

ORLANDO BALLET

ENTERTAIN • EDUCATE • ENRICH

Volunteer Policies and Procedures

Welcome to Orlando Ballet and our volunteer program! Orlando Ballet Volunteers are critical to our organization's success and essential for our day-to-day operations and guest experience at Orlando Ballet performances and programs.

When you volunteer with Orlando Ballet, you represent our mission to entertain, educate, and enrich through the highest quality of dance. We have compiled a handbook of volunteer guidelines, policies, and procedures that will help you understand our volunteer program and get the most out of your volunteer experience. Thank you for donating your valuable time and expertise to our company, school, students, and patrons.

A. Our Mission

Established in 1974, Orlando Ballet's mission is fulfilled through the professional Company, Orlando Ballet School, and Community Enrichment programs. Orlando Ballet is Central Florida's only fully residential professional ballet company. The organization produces main stage productions at the Dr. Phillips Center for the Performing Arts and Harriett's Orlando Ballet Centre. These productions feature timeless masterpieces and innovative contemporary world premieres, reflecting the organization's commitment to the highest level of professionalism and artistic excellence.

In addition to our Company performances, Orlando Ballet offers dance education through community enrichment programs, performance lecture demonstrations, the renowned Orlando Ballet School, and Orlando Ballet II, a second pre-professional company to train and support dancers as they approach the start of their dance careers.

Orlando Ballet volunteers bring unique talents, skills, and energies to our organization. In turn, we provide them opportunities to use their skills to advance the performing arts in our community.

Benefits of Volunteering at Orlando Ballet

When you volunteer at Orlando Ballet, you...

- Meet new friends in a fun and welcoming community of volunteers,
- Gain new skills and experiences while learning more about ballet,
- Enjoy exclusive access to Orlando Ballet and receive special perks and recognition, and
- Support the performing arts in Orlando!

Volunteer Opportunities

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization.

To volunteer at Orlando Ballet, individuals must be 16 years or older. Volunteers younger than the age requirement must be accompanied by an adult during their volunteer shift. The minimum age to volunteer is 13 years old.

Front of House Support: These volunteers provide essential support during performances at various locations. Tasks include ticketing, ushering, concession sales, and greeting guests with warmth and professionalism.

Merchandise Assistant: Representing Orlando Ballet at the Dr. Phillips Performing Arts Center, these volunteers help sell OB and performance branded merchandise.

Neon Club: Orlando Ballet hosts a monthly dance party, the Neon Club, designed for adults over the age of 16 with varying disabilities. Volunteers assist with event set up and take down, admission and concessions, and ensuring a welcoming and fun experience for all guests.

Dancer Escort: For select performances, volunteers escort costumed Orlando Ballet dancers throughout the Dr. Phillips Center lobby for photo opportunities with guests before and during performance intermission.

Light Walker: Light walkers support Orlando Ballet's production team in creating the ideal lighting for performances while also getting a behind-the-scenes look at the production process for a ballet company.

Volunteer Medical Team: The Orlando Ballet Volunteer Medical Team consists of over 20 physicians, dentists, and therapists who volunteer to provide medical care and injury prevention to the Orlando Ballet Company dancers.

Orlando Ballet Administrative Office Assistant: Administrative volunteers play a crucial role in supporting the OB administrative team by contributing to office projects and organizational tasks

Orlando Ballet Ambassadors: OBAs, an affinity membership group, enjoy unique social and business networking opportunities while supporting the future of Orlando Ballet through financial support and volunteerism.

Amigos del Orlando Ballet: This affinity group is devoted to promoting awareness and appreciation of Orlando Ballet within Central Florida's Hispanic/Latin community, adding to its financial strength, and providing crucial volunteer support.

General Volunteer Policies

I. Diversity, Equity & Inclusion

Orlando Ballet is committed to encouraging equality, diversity, and inclusion among our volunteers, and eliminating unlawful discrimination. We recruit, train, promote, and dismiss volunteers based on personal competence and position performance, without regard to race, creed, religion, sex, sexual orientation, age, pregnancy or maternity, marital status, or handicap.

The aim is for our volunteer community to be truly representative of all sections of society and our service users, and for each person to feel respected and able to give their best.

II. Physical Demands and Reasonable Accommodation

Volunteers are asked to sit, stand, walk, and climb stairs, and to also handle or tear objects with their hands. A volunteer can also be asked to kneel, stoop, crouch, and will lift and/or move up to 25 pounds. Specific vision abilities needed for volunteering may include vision, distance vision, peripheral vision, and depth perception.

If a volunteer needs an accommodation, they may contact the Philanthropy Operations Manager at volunteer@orlandoballet.org. Orlando Ballet will make reasonable accommodations for the known disability, unless undue hardship on the operation of the business would result.

III. Volunteer Rights and Responsibilities:

Volunteers are a valuable resource to Orlando Ballet, its staff, and clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the organization.

IV. Volunteer Onboarding and Training Procedures

A. Application Form

To join the Orlando Ballet volunteer community, all prospective volunteers must fill out the [Volunteer Application Form](#) which collects contact information, availability, and areas of interest for volunteering.

To contact the volunteer manager, you can reach them at volunteer@orlandoballet.org or at (407) 418-9812.

B. Interviewing/Screening

Prior to being added to the email distribution list for volunteer opportunities, the Philanthropy Operations Manager will contact the volunteer via email or phone to welcome them to the organization. The volunteer manager will ask them about their interests in volunteering and share upcoming opportunities.

Background checks are required for volunteer assignments that involve working with children under the age of 18 years old within Orlando Ballet. The volunteer manager will reach out to the volunteer to initiate the background check process if a background check is not on file.

C. Orientation and Training

Volunteers at Orlando Ballet are provided with a detailed position description for their assignment. In addition, they undergo training on their responsibilities and duties before starting their shift. This training includes a general orientation covering information about the volunteer positions, the mission of Orlando Ballet, as well as relevant policies and procedures. Prior to beginning their shift, volunteers receive specific task training to equip them with the necessary information and skills to fulfill their volunteer assignment.

D. Supervision

Each volunteer shift is assigned an Orlando Ballet staff supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer and be available to the volunteer for consultation and assistance.

V. Recognition and Benefits

Volunteer service is invaluable to Orlando Ballet, and we recognize volunteers on both an informal and formal level. An annual volunteer recognition event is hosted every year to highlight and reward the contribution of volunteers to the organization. Exemplary volunteers who have accrued a certain number of hours are entitled to benefits/perks. Please see the chart below for more information. To redeem a benefit, the volunteer must contact the Philanthropy Operations Manager at volunteer@orlandoballet.org.

Benefit	Number of Accrued Volunteer Hours
Personalized OB volunteer name tag	10
One drink ticket at HOBC	15
OB Merchandise up to a value of \$25 (T-Shirt, tote bag, etc.)	25
One complimentary ticket to a season performance or Uncorked evening	30

Another complimentary ticket to a season performance or Uncorked evening	35
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We want our volunteers to be fully engaged in their tasks and get the most out of the experience. Volunteers cannot watch a performance during their shift, and complimentary tickets cannot be redeemed during a shift.

1. Volunteer Record Keeping System and Volunteer Hours

The Philanthropy Operations Manager records volunteer hours accumulated during the organization’s fiscal year from July 1st to June 30th. Volunteer hours do not carry over from year to year. Once a volunteer reaches the maximum number of hours for benefits, their starting balance resets to 0. A sign-in form is available at each volunteer program or event, and volunteers must sign in and out each time they work on a project. Volunteers can request their total number of hours from the Philanthropy Operations Manager.

2. Parking:

For volunteer opportunities at Harriett’s Orlando Ballet Centre on 600 N. Lake Formosa Drive, Orlando FL 32803, parking is available in hourly increments around surrounding streets for free (up to three hours) from 8 am to 6 pm. After 6 pm, street parking is free. Volunteers can also park in the Orlando Science Parking Garage. The hourly rates for the garage are:

- \$4.00 = 1 hr.
- \$8.00 = 2 hr.
- \$12.00 = 3 hr.
- \$15.00 = Daily Max.

For volunteer opportunities at Dr. Phillips Center for the Performing Arts located at 445 South Magnolia Avenue, Orlando, FL 32801, Orlando Ballet provides volunteers with one parking voucher per shift. These parking vouchers are to be used at the Orange County Administration Garage, which is located at 300 Liberty Ave, Orlando, FL 32801. Please note that the parking passes cannot be exchanged or replaced.

