

Adrienne Arsht Center Volunteer Handbook



2023

Welcome

Welcome to Adrienne Arsht Center for the Performing Arts. First, thank you so much for volunteering with us! The Arsht Center depends on volunteers like you to help us create moments that matter. We aim to make every experience at the theatre remarkable for our volunteers and guests. Our CEO has tasked us to provide our guests with the best "street to seat" experience possible. Because volunteers represent the theatre, it is essential that you help our guests feel welcomed. Your appearance, actions, and conduct all influence how guests perceive the Adrienne Arsht Center. We expect you to greet each guest with a smile and friendly attitude.

In addition to providing valuable support, you are also representatives of the Arsht Center. You will often be the face that audience members and artists associate with their visit to our theater, and the quality of your interactions will leave a lasting impression. To ensure the highest quality service as a volunteer, we have assembled the following handbook. You will find training resources, policies, guidelines, and contact information, which you can refer to. We have attempted to cover all potential aspects of volunteering, but feedback is always welcome. We value all you do for us, and we hope your time at the Arsht Center is enjoyable and enriching.

Thank you once again for volunteering!

Sincerely,

Volunteers Services

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Dear Friends,

The next time I address you, it will be as “Family,” so: welcome to the family of the Adrienne Arsht Centre for the Performing Arts of Miami-Dade County!

We are a family because we are related through the powerful, universal language of the arts, which we all love and share. It binds us together – no matter where you are from. It brings people together from everywhere to breathe together in our beautiful spaces. It is the reason people visit our facilities, but YOU ultimately provide the heart of the experience.

Our patrons will sigh a sigh of relief when you help them get into the facility; they will relax knowing that you have pointed

them in the right direction; they will smile (despite the lines) at your friendly helpfulness; they will navigate our complex facility with ease thanks to your directions; they will find the nearest bathroom, the safest Exit, the right seat and the shortest line due to your guidance. They will also remember to silence their phones!

They will go home smiling, because they have enjoyed a wonderful, TOTAL experience – in addition to the world-class performances we present. And they will remember us for our warm, gracious, helpful hospitality. They will remember YOU. They will talk about us, and return, because they had a great experience – in large part thanks to YOU.

Thank you for giving us the most valuable gift: thank you for giving us some of your time. If I do not have an opportunity to thank you personally, please know that I appreciate your generous and kind gift. Thank you that I can do my job knowing that you are taking care of so many important tasks. Without you, we cannot do what we do. Whether you stuff an envelope, hand out programs, answer the phone, or offer a smile – you make a difference.

Thank you, and welcome to the Arsht Family!

Johann Zietsman
President & CEO

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Background

As the focal point of performing arts activity in South Florida, the Adrienne Arsht Center serves as a showcase for the finest in established and developing performing arts programs. The Adrienne Arsht Center is the foundation on which established resident organizations build their programs and extend their reach. The Center also serves as a laboratory, providing first-class accessible facilities for smaller, emerging and developing organizations and for the Center's own innovative productions and events. The Adrienne Arsht Center provides our diverse audiences with opportunities to share South Florida's many cultures, offering insights and understanding. As an educational resource, the Center broadens the horizons of our children and enhances our quality of life by offering a full range of cultural and learning experiences.

Vision

A vibrant cultural community that is globally impactful, locally connected and fearlessly creative.

Mission

To engage and connect people from every corner of our community through artistic excellence and inspiring educational experiences.

Guest Services Team

The Front of House (FOH) team all share a common goal: Making a connection with our guests while identifying and anticipating their needs and exemplifying our desire to serve. Thus, providing them with the best *Street-to-Seat* experience possible.

Guest Services Team includes:

- Ticketing Services Staff
- Guest Services Staff
- Volunteers

House Management Team

The House Management Team (House Managers, Tier Leaders, Director of Guest Services, and Operations Management Personnel) are responsible for the care, comfort, and safety of the audience during each performance. The House Management team helps to ensure that patrons have the best possible experience while enjoying our diverse programming.

House Manager

The House Manager is the lead manager of FOH operations during a performance. They are in regular communication with the Stage/Production Manager. The House Manager wears *many hats*. Among other things, this multi-tasking individual ensures the following:

- Ease of entering & exiting the Arsht Center
- Guest seating & re-seating
- Guest satisfaction
- Building maintenance/sanitation/ concerns during an event
- Ensure medical assistance is available to guests
- Coordinates with concessions management
- The safety and well-being of guests, volunteers, and staff

The House Manager provides specific performance information and assigns volunteers and Tier Leaders to specific stations around the theater before, during, and after the performance.

