



VOLUNTEER MANUAL

Creative Alliance
Last Updated: February 2025

1. Mission Statement

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.

2. Responsibilities, Sign-up, and Punctuality

Volunteers are a crucial part of the Creative Alliance experience. Volunteers serve as the welcoming face of the organization, building an environment of belonging. In order to properly facilitate this, there are some guidelines around volunteering at Creative Alliance.

Please use volunteers@creativealliance.org to communicate any questions or feedback

Creative Alliance is using Volgistics to schedule volunteers. The login page can be found [HERE](#). Once logged in, navigate to the SCHEDULE tab and select the date and time you are interested in. Once a show is signed up for, if you find you can no longer participate, please remove yourself at the earliest convenience. If you need to remove yourself from the schedule on the same day, please email Volunteers@creativealliance.org to let the house manager know.

- **Orientation:** All volunteers will be required to attend an orientation before they can start volunteering at Creative Alliance.
- **Arrival Time:** Volunteers are expected to arrive at their scheduled shift start time. It is important to be prepared to begin duties promptly.
- **Notification of Delay:** If you anticipate being late, please notify the house manager by emailing volunteers@creativealliance.org as soon as possible.
- **Occasional Lateness:** We recognize that life events may lead to occasional tardiness. If you experience a single instance of lateness, please communicate directly with the house manager.
- **Temporary Leave of Absence:** Creative Alliance does not require participation in every show to remain active, however, we do require participation in at least one show per season. If you need to take a leave of absence due to personal reasons, please let us know and we will keep you active.

No Call/No Show Policy

- **Definition:** A "no call/no show" occurs when a volunteer fails to report to their scheduled shift without prior notification.
- **Immediate Emergencies:** Emergencies happen all the time and Creative Alliance is not the priority. We ask to follow-up within 48 hours to let us know you're okay.

- **Repeated No Call/No Show:** If there is repeated No Call/No Show, we may call a meeting to discuss a more manageable schedule for volunteering.

Roles/Responsibilities

- **Outside Greeter:** The outside greeter welcomes guests and patrons into the space. They may also answer questions about parking.
- **Ticket Scanners:** Greet and scan tickets. If a scanner goes down, you can rip tickets. Any ticket errors can either go to the house manager or to the box office.
- **Seaters:** Pass out programs and help guests to their seats.
- **Stage Guards:** If a show has sensitive equipment, 1-2 stage guards may be assigned.
- **Additional Responsibilities:** The house manager may assign other duties as needed based on the individual show.
- **Start of the Show:** Volunteers are welcome to watch the show. Volunteers should take an empty seat. A volunteer may be asked to change seats with a patron if they arrive late.
- **Intermission:** If there is an intermission, volunteers should return to their posts to assist audience members and the house manager. The intermission is a break for audience members, not the volunteers.
- **End of Show:** Volunteers should assist patrons departing, helping to pick up any trash in the venue and turning lost and found back into the house manager. Please remember to turn back in your badge. You are not dismissed until your badge is returned to the house manager.
- **Fairs and Festivals:** Creative Alliance hosts a number of outdoor festivals, including The Great Halloween Lantern Parade, Kite Fest, and Tianquitzli. Volunteers are crucial for execution and hospitality of the event.
- **Art 2 Dine 4:** These are dinner fundraisers that take place all over the greater Baltimore area. Volunteers are needed to welcome people, pour wine, and create a generally pleasant environment. If interested, please email volunteers@creativealliance.org to express interest.
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3. Expectation of Behavior

- **Commitment to Inclusivity:** We are committed to fostering a diverse and inclusive environment where everyone, regardless of race, ethnicity, gender, sexual orientation, age, religion, disability, or socioeconomic status, is treated with respect and dignity. Creative Alliance is welcoming to everyone and hosts events representing many backgrounds.
- **Respectful Communication:** Volunteers should communicate in a manner that is respectful and considerate of others' perspectives. This includes using inclusive language, listening actively, and refraining from derogatory comments or behaviors.

- **Inclusive Behavior:** All volunteers are expected to engage in behaviors that support and enhance inclusivity.
- **Encouraging Participation:** Actively encouraging and including all individuals in activities and discussions.
- **Cultural Sensitivity:** Being aware of and respectful toward different cultural practices and beliefs.
- **Avoiding Stereotypes:** Refraining from making assumptions based on personal characteristics or group identities.
- **Zero Tolerance for Discrimination and Harassment:** Discrimination, harassment, or bullying of any kind will not be tolerated. Volunteers are expected to maintain an inclusive environment but not handle conflicts. If a conflict emerges, please alert the House Manager. House Managers are to intercede and document any issues that emerge and appropriately inform their supervisors of instances that occur.
- **Accessibility and Accommodations:** Volunteers should ensure that our activities are accessible to individuals with disabilities. This includes listening to feedback and sharing with management helpful ideas that can improve the space. Any feedback should be passed to the house manager immediately.
- **Continuous Learning:** Volunteers are encouraged to engage in ongoing education and training related to diversity, equity, and inclusion. This helps to stay informed about best practices and emerging issues in creating a welcoming environment.
- **Enforcement:** Violations of these policies may result in disciplinary action, including potential suspension or termination of employment.
- **Grievance Policy:** To report a formal complaint against the house manager or another staff member, please contact Alec Lawson alec@creativealliance.org.

