



VOLUNTEER HANDBOOK

Version 1.3

October 2023

Cain Center for the Arts Volunteer Handbook

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From the Executive Director

Dear Cain Center Champion:

Thank you for committing your time and special talents to Cain Center for the Arts. At Cain Center, we believe that when people come together for a common cause, the whole community is strengthened. When you become a Cain Center Champion, you support and participate in a wide variety of community activities and events, such as concerts, exhibitions, street fairs, classes, and much more. When you help us, you help our community grow stronger while positively impacting the lives of others... and yours, too!



We hope you enjoy your investment of time with us! Please know that you are a valued member of our extended 'family' as we continue to spread the word about Cain Center and its programs and services throughout the community. If you have suggestions on how we can improve any aspect of operations, please don't hesitate to contact me or another member of the Cain Center staff.

Sincerely,

A handwritten signature in black ink, appearing to read "Justin Dionne". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Justin Dionne, Executive Director
Cain Center for the Arts

About Cain Center for the Arts

All Cain Center Champions are expected to understand and embrace our overall mission, vision, and core values.

Cain Center Mission

To provide exceptional visual arts, performing arts and social experiences in the Lake Norman region.

Our Vision

We want to empower children and adults alike to create, experience, and enjoy the arts, right here in the heart of the region where they live, work, and play.

Our Values

- **INSPIRATIONAL:** To be a center that inspires and encourages creativity.
- **COMMUNITY-CENTERED:** To be a center that serves everyone. To expose, invite, and engage as a destination for all members of the community.
- **CREATIVE:** To service as a hub of creativity, providing a platform for unique and individual expression.
- **ENTERTAINING:** To provide a holistic experience that produces valuable, enjoyable experiences while also focusing on comfort.
- **EDUCATIONAL:** To be a center where the arts and education connect.

Our Story

Cain Center for the Arts is a source of creative expression and serves as a community hub for the people of the Lake Norman region and beyond. Beginning as a public-private partnership, the project's extensive individual and corporate support shows a powerful demonstration of the arts facility's community investment and value. A foundational gift from philanthropists Ericka and Bill Cain paved the way for a highly successful capital campaign that included over 1,000 unique donors and robust support from business and municipal organizations like the Town of Cornelius, United Community Bank (formerly Aquesta Bank), Mecklenburg County, the State of North Carolina, and more.

Located in the heart of Old Town Cornelius, Cain Center for the Arts first raised its curtain in 2023 to offer visual art experiences, performing arts events, diverse arts education, and lively social experiences to the Lake Norman community and beyond. The 32,000-square-foot facility includes a beautiful gallery area, two sizeable classrooms and a dedicated dance studio, and an impressive

400+ seat theater with balcony. The building is situated on 1.85 acres and includes a sizeable greenspace including an outdoor plaza. This greenspace enhances the approachability of the arts to the community, as it provides an ideal location to participate in events like the bi-annual 'Tawba Walks and Second Fridays. All spaces have the ability to be used for community events, and Cain Center for the Arts is currently developing a formal rental program to increase the accessibility for others to utilize this regional amenity. The facility has served as a catalyst for business and residential growth in downtown Cornelius and expands the footprint of Charlotte's vibrant arts landscape.

Cain Center for the Arts' facilities enable the nonprofit to bring in inspiring programming from performing and visual artists, provide quality education in the creative arts for both youth and adults, and offer community impact programs that enable arts accessibility for area students. Cain Center for the Arts now employs nine people full-time, hosts nearly 40 performances per season, offers eight visual art exhibitions per year, provides 18 artistic professionals with teaching opportunities, and supports over 3,000 students through our community impact programs.

With regards to the facility, great consideration was placed in creating a vibrant and welcoming space that still honors the historic character of Cain Center's neighbors. The venue's masonry exterior serves as a nod to mill buildings in the area, while the unique glass curtain wall creates a modern blend for downtown. The glass curtain wall and plentiful windows allow the public to get a preview of what Cain Center for the Arts has to offer before even walking through its doors, and the first-floor visual art gallery's windows provide an inviting view for pedestrians passing by. Cain Center for the Arts is open to the public Tuesday through Friday from 10am-4pm. During these hours, the public has access to art exhibitions, inviting public workspaces, and free wi-fi.

Since its opening, Cain Center has provided a popular new attraction for the region and has garnered even more support from the area. Cain Center continues to receive generous private donations of over \$650,000, and the list of corporate sponsors has expanded to include Ingersoll Rand, Atrium Health, Irvin Law Group, McIntosh Law Firm, Lake Norman Realty, North Main Financial Group, Greer Walker, Pepsi, and Quest, among others. The synergy around Cain Center is remarkable, and its success is reflective of the community's widespread support for the organization's merit.

Cain Center Champions: Our Volunteer Force!

Volunteers are the backbone of Cain Center operations. Except for a small staff, Cain Center is supported by volunteers – our Board of Directors, our Advisory Board, and our Champions. The involvement today of our Champions greatly extends the range of the programs the Cain Center can offer our community.

How We Are Organized

As a non-profit organization, Cain Center operates with a volunteer board and small paid staff. The Chair of the Cain Center Champions is a board-level position and, as such, reports to the Chair of the Board.

Cain Center departments will convey volunteer needs (event type, date, hours needed) to the Donor & Patron Services Associate. This person will reach out to Cain Center Champions to schedule each event and monitor participation.

2023-24 Board of Directors

Paul Newton, President

Jean Bock, Vice President

Douglas Marion, Treasurer

Cynthia Bush, Secretary

Greg Wessling, Past
President

Pat Bechdol, Past Vice
President

Tracey Stehle

Joshua Dobi

Kate Gaither

Tara Jaketic

Bill Morgan

Susan Irvin

A.K. Matheson

Zackary Toof

Caroline Mullan

Dale Gilmore

Ryan Lefebvre

Staff and Contact Information

Name	Title	Email
Justin A. Dionne	Executive Director	jdionne@cainarts.org
Simone El Bey	Director of Visual Arts & Education	selbey@cainarts.org
Sara Gibson	Director of Operations	sgibson@cainarts.org

Brandon Kincaid	Technical Director	bkincaid@cainarts.org
Amanda Sloan	Director of Marketing & Public Relations	asloan@cainarts.org
Rodger Clark	Director of Development	rclark@cainarts.org
Anita Overcash	Development Associate	aovercash@cainarts.org
Adam Rich	Director of Ticketing and Patron Services	arich@cainarts.org
Deborah Stockinger	Donor & Patron Services Associate	dstockinger@cainarts.org
Rachel Trott	Studio Program Coordinator	rtrott@cainarts.org

Purpose, Expectations, and Code of Conduct

Cain Center Champions Purpose Statement

To support the mission of Cain Center for the Arts by providing properly trained and engaged volunteers.

Expectations of Champions

- To have a heart in the interest of the people and communities Cain Center serves.
- To understand the Cain Center mission and goals.
- To abide by the commitment that you make.
- To speak up, ask questions, and share ideas.
- To continue to grow and learn more about your volunteer task, and Cain Center.
- To treat people with loving kindness and open communication, regardless of age, income, ability, background, sex, or religion.
- To act as a responsible member of our Cain Center family, learning the give and take necessary for the common good.
- To be a voice for Cain Center in your community and a voice for your community in the Cain Center.
- To seek joy in your volunteer service. Having fun is an essential part of volunteering at Cain Center.

Cain Center Champions Code of Conduct

- Volunteers will interact with participants, other volunteers and staff with respect and consideration, treating everyone equally regardless of sex, race, religion, culture, or sexual orientation.
- Volunteers will portray a positive role model and act in a caring, honest, respectful, and responsible manner, maintaining an attitude of patience, courtesy, tact, and maturity.
- Volunteers will appear clean, neat, and appropriately attired.
- Volunteers will report to work on time as scheduled or notify the supervisor.
- Volunteers will carry out required assignments and follow instructions.
- Volunteers must be free of physical and psychological conditions that might adversely affect participants' physical or mental health.
- Volunteers will not discuss confidential matters with anyone outside of the Cain Center or anyone unauthorized. Lists of participants, confidential materials, and restricted information will not be removed from the facility or discussed with or shown to anyone under any circumstances without authorization.
- Volunteers will not carry weapons onto the property of Cain Center of the Arts.
- Volunteers will not steal or attempt to steal property.
- Volunteers will not use the internet inappropriately.
- Volunteers will not use profanity, abusive language, tell inappropriate jokes, or share intimate details of personal life in front of participants, staff, or other volunteers.
- Volunteers will not smoke or use tobacco on Cain Center property or at special events off the property.
- Volunteers will never report to the Cain Center under the influence of alcohol, intoxicants, or drugs. The possession, use, manufacturing, or distribution of illegal drugs, alcohol and/or prescription drugs within the programs, activities, and premises of Cain Center.

Volunteer Position Descriptions

Skills, Capabilities and Time Commitments – ALL POSITIONS

- Demonstrated capability to conduct oneself in a calm and professional demeanor when dealing with the public and/or with difficult situations.
- Ability to work well with a diverse group of staff and volunteers.
- Willingness to adjust hours to accommodate the needs of Cain Center for the Arts
- Ability to effectively manage a wide array of tasks, and responsibilities.
- Must be available for special events and training.

- Must arrive on time and follow Cain Center attendance guidelines.
- Must attend volunteer information/training sessions prior to the event.
- Must follow Cain Center dress code for events.
- *Cain Center will not knowingly discriminate against any volunteer who is physically or mentally disabled, has been disabled in the past, or who is perceived to be disabled provided that the individual is qualified to perform the essential duties of his/her volunteer assignment, with or without reasonable accommodation.*

The Front of House Team

Head Usher

- Provide first class service to all patrons and people at Cain Center for the Arts.
- Head Usher must be knowledgeable in all roles for the FOH and be able to assist any role when needed.
- Must be proficient and comfortable to operate computer software including E-Tix.
- The primary duty of the Head Usher is to assist & support the Theater Ushers and the Event Manager. (give breaks, assist in seating patrons, etc.)
- Provide information to patrons about Cain Center for the Arts and the specific performance questions (artist information, merchandise, intermission, length of show, etc.)
- When not assisting the Theater Ushers, the Head Usher will roam the lobbies and courtyard to ensure each patron's needs are met, questions are answered, and the facility is clean and presentable.
- Head Usher will work closely with the Event Manager to determine FOH procedures, FOH cleanliness and staffing needs.
- Head Usher is to report to duty 30 minutes before the doors open and must remain present 15-30 minutes after the performance is complete or at the discretion of the Event Manager.
- This position requires standing during the Pre-Performance and Post-Performance.

Usher

- Provide first-class customer service to all patrons entering the theater.
- Pre-Performance: Greet patrons with a friendly smile, check patrons' tickets to ensure they are in the correct area, assist patrons to their seats.
- Be at your assigned location 15 minutes prior to doors opening to assist patrons with questions.
- During Performance: Monitor assigned seat areas to ensure all theater policies are being followed (no cell phone usage, theater cup policy, and artist recording requests, etc).

- Post-Performance: Assist patrons to ensure everyone exits the facility safely and picks up any large pieces of trash in assigned location.
- Theater Ushers are to report to duty 30 minutes before the doors open and must remain present during the entire performance and for a minimum of 20 minutes after performance to ensure patrons exit safely.
- Theater Ushers will be stationed inside the theater during the performance to ensure the safety of their area; expected to act responsibly and respectfully during their entire shift including while in the theater during the performance.
- Theater Ushers will be standing during Pre-Performance and sitting & standing during Performance and Post-Performance.

Ticket Scanners

- Provide first-class customer service to all patrons and people entering Cain Center for the Arts.
- Ticket scanners are to greet each patron with a smile and scan their ticket either on their phone or on paper and provide assistance to any patron unable to locate their tickets.
- This includes helping a patron find their digital tickets in their phones wallet or assisting the customer in finding their confirmation email and downloading the ticket to their digital wallet.
- Ticket scanners must be able to help patrons with general questions such as locating restroom facilities, theater entrances, and Guest Services.
- Ticket scanners will check out their equipment from the Event Manager at the start of their shift and return at the end of their shift.
- Ticket Scanners are to report to duty 30 minutes before the doors open and must remain present 30 minutes after the theater doors close for the performance.
- This position requires standing for the full hour.

Greeters

- Provide first-class service to all patrons and persons at Cain Center for the Arts.
- The Greeter will be positioned throughout the lobby and front doors to greet each patron with a smile, ask if they can be of any assistance and ensure patrons have their tickets.
- The Greeter must be personable and be able to interact with patrons and answer any questions including assisting with location of donor bricks.
- The Greeter will also ensure the well-being of the courtyard and outside spaces (when opened) of Cain Center for the Arts.
- Greeter is to report to duty 30 minutes before the doors open and be in lobby and courtyard available for customer assistance 15 minutes before doors open.

- Greeter must remain on duty until 15 minutes after the performance starts. This position requires standing and walking for the duration of the shift.

Donor Lounge Attendant

- Greet all patrons entering the Donor Lounge with a friendly smile.
- Check patrons' credentials to ensure entrance into Donor Lounge is allowed.
- Attendant must be able to assist customers with general Cain Center for Arts questions (bathroom locations, drink policy in theater, etc.)
- Once performance starts, the main responsibility will be assisting the donor team in tearing down Donor Lounge.
- This will include helping clean Donor Lounge, storing any unused food and beverage, and ensuring the area is ready for the next performance or event.
- Donor Lounge Attendant is to report to duty 30 minutes before doors open.
- Donor Lounge Attendant must remain present through intermission or 30 minutes after performance has started (whichever is first).
- This position is a sitting position.

Gallery Attendant

- Provides first class customer service to all patrons in Cain Center for the Arts and the art gallery.
- Gallery Attendant will primarily be based in the art gallery interacting with patrons before the performance and during the intermission.
- Gallery Attendant will have general knowledge of current exhibit, classes offered, oversee all art pieces to ensure they are not being touched or tampered with, and answer general questions regarding Cain Center for the Arts classes and programs.
- Gallery Attendant is to report to duty 30 minutes before the doors open and must remain present through intermission.
- If there is no intermission, Gallery Attendant must remain present 15 minutes after performance has started.
- This position requires standing during the duration of the Pre-Performance and Intermission.

Coat Check

- Provide first-class customer service to all patrons in Cain Center for the Arts.
- Coat Checkers will be responsible for the safe storage of patrons' coats and other personal items patrons may want to check.

- Coat Checkers must tag and inventory all patrons' items and organize and store them in a respectful manner in the proper storage area.
- Coat Checkers will provide a coat check slip upon receiving the patron's item and the patron will turn in the slip when they are ready to leave.
- Coat Checkers must retrieve the patrons' items in a respectful manner and ensure all items are as they were when they were turned in.
- Coat Checkers are to report to duty 30 minutes before the doors open and must remain on duty until all items are retrieved by patrons (typically 30 minutes after the performance is complete).
- This position requires sitting, standing & walking to and from the coat check closet throughout the night.
- While the performance is underway, Coat Checkers are expected to remain at Guest Services.
- Provide Customer Service to patrons who have questions during the performance and assist Head Usher and Event Manager in keeping cleanliness in the FOH.

The Program Team

The Program Team assists staff with program activities, various projects, and day-to-day tasks around the office as needed. This includes updates to inventories, assistance with mailings, data entry and other office-related tasks.

Skills, Capabilities and Time Commitments

- Demonstrated capability to conduct oneself in a calm and professional demeanor when dealing with the public and/or with difficult situations.
- Ability to work well with a diverse group of staff and volunteers.
- Willingness to adjust hours to accommodate the needs of Cain Center for the Arts
- Ability to effectively manage a wide array of tasks, projects, and responsibilities.
- Must be available for information/training session.
- Must arrive on time and follow Cain Center attendance guidelines.
- Must attend volunteer information/training sessions prior to the event.

Visual Arts Program Volunteer

Duties include:

- Assists with inventory management by counting and organizing class materials and supplies in supply closet.
- Sign in students for classes and Open Studios
- Accept payments using Clover system for art purchases and class supplies.
- Updates inventory supply trackers and reports low supplies to staff.
- Accept Cornelius Arts Center deliveries and alert staff; confirm delivery contents with packing lists as needed.
- Greet visitors and students and share exhibit details.
- Assists in reorganizing supplies in supply closet and around the center as needed.
- Assists in data entry as needed.
- Assists staff with special projects.

Time Commitment:

This position requires a six-week time commitment at a set day and time.

Administrative Support Volunteer

Duties include:

- Assists with inventory management by counting materials and supplies.
- Updates inventory supply trackers and reports low supplies to staff.
- Assists in reorganizing supplies in supply closet and around the center as needed.
- Assists in stuffing brochures and assembling of other materials.
- Assists in hand addressing envelopes for mailings, sealing, and adding stamps to outgoing mail.
- Assists in data entry as needed.
- Assists staff with special projects.

The Street Team

The Street Team assists in community and special events. These events help to raise awareness about Cain Center for the Arts. The Street Team will hand out materials, answer questions, and update the public on Cain Center activities and initiatives related to programming, operations, and campaigns.

Duties

- Attends community and special events and represents the Cain Center
- Delivers information about Cain Center to the public.
- Stays up to date with FAQ/talking points about Cain Center, as well as the center's ongoing campaigns.
- Assists with setup and breakdown of materials at events as needed.
- May assist in programming activities at tent (including children's activities, etc.)

Skills, Capabilities and Time Commitments

- Demonstrated capability to conduct oneself in a calm and professional demeanor when dealing with the public and/or with difficult situations.
- Ability to work well with a diverse group of staff and volunteers.
- Willingness to adjust hours to accommodate the needs of Cain Center for the Arts
- Ability to effectively manage a wide array of tasks, projects, and responsibilities.
- Must be available for special events and training.
- Must arrive on time and follow Cain Center attendance guidelines.
- Must attend volunteer information/training sessions prior to the event.
- Must follow Cain Center dress code for some events.

Volunteer Policy & Procedures

Parking for Volunteers

When you volunteer, you can park in the following locations:

- Loading dock and private drive behind Cain Center – first come, first served.
- Public parking spaces in downtown Cornelius (behind Town Hall, etc.)
- PLEASE DO NOT park in Oak Street parking lot unless you are volunteering at the Cornelius Arts Center location.

Patron Complaints

Cain Center for the Arts customer service policy is to provide a high-quality experience to every patron. All complaints, no matter how small or large should be handled seriously and addressed promptly.

Procedures for resolving patron complaints:

- Duplicate Tickets: Obtain the patron's exact seating location (level, row, seat) and the last name under which they ordered tickets and report to the Patron Services & Volunteer Coordinator.
- NEVER argue with patrons. Listen carefully, looking at the patron.
- Try to resolve the complaint to the patron's satisfaction.
- Report all patron complaints/comments to the Patron Services & Volunteer Coordinator or a staff member as appropriate.
- Never interrupt the patron while they are speaking.
- Communicate what you can and will do, not what you cannot do, such as, "I will report your concern to my supervisor immediately" instead of "I'm sorry, there is nothing we can do about that."
- If a patron asks a question to which you do not know the answer, say, "I'm sorry I do not know the answer to your question, but I will find out and report back to you", instead of, "I don't know!"

Volunteer Conduct at Events (Front of House Team)

- No loud talking or inappropriate behavior.
- No cell phone usage during working hours (voice or text).
- No food, snacks, drinks, including water, in the theater.
- No slouching or leaning against railings, walls, seats, etc.

- Do not move in and out of the House except when duties require it.
- Do not use your flashlight for anything other than guiding patrons or reading tickets.
- Greet all Patrons appropriately.
- Address all guests with respect. Use “please” and “thank you”.
- Do not add chairs to the inside of the House. The maximum number allowed by the Fire Marshall has already been placed.
- Please refrain from negative personal opinions regarding the event in front of patrons or on social media.
- Never talk in the theater after the show begins.
- No gum chewing in the lobby or theater.
- Do not stand with your hands in pockets or arms crossed in front of chest.
- Never point. Use your whole hand to indicate direction.
- Please do not smoke while you are in uniform. If you must take a smoke break, remove your vest and only smoke in designated areas (i.e., outside).

Remember, our goal is to greet our guests warmly, respond to their needs/questions kindly and with respect, and lastly, provide a positive experience that will encourage them to return to the Cain Center.

Under NO circumstances should ushers touch a patron unless they are asked for assistance.

Patrons with Disabilities

Cain Center for the Arts is committed to providing all our patrons with a comfortable and enjoyable experience. Our goal is to make the cultural arts accessible to people with disabilities by removing barriers and providing opportunities.

People want to be known for who they are as a person, not as a disability. For this reason, we must always put the person first, and their disability second. We should even consider whether we need to refer to the disability at all.

The principle of “Person-First Language” applies to all people with a disability, including those with a physical disability. Hence a person is not physically disabled; rather the person HAS a physical disability.

When talking about a person with a physical disability, avoid using words such as “crippled” or “spastic.” There are more appropriate terms to use. Be specific. Instead of saying a person is physically disabled, you can say a person has a spinal injury, or cerebral palsy, or paraplegia. When talking about people who use a wheelchair to get around, we can say, “He is in a wheelchair.”

Avoid using terms such as "wheelchair-bound" or "confined to a wheelchair." These terms suggest that being in a wheelchair is a burden or a bad thing. For some people it is a burden, however for many people it is simply their way of getting around. They do not see a wheelchair as being a restrictive device that stops them from being human; it is just an alternative to walking.

Only offer to assist when asked.

Inclement Weather Policy

Most activities at the Cain Center are scheduled months in advance. Occasionally, inclement weather is predicted for the day of a performance, rehearsal, or other event. Patrons and staff are naturally concerned about the status of the performance and the general operations of the Cain Center.

In the event of inclement weather and an event is cancelled, volunteers will be notified by email and phone. Otherwise, all volunteers are expected to report for duty.

If you are uncomfortable reporting to work in inclement weather, please send an email to volunteer@cainarts.org to notify us of your cancellation. This will prevent you from being listed as a no-show in our scheduling system and help the staff adjust staffing positions due to shortages.

Absenteeism

In the situation where you are unable to fulfill your specific duties as a Champion, please notify the Patron Services & Volunteer Coordinator or other Cain Center Staff as soon as possible but no later than 48 hours prior to the event. *Please do not fill your slot yourself.*

Cain Center Champions are expected to begin work at the designated start time for assigned shifts, so please plan to arrive at your scheduled start time – this will allow you to arrive and get settled before beginning your shift.

Cain Center Champions who either miss a shift without notifying the Patron Services & Volunteer Coordinator or who are late to more than two shifts will be removed from the “active” volunteer pool. The Patron Services & Volunteer Coordinator will then contact the volunteer to discuss the situation and develop mutually agreeable next steps.

Reasons for Dismissal

Tardiness – It is crucial that all volunteers arrive on time. Later arrivals can affect the entire operation. Front of House Team members checking in AFTER the House Manager usher meeting two times without a legitimate reason will be removed from the “active” volunteer pool. In

unavoidable circumstances, a phone call to the Patron Services & Volunteer Coordinator BEFORE the roll call is necessary.

The following infractions are considered unprofessional and will constitute grounds for dismissal from the Cain Center Champions program.

- Discourteous behavior toward guests or other Front of House staff.
- Being uncooperative with the Supervisor, House Managers, or other Cain Center management.
- Continued violations of improper dress or appearance.
- Repeated failure to perform the duties as described in the job description.
- Unwillingness to accept any position assignment.
- Grumbling and/or complaining that interferes with team spirit.

Dress Code

For Front of House Team: Cain Center will provide vests for all team members. These are checked in and out for each shift. Team members are asked to wear long black pants or a skirt that is below the knees, long sleeved black top, and black closed-toed shoes.

For all others, please wear long pants, crew shirt or other casual top; comfortable, close toed shoes.

Registration for Volunteer Opportunities & Training Sessions

Registration for all volunteer opportunities, including events, is done through Vsys online at volunteer.cainarts.org. All questions may be addressed to the Donor & Patron Services Associate.

