

# SASKATOON OPERA – VOLUNTEER POLICY AND AGREEMENT

(April 2019)

Saskatoon Opera is a professionally-managed performing arts charitable organization with policy development and oversight provided by a volunteer Board of Directors.

Our purpose is:

- ❖ to undertake, encourage, and promote the production and presentation of professional opera in Saskatchewan;
- ❖ to offer programs and events to the membership and general public designed to increase knowledge and appreciation of the world of opera.

We value:

- ❖ Dynamic, progressive and diverse workers that advance the artistic practice and drive excellence
- ❖ An unrelenting commitment to and relationship with audiences and the community at large
- ❖ The development and promotion of emerging Canadian talent
- ❖ Financial responsibility and long-term sustainability
- ❖ The nurturing and maintaining of a quality team of artists, technicians, staff, board and volunteers.

## **VOLUNTEER POLICY**

These are the detailed policies regarding volunteers with the Saskatoon Opera Association (hereafter referred to as SOA). These policies cover the definition of a volunteer, confidentiality, inappropriate communications, when volunteers can represent the SOA, ending your role as a volunteer with the SOA, and dismissal of a volunteer.

### **Purpose of Volunteer Policies**

These policies are written to provide overall guidance and direction to volunteers engaged in volunteer activities and management efforts. The SOA reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Board of Directors. Areas not specifically covered by these policies shall be determined by the Board of Directors.

### **Definition of 'Volunteer'**

A 'volunteer' is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of SOA. Unless specifically stated, volunteers shall not be considered as 'employees' of SOA.

### **Becoming a Volunteer**

All volunteers are required to complete an application form and must be over the age of 18. The SOA Board of Directors reserves the right to screen, interview, request Criminal Records/Vulnerability Persons checks/ driver's abstract, and/or conduct reference checks on persons interested in becoming a SOA volunteer.

### **Representing the SOA**

Volunteers are asked to not contact organizations or individuals on behalf of SOA unless they are given express written directions to do so by the Executive Director, Artistic Director, or Board of Directors. Prior to any action or statement which might significantly affect or obligate the SOA, volunteers should seek prior consultation and approval from the Board of Directors. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the SOA as specifically indicated within their job descriptions and only to the extent of such written specifications.

### **Confidentiality and Privacy**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a volunteer, employee, or other person or involves overall SOA business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the SOA or other corrective action. Volunteers are to present a positive perspective to all persons regarding SOA activities whenever they are representing SOA.

The SOA seeks to maintain the privacy of volunteer's personal information. The SOA will only collect information from volunteers that is reasonable in the screening of volunteers and conducting operational business with volunteers which may include but is not limited to: name, address, date of birth, phone number, email address. Should a volunteer resign or be terminated (see: Ending your Volunteer Role and Dismissal ) the volunteer's personal information will be removed from the volunteer database unless written authorization is received from the volunteer to maintain it (see: Rights of Volunteers). Information will remain in the member database unless the volunteer indicates they would like to be removed from the member database.

### **Contacting Other Volunteers**

Occasionally, volunteers may need to contact other volunteers with regard to their activities with the SOA. The SOA expects all such communications among volunteers to follow general etiquette/netiquette guidelines. Other than email addresses, the SOA will not share contact information about a volunteer with another volunteer without the express consent of all parties involved. We encourage volunteers to use common sense when communicating with other volunteers -- or anyone -- online. We suggest your following this rule: don't reveal anything about yourself online to someone that you would not feel comfortable revealing to a stranger you met on the street; if you would not want it read out in a court of law, do not put it in an email. The Board cannot be held liable for any personal information that volunteers choose to share with other volunteers or outcomes related to the sharing.

### **Inappropriate Communications**

If at any point you receive any e-mail that you feel is inappropriate, for any reason and you believe you have received it in conjunction with your involvement with the SOA, please forward the email and other details about the communication to the President to address. Under no circumstances should the email in question be circulated to any other individuals or groups (see: Confidentiality). In person communications should be conducted with the best intentions, understanding that all persons are acting from a place of best intentions for the SOA.

### **Ending Your Volunteer Role**

You can cease volunteering (or take a leave of absence) with the SOA upon the completion of any volunteer assignment, or when you are not currently engaged in an assignment. Resigning, however, means you are no longer volunteering with the SOA; if you resign, please contact the Board Member in charge of Volunteer Coordination to let them know that you will no longer be volunteering and why. Resignations will be accepted for any reason. Your time is your time. A resignation will be considered permanent and to be re-instated will go through the volunteer selection process again.

### **Dismissal of a Volunteer**

Volunteers who do not adhere to the rules, policies, and procedures of the SOA, as well as the Code of Conduct laid out herein, or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. The reasons for dismissal will be provided to the volunteer the Board of Directors. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of SO materials, abuse or mistreatment of members/patrons, Board of Directors, staff or other volunteers, artists, stakeholders, failure to abide by SOA policies and procedures, and failure to satisfactorily perform assigned duties.

All SOA volunteers are expected to comply with the following Code of Conduct:

1. Demonstrate honesty and integrity;
2. Respect differences in people, their ideas and opinions;
3. Treat one another with dignity and respect at all times, and especially if there is a disagreement;
4. Respect and treat others fairly, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, gender, sexual orientation, age or disability
5. Respect the rights of others;
6. Respect persons who are in a position of authority;
7. Respect the need of others to work in a positive environment.

The following options are available when it is believed that there has been a breach of Code of Conduct (the reporting of Code violations will be at the discretion of the individuals directly affected). All complaints must be made in writing to the President and include a signature of the person registering the complaint.

The person against whom the complaint has been made will be addressed by the designated representatives, directly identifying the problem and seeking to resolve the concern. Third party observations should be recognized only when the third party is directly affected. All people concerned will then be contacted by the President or designate, in order to validate the perception and determine if any action is required.

Consequences for breach of Code of Conduct will be determined on an individual basis and by consensus of the Board. Possible consequences include:

- 1) Verbal reprimand (1)
- 2) Written warning (1)
- 3) Removal of SOA Volunteer Benefits
- 4) Removal as SOA Volunteer

## **VOLUNTEER AGREEMENT**

Volunteers are an integral part of the Saskatoon Opera Association (SOA) organization by enhancing the services provided by paid staff. As a member of our volunteer program, we ask that you review our Volunteer Policy and read, understand, and sign this Volunteer Agreement to ensure a positive experience for everyone involved.

### **Becoming a Volunteer**

All volunteers are required to complete an application form and must be over the age of 18. Volunteers may be required to attend an in-person interview, provide a Criminal Record/Vulnerability Persons check and/or driver's abstract, and/or provide names and contact information for reference checks.

### **Volunteer Rights**

Volunteers have the right:

- ❖ To be treated with the same level of respect given to staff members for recognition of their work done
- ❖ To a safe and respectful work environment.
- ❖ To be informed of any risks associated with shift duties at least 2 days prior to assigned shift.
- ❖ To have equal opportunities regardless of gender, place of origin, sexual orientation, age, religion, political belief, or economic status and be given appropriate tasks dependent on skill set.
- ❖ To be given appropriate training and support from Board of Directors (or designate) in order to fulfill shift duties effectively.
- ❖ To be able to communicate any issues or concerns with Board Member in charge of Volunteer Coordinator.
- ❖ To be supplied with confirmation of volunteer hours and duties performed.

### **Saskatoon Opera Volunteer Responsibilities and Expectations**

Volunteer Requirements

- ❖ Presence and punctuality for all shifts ("shift" means assigned volunteer activities – see job descriptions). Note: If unable to attend an assigned shift, communication to the Board Member in charge of Volunteer Coordination must be made prior to the allotted start time;
- ❖ Prepare for shift duties by having a good working knowledge of any required information prior to shift;
- ❖ Be accountable to all duties assigned and work effectively to ensure the job is carried out properly and timely;
- ❖ Meet physical requirements to perform the requested and assigned duties;
- ❖ Adhere to any dress code requirements specified by Board Member in charge of Volunteer Coordination;
- ❖ Request assistance, training, and/or supervision when uncertain or unable to carry out duties to a high level of efficiency and quality;
- ❖ Provide feedback to assist in the continued quality improvement of the organization and its engagement of volunteers.

### **Non-Discriminatory/Equitable Work Environment**

Volunteers must contribute to a welcoming, non-discriminatory working environment by demonstrating respect of other volunteers and patrons regardless of gender, place of origin, sexual orientation, age,

religion, political belief, physical or mental ability, or economic status. Any judgements, profane language, personal attacks, or harassment directed towards other volunteers, patrons, or staff members of SOA will not be tolerated and will be grounds for dismissal as a volunteer. Volunteers are expected to adhere to the “Code of Conduct” outlined in the SOA Volunteer Policy.

#### **Awareness of Risk**

- ❖ Volunteers understand that by contributing their time for any given shift, they do so with the knowledge that basic, every-day risk factors are present which are out of the control of SOA;
- ❖ Volunteers assume all risks of injuries, death, or stolen or damaged property while on shift;
- ❖ Any heightened risk factors will be sent via email to volunteers should it apply;
- ❖ SOA does not reimburse for out-of-pocket expenses unless prior written approval is provided to the volunteer by a Board Member.

#### **Representation of Saskatoon Opera Association**

- ❖ Understand and be committed to the values of SOA;
- ❖ Appreciate that, when identifiable as a part of SOA, behavior and actions reflect on the organization; maintaining a professional attitude and demeanor is required;
- ❖ Volunteers will refrain from public criticism of fellow workers including other volunteers, patrons, paid employees, or the organization.

#### **Confidentiality**

- ❖ All volunteers with access to confidential information such as SOA special events, announcements, or any office material will respect SOA and artists involved by protecting that which is not ready for public display;
- ❖ Volunteers are not to take photographs or videos related to SOA operations unless given permission by a Board Member.

#### **Media Policy**

- ❖ Volunteers agree to have their photograph taken for any media purposes;
- ❖ If Volunteers wish to not have their photograph in any media outlet, they must communicate with Board Member in charge of Volunteer Coordination;
- ❖ Any additional media requirements of volunteers (IE video, quotes) will be communicated prior to it being shared.

#### **Dismissal**

- ❖ Saskatoon Opera will reserve the right to terminate any particular volunteer relationship;
- ❖ Reasons of dismissal will be provided to the volunteer;
- ❖ Volunteers may request an exit interview.

Signature Page:

I, \_\_\_\_\_ (printed name of SOA Volunteer), by providing my signature, attest that I have been provided a copy of the SOA Volunteer Policy and Volunteer Agreement, have read and understand the Volunteer Policy and Agreement, and agree to abide by the Volunteer Policy and Agreement.

\_\_\_\_\_

Signature of SO Volunteer

\_\_\_\_\_

Date

\_\_\_\_\_

Printed name of Board Member

\_\_\_\_\_

Signature of Board Member

\_\_\_\_\_

Date

Reference #1:

Name:

Relationship:

Contact information:

Reference #2:

Name:

Relationship:

Contact information: