

Hubbard Hall Volunteer Handbook

Welcome to Hubbard Hall!

Thank you for joining us as a volunteer at Hubbard Hall! Your contribution of time, energy, and skills helps us maintain the vibrant arts and educational programming that enriches our community. We are excited to have you as part of the team and look forward to working with you in providing outstanding experiences for our audiences and students.

This handbook outlines important policies and expectations for volunteers. Please read it carefully and reach out to the Volunteer Coordinator or Executive Director (ED) with any questions.

Mission Statement

At Hubbard Hall, our mission is to enrich the lives of individuals and strengthen communities through the arts. We strive to foster creativity, education, and collaboration within a safe, respectful, and inclusive environment.

Roles and Responsibilities

As a volunteer, you may be involved in a variety of activities, including:

- **Assisting with performances** (ushering, house management, ticket sales, etc.)
- **Supporting educational programs** (working with instructors, students, and staff)
- **Helping with special events and fundraisers**
- **Promoting Hubbard Hall's programs** through community outreach
- **Office and administrative support**

We value your time and commitment and will do our best to match you with tasks that align with your interests and availability.

CPR Certification

Volunteers with CPR certifications are very welcome at Hubbard Hall! Your skills can help ensure a safe environment for all participants. Proof of certification may be requested, especially for those volunteering in roles that involve working with students or large groups. If you have CPR certification, please inform the Volunteer Coordinator upon your application or orientation.

Ticket Policy

Volunteers working front of house may attend the production they are assisting with for free on the performance day they work. This is our way of thanking you for your support and dedication!

Additionally, other volunteers will be granted a free ticket for every 10 hours of tracked volunteer labor as signed off by the Volunteer Coordinator. This policy encourages our volunteers to engage with our programming while rewarding your commitment.

Code of Conduct

All volunteers are expected to adhere to the following guidelines to ensure a positive, respectful, and professional environment:

1. **Respect for All:** Treat all staff, fellow volunteers, students, and audience members with kindness, respect, and courtesy.
 2. **Punctuality:** Arrive on time for scheduled volunteer shifts. If you cannot make your shift, please notify the Volunteer Coordinator as soon as possible.
 3. **Confidentiality:** Volunteers may have access to sensitive information. It is important to maintain the confidentiality of any personal, student, or organizational information encountered while volunteering.
 4. **Professionalism:** Volunteers should dress appropriately for the tasks they are assigned and act professionally at all times while representing Hubbard Hall.
 5. **Commitment to Safety:** Ensure the safety of yourself and others by following all safety procedures and reporting any hazards or concerns to staff immediately.
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Background Checks

Hubbard Hall is committed to ensuring a safe environment for our students, staff, volunteers, and audiences. As part of this commitment, the following policies apply regarding background checks:

- **General Volunteers:** Any volunteer may be asked to provide a background check at the discretion of Hubbard Hall, depending on the nature of their volunteer role.
- **Volunteers Working with Students:** Any volunteer who will have direct contact with students or other vulnerable populations **must** undergo a background check. This is mandatory to ensure the safety and well-being of all participants in our educational programs.
- **Restrictions:** No individual on a sex offender registry or with a past violent crime conviction may volunteer on campus at Hubbard Hall. This policy is in place to maintain a safe and secure environment for all participants, particularly our students.

Background checks will be performed by a third-party service, and all information will be kept confidential. Volunteers who refuse to provide consent for a background check may be reassigned to roles that do not involve working with students or may be ineligible for certain volunteer opportunities.

Freedom from Harassment Policy

Hubbard Hall is committed to providing a harassment-free environment. Sexual harassment or harassment of any kind, based on race, religion, gender, sexual orientation, or any other personal characteristic, will not be tolerated. Volunteers must refrain from:

- Unwelcome sexual advances or conduct
- Inappropriate jokes or comments
- Verbal or physical conduct that creates a hostile or intimidating environment

Any instances of harassment should be reported immediately to the Executive Director or Volunteer Coordinator.

Zero Tolerance for Misconduct

We maintain a zero-tolerance policy for misconduct, especially concerning interactions with vulnerable populations such as children. Volunteers who engage in any form of misconduct may be dismissed immediately, and any illegal activity will be reported to law enforcement.

Public Displays of Affection Policy

To maintain a professional atmosphere, volunteers should avoid inappropriate public displays of affection. Casual displays of support, such as a congratulatory hug, are allowed when there is mutual agreement. However, the following are prohibited:

- Kissing on the lips
 - Pelvic contact, such as sitting on laps or full-body hugs
 - Any touching of a sexual nature
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Interacting with Students

All interactions with students should be professional, respectful, and safe. Volunteers should never be alone with a student unless in a public, visible area, and always with the knowledge and consent of Hubbard Hall staff. Any contact outside these guidelines is prohibited and may result in dismissal.

For example, if a one-on-one coaching session or tutoring is required, it must be conducted in a public space where others can observe, with prior approval from the student's parents or guardians.

Reporting Concerns

If you witness or experience misconduct, harassment, or any concerning behavior, please report it immediately to the Executive Director or the Volunteer Coordinator. Reports will be handled confidentially, and there will be no retaliation for making a report.

Whistleblower Protection

Volunteers who report misconduct are protected by Hubbard Hall's whistleblower policy. You are encouraged to speak up if you observe unethical or illegal behavior. Reports can be made to the Executive Director or directly to the Chair of the Board of Directors if the issue involves senior leadership.

Health and Safety

Your safety is our priority. Please familiarize yourself with emergency exits, first aid kits, and any safety protocols specific to your volunteer role. If you notice any hazards or unsafe conditions, alert a staff member immediately.

Volunteer Shift Guidelines

- **Arrival:** Please arrive 10-15 minutes before your scheduled shift to receive any instructions or updates.
 - **Sign-In:** Always sign in and out during each volunteer shift. This helps us keep track of your service hours and ensures safety compliance.
 - **Tasks:** Listen carefully to instructions from staff or the Volunteer Coordinator and ask questions if you're unsure of any task.
 - **Attire:** Dress appropriately for your tasks and wear comfortable shoes if your role involves standing for long periods.
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Handling Creative Content

Hubbard Hall fosters creative expression, but sometimes student work may raise concerns, especially regarding violent or disturbing themes. If you are concerned about a student's writing, performance, or artwork, please bring it to the attention of a staff member or the instructor in charge. Teaching artists and facilitators are not trained counselors, so it's important that concerns be referred to the proper professionals.

Confidentiality and Social Media

While volunteering at Hubbard Hall, you may learn confidential information about our students, artists, and operations. This information should not be shared outside of Hubbard Hall without permission. Additionally, any social media posts representing Hubbard Hall should be cleared by staff before posting.

Feedback and Suggestions

We value your input! If you have suggestions or feedback about your experience, please share them with the Volunteer Coordinator or the Executive Director. Your thoughts help us improve our programs and ensure that our volunteers have a rewarding experience.

Conclusion

Thank you for dedicating your time and talents to Hubbard Hall. Your support helps us continue providing the highest quality arts and education programming for our community. We hope that your volunteer experience is enriching and enjoyable. Together, we can make a lasting impact through the arts.

If you have any questions, concerns, or need assistance, please don't hesitate to contact the Volunteer Coordinator or the Executive Director.

Welcome to the Hubbard Hall family!

Contact Information:

- **Volunteer Coordinator:** Maureen "Moe" Cossey- maureen@hubbardhall.org
 - **Executive Director:** Erin Harrington-erin@hubbardhall.org
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This handbook outlines the essential guidelines for volunteers at Hubbard Hall. By signing below, you acknowledge that you have read and understood these policies and agree to follow them during your volunteer service.

Volunteer Name: _____

Signature: _____

Date: _____