4. Restrictions on Weapons and Drugs

- **No Weapons:** Volunteers are strictly prohibited from carrying or possessing any weapons on the premises or during any Creative Alliance-related activities. This includes, but is not limited to, firearms, knives, and other potentially dangerous items.
- **No Drug Paraphernalia:** The possession, use, or distribution of drug paraphernalia is strictly prohibited.
- **No Drug Use in the Building:** The use, distribution, or influence of illegal drugs is strictly prohibited within the building or any location where volunteer activities take place. This includes any form of illegal drugs, whether consumed on-site or brought into the building.
- **Smoking Policy:** Smoking is not permitted on the premises. Volunteers may smoke only in designated areas, which are located across the street from the building. Please ensure that you dispose of cigarette butts and other smoking materials properly to maintain cleanliness of the neighborhood.
- **Under the Influence:** Arriving to a volunteer shift under the influence of any substance will be immediate grounds for dismissal.

5. Dress Code

- **Attire:**
 - Volunteers should maintain a professional casual appearance.
 - Examples of attire includes:
 - **Tops:** Collared shirts, blouses, or sweaters in neutral or subdued colors (no large logos or graphics). Button-down shirts, polos, solid t-shirts.
 - **Bottoms:** Slacks, jeans, chinos, skirts, or dresses.
- **Footwear:**
 - Comfortable, closed-toe shoes are required. No sandals, flip-flops, or open-toe shoes.
- **Accessories:**
 - Visible tattoos and piercings are allowed, provided they are appropriate for a professional setting. Offensive or inappropriate tattoos should be covered while on duty.
- **Not Allowed:**
 - No sweatpants
 - No shorts, ripped, torn, or distressed clothing.
 - No clothing with large logos, slogans, or graphics.

Note: All clothing should be clean, neat, and presentable at all times, maintaining a professional image while allowing flexibility for comfort. There will be no storage for personal belongings so please leave anything overly bulky in your vehicles. A cross bag is acceptable to have while volunteering. Creative Alliance will not be held responsible for any lost or stolen items.

6. Accessibility and Inclusiveness

House Managers are usually the go-to person with offering assistance for patrons with disabilities. However, volunteers will assist with escorting patrons with mobility needs to their seats so they can take the mobility device and store it safely in the back of the performance space. Please remember to offer it back during intermission and to return the device at the end of the performance. It's very important that customer service to people who have been historically disincluded from public spaces is friendly and accommodating to the furthest extent possible. Patrons should be helped but not pitied and offered every possible accommodation and assistance.

- **Walkers and Mobility Devices:** Due to fire code, any mobility device including scooters, wheelchairs, and walkers should be stored in the back of the space and offered back at intermission and brought back at the end of the show. Please remember these devices are crucial to many people's day-to-day lives and should be treated with utmost respect.
- **Additional Accessibility Initiatives:** Creative Alliance is consistently investing in upgraded technology and services. House Managers should stay informed of Creative Alliance offerings and consistently aware of any violations under the American Disabilities Act (ADA) and report any concerns in a timely fashion.

7. Demeanor and Training

Creative Alliance believes in offering inclusive and stellar customer service in order to create an atmosphere of belonging. However, to create a safe and inclusive environment, customer service cannot supersede institutional policies.

Volunteers should remain positive, kind, and solution oriented when working with patrons. Please remember that most patrons who come in frustrated come in frustrated. Empathy does go a long way. However, in the event that a customer is harmful, please report this to the house manager. Creative Alliance has zero tolerance for any hate-based actions, even from patron to employee or volunteer.

House Managers should actively be invested in de-escalation and lead with what can be done instead of what cannot. Volunteers should remove themselves from the conflict and allow the house manager to discuss the issue one on one with the patron. There are many other patrons who require assistance.

8. Emergency Procedures

House managers will handle any individual emergencies that may occur. If a patron needs help, such as a fall or a medical situation, please stay with the patron and send someone to retrieve the house manager. If a volunteer is a registered medical professional, please let the house manager know during the volunteer meeting if you are able to/comfortably assist in an emergency situation.

In the event of an evacuation, the volunteers should return to their posts to hold doors open to allow patrons to exit. House managers should guide patrons to the nearest safest exit while sweeping the building and bathrooms to make sure everyone is accounted for. The house manager should take roll of the volunteers to make sure all have exited and communicate with emergency services. Once emergency services clears the building

In the event of shelter in place, including tornadoes and earthquakes, please follow best practices and keep everyone calm and organized. This can include keeping people away from windows, away from falling objects, and assuring them the emergency will pass. The House Manager should coordinate with the highest ranking Creative Alliance employee to decide if the show should continue.

9. Benefits

As a Creative Alliance volunteer, you are entitled to free soft drinks and popcorn (if popcorn is available.) Please wait in line with other customers. While attending a show you are not working, you are entitled to 50% off any beverage. Please identify yourself as a volunteer when ordering. This discount does not apply to your guests. For every 10 hours worked, you are entitled to a pair of complimentary tickets to a show your choice (pending availability.)

10. Further Questions

Any further questions about these policies should be directed to volunteers@creativealliance.org. Creative Alliance reserves the right to update and adjust this manual as needed and will provide updates to staff.

By signing up for shifts, you indicate that you have read and agreed to the terms and conditions. Any changes to this manual will be communicated to the volunteers via email.