

# CREATIVE ALLIANCE

VOLUNTEER HANDBOOK



THIS WEEK AT CREATIVE ALLIANCE

BIG THANKS TO OUR VOLUNTEERS!

CREATIVE ALLIANCE  
AT THE PATTERSON

## **Table of Contents**

<b>Creative Alliance Mission and History</b> -----	<b><u>2</u></b>
<b>What We Do</b> -----	<b><u>3</u></b>
<b>Volunteer Opportunities</b> -----	<b><u>4</u></b>
<b>Volunteer Expectations</b> -----	<b><u>8</u></b>
<b>Volunteer Benefits &amp; Rewards</b> -----	<b><u>9</u></b>
<b>FAQ</b> -----	<b><u>10</u></b>
<b>Volunteer Info Sheet</b> -----	<b><u>12</u></b>
<b>CA Volunteer Agreement</b> -----	<b><u>13</u></b>

# **Welcome to Creative Alliance!**

## **MISSION**

The Creative Alliance builds communities by bringing together artists and audiences from diverse backgrounds to experience spectacular arts and education programs and engage in the creative process. We provide support to area artists, promote Baltimore as a center for creative production, act as a positive force in our community, and advocate for cultural expression rooted in a sense of place.

## **HISTORY**

Founded by volunteers in 1995 as the Fells Point Creative Alliance, the organization operated for several years out of an old Fells Point row house as an innovative hybrid of gallery, performance space and artist guild. Integrating the arts and humanities into the fabric of daily life, the Creative Alliance presented exhibitions of contemporary art, readings of poetry and fiction, workshops for adults and youths, and lectures on regional aspects of art and history. Partnerships were built with neighborhood businesses and community organizations, and both audiences and memberships grew exponentially each year.

As the demand for space grew, the Creative Alliance established performance venues first at a former Moose Lodge in Highlandtown (“the Lodge”), then at a former trolley barn in Fells Point (“the Ground Floor”). Meanwhile, programs continued to expand. Responding to a need from filmmakers, for career support services for film, video and digital artists were added to programs already offered for visual artists. Saturday life drawing sessions went from monthly to biweekly to weekly affairs. Our children’s art education programs - initially a modest but successful month-long summer program in Southeast libraries - are now conducted year-round in teen centers, schools, libraries and in our classroom. Signature events during this growth phase included Homicide Live, a benefit performance featuring actors from the hit TV show, Water Shorts, Fluid Movement’s first water ballet in Patterson Park, and the Great Halloween Lantern Parade directed by Molly Ross.

In 1998, the Creative Alliance began working with a coalition of business, religious and political leaders on a revitalization plan for Highlandtown, just northeast of Fells Point. The Creative Alliance proposed the idea of a multi-arts center with artist studios, galleries, a theater, sidewalk cafe, and offices. Neighborhood leaders responded enthusiastically, and the landmark Patterson Movie Theater was selected as the site.

In 2001, the Creative Alliance moved again, this time consolidating its offices, gallery and performance space under one roof, a former Pep Boys auto parts store. The move to Highlandtown demonstrated our commitment to the neighborhood and allowed us to strengthen our partnerships in the area, including Southeast CDC.

The Creative Alliance established a \$4.5 million capital campaign for the \$3.6 million Patterson project. Former State Senator Perry Sfikas accessed the State of Maryland “smart growth” bond funds for the project and U.S. Senator Barbara Mikulski, whose parents were Highlandtown shop owners, earmarked \$750,000 in HUD funds. Major capital funders included the Abell Foundation, France-Merrick Foundation, William. G. Baker, Jr. Fund, The St. Paul Companies, Constellation Energy Group, and Amalie R. Rothschild, the Alvin and Fanny Thalheimer Foundation and National Arts Strategies.

The Creative Alliance reopened The Patterson as a multi-purpose arts center on May 16, 2003. The facility includes two galleries for contemporary art, a 200-seat flexible theater, a classroom, media lab, live/work studios for 8 artists and the Marquee Lounge bar.

## WHAT WE DO

**MUSIC/PERFORMANCE:** The stage at The Patterson is a lynchpin of Baltimore's cultural scene, and our performances are known for their quality, eclecticism, and intimacy. We take risks and always strive for a richer, deeper experience. We present all sorts of performances including, traditional Irish and bluegrass concerts, world music, indie rock, burlesque, comedy, and hip hop. Whenever possible, we try to mix up these bills, or match performers with folks they've never collaborated with before, based on our simple philosophy of bringing people together to see what happens. No matter who you've come to see, you can pretty much guarantee the bar will be open, the crowd is diverse, and you'll be close to the action. We look forward to seeing you!

**FILM:** Creative Alliance presents new work by international, national, and local filmmakers. We also lend support and vital resources to Baltimore's thriving independent filmmaking community, with workshops, career development, and places for filmmakers to gather, meet one another, and share their passions.

**EDUCATION:** The Creative Alliance after-school and summer programs give kids a safe haven and enriching cultural experiences that help shape their intellect. With rising demand for the Creative Alliance's innovative arts education programs, our offerings have expanded to year-round visual and performing art opportunities in schools, library branches, universities, churches, and community groups. We reach over 4,000 youth per year through our education programs in Baltimore City and beyond. We also offer continuing education workshops and opportunities for adults.

**COMMUNITY OUTREACH:** At the heart of what we do is the notion that **we support both the arts in Baltimore and our neighboring communities by connecting the two.** We are blessed to reside in the culturally rich neighborhood of Highlandtown at the heart of Southeast Baltimore, steeped in the history of recent immigrants from Latin America, the Middle East and Africa, older immigrants from Eastern and Southern Europe, and white and black Baltimoreans both professional and working class. Many of our most exciting programs – from family friendly festivals, to art workshops and music dance parties of all cultures– both serve these diverse communities and give them a platform to share their cultures with broad audiences. We are heavily engaged with our neighborhood partners in community-building efforts.

**EXHIBITIONS:** The Creative Alliance presents more than 20 exhibitions per year, by artists at different points in their careers and working in a range of styles and media. We look for new ways to present what they do, new artists for them to collaborate with, and innovative ways to expand the meaning of their work. We have two formal galleries open to the public free of charge, our Main Gallery and Amalie Rothschild Gallery. As one of the city's largest non-profit exhibition spaces, Creative Alliance's Main Gallery offers space for artists to stretch out and try new things. We aim to represent a range of artists and approaches in the gallery, featuring work that pushes the boundaries of its genre, addresses content that's relevant to our local audiences, and/or offers opportunities to engage our other departments: performance, film, education, and outreach. A significant part of the exhibition schedule derives from the resident artists who live and work upstairs, and each year we present The Big Show, our annual open members' exhibition. The Creative Alliance is also home to the Amalie Rothschild Gallery. Named for one of Baltimore's great sculptors and arts patrons, the gallery is located on our second floor and presents an array of exhibitions and installations which rotate frequently to allow access to as many artists as possible. Use of the gallery as a project space, incubator and facilitator of new work is encouraged. In general, exhibitions in the ARG are self-produced; artists are responsible for the bulk of installation and promotion.

**RESIDENCY PROGRAM:** The Patterson Residency Program provides a highly visible, intense and creative environment for the production of artwork in all media. Attracting artists from around Baltimore and the nation, the program is located at The Patterson, a historic former movie theater converted into a vibrant, community-based art center, with generous workspace, modern facilities, and an atmosphere of ongoing critical feedback.

The Residency Program accommodates eight resident artists or artist groups, one in each of the studios, for terms of one to three years. It is intended for emerging artists as well as mid-career artists whose goal is to reinvigorate their work in an intensive creative atmosphere. Artists are encouraged (but not required) to use the studios as their primary residence.

## **VOLUNTEER OPPORTUNITIES**

### **AT DOOR TICKET SCANNER VOLUNTEER**

This role involves managing the theater door entrance and using the scanner to verify tickets for an event. It also includes answering questions orienting patrons to the facility, etc. This is a highly social task involving lots of interaction with a variety of people. Once the show begins you can enjoy the performance, but you will be needed to monitor the door during any intermissions.

#### **Key responsibilities and requirements:**

- Arrive one hour before the show
- Properly handle equipment (ticket scanner and mobile device)
- Be friendly and courteous
- Have good dexterity
- Make sure tickets scanned are for the correct event
- Usher patrons into the theater
- Communicate clearly and professionally with Front Desk staff and Event Manager

### **WILL CALL/ SET UP VOLUNTEER**

When purchasing tickets for a Creative Alliance performance or program, people have the option to pick up their tickets at Will Call the night of the performance. A volunteer is needed to help distribute these tickets at the box office, as well as field questions from patrons and orient them to the building as they arrive. These volunteers also help set up the theater prior to events including moving and arranging tables and chairs.

#### **Key responsibilities and requirements:**

- Arrive two hours before the show
- Help Event Manager with theater set up
- Be friendly and courteous
- Communicate clearly and professionally with Front Desk staff and Event Manager
- Manage any front desk patron lines by asking whether they already have their tickets, are picking up will-call tickets or are looking to purchase tickets
- Help distribute "Game Packs" during Interactive movie nights
- On some occasions, help distribute wristbands before wristband volunteer show up

## **GENERAL ASSISTANCE VOLUNTEER**

We are looking for a volunteer to help with organizing patrons who already have tickets, purchasing tickets at the front desk, or picking up their tickets at will-call. This role requires some flexibility as it will be assisting both staff and other volunteers. Responsibilities might change as needed. Once everyone is in the theater, feel free to head in and check out the show. If there is an intermission, please check in with the Event Manager to see if your assistance is needed.

### **Key responsibilities and requirements:**

- Arrive one hour before the show
- Crowd control and management
- Be friendly and courteous
- Communicate clearly and professionally with Front Desk staff and Event Manager
- Manage any front desk patron lines by asking whether they already have their tickets, are picking up will-call tickets or are looking to purchase tickets
- Cover other event volunteer duties if needed

## **WRISTBAND VOLUNTEER**

Some Creative Alliance performance or programs (usually during multiple shows or large events) require patrons wear wristbands. A volunteer is needed to provide and connect these wristbands to the patrons after their tickets have been verified by the Ticket Scanner volunteer.

### **Key responsibilities and requirements:**

- Arrive one hour before the show
- Usher patrons into the theater
- Carefully put wristbands around patrons' wrist
- Work closely with the Ticket Scanner volunteer
- Communicate clearly and professionally with Front Desk staff and Event Manager
- Be friendly and courteous

## **GALLERY MONITOR**

Some Creative Alliance exhibition require a gallery monitor to make sure patrons are not touching the artwork, or if it's an interactive piece, following the artist's directions correctly.

### **Key responsibilities and requirements:**

- Arrive one hour before the show
- Watch visitors and artwork carefully
- Have knowledge of the exhibition and be ready to provide information
- Make sure patrons are being respectful of the work displayed
- Be friendly and courteous

## **SIGNATURE EVENTS**

Several times a year the Creative Alliance produces flagship events such as The Marquee Ball, The Big Show, [The Great Halloween Lantern Parade & Festival](#), Dia del Niño, and Puppy Days of Summer. These events are large in scope and require all of our effort to pull off successfully. These events only succeed because we rely on a large crew of volunteers to handle many aspects of the day. These events are usually a lot of fun to participate in but require focus and attention to detail.

**Tasks are often specialized and unique. This includes, but not limited to:**

- Event set up/clean up
- Décor
- Assisting in workshops
- Vending
- Float, lantern, flag or banner parade carriers
- Information provider
- Crowd management and organizer

## **FESTIVALS**

Creative Alliance may participate in City festivals such as Artscape, Sowebo, or Fells Point. At these festivals, we need outgoing, sociable and knowledgeable individuals to represent us at booths, to promote CA to new folks, distribute our literature and answer questions. Being part of a festival can be a really fun way to enjoy it.

**Key responsibilities and requirements:**

- Be friendly and courteous
- Provide information about Creative Alliance

## **GREAT HALLOWEEN LANTERN & FESTIVAL PARADE VOLUNTEER**

The Great Halloween Lantern Parade and Festival is a family festival in Patterson Park that includes all sorts of activities that require a lot of volunteers. Whether it's helping with lantern making, parade prep, carrying floats, or help with closing the event, this yearly tradition only works because of volunteers like you. Volunteers will be notified via email about GHLFP volunteer opportunities around mid-September.

**Key responsibilities and requirements:**

- Arriving on time
- Help with the creation of lanterns
- Parade Marshall training
- Carrying floats and coordinating with Parade Marshalls
- Helping set up festival equipment
- Provide information about the festival
- Be friendly and courteous
- Packing up supplies and cleaning Patterson Park when the event ends

## **ART TO DINE FOR**

Our annual “Art to Dine For” series takes place every fall at various locations throughout Baltimore. The list of dates is released at the end of the summer, and duties vary based on the event.

### **Most common responsibilities:**

- Directing cars where to park
- Serving drinks
- Set up/take down
- Guest check-in
- Taking coats
- Helping serve food
- Be friendly and courteous
- If interested please contact our Annual Giving Manager, Brittney Huff ([brittney@creativealliance.org](mailto:brittney@creativealliance.org))

## **EDUCATION**

Volunteers support our youth education programs. This includes academic tutoring in literature and math, music, theater, and arts & crafts. Programs for children take place several times throughout the year, including Open Minds and Kerplunk! our free family drop in program.

