

# VOLUNTEER HANDBOOK

February 2023

Town Hall Theatre Company (hereinafter “THT”) depends on our community to come together to contribute and support our mission which is “growing and sustaining high quality theatre, education, and live entertainment that enriches, enlightens and engages our community.” The purpose of this handbook is to outline some policies, procedures, and expectations associated with volunteering at THT. This document cannot provide guidance for every possible circumstance that may arise during your time as a volunteer and is not intended as an exhaustive resource for all THT policies. Volunteers that desire elaboration on specific policies should refer to official policy documentation or an appropriate THT Staff Member.

This Handbook is not intended to provide all of the information required to perform the duties of a Volunteer. THT will provide you with a specific job description and/or training as the position or task requires.

## 1. DEFINITION OF ROLES

**VOLUNTEER** - any person who performs services without compensation, other than reimbursement for actual expenses incurred, or in certain circumstances, travel expenses. Reimbursements will not be issued without an express written agreement from an authorized THT Staff Member.

THT will only cover or reimburse travel expenses in specific circumstances and when agreed to in writing beforehand.

Either THT or a Volunteer may conclude the volunteer relationship with or without advance notice at any time and for any reason, and no term in this Volunteer Handbook will alter or restrict the right of THT or a Volunteer to end the volunteer relationship accordingly.

**THT STAFF MEMBER** - a paid employee of THT.

**VOLUNTEER FACILITATOR** - a THT Staff Member or contractor who facilitates, coordinates, oversees, or directs a Volunteer or group of Volunteers. Examples include but are not limited to a House Manager overseeing Bartenders and Ushers or a Stage Manager overseeing a volunteer deck crew.

## 2. PAY, COMPENSATION, AND TRAVEL EXPENSES

As a Volunteer you are not entitled to any pay or other compensation.

- a. THT does not collect tips on behalf of any Volunteers or employees.
- b. THT may choose to reimburse a Volunteer's reasonable expenses incurred while traveling on THT business only if terms are expressly agreed to in writing with an authorized THT Staff Member in advance.

## 3. STANDARDS OF CONDUCT

THT does its best to provide Volunteer opportunities to any member of our community who is interested. However, we require our Volunteers to adhere to certain Standards of Conduct for the safety, comfort, and enjoyment of our Volunteers, Patrons, and Staff.

### Anti-harassment Policy

THT prohibits its employees or Volunteers from engaging in unlawful harassment against individuals on the basis of race, color, creed, national origin, religion, gender, sexual orientation, pregnancy, genetic information, age, physical or mental disability, veteran status, marital status, or any other protected classification under federal, state, or local law. Conduct considered harassment is defined below. This policy applies in all volunteer settings, whether or not occurring on THT property, and to all aspects of the volunteer relationship. Furthermore, THT aims to protect its Volunteers from harassment by non-volunteers or non-employees and will take appropriate steps to remedy any such harassment.

Volunteers violating this policy will be forbidden from volunteering. Instances of harassment are serious matters, and we strongly encourage Volunteers to make every effort to uphold and support THT's anti-harassment policy. This includes reporting all instances of harassment to a Volunteer Facilitator or THT Staff Member. It is THT's policy to promptly investigate any reported instance in a thorough manner. THT forbids any retaliation against those who report or investigate harassment.

## Sexual Harassment Defined

For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when such conduct has the purpose or effect of unreasonably interfering with an individual's volunteer performance or creating an intimidating, hostile, or offensive volunteer environment.

Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or a different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess, or sexual deficiencies; leering or whistling; repeated uninvited physical contact or touching, such as patting, pinching, or grabbing another's body; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal, written, or visual conduct of a sexual nature regardless of the rank, position, gender, or sexual orientation of those involved. Sexual harassment may occur through transmission using the THT's electronic communications system or through other online conduct. Gender-based harassment, that is, harassment not involving sexual activity or language (e.g., a manager yells only at volunteers of a different gender but not of their own gender), may also constitute discrimination if it is severe or pervasive and directed at volunteers because of their gender.

## Harassment Defined

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is defined as verbal, written, or physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law or that of their relatives, friends, or associates, and that a) has the purpose or effect of creating an intimidating, hostile, or offensive volunteer environment; b) has the purpose or effect of unreasonably interfering with an individual's volunteer performance; or c) otherwise adversely affects an individual's volunteer opportunities.

Harassment includes, but is not limited to, epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is circulated in a work setting, whether by being posted on THT premises or communicated via email, phone, text messages, online forums, or other means.

## Harassment and Discrimination Complaint Procedure

In order to maintain a safe and enjoyable work environment, it is imperative that any volunteer who believes that they have been the victim or witness of harassment or discrimination, as prohibited by this policy or law, should immediately report such behavior to a Volunteer Facilitator. Discrimination or harassment should be reported whether engaged in by a volunteer, employee, independent contractor, vendor, supplier, patron, or any other party that conducts business with THT.

Many times individuals are not even aware that their behavior is harmful to others. If they feel comfortable doing so, victims and witnesses of harassment or discrimination have the option to first seek to remedy the situation informally by notifying the offending party that their actions are not welcome and are believed to constitute a violation of THT policy. If warranted by the situation, this type of open and frank discussion can help resolve problems before they escalate to the point of irreparably harming working relationships. However, victims and witnesses that do not feel comfortable trying to resolve the problem

verbally should immediately report the offending behavior to a Volunteer Facilitator.

Upon receiving a report of harassment or discrimination, THT will promptly complete an investigation to determine the merits of the allegations, discover the nature and extent of the improper behavior, and, if necessary, determine the proper corrective action to take. THT may take any legal steps it believes are necessary in making its investigation, which may include, without limitation, reviewing electronic communications and conducting interviews of any individuals who may have information relevant to the allegations. THT will make every effort to keep the investigation as confidential as possible under the circumstances while still being as thorough in its efforts as is necessary to do its due diligence.

## Misconduct

Misconduct may lead to an environment that is unsafe, uncomfortable, or otherwise unacceptable and is not tolerated by THT. Examples of misconduct that may result in dismissal include, but are not limited to, the following:

- Engaging in insubordination or disobedience to the legitimate orders of a Volunteer Facilitator or THT Staff Member
- Repeatedly arriving tardy
- Repeated absences without notice
- Dishonest behavior
- Illegal discrimination or harassment
- Disorderly conduct, such as violence or threats of violence or blackmail,
- Violating THT procedures or instructions
- Failure to abide by health or safety regulations
- Excessive use of obscene, profane, or abusive language
- Misusing Town Hall Theatre Company property, including using property without authorization; using Town Hall Theatre Company property improperly; or damaging, destroying, or stealing property
- Possession or use of weapons or other dangerous items or materials on Town Hall Theatre Company property
- The appearance of inebriation before or during a volunteer activity

- Consuming or appearing to consume an alcoholic beverage during a shift
- Failure to disclose conflicts of interests
- Unauthorized use or disclosure of Town Hall Theatre Company's confidential information
- Conviction of a crime that indicates you are unfit to volunteer for THT or represent a potential threat to Company personnel or operations
- Violating applicable laws or regulations in performing your duties
- Violating any other THT policy or rule.

## 4. DRESS CODE

Volunteers are expected to maintain a clean, orderly, and well groomed appearance. Specific dress standards will vary depending on the position and responsibilities of each Volunteer and should be communicated by THT at time of sign up.

## 5. REQUIREMENTS FOR VOLUNTEER POSITIONS

Below are definitions and requirements of select volunteer positions. There may be additional requirements for each position, so please consult with a Volunteer Facilitator.

In order to make each Volunteer's time at THT safe and enjoyable we strongly encourage them to share their access needs with THT before arriving for their volunteer duty.

### Volunteer Bartenders

These are volunteers who work behind the bar under the supervision of the House Manager.

- A volunteer bartender must be at least 21 years old (no exception) and trained to the House Manager's satisfaction.
- A volunteer bartender may be required to provide photo ID to prove they meet the age requirement

- A volunteer bartender is required to move quickly, be welcoming to all patrons, feel comfortable denying service to anyone who cannot prove they are of legal drinking age or they believe has been overserved, and can do the appropriate math quickly.
- Beginning August 31st 2022, any alcohol server must have a valid RBS certification from an ABC accredited RBS training provider. Volunteers can take this training online and bring the House Manager their certificate.

## Volunteer Ushers

While we have a long-standing relationship with the National Charity League we try to make space for anyone else who is interested in ushering.

- A volunteer usher must be at least 13 years old unless volunteering with a parent.
- A volunteer usher is required to move comfortably up and down the aisles, walk up and down the house stairs, see comfortably in low light (though flashlights are provided), and be welcoming to all patrons.
- In an emergency, a volunteer usher may be required to assist patrons under the direction of the House Manager.
- Ushers will be required to stay after a performance to pick up trash from the house.

## Volunteer Builders

These are volunteers who assist in building sets and other scenic elements for our programs.

- A volunteer builder must be available at regular days and times arranged with the Technical & Facilities Director
- A volunteer builder must be comfortable with and proficient using tools such as table saws, drills, chop saws, or other equipment, and must be comfortable and able to lift heavy objects such as lumber, scenic elements, and equipment.
- A volunteer builder will be required to sign an insurance waiver.