

## Policy 003: Volunteers

Adopted:

### **HERSHEY AREA PLAYHOUSE**

#### **POLICY 003**

#### **VOLUNTEERS**

Hershey Area Playhouse, as an all-volunteer organization, is appreciative for the support it receives from its cadre of volunteers. This policy is intended to guide the organization in its use of volunteer assistance in the performance of its mission.

#### **Volunteers**

Volunteers must meet one of the following criteria:

- Be at least 18 years of age.
- Be at least 14 years of age and volunteering with her or his parent who will be present with the minor volunteer at all times while present at the Playhouse during the performance of her or his volunteer duties.

Volunteers must be energetic, hardworking, team-oriented and self-motivated. Hershey Area Playhouse seeks qualified persons with the expertise and skills to help realize Hershey Area Playhouse projects and goals. Due to our production schedules and specific needs, we may not be able to accommodate requests to volunteer. Volunteers must adhere to all rules and procedures of Hershey Area Playhouse in order to continue to be used as a volunteer. Hershey Area Playhouse reserves the right to accept or reject any volunteer candidate based on the particular needs of the volunteer role in consideration of the health and safety of all involved.

Volunteers, due to their special positions within the Playhouse organization and their, at times, need to interact, direct the work of and oversee the safety and well-being of others in the organization during the performance of their responsibilities (including minor children and, at times, vulnerable adults) may be required to obtain state and/or federal criminal background checks including child abuse history certification. If volunteering

for one of the positions requiring such clearances, a prospective volunteer may not begin their duties as a volunteer until the necessary clearance(s) has been received, reviewed and approved by the designated Playhouse Board member.

### **While Volunteering**

While volunteering, a designated person will be the volunteer's main contact (House Manager, Director, Stage Manager, Set Construction Foreman, Box Office Director, etc.). During this time, the Playhouse will maintain some information about the volunteer, but only that information necessary for the volunteering role. The minimum information we will hold is given and family names, \ email address and phone. If the volunteer wishes, we will hold information of next of kin or of an emergency contact.

### **Expenses**

A volunteer does not receive payment or other reward for volunteering. However, volunteers may be reimbursed for out of pocket expenses if such expenses are made at the direction of or under the supervision of the volunteer's main contact and follow the approved purchasing procedure of the Playhouse. The Playhouse does not reimburse, travel expenses or subsistence expenses for volunteers.

### **Insurance**

Hershey Area Playhouse holds Public Liability Insurance. Note that as a volunteer, a person will have some cover under the Playhouse's Liability Insurance but note in particular that the volunteer may not be covered if she/he undertakes tasks that have not be authorized by the Playhouse.

We are not able to take responsibility for personal effects while at the Playhouse nor in its parking facilities.

### **Stopping Volunteering**

Volunteers are free to stop volunteering with us at any time. However, please understand that when a person volunteers, she/he makes a commitment to the Playhouse and we ask that the volunteer completes that commitment or at least that the volunteer provides the Playhouse with as much advance notice as may be necessary for the Playhouse to find a replacement volunteer for the position. We are likewise free to ask a volunteer to stop

acting as a volunteer at any time. We will endeavor to give the volunteer as much notice as we feel possible and reasonable under the circumstances.

### **Health and Safety**

While volunteers might not come under all the regulations pertaining in law to an employee, we expect them to follow the same health and safety policies as an employee in the workplace where those are relevant, practicable or required by law. Volunteers are particularly asked to note that they may be undertaking their volunteer roles at premises which may have temporary facilities, facilities that are under construction and facilities that may appear to be permanent, functional facilities but are, in fact, theatrical improvisations and are less substantial than they may appear. Volunteers are expected to be aware of their surroundings, particularly in the main theater and be familiar with the functionality of those facilities.

### **Confidentiality**

Volunteers may be privy to confidential information. A volunteer may be given, or otherwise find out, username/passwords or keys giving access to data and information. The Volunteer may use these only for assigned tasks as appropriate. A volunteer may not pass on that information to others without specific agreement from the Playhouse contact.

### **Concerns**

If a volunteer is not happy with some aspect of her or his volunteering, that issue should be brought to the attention of the main contact. If that is not possible or advisable, or the discussion does not lead to a satisfactory outcome, the volunteer should discuss the issue with a member of the Board. If matters are still not resolved, the Chairperson of the Board will be asked to consider the situation and decide on a way forward. The Chair's decision will be final.

If the Playhouse feels dissatisfied with a volunteer's performance, or conduct, the main contact will discuss the issue informally with the volunteer first. If a mutually satisfactory way forward cannot be found, the main contact will ask a board member to look into the matter. If this fails to find a solution, the Chairperson will be asked to consider the situation. The Chair's decision will be final.