Tier Leader

The Tier Leader is the contact person when there is an issue regarding guest's concerns or complaints as well as volunteer questions, training, breaks, and assignments. The Tier Leader works with the House Manager to make sure that the performance goes smoothly and assist with the supervision of volunteers. Once the performance has begun, the Tier Leaders can sometimes be found in the back of the house supervising the start of the show, late seating, or watching over the audience to handle any issue that may arise.

Guest Services Coordinator

The Guest Services Coordinator is responsible for coordinating all front-of-house functions leading up to, and during, scheduled events.

What You May Expect of the Arsht Center as a Volunteer

- Opportunities to volunteer that will positively impact the community and the organization.
- Ongoing training to help you perform your assignments.
- The support you need to complete your assignment, including necessary training, equipment, supplies and workspace.

Expectations of you as an Arsht Center Volunteer

- Providing excellent guest service.
- Aid the Center in fulfilling its mission and vision.
- Serving and giving back to the community as the primary reason for volunteering with us.

Arsht Center Norms of Engagement

- Treat each other with dignity and respect.
- Empower success; encourage growth through innovations and creativity.
- Trust: earn it and bestow it on others.
- Be genuine and transparent.
- Listen first to understand. Practice being open minded.
- Be fair to all concerned.
- Own the whole picture. Value the greater good.
- Be accountable.
- Expend the effort to practice all of these norms and to care enough about the team and its work to confront each other - with care, compassion and purpose – when a team member fails to live up to these.

Office of Volunteer and Intern Services

The Volunteer and Intern Services Office is an extension of the Arsht Center's Human Resources Department. At any given time, we have between 150 – 500 volunteers at the Arsht Center, and a small staff to ensure information and benefits are communicated. One of the many roles this office serves is to make sure your volunteer experience is a positive one. With this in mind, we believe that our volunteers have the following rights:

- New Volunteer Orientation
- Training and Adequate Supervision
- Courteous and Respectful treatment from all staff members, vendors, contractors, and other volunteers
- Recognition for your service
- Feedback regarding your participation
- Opportunities to make suggestions.

The Volunteer and Intern Services Office hours are generally **9:00 a.m. to 5:00 p.m.**, Monday through Friday. However, the staff works some weekends and evenings. If you have any difficulty with a staff member, another volunteer, volunteer assignment, or you are unclear about your role at the Arsht Center, please email the Manager of Volunteer Services or the Volunteer Services Coordinator at Volunteers@arshtcenter.org or call **786-468-2285**

Volunteer Emergency Contact Information

If you have a change in name, address or phone number, please notify Volunteer Services so this information can be updated in the system. **By September 30th** of each year, all volunteers must review their Emergency Contact Information and notify us of any changes.

Communication

Our primary form of communication is via email. The primary volunteer email address is Volunteers@arshtcenter.org. Emails are reviewed by the Volunteer Services Coordinator and the Manager of Volunteer and Intern Services. If your message is urgent, send your e-mail directly to the Volunteer Services Manager at amelton@arshtcenter.org , and I will get to you as soon as possible.

So, what is a guest?

Arsht's guests are the production companies, the artists, and the ticketed guests. Our goal is for them to remain happy and return to our facilities often.

What is Customer Service?

"The key is to set realistic customer expectations and then not to just meet them, but to exceed them — preferably in unexpected and helpful ways." - Sir Richard Branson

Customer service is customer focused. It is an attitude of providing exceptional service that permeates every facet of an organization, radiating out to every person utilizing the facilities.

This focus, which you embody when volunteering, is how the Adrienne Arsht Center wants to be perceived. As an usher, you help us to achieve this goal by providing quality customer service.

Feeling special/Being treated as an individual is based in the guests' perception. Staff and volunteers should always be asking "How am I being perceived? Might someone not return because of an action I'm doing or from something I'm saying?" Remember, the "street to seat experience" starts at the door.

Non-Discrimination

The Center is committed to maintaining an environment that is free from discrimination in any form and does not tolerate any discrimination or discriminatory harassment.

Safety

The Center promotes a healthy and safe working environment by complying with applicable federal, state and local occupational health and safety requirements.

Confidentiