if any TIFF Staff has been refused alcohol.
- That alcohol will not be served at least one hour before the end of the party.
- That there are TIFF Staff members charged with monitoring the consumption of alcohol by other TIFF Staff.

Provider Liability:

- TIFF may be held liable for providing, or making available, alcohol to intoxicated individuals who subsequently injure themselves or others
- TIFF will be considered a provider when it supplies any alcohol under a liquor license, a special events permit under its name, or provides alcohol on its property.
- Ontario courts have been highly critical of self-serve bars, therefore setting up unsupervised self-serve bars is not permitted at TIFF events or on TIFF property.

Social Host Liability:

- TIFF will be viewed as an occupier when it is hosting a party, on company property, at an employee's home, or at an event venue. However, some liability is removed if the event is provided through a commercial host (e.g. a hotel, a restaurant, or a theatre).
- Occupier's liability is primarily limited to injuries occurring on the property of the employer.
- TIFF may still be liable as an occupier, even if it did not provide the alcohol.

Senior Managers and Board of Directors:

Senior Management and the Board of Directors could be held personally liable in the event any action is taken against TIFF arising from injuries by TIFF Staff or guests attending TIFF events.

TIFF Volunteer Privacy Policy

TIFF respects your privacy. We protect your personal information and adhere to all legislative requirements with respect to protecting privacy. The information you provide will be used to deliver services and to keep you informed and up-to-date on the activities of TIFF, including volunteer opportunities, internship and job opportunities, and information on programmes, services, special events, funding needs and opportunities to give. As a service to subscribers of our "Hear from TIFF year-round" alert emails, we will sometimes include announcements from other like-minded organizations. We will not provide your name and address to any external organizations.

TIFF Volunteer Confidentiality Policy

In the course of volunteering with TIFF, you will have access to and will be entrusted with detailed confidential information concerning TIFF and any confidential or proprietary information entrusted to TIFF by others. By signing your Volunteer commitment agreement, you further acknowledge that the disclosure of such detailed confidential information is highly detrimental to the interests of TIFF. Accordingly, you shall not disclose any secret or confidential information, or information which in good faith and good conscience ought to be treated as confidential, of which you have become aware in the course of your Volunteer duties relating to TIFF or at any time thereafter except as specifically authorized by TIFF.

TIFF Diversity Statement

The Toronto International Film Festival (TIFF) mission is ‘transform the way people see the world through film.’ This statement is grounded in the geographical location of Toronto that consists of a population from around the world. TIFF seeks out programming that will allow our audiences to express themselves, their cultural perspectives, and their sense of being, through the shared experience of the moving image.

TIFF exists in one of the most diverse cities in the world and operates digitally in a world where barriers like borders and language are quickly losing their ability to separate people and their ideas. TIFF recognizes that diversity is an aspect of the artistic process and of positive social and cultural development.

TIFF is committed to treating all peoples with respect, dignity and fairness and will take steps to welcome individuals, organizations and communities of all backgrounds including: of any race, ancestry, place of origin, colour, ethnic origin, ability, citizenship, creed, sex, sexuality, sexual orientation, gender identity, gender expression, same-sex partnership, age, marital status, family status, immigration status, receipt of public assistance, history of mental health issues, health status, political affiliation, learning difference, level of literacy, accent, first language, body type, physical appearance and abilities, stature or socio-economic status.

We will strive to reflect the mosaic of peoples and ideas in our programming, in our people and in our audience. TIFF will search out and remove barriers to engagement in whatever form they take, whether physical or social.

TIFF will champion and support creators whose views and experiences are underrepresented.

TIFF is not complacent about its progress to date, and recognizes that there is more work to be done to achieve diversity, inclusivity and belonging in all of its activities.

AODA – Accessibility for Ontarians with Disabilities Act

What is the Accessibility for Ontarians with Disabilities Act (AODA)?

AODA is a law passed by the Ontario legislature aimed at developing and implementing standards to improve accessibility across the province in the following areas: customer service, transportation, information and communications, employment and the design of public spaces. The first standard enacted under the Act is the Accessibility Standard for Customer Service, Ontario Regulation 429/07.

AODA uses the Ontario Human Rights Code's definition of "disability." This definition includes physical, mental health, developmental and learning disabilities. Accessibility is about giving people of all abilities the opportunity to participate fully in our programmes and services by identifying, preventing and/or removing barriers. At the heart of this are the key principles of independence, dignity, integration and equality of opportunity.

TIFF and Accessibility

TIFF is committed to embracing inclusion and diversity and continuously strives to ensure we are leaders in this area. Whether it be a visitor, Volunteer, employee or any other TIFF stakeholder, we want to ensure everyone has equal accessibility.

The Volunteer Office is committed to providing reasonable accommodations to Volunteers, if required. If you are a person with a disability and require assistance during the orientation or on-shift experience, please contact us in advance at volunteers@tiff.net or 416-934-5846, and we will work with you to meet your needs. All feedback, inquiries and requests are kept confidential. Please also refer to our Feedback section on page 11 of this manual.

Additional information about TIFF's commitment to accessibility can be found at tiff.net/accessibility. This page includes more information about available alternate formats for TIFF materials, as well as accessibility information for TIFF Bell Lightbox and the rest of TIFF's Festival theatre venues.

Providing Accessible Customer Service

As a charitable not-for-profit organization, TIFF relies on the tenacity, professionalism and creativity of our Volunteers to deliver services to customers who engage with our programming. We credit our Volunteers with maintaining our reputation as a customer-focused and, above all else, friendly Festival.

What Does Accessible Customer Service Mean to Us?

We strive to provide a positive, inclusive and welcoming environment for everyone participating with TIFF, which includes providing accessible service to our customers. As a TIFF Volunteer, you can uphold AODA's Customer Service Standards and TIFF's Service Principles by simply asking your customer, "How may I help you?" Since every customer's needs and preferences are different, asking this presents the opportunity for any customer to inform you if they need assistance and how you can provide it.

Here are some key tips to be mindful of when interacting with all of our customers, patrons and guests:

- Not all disabilities are visibly identifiable and not everyone with the same disability experiences the same thing
- Ask if help is needed before providing any assistance
- People communicate in different ways based on their personality, preferences, needs, skills and circumstances, which include disabilities.
- Communicate in a respectful manner by using person-first language (i.e. "person with a disability," not "disabled person")
- Communicate directly to the person with a disability, not the support person or companion
- Ask for permission before touching assistive devices used by your customer, including wheelchairs
- If you are uncertain about how to best provide assistance to your customer, please speak to your Staff Supervisor or Volunteer Captain while you are on shift

Accessibility Training

In keeping with TIFF's Service Principles, we are committed to providing you with the training needed to

help you succeed in your role as a representative of TIFF as well as fulfilling our shared responsibilities under the Accessibility for Ontarians with Disabilities Act (AODA). All Volunteers are required to complete an online accessibility training module, which should take no more than one hour to complete. You will receive detailed information regarding our online Learning Management System, SkyPrep, and information on how to log in and access the online training session.

Providing accessibility training allows us to continue our Audience First approach to all our initiatives, and to ensure TIFF welcomes all members of our diverse and valued community, both in Toronto and internationally. More information about this online training will be provided by email. If you need assistance, have any questions or concerns, or require alternate arrangements to complete this training module, please contact the Volunteer Office at 416-934-5846 or volunteers@tiff.net.

Accessibility Standards for Customer Service: AODA

Purpose

Mission

The mission of TIFF is to transform the way people see the world through film.

In fulfilling our mission, TIFF strives at all times to ensure that our policies, practices and procedures are consistent with the principles outlined in the *Accessibility Standards for Customer Service* under the *Accessibility for Ontarians with Disabilities Act, 2005*, by providing our goods and services in a manner that respects the dignity and independence of people with disabilities.

We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other patrons.

TIFF shall use reasonable efforts to ensure that its policies, practices and procedures governing the provision of its services to persons with disabilities are consistent with the following principles:

- The provision of services respects the dignity and independence of persons with disabilities
- The provision of services is integrated for persons with disabilities and others
- Persons with disabilities have equal access to the opportunities and benefits of services offered by TIFF

Scope:

This policy applies to all TIFF employees, volunteers, contractors, and anyone employed by TIFF that interact with patrons on behalf of the organization.

Policy

Providing goods and service to people with disabilities

TIFF is committed to excellence in serving all patrons including people with disabilities and we will carry out our functions and responsibilities in the following areas:

Communication

TIFF will train staff and volunteers who communicate with patrons on how to interact and communicate with people with various types of disabilities.

TIFF will communicate with people with disabilities in ways that take into account their disability.

Where reasonable and appropriate, such accommodations may include the use of:

- Pen and paper
- Typed messages
- Adjusted speaking styles
- Gestures
- Plain-language documents

- Large-print documents
- Text-based electronic communications
- Accessible website technology
- Communication boards
- Telephone

Assistive devices

TIFF is committed to serving people with disabilities who use assistive devices to access our programs and services. People with disabilities are welcome to bring and use their own personal assistive devices and/or use TIFF assistive devices where available.

Front-line staff and volunteers will be trained on any assistive devices available on our premises.

- Wheelchair
- Hearing Assist
- Captiview

Service animals

TIFF is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. If it is not apparent the service animal is being used for the person's disability, a certificate confirming the animal has been trained by a professional institution may be requested. If the use of a service animal affects the health or safety of another person, TIFF will explore all options for allowing the use of the service animal but reserves the right to request that the service animal be removed from the premises.

TIFF will also ensure that all staff and volunteers who deal with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

Support persons

TIFF is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter TIFF's premises with his or her support person. At no time will this person be prevented from having access to his or her support person while on our premises.

Admission fees will be waived for one (1) support person of a person with a disability.

Support persons accompanying or assisting individuals with disabilities may be subject to applicable TIFF policies.

Notice of temporary disruption

TIFF will provide patrons with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities as soon as possible. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice of disruption will normally be posted at all public entrances and/or at or near the disrupted service on event days and depending on the nature of the disruption, notice will also be provided on outgoing telephone messages and on our website www.tiff.net.

Procedure

Training of staff and volunteers

TIFF will provide training to all employees and volunteers who liaise with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Training will be provided on an ongoing basis upon changes to these policies, practices and procedures. New staff will be trained as part of their orientation upon employment and records of training will be kept.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- Instructions on how to interact and communicate with people with various types of disabilities, including those who use an assistive device or require the assistance of a service animal or a support person
- Instructions on how to use any equipment or devices available on our premises that may assist with the provision of programs or services to persons with disabilities

- What to do if a person with a disability is having difficulty in accessing TIFF's goods and services
- TIFF's policies, practices and procedures relating to the customer service standard

Feedback process

Our goal is to meet customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way TIFF provides goods and services to people with disabilities can be made in person, in writing, by telephone, or by email to:

Reitman Square
350 King Street West
Toronto, Ontario M5V 3X5
Phone: 416-599-8433
Email: customerrelations@tiff.net

If these methods are not suitable, individuals may request another method. Privacy will be respected and all feedback will be reviewed for possible action that can be taken to improve access to our programs and services. All feedback received will be directed to Manager, TBLB Box Office/Call Centre. Customers can expect to receive a response shortly thereafter. However, some complaints may require more time to address and must be reviewed for action, possibly at a higher level. Complaints will be addressed according to our organization's regular complaint management procedures.

Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities. Any policy of TIFF that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions about This Policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to, Senior Director, People & Culture or VP, Visitor Experience at TIFF.

Copies of documents required under the *Accessibility Standards for Customer Service* regulation are available in hard copy and large-print, upon request. TIFF will post all policies, practices and procedures related to serving our patrons on our website, www.tiff.net.

Festival Frequently Asked Questions

PREPARING FOR YOUR SHIFTS

Where can I find the dates and times for the Volunteer training sessions for the specific venues and/or departments I'll be volunteering with?

Although the majority of training sessions are not mandatory, we highly recommend that you attend so you are well-informed for your roles. At these training sessions, you'll learn more about the on-shift experience and about your particular role. Information about which Volunteer roles have mandatory training sessions can be found on pages 23-27 of this manual. You can find the dates and times for training sessions in your preference approval email and when you click on the Description link when selecting a shift on the Volunteer Hub.

What happens if, a week before the Festival, I haven't signed up for the minimum four (4) shifts?

We rely on our Volunteers to complete the minimum commitment of four (4) shifts. If you haven't signed up for four (4) shifts by September 1st (one week prior to the Festival), please contact the Volunteer Office. We can assess options and assist you with choosing appropriate shifts if necessary.

If you're unable to add more shifts to your schedule to meet the minimum of four (4) shifts because of your availability or limited shift options, we may have to remove you from all of your shifts. Volunteers with less than four (4) shifts on their schedule will not receive an invitation to the Festival Volunteer People's Choice Award Screening and may not be invited back as a Volunteer in the future.

The subway opens at 8am on Sunday mornings. How will I get to my early-morning shift?

Volunteers are responsible for transportation to and from their shifts. If you take the subway, you will want to give yourself plenty of extra time. There are several buses and streetcars that run 24 hours. Call the TTC info line at **416-393-4636** or visit **ttc.ca** for information on schedules, routes and service updates. Please also keep in mind that streetcar diversions will occur on King Street during the first four days of the Festival (September 7–10) due to Festival Street, so give yourself some extra travel time to get to your shifts!

How will I know what to wear, where to go and who my supervisor is on shift?

On the Volunteer Hub, the Description link for each shift provides information on dress code and who and where you will need to report to. All Volunteers are required to sign in and out of their shift with a Volunteer Captain or Staff Supervisor.

WHAT TO EXPECT ON SHIFT

What does a typical TIFF Volunteer shift look like and who do Volunteers report to?

Volunteers should arrive at the Volunteer Lounge at the start of their scheduled shift time to sign in with their Volunteer Captain or Staff Supervisor. As a part of our training sessions, you will get to see the location of the Volunteer Lounge. It's recommended to arrive 5-10 minutes early to give enough time to change into the Volunteer T-shirt and store belongings. Volunteers should communicate any accessibility requests with their Captain/Supervisor at the start of their shift. Once signed in, Volunteers will be

addressed by the Captain/Supervisor and brought up to speed on what to expect on shift and on changes that have been made. Once briefed, Volunteers will be divided based on position and dispersed to their assigned locations.

While on shift, Volunteers will answer questions, offer assistance, and follow the direction of the Captain/Supervisor. Volunteers will be rotated so that they experience a variety of roles when possible and are asked not to leave their assigned post without letting the Volunteer Captain know. The shift will also include at least one break that will be organized by the Captain/Supervisor. When the shift ending time approaches, Volunteers will be dismissed by either the Volunteer Captain or Supervisor; they should return to the Volunteer Lounge to sign out. 24 hours after their shift, Volunteers will receive their Volunteer Reward Voucher in their Festival Account Manager. Volunteers are encouraged to enjoy the Festival by exchanging their voucher for a film ticket!

Where can I leave my belongings during my shift?

Each venue has a designated Volunteer Lounge for volunteers to store their belongings. Please only bring the essentials as there is limited space, which is not fully secure. Keep your valuables on you – feel free to wear a small bag or purse on shift. Please Note: TIFF is not responsible for any lost or stolen items. Please do not leave valuables unattended.

What if I don't know the answer to a customer's question?

We try to provide you with all the information you will need, but sometimes customers will ask a question for which you do not have an answer. You can always ask your Volunteer Captain or Staff Supervisor for support. Never give an answer you are unsure of. Ask the customer to wait while you find someone who can answer their question. Reassure them that you'd rather get them the most accurate answer than a quick answer that may be wrong.

Am I able to make an important phone call on-shift?

While you are volunteering you are expected to put your phone away and not use it on-shift unless for accessibility reasons. If you are expecting to receive or make an important call/text on-shift, please tell your Volunteer Captain or Staff Supervisor at the beginning of your shift and arrange a suitable break time.

While I was at a training session, I overheard some of the titles that will be screening at this year's Festival! The screening schedule hasn't even been released yet — I'm so excited! Can I tell my best friend?

The titles of the films that screen at TIFF and other updates about the Festival are considered confidential until it has been publicly announced by TIFF via our website (tiff.net) or official press release. Please refer to the TIFF Confidentiality Policy on page 52 that all Volunteers are required to uphold. As a result, you may NOT tell your friend about the information you overheard until after it is made public. There is a link to TIFF Press Releases on the Volunteer Hub, so please check them to confirm that any information you wish to disclose to friends and family is in fact public knowledge.

I'm an established screenwriter, and I have a new script that would be perfect for Ava DuVernay. If I am on-shift and am helping Ava find her way to a venue, can I hand her my script? She's really friendly and I think she would be open to it.

TIFF Volunteers are known for their friendly, professional service. Please do not approach an industry delegate for any reasons other than your Volunteer duties while you are on-shift or identifiable as a TIFF Volunteer. Handing over your script, asking for a part in a film, or even asking for career advice is unprofessional and infringes on the guest's personal time. This also extends to any photo-taking or autograph-seeking while on shift. Please keep your interactions strictly professional. For an overview of Volunteer expectations, see page 9 of this manual.

A reporter asked if they could interview me for an article about TIFF. What should I say?

Volunteers may not participate in media interviews on behalf of TIFF. All requests for media interviews and official comments must be communicated to Alejandra Sosa, Director, Communications at masosa@tiff.net. If you are approached to participate in a media interview, please direct the interviewer to go to the TIFF Press Office, which is located in the Industry Centre at the Hyatt Regency Hotel (370 King Street West) during the Festival. If you are a member of the media, a journalist or even have a personal blog, you must contact the Volunteer Office before you publish anything about your Volunteer experience.

Can I post about my TIFF Volunteer experience on social media?

Please feel free to share about your Volunteer experience on social media, but just remember to only do so off-shift. Taking photos or using your phone is not permitted on shift. When engaging on social media regarding TIFF, please remember to be respectful of your fellow teammates and of our organization and programming. Posting harmful, harassing or discriminating content will result in dismissal from the TIFF Volunteer Programme. Please also be mindful of TIFF's Confidentiality Policy found on page 52 — you can always visit the TIFF Press Site via the Volunteer Hub Home tab to check in about what's been made public.

MAKING THE MOST OF YOUR VOLUNTEER EXPERIENCE

When can I start redeeming my Volunteer Reward Vouchers for 2023 Festival screenings?

This year, Volunteers will have several options for redeeming their Volunteer Reward Vouchers:

1. Volunteers who are also TIFF Members can start redeeming Volunteer Reward Vouchers for individual tickets on August 24 at 10 AM **IN-PERSON** at the Steve & Rashmi Gupta Box Office (located at TIFF Bell Lightbox, 350 King Street West) and over the phone. Please note that access is first-come, first-served. You may be subject to longer than usual wait-times.
2. Volunteers who are not members can start exchanging their Volunteer Reward Vouchers for tickets **IN-PERSON** at the Steve & Rashmi Gupta Box Office (located at TIFF Bell Lightbox, 350 King Street West) and over the phone, as part of Insiders Day on August 25th at 10 AM. Please note that access is first-come, first-served. You may be subject to longer than usual wait-times.
3. Volunteer Reward Vouchers can be redeemed online on Festival Account Manager as of August 29th at 10 AM. You can also call the call centre or come to the Festival Box Office in-person to have the vouchers exchanged for tickets, but the fastest method will be via Festival Account Manager.

For more information on Volunteer vouchers and what they can be redeemed for, please see pages 28-31 of this manual or check the Voucher Redemption Guide on the Homepage of the Volunteer Hub.

Where can I buy Festival tickets?

If you are looking to buy tickets, you can purchase them online, by phone, or in person through the following methods.

ONLINE	BY PHONE	IN PERSON
https://am.ticketmaster.com/tiff2/	416-599-2033 1-888-258-8433 (Toll-free)	Venue box offices Steve & Rashmi Gupta Box Office

Can my employer make a donation to TIFF in honour of my work as a volunteer?

Many Canadian companies will make a donation in honour of the time their employees invest in charities. As a not-for-profit organization, TIFF is eligible to receive a gift from your employer.

Check our list of eligible workplaces at www.tiff.net/support. This list is not exhaustive. If your employer is not listed but you want to learn more, please include your employer in the “Place of Employment” field on the Profile tab of your Volunteer Hub.

I won't have a chance to use all of my Volunteer Reward Vouchers during the Festival. Can I use them year-round?

Yes! Vouchers are redeemable for regularly priced screenings year-round at TIFF Bell Lightbox through the Year-Round Account Manager. However, please note that vouchers cannot be redeemed at other movie theatres, or for third-party festivals taking place at TIFF Bell Lightbox. Full details on how to redeem vouchers year-round can be found in the Voucher Redemption Guide, located on the Homepage of the Volunteer Hub. Please note that all Festival Volunteer Vouchers expire on **February 29, 2024**.

I've heard that TIFF Volunteers get a discounted rate for a one-year TIFF Membership. How do I get access to the discounted rate?

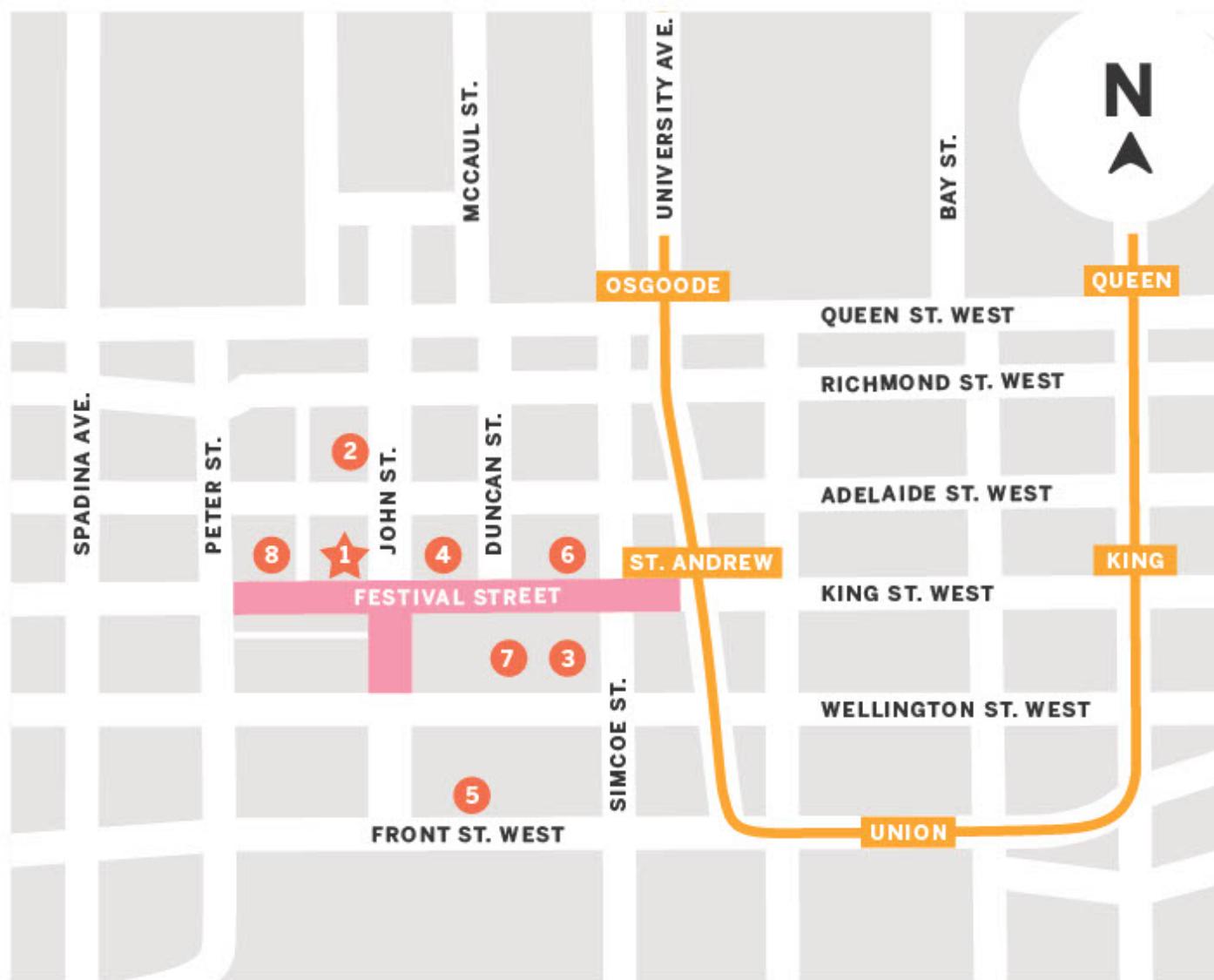
After September 17, 2023, we will provide you with a letter of documentation. This letter is confirmation of eligibility for this offer and must be presented in person at the Steve & Rashmi Gupta Box Office at TIFF Bell Lightbox to purchase a Membership at the discounted rate.

Please note that as of May 1, 2023, TIFF Membership launched new levels, new benefits, and new pricing. At this time, the Dual Memberships (Dual Staff/Volunteer Membership) were discontinued. The new offer for TIFF staff and volunteers will be an individual Membership for \$40. If you have any questions about the changes, please visit tiff.net/help/membership or reach out to loyalty@tiff.net.

Volunteer Checklist

This checklist provides important Volunteer milestones for the rest of the summer. In cases where dates are not provided, the Volunteer Office will communicate those dates to you by email or phone.

- Attend a 2023 Festival Volunteer Orientation Session on _____, 2023.
- After Orientation, be sure to update your Profile tab on the Volunteer Hub with your accurate contact information, emergency contact, T-shirt size and Festival availability.
- For **RETURNING** Volunteers who volunteered at the 2022 Festival, you will not have to submit a photo for your Accreditation.
- For **NEW** Volunteers and **RETURNING** Volunteers who did not volunteer at the 2019 Festival, the deadline to submit a photo for your I.D. Accreditation is **July 28, 2023** (instructions will be provided by email).
- You will hear back about your preferences on _____, 2023.
- Start building your shift schedule on the Volunteer Hub on _____, 2023.
- Attend a venue or departmental training session in late August/early September 2023.
- Pick up your T-shirt and photo I.D. Accreditation beginning **August 30, 2023** (details will be sent by email).
- September 2, 2023:** Your Festival Volunteer shifts will be locked on the Volunteer Hub.
- Volunteers can begin exchanging Volunteer Reward Vouchers on **August 25th, 2023** as part of Insiders Day (**August 24th** for TIFF Members) in-person at TIFF Bell Lightbox or over the phone. Individual tickets go on sale to the public August 29th, 2023. **As of August 29th**, you will be able to exchange your vouchers into tickets on Festival Account Manager.
- The Festival runs **September 7–17, 2023**. Good luck and have fun!
- Celebrate all of your hard work at the Festival Volunteer People's Choice Award Screening on Sunday, **September 17, 2023** (details will be sent by email).



Festival Village Map

- 1** TIFF Bell Lightbox
350 King Street West
 - Festival Box Office
 - Market Screenings
 - Members' Lounge
 - Partner Package Pickup
 - Patron's Circle Box Office
 - Volunteer Office
 - Ace Volunteer Lounge (4th floor)
- 2** Scotiabank Theatre Toronto
259 Richmond Street West
 - Buyers' Lounge
 - Press & Industry Screenings
- 3** Roy Thomson Hall
60 Simcoe Street

- 4** Visa Screening Room at the Princess of Wales Theatre
300 King Street West
- 5** Glenn Gould Studio
250 Front Street West
 - Doc Conference
 - Happy Hours
 - Industry Conference
 - Industry Lounge
- 6** Royal Alexandra Theatre
260 King Street West
- 7** Cinema Park at David Pecaut Square
215 King Street West
- 8** TIFF Industry Centre,
Hyatt Regency Hotel
370 King Street West
 - Business Centre
 - Guest Pass Pickup
 - Industry Cafe
 - Industry Pass Pickup
 - Industry Protocol Office
 - Industry Registration
 - Information Desk
 - National Agency Stands
 - Press & Industry Box Office
 - Press Pass Pickup

■ SUBWAY STATION
— SUBWAY LINE
— FESTIVAL STREET

Glossary Of Terms

- **DPS** - David Pecaut Square
- **FOH** - Front of House staff (ushers, line-up managers)
- **GGS** - Glenn Gould Studios
- **Off-sale** - When a screening no longer has available tickets, it is referred to as “off-sale.” Inventory may fluctuate, so we recommend that audiences regularly check TIFF Festival Account Manager.
- **P&I** - Shorthand for “Press & Industry”
- **POW** - VISA Screening Room at the Princess of Wales Theatre
- **Premium** - Premium screenings offer a premium in-person experience, and can include red-carpet screenings, World or North American Premieres, and/or audience Q&As.
- **Regular** - Regular screenings refer to all non-Premium screenings and make up the majority of screenings at the Festival. Films scheduled as Premium screenings may include Regular screenings in their second and third showings at the Festival.
- **RAT/Royal** - The Royal Alexandra Theatre
- **RTH** - Roy Thomson Hall
- **Rush** - When there is no inventory left on the day of the screening, a film has gone “rush.” Customers wait in the Rush line at the venue. Rush tickets are subject to availability and are distributed on a first-come, first-served basis at the discretion of venue staff. Customers are limited to holding space in Rush lines for themselves and one other person.
- **SBT** - Scotiabank Theatre
- **VL** - Venue Liaison (TIFF Staff members overseeing specific theatre venues)
- **Volunteer Hub** - TIFF’s volunteer database, which allows you to sign up for shifts, once you have completed Orientation.

WELCOME BACK TO OUR LONG-TIME VOLUNTEERS!

Thanks for your many contributions over the years.

Ada Wong	Courtney Ng	Janet Sakarya
Adam Doyle	Crystal Pritchard	Janet Schlee
Adenike Odujirin	Cynthia Gigante	Janinne Strain
Adriana Munoz	Cynthia Jemmett	Jas Sehra
Adrienne Vos	Daniel Tablas	Jason Mitchell
Akiyo Kondo	Danielle Lenarcic Biss	Jason Spencer
Al Kaya	Darlene Macnevin	Javeed Patel
Alba Lee	Darlene Wu	Jeanette Forbes
Alessia Colussi	Dave Rose	Jenn Reid
Alex La Gamba	Dawn Sutherland	Jennifer Adame
Alex Samitz	Deanna Henderson	Jennifer Bennett
Alex Stark	Deb Carpenter	Jennifer Dragan
Alexander Chan	Debbie Newell	Jennifer Ierullo
Alexander Grant-Henderson	Debbie Phillips	Jerry Finelli
Alexei Boukhanov	Debbie Randell	Jessica Billinghurst
Ali Khan	Debbie Young-Hermanns	Jiayi Li
Alice Tsang	Deborah Girardo	Jill Rebecca
Alina Glukhova	Deborah Massa	Joan Barrett
Amanda Brazier	Debra Hubner	Joan Lim
Amanda Kistindey	Diana Chorozy	Joanne Mallett
Amanda Lekhamr	Diane Reid	Joanne McLaurin
Amanda Piche	Diane Sugai	Jodi Treble
Amin Bhanji	Diann Margott Santiago	Johan Yogaretnam
Ana Gajic	Diem Pham	Johanne Wilkins
Anant Agrawal	Dimitra Tzamtzis	John Corrado
Andrew Flett	Dimple Dhawan	John Debono
Angela (Angie) Knowles	Dinara Khalitova	Josee Guimond
Angela Lam	Dionisio Neto	Josephine (Josie) Huhn
Angelica Joaquim	Divya Lamba	Judith Maclean
Anita Gaikwad	Donna Shoom-Kirsch	Judy Sandiford
Anita Jackson	Dorothy De Souza	Julia Shen
Ann Davidson	Eddy Woo	Julian Solis
Anna Preobrazhenskaya	Edison Chai	Julianne Drexler
Annette Gaul	Edmond Kwan	Julie Game
Anthea McArthur	Edmund Smyk	Julie Sheppard-Greenhow
Antonina Boulkanova	Eileen Chong	Jun Asano-Prue
April Schwarz	Eimile McLennon	Kamala Jean Gopie
Arlene Rogers	Elizabeth Archibald	Kareem Constantine
Ashleigh Upshaw	Elizabeth Hawtin	Karen McCullam
Ashley Cowell	Elizabeth Poad	Karen Rendle
Barbara Chernoff	Emilia Tryon	Kassandra Sharpe
Barbara Walkowiak	Emily Li	Kashif Khan
Barton Leung	Emma Wiatrzyk	Kathryn Boland
Becky Wills	Etienne Harrison	Kathy Saunders
Ben Wills	Eujin Ong	Katie Robinette
Bernie Fletcher	Eva Chan	Kay Compagnoni
Beth De Carlo	Faith Horizon	Keesha Stevenson
Betty Ball	Fanny Lui	Kelly Berger
Betty Joe	Flora Sung	Kelly Gorman
Betty Sleeth	Flora Velichkova	Kelsey Butler
Bing Villanueva	Frances Scaini	Kendra Campbell
Bob Cartilage	Francine Brodeur	Kim Wilhelm
Bob Coopman	Gabriele Golz	Kim Yoong
Brad Edelson	Gail Mackinnon	Kin Ng
Brad Sider	Garry Meyer	Kirendeep Sandhu
Brenda Dyck	Gayle Forler	Kristina Matveyeyeva
Brian Cain	George Vandebunte	Kruti Dalvi
Brian Moran	Gina Morrison	Larry Chong
Bridget van Voorden	Glenda Restoule	Larry Leon
Bronwyn Cuthbertson	Gloria Chan	Laura Lawson
Bryan Bonnah	Grace Awang	Laurane Chudak
Bryan Maloney	Grace Tsang	Lauren Teixeira
Caitlan Holly Lamb	Heather Ardiel	Laurie Skinner
Candice Leung	Heather Brown	Lavinia Zamfir
Carolyn Edgar	Heather Kemp	Lee Hamr
Carolyn Go-Alvarado	Heather Kerr	Leesha Balramsingh-Harry
Carolyn L. Lofquist	Heather Wood	Lenka Cizmarova
Carolyn Roberto	Helen Ing	Lesley Nicholls
Carrie Villeneuve	Helen Neville	Libertine Lim
Catherina Walrond	Helen Sellers	Libo He
Catherine Chung	Herwin Sagastume	Lillian Bruno
Catherine Wolf-Becker	Holly Rutherford	Lily Wong
Cathy Bury	Homa Bondar	Lina (Ayako) Uchinokura
Celina Shiposh	Horace Kim	Linda Black
Cheri Kanach	Ian McMaster	Linda Hapak
Chris Allen	Ilona Staples	Linda Kowlessar
Chris Ledger	Ingrid Goh	Linda Lavallee
Christian Banham	Irene Gautreau	Linda Matarasso
Christina Gagliano-Veiga	Iris Bagola	Linda Sheridan
Christine Pagulayan	Iris Van Pelt	Lindsay Neiser
Christine Tardif	Isabella Salinas	Lisa Bellis
Christopher Berger	Jack Cox	Lisa Robles
Chun Lam	Jackie Conant	Lisa Swainston
Claudia Nicolescu	Jacqueline Saidanha	Liza Paul
Claudia Sutherland	Jamila Diwan	Lola Skytt
Coralie Dondas	Jan Mollenhauer	Lori Adler

Lori Anne Heckbert	Norman Javier	Shirley (Xin Yu) Yao
Lorna Reevely	Oded Aronson	Silvia Caicedo
Lorraine Stephany	Oleksandr Sein	Simran Mann
Lyne Lehoux	Olga Sein	Sita Welsh
Lynelle D'Silva	Olga Tabunshchikova	Sonia Yang
Lynne Kozina	Omar Hussaini	Sophia Liang
Malaika Fazal	Pak Wong	Stacy Henry
Malisha Gangat	Pam McPherson	Staney Varghese
Mara-Elena Nagy	Pamela Dias-Martyn	Stephanie Gunawan
Marcelle Killey	Pamela Khan	Stephanie Madden
Marcelo Castro	Pamela Richardson	Stephanie Martignago
Margaret Johnston	Pamela Shanks	Stephanie Matiz
Margaret Pavlin	Paran Nithyananthan	Stephanie Smith
Margaret Thomas (McKinlay)	Pat Douglas	Stephanie Yee
Maria Jimena Erazo	Patricia Nacsá	Stephen Smith
Maria Jose Garcia	Patricia Whipple	Steven Pukin
Maria Szkaradzinski	Patrick Chiu	Sue Gravelle
Maria-Josee Martinez	Patrick Wilson	Sue Lee
Marian Jen	Patti Service	Sunny (Suneela) Sikand
Marianne Langford	Paul Gordon	Susan Bates
Marianne So	Paul Lai	Susan Howse
Marie Maharaj	Paulina Loh	Susan Kurtz
Marjorie Gegear	Peter Finch	Susan Mador
Marni (Tak Yin) Tam	Peter Hopkins	Susan Medved
Martha Doney	Phoenix Horizon	Suzann Verhoeven
Martin Sneath	Phoenix Qing Ba	Suzanne de Grandpré
Martina Kelly	Ping Jin	Suzanne Taylor
Marty Green	Poonam Jit	Suzy Lyster
Mathea Labrovic	Prerna Agrawal	Synthia Tan
Maureen Muscott	Rade Markovic	Tahiat Mahboob
Maureen Shortt	Rahul 'Ricky' Pillai	Tanya Bosma
Maurice-Pierre Joanis	Raymond Tseng	Tasha Schmidt
May Lynne Fong	Rebecca Meilach Gould	Teresa Malaryk
Meenakshi Joshi	Ritu Dhupar	Tero Konttinen
Mehraj Anwar	Rob Charbonneau	Timothy Bunting
Melanie Devereux	Robert Kettle	Tina Chong
Melissa Walks	Roberta Jennings	Tony Soul Ojo-Ade
Melissa Wong	Rochelle Alleyne	Tove Fynbo
Melody Fu	Rosa da Silva	Tracey Lung
Merelene Khan	Rosalie Sussman	Tracey Morris
Michael Greenhow	Rose Lechow	Tracy Lam
Michael Hollingsworth	Rosemarie Johnson	Tracy Raso
Michelle Sundara	Rosie Dogantzi	Troudy Clark
Mikki Trigiani	Ruby Chong	Valerie Gow
Mila Beaudoin	Ryan Kraft	Vera Mraz
Mila Luka	Sabrina Cheng	Vera Pordage
Minakshi Dave	Sabrina Perrin	Vesna Rosales
Mirela Mrkonjic	Sai Kok	Victor Reano
Mirella Bertini	Sam Kamel	Victoria Adjete-Nelson
Mitch Klingler	Samantha Musah	Vinci Ip
Mitchell Bubulj	Samy Jo	Vivien Leong
Myriam Simon	Sandra Taves Bhutto	Vysnavi Vijayakulasingam
Na Li	Sandy Cooper	Wagner Lucas
Nancy Barber	Sandy Leung	Wai Louie
Nancy Bell	Sara Tavakoli	Wendy Goodman
Natasha Albione	Sarah Bennett	Wendy Yang
Natasha Bostic	Sarah Kirzinger	Will Tam
Natasha Damiani	Sarah Lasagna	Yashwanth Vel Shanmughanandam
Natasha Wong	Sarah Tasnim	Yasmin Coutry
Neil Jorgensen	Sean Kelly	Yingcui (Irene) Chai
Nick Downham	Semra Salkok	Yoky Yuk Wa Sham
Nicole Allen	Shafreeen Rajabali	Zaleena Faulds
Nicole Carpenter	Shaista Ghayas-Uddin	Zeljka Markovic
Nicole D'Angelo	Sharon Graham	Zero Moss
Nicole Smith	Sharon Kawabata	Zhiqiu Ye
Nimisha Nair	Sharon Pranjoto	Zuleyka Mora
Nkky Egwuenu	Sharonah Masson	
Nola Reynolds	Sheldon Fichtenbaum	
Norma Forrest	Shilla Shahlaee	

PLEASE NOTE: Statistics on long-time volunteers (5+ years of Festival service) were collected from information updated by TIFF Volunteers on their Volunteer Hub Profile tab as of June 22, 2023. If your name is missing, please update this information in your Volunteer Hub Profile for next year.