Theater Information, Seating Chart, and House Policies

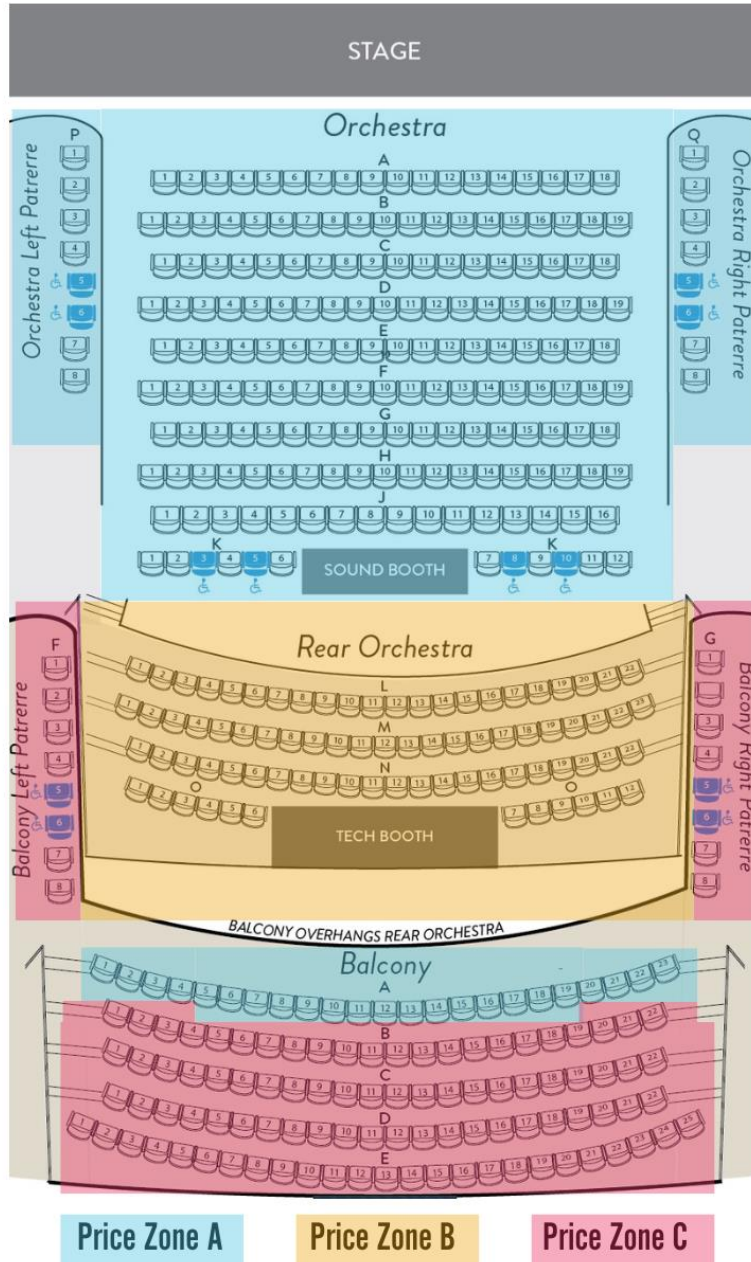
Food and Beverage

- Outside Food and Beverage is not permitted in the facility.
- Patrons may purchase beer, wine, mixed drinks, and Pepsi products from the mobile bars in the lobbies. All beverages must be served in lidded Cain Center for the Arts cups.

Late Seating: Late seating will be determined per-show and communicated 15 minutes prior to doors opening.

CAIN CENTER FOR THE ARTS

Theatre Seating Chart



Other Important Information

Your Rights as a Volunteer

- To be treated as a partner and friend.
- To have a meaningful assignment with consideration for your individual interests, skills and life experiences.
- To be kept in the know about Cain Center programs, policies, and people through frequent communications that may include conversations, meetings, memos and newsletters.
- To receive thoughtfully planned and effectively presented orientation and training for your volunteer position.
- To receive continued education and training, including information about new developments and training for greater responsibility.
- To receive sound guidance and direction by someone who is experienced, well informed, patient, and thoughtful and has time to invest in you as a volunteer.
- To be assured of accurate record keeping that includes hours of service, recognition received, and contributions and accomplishments.
- To be treated respectfully and to be given equal consideration for all volunteer assignments, regardless of age, income, disability, sex, background, or religion.
- To being offered a variety of experiences through promotions and or assignments of more responsibility, through transfer from one assignment to another, and through special assignments.
- To be heard, to have a part in planning, to feel free to make suggestions, and to have respect shown for an honest opinion.
- To be recognized in the form of promotion, awards, and simple day to day expressions of appreciation
- To receive respect from Cain Center Staff
- To enjoy a work environment that is energetic and conducive to work and fun.

Safety and Health Rules

Volunteers are to observe all safety and health rules and use care to prevent accidents. The following list is not inclusive:

- Observe all hazard warnings and no smoking signs.
- Use all safety equipment required for your assignment, including wearing appropriate personal protective equipment for eyes, face, head, hands, and other extremities.
- Know the location of fire/safety exits and evacuation procedures.
- Keep all aisles, walkways, working areas, and emergency equipment free of obstacles.
- Refrain from running, fighting, horseplay, or distracting others.
- Please report any unsafe items to the closest Cain Center staff person immediately.

Misconduct

Volunteers are expected to behave in a manner that is consistent with Cain Center mission, values, and goals. Cain Center does not tolerate misconduct. Some examples of misconduct include, but are not limited to:

- Discriminatory behavior or harassment.
- Child abuse, molestation, or indecent exposure.
- Failure to report arrest or criminal conviction.
- Mistreatment or neglect of members, guests or Cain Center participants.
- Falsification of any Cain Center records.
- Theft of or willful damage to Cain Center property or to the property of others.
- Dishonesty in any form.
- Abusive or profane language.
- Fighting or threatening to harm another person.
- Possession of a weapon.
- Being under the influence of drugs or alcohol on Cain Center property or while representing the Cain Center as a volunteer.
- Possessing, distributing or manufacturing controlled substances.
- Horseplay, unsafe or dangerous behavior.

