

# Volunteer Corps Policies & Procedures



## Signup Genius

- All performance, miscellaneous, and education & community engagement signups are available and executed online at [www.signupgenius.com](http://www.signupgenius.com). All office shifts (Front Desk and Office & Filing) shifts are filled by contacting me directly at [volunteer@balletaz.org](mailto:volunteer@balletaz.org).
- When signing up you will be required to provide your email & phone number
- One week prior to your volunteer shift, your signup will be locked and you will need to contact the Volunteer Coordinator, Ellen Bialek, in order to make any changes.

## Call Out & No Show Policies

- Ballet Arizona requires a **minimum** of 48 Hours' notice if you are unable to fulfill your volunteer shift.
- If you are sick or something comes up last minute, **call** the volunteer coordinator, Ellen Bialek, at 602-343-6517 asap and leave a message if I am unable to answer.
- A "no show" is defined as a volunteer that does not show up for their shift and did not attempt to make any communication about not being able to fulfill their scheduled shift. After two "no shows", you will be removed from all volunteer communication and will not be able to volunteer for the rest of the performance season.

## Check-In/Out Procedure

Volunteers are required to check-in and check-out with the Volunteer Captain or a Ballet Arizona (BAZ) staff member at all performances and events. Volunteers are **NOT** allowed to see the performance they are volunteering for, so please plan on seeing the performance on a date you are not volunteering.

- Check-in with Volunteer Captain or BAZ staff & fill out all lines on sign-in sheet
- Receive volunteer badge: to be worn at all times
- Volunteer Captain or BAZ staff will direct you to assigned duty & receive necessary training
- Check-out with Volunteer Captain or BAZ staff, return generic volunteer badge, sign out, and receive paper voucher\*

\*Available to Volunteer Corps members only

## **Inappropriate Conduct**

"Inappropriate Conduct" is defined as any comments or conduct that disparages or demonstrates hostility or aversion towards any person that could reasonably be perceived as disruptive, disrespectful, offensive, or inappropriate in the volunteer workplace. Examples include, but are not limited to:

- Actions or behaviors that adversely impact Organization operations, productivity, and/or work environment (e.g. pressuring volunteer captains or Ballet Arizona staff to break with policy or make exceptions to policy).
- Taking advantage of an inherently unequal position where there is a real or perceived authority or influence over the other's conditions of employment or voluntary employment; has the ability to directly impact the other's voluntary or career progression. This may include formal and informal supervisory relationships between volunteers and Ballet Arizona staff or between volunteers and other volunteers.
- Inappropriate touching or any form of physical intimidation or aggression (e.g., holding, restraining, impeding or blocking movement, following, inappropriate contact or advances, bullying, or any other forms of inappropriate touching)

After 1 report of inappropriate conduct, Ballet Arizona staff will issue a warning to the volunteer in question. After 2 reports, Ballet Arizona reserves the right to dismiss the volunteer of their duties and remove them from all future volunteer communication.

## **Volunteer Voucher Policy**

ONLY Volunteer Corps members are eligible to receive volunteer vouchers. Non-members are not eligible. Non-members are those that have not contributed volunteer membership dues; which include corporate or organizational groups and one-time volunteers, such as guests of Volunteer Corps members.

Upon completion of a volunteer shift, Volunteer Corps members will earn either a paper voucher or an online promo code redeemable for **one** ticket to the specified mainstage season performance!

### **Rules:**

For each production, each volunteer will receive a maximum of 1 voucher

Exception: *The Nutcracker* & Desert Botanical Garden volunteers can receive a maximum of 2 vouchers if you volunteer twice.

## **Physical Vouchers**

Valid for **one** ticket to the specified mainstage season performance [restrictions apply] **or** a free class at the School of Ballet Arizona. Volunteers will be given a physical paper voucher immediately after their shift.

**How to Redeem:** Instructions on how to redeem are printed on the back of the voucher. Vouchers can be redeemed in the following ways:

- In person at the Ballet Arizona Box Office (2835 E Washington St, Phoenix, AZ 85034)
- By Mailing your voucher with **Attn: Box Office**
- 1 hour before the performance at the Ticket Sales Window

**Restrictions:**

- Paper vouchers are only valid for tickets to the *specified* season mainstage performances
- Paper vouchers are the **ONLY** ones valid for a free class at the School of Ballet Arizona
- Vouchers are **NOT** valid for Studio Spotlight, School of Ballet Arizona, or Desert Botanical Garden performances.
- Valid for tickets up to the **Bronze** price tier and seating is based on availability.
- Paper vouchers are **ONLY** redeemable in person or via mail.

**Promo Codes\***

Another format in which volunteers can receive their voucher is as an online promotional code, which will be emailed to them within the following 2-3 business days.

**How to Redeem:**

Detailed instructions on how to redeem your ticket online will be emailed to you with the promotional code, here is an overview:

- Login or create an account and input the promo code
- Pick date, time, & seat
- Double check & add to cart
- Proceed to “check out”
- Choose “shipping method” & add notes (optional)
- “Buy now”

**Restrictions:**

- Promo codes are only valid for tickets to the *specified* season mainstage performances
- Promo codes do **NOT** act as a free class at the School of Ballet Arizona, only physical vouchers are valid for class use
- Promo codes are **NOT** valid for Studio Spotlight, School of Ballet Arizona, or Desert Botanical Garden performances.
- Valid for tickets up to the **Bronze** price tier and seating is based on availability.
- Promo codes are **ONLY** redeemable online or over the phone.

\*Only physical vouchers are available in the 2021-2022 season

### **Recurring Volunteer Voucher Policy**

Volunteer Corps members who volunteer on a regular basis, such as weekly, monthly, or for ongoing projects over the course of a year, will earn 10 vouchers redeemable for **one** ticket to the specified mainstage season performance (equivalent to 2 tickets per mainstage performance) **OR** 1 School of Ballet Arizona (SBAZ) Adult Class voucher per month.

### **Policy Breach:**

Should a volunteer become in breach of any policies listed above, Ballet Arizona staff will issue a warning to the volunteer in question. After 2 reports, Ballet Arizona reserves the right to dismiss the volunteer of their duties and remove them from all future volunteer communication.