IV. Volunteer Conduct

A. Job Description

A detailed position description is provided in the volunteer call which is sent to all volunteers. If a volunteer has a question about a volunteer position or task, they can direct that question to the Philanthropy Operations Manager or staff supervisor.

B. Standard of Conduct

The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of Orlando Ballet. All words and deeds should help build our volunteer program and its reputation.

C. Absenteeism

Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the volunteer manager at least 72 hours before you are expected to come or as soon as possible so that alternate plans can be made.

D. Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the Philanthropy Operations Manager or the Managing Director. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially (Confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse).

E. Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact the Philanthropy Operation Manager so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason and Orlando Ballet reserves the same right.

F. Media Conduct

Please be careful not to represent yourself as a spokesperson or representative for the organization under any circumstances without prior approval. Only the Board President and executive director serve as spokespeople for Orlando Ballet.

G. Alcohol/Drugs

When participating in Orlando Ballet activities, volunteers are prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol-free workplace to ensure a safe, healthy, and productive environment for all volunteers and employees. If caught or suspected of breaking this policy, the volunteer term will be terminated.

H. Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experiences for everyone involved. Any volunteer who feels harassed should speak to his/her volunteer supervisor or the Philanthropy Operations Manager in attempt to reach a solution.

I. Dress Code

When volunteers are working on behalf of Orlando Ballet each individual serves as a visible representative of our organization. Dress code is always provided in the description for the volunteer position. Please be sure that your dress reflects the parameters outlined in the volunteer opportunity. Also, when engaging in volunteer service for Orlando Ballet, you always wear an Orlando Ballet volunteer badge.

J. Confidentiality

As a volunteer at Orlando Ballet, you may have access to confidential information. Volunteers must ensure that the agency's official board approved confidentiality policy is followed. Volunteers are required to sign the confidentiality policy receipt form prior to beginning their volunteer service.

K. Conflict of Interest

It is the policy of Orlando Ballet to avoid potential and actual conflicts of interest in all our efforts. Orlando Ballet abides by a board approved conflict of interest policy. Certain volunteers with significant independent decision-making authority may be asked to complete and sign a conflict-of-interest statement.

L. Change of Placement

If you wish to seek a change in your volunteer position or placement, please see the Orlando Ballet Philanthropy Operations Manager. Assignment to a new volunteer position may require additional screening, background checks, training, and application acceptance.

V. Safety and Liability

A. Safety

Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to a staff supervisor or the Volunteer Manager.

For any major medical emergencies or security threats at any Orlando Ballet facility call 911. If fire or threat of fire is imminent at any Orlando Ballet facility, evacuate the building immediately and report to a designated gathering place.

Emergency Closings

Orlando Ballet will always make every attempt to be open for business. In an emergency closing situation, the Philanthropy Operations Manager will inform volunteers of the closure and cancellation of a volunteer opportunity.

Security:

Orlando Ballet has specific security procedures and employees should confirm with their supervisors as to how to follow these rules. As Orlando Ballet operates a facility in an urban area, it is incumbent upon each volunteer to be aware of surroundings and take note of potential security risks such as unsecured doors, debris and fire hazards, or suspicious persons.

No volunteer should allow entry to an unauthorized person who is not present for Orlando Ballet purposes. If you see something or someone that is suspicious, please report it immediately to a staff supervisor or the Volunteer Manager.

B. Legal Liability

Volunteers are concerned about their personal liability arising from their service for the agency. When a volunteer acts as a representative of the organization, acting on the organization's behalf and with its authority and within the scope of the volunteer's duties, the organization may be held vicariously liable for the actions of the volunteer. However, liability is based upon the personal acts of a person so the volunteer may also be liable for his or her actions.

Acceptance of Role & Responsibilities for Volunteers

I fully understand and agree to abide by the policies of Orlando Ballet as outlined in the policies and statements provided in this handbook. I further agree to represent Orlando Ballet in a professional and courteous manner which reflects the organization's key messages and core values. I agree to consult with an Orlando Ballet staff person should any situation arise during the event which requires clarification, consultation, or appropriate input before making a decision.

Signature:

Name:

Date:

Witness (if applicant is younger than 18 years old):

Date: _____