Use of Cain Center Information

Information regarding membership lists, participation fees, donors, financial aid, planning, medical conditions, and other information is confidential and should be kept within the Cain Center and should be shared within the Cain Center only with those who have a legitimate need to know, as determined by management.

Arrest & Criminal Conviction of a Volunteer

A volunteer is required to report an arrest or criminal conviction to the Cain Center. The report should be made promptly: within 5 days of the arrest or conviction or prior to any additional volunteering, whichever comes first. The report must be made in writing to the Development Director. The report must include the exact charge or conviction, the location or court and the date of the arrest or conviction. Failure to report arrests or conviction as required will be considered grounds for termination of volunteer services.

Volunteer Records

To keep your volunteer records current, you should notify the Patron Services & Volunteer Coordinator of changes to your name, address, phone number, email address or emergency contact information.

Use Of Supplies and Equipment

Supplies and equipment, including copy machines and computers, are for Cain Center business use only.

Security of Personal Belongings

We encourage you to lock valuable personal belongings in the trunk of your vehicle during your time of volunteer service. Cain Center is not responsible for lost or stolen items.

When You Cannot Volunteer for a Scheduled Time

If you are unable to make a scheduled volunteer time, please advise your department director asap. If you cannot reach your department director, please notify Cain Center staff at 980-689-3101.

Tracking of Volunteer Hours of Service

In order to keep an accurate record of your volunteer time of service, you must report your time to the department supervisor each time you volunteer. Check with your supervisor for appropriate forms to record your hours.

Communications

Complaints

If you have a complaint or problem at the Cain Center, in most circumstances, the best course of action is to discuss the matter with the Donor & Patron Services Associate.

Computer Software and Data Use

Laws about the use of software are very strict. You may not copy Cain Center software or bring a copy of software from home or another place of business and place the software on a Cain Center computer.

All data stored on Cain Center hardware and drives purchased by Cain Center for the Arts are the property of the Cain Center and may not be used for personal reasons.

Voice Mail, Email and Internet

The use of data sent and stored on Cain Center computer and communications systems is the property of Cain Center for the Arts. These systems include telephone, facsimile, voice mail, electronic mail, and internet systems. Messages sent, stored, or printed on Cain Center equipment is also the property of Cain Center. There can be no exceptions to privacy using these systems.

These systems are for business use. Examples of inappropriate use of these systems include the use of ethnic slurs, racial epithets, sexually explicit images, jokes, cartoons, or anything that may be considered harassment. It is also inappropriate to use these systems for non-business information such as soliciting or proselytizing for commercial ventures, religious or political causes or other outside concerns.

Conflict of Interest

Volunteers are expected to refrain from giving the impression that the personal views and positions they express regarding economic, political, or religious issues are those of Cain Center for the Arts.

Background Screening

Because the Cain Center of the Arts strives to provide a safe environment for all ages, volunteers may be required to authorize a background screening.

Photo Release

During your volunteer work with Cain Center of the Arts, any photos taken of you may be used in future promotional materials.

Volunteers may not trade their time for free or reduced cost in program participation or tickets to events.

Volunteer Training

Training and development needs will be determined for each volunteer in consultation with the Donor & Patron Services Associate. In general, Cain Center for the Arts provides online training and information sessions once per month.

Volunteer Handbook Acknowledgement

I and/or the volunteer group that I represent shall indemnify and hold harmless Cain Center for the Arts, its officers, employees and assigns from and against all claims, damages, losses, or expenses arising out of participation as a volunteer.

I agree to conform to Cain Center's rules and procedures to the best of my ability. I understand that a criminal record check may be conducted as required by my volunteer placement and that references may be required and contacted. I also understand that the Cain Center reserves the right to discontinue the services of any volunteer at any time.

I understand that volunteer services to Cain Center are to be completed without remuneration or monetary benefit of any kind. I also understand that volunteers are responsible for their own insurance (medical, automobile, liability or any other) and are not covered in any way through Cain Center for the Arts insurance.

I also give my permission to use any photographs taken of me or my group for marketing or other purposes.

Please print your name and sign below. Return to Cain Center's Donor & Patron Services Associate.

I agree to adhere to and follow all policies and procedures contained within this handbook.

Print First and Last Name

Signature/ Date