### **Key responsibilities and requirements:**

- Submit a resume and letter of interest to Education Director, Rasheem ([rasheem@creativealliance.org](mailto:rasheem@creativealliance.org))
- Must be willing to submit to a background check
- Must be able to lead tasks and deliver art project instructions to youth and children

## **STREET TEAM**

We are in need of dedicated volunteers who can drop off press materials all over Baltimore city and the surrounding area (Towson, White Marsh, etc.). Volunteers are responsible for distributing premade press packs to one library or one region of Baltimore once or twice a month. Volunteer will be given a \$20 stipend.

### **Key responsibilities and requirements:**

- Travel and distribute flyers/handbills to various key points in the city
- Must be comfortable interacting with different establishments
- If interested please contact our Marketing Department ([marketing@creativealliance.org](mailto:marketing@creativealliance.org))

## **GARDENER**

We have a small garden along the sidewalk on Eastern Ave. We are looking for some volunteers to maintain and care for the gardens over the course of the year. If interested, please contact our Operations Manager, Sheila Gonzalez ([sheila@creativealliance.org](mailto:sheila@creativealliance.org))

## **What Creative Alliance Expects of Volunteers**

- If you commit to a volunteer shift, you are expected to arrive for that shift on time and complete the set volunteer duties. If you are unable to come to a shift, let us know as soon as possible by calling the Front Desk at 410-276-1651 during our business hours (Tue-Fri, 11AM-7PM) or emailing Vic Yambao at [vic@creativealliance.org](mailto:vic@creativealliance.org). We would ideally like 24 hours notice.
- Creative Alliance offices and computers are to be used for volunteer duties only and not for personal use.
- All volunteer belongings can be stored in the main office, but they must be removed at the end of your volunteer shift.
- Unless asked by a staff member, do not go backstage of the theater, behind the bar, storage room, or offices other than the main office.
- Log your hours in the volunteer log located at the Box Office to keep an accurate log of your service.
- You are welcome to bring a snack but please eat before or after your volunteer shift.
- You may not have any alcoholic beverages during your shift.
- You are not expected to execute any payment transactions with patrons. Payment transactions are strictly performed by the Box Office Associate.
- Please do not answer the front desk phone when it rings.
- We appreciate your service during volunteer shifts, however, if you're not a confirmed volunteer or you come as a patron, please leave the work to us.

INAPPROPRIATE, VIOLENT, OR RUDE BEHAVIOR IS SUFFICIENT GROUNDS FOR DISMISSAL FROM THE CREATIVE ALLIANCE VOLUNTEER PROGRAM

## **POLICY PROHIBITING SEXUAL HARRASMENT**

It is our policy, in accordance with providing a positive, discrimination-free work environment, that sexual harassment in the workplace is unacceptable conduct that will not be condoned.

Sexual harassment is unsolicited, nonreciprocal behavior by an employee or volunteer who is in a position to control or affect another person's job status and who uses the power or authority of that position to cause that employee or volunteer to submit to sexual activity, or to fear that he or she would be punished for refusal to submit.

Sexual harassment also includes any employee or volunteer conduct unreasonably interfering with another's work performance by creating an intimidating, hostile, or offensive working environment. Sexual harassment consists of a variety of behaviors by employees or volunteers directed to other employees or volunteers including, but not limited to, subtle pressure for sexual activity, inappropriate touching, inappropriate language, demands for sexual favors, and physical assault.

## Volunteer Benefits and Rewards

### Attend the event you volunteered for

After your shift is over, log the time your shift ended in the volunteer log and watch the show.

### Shift Drinks

Volunteers over 21 years old will receive one drink ticket to a free alcoholic beverage at the bar. There is a menu next to the front desk to provide you a list of drinks you can redeem with your drink ticket. Drink tickets are given at the end of the shift by the Event Manager and can only be used on the day of your shift. Drink tickets are non-transferable.

### Popcorn and Soda

You can get free popcorn and soft drinks during your shift

*\*If there is a long line at the bar, please wait until it decreases to get your popcorn or drinks*

### Redeeming Volunteer Hours for Rewards

We ask you to log your shifts to keep an accurate count of your volunteer hours worked. These hours can be redeemed for complimentary memberships or tickets to film screenings and performances.

Your volunteer hours can be redeemed for the following:

HOURS	REWARD
4	A ticket to a <b>film screening</b> of your choice
8	A ticket to a <b>performance</b> of your choice
10	Complimentary <b>Solo Membership</b>
12	A ticket for you and a guest to a <b>film screening</b> of your choice
16	A ticket for you and a guest to a <b>performance</b> of your choice
24	A ticket for you and a guest to a <b>performance</b> + A ticket to <b>another performance</b> of your choice

### IMPORTANT NOTES

- Please contact the Box Office well in advance to redeem your hours for rewards
- Hours may not be redeemed for rentals or sold out events
- You do not need to redeem your hours for an event at which you volunteered
- Complimentary membership expires one year starting the day you redeem your hours for a membership
- All redeemable hours expire after one year
- Hours may be redeemed for community service or service learning
- **Hours & Rewards are non-transferable**

## Frequently Asked Questions

**Q: What is Creative Alliance?**

We are a community arts organization that brings together artists and audiences from Baltimore to experience art programs and engage in the artistic process as a community. We educate over 2,000 kids and organize 150+ programs a year.

**Q: Where is the restroom?**

Restrooms are located on the first floor adjacent to the main gallery. From the front desk they are around the corner and to your left. There is also a restroom in the classroom and media lab if people are arriving for workshops in those spaces.

**Q: Can people drink in the gallery and theater?**

Yes. We have bars that serve alcoholic beverages and other refreshments in the theater. At most shows, guests are also welcome to bring in outside food.

**Q: Where can I park?**

There is ample free street parking around Creative Alliance, and we also have a lot where we have a few reserved spaces Thursday through Saturday each week. Those spots are \$8 each and can be purchased through the box office.

**Q: Where is the nearest ATM?**

The nearest ATM is at the Mustang Inn across the street next to the high ground coffee shop. There is also one inside the liquor store on Eastern avenue (less than a block away from Creative Alliance).

**Q: How can I find out what is coming up at Creative Alliance?**

You can always check our [website](#) or provide them a current schedule (they are kept at the front desk). If they have questions about workshops give them a workshop booklet (also located at the front desk).

**Q: How can I volunteer at Creative Alliance?**

You can [sign up](#) to be a volunteer on the web, join us for an orientation, or sign up at the box office whenever we are open.

**Q: Can I volunteer at Creative Alliance to meet community service or service learning requirements?**

Yes. Anyone age 16 and above who are able to perform any volunteer duties available and are willing to comply with Creative Alliance policy and procedures can volunteer to meet their requirements.

Please complete and sign the “Volunteer Information Sheet” & “Creative Alliance Volunteer Agreement” and drop both documents off at the Front Desk.

For any other questions please contact:

**Vic Yambao**

*Office Manager/Volunteer Coordinator*

[vic@creativealliance.org](mailto:vic@creativealliance.org)

410-276-1651

## VOLUNTEER INFORMATION SHEET

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Emergency Contact Name \_\_\_\_\_

Emergency Contact Phone \_\_\_\_\_

In signing this form, you are agreeing to become a volunteer for the Creative Alliance. You agree to the expectations listed above for volunteers and understand expectations for the Creative Alliance staff. You are also in agreement that a volunteer's involvement at Creative Alliance is at the discretion of the Creative Alliance Staff and Board, and can be terminated at any time for not complying with expectations. You are also agreeing to not abuse the rewards program set for volunteers.

\_\_\_\_\_

Print Name

\_\_\_\_\_

Date

\_\_\_\_\_

Signature

## CREATIVE ALLIANCE VOLUNTEER AGREEMENT

As a volunteer at Creative Alliance you are an important part of fulfilling of our mission and represent Creative Alliance and to the community at large. For a better understanding of what to expect as a volunteer and what our organization expects of you, we ask you to read and sign this agreement. Thank you for your interest in supporting the arts in Baltimore! We value your time and your enthusiasm.

You can sign up to volunteer at Creative Alliance via [Signup.com](http://Signup.com), in person or by phone.

By signing this document, you agree to the following

- Support the Creative Alliance.
- Read the Volunteer Handbook to understand and comply with Creative Alliance policies and procedures.
- Sign in and out upon arrival and departure so that your volunteer hours can be recognized.
- Only undertake duties you are authorized to perform. Follow the instructions or direction of Event managers, Box Office Associates or other staff of Creative Alliance.
- Notify your supervisor or another member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace.
- Treat all guests, staff, and other volunteers with courtesy and a welcoming attitude.
- Use any property or equipment given to you in your role safely and only for purpose of the role and return it to the appropriate party.
- Give prior notice if you are not able to attend your shift. If a volunteer fails to show up to their shift after 3 occasions, they will no longer be allowed to volunteer.
- Be willing and open to provide feedback to the Office Manager about our processes and volunteer support.

---

Volunteer name

Volunteer signature

Date

---

Creative Alliance representative

Creative Alliance representative signature

Date

This document is not intended to be a legally binding contract between us and it may be cancelled at any time by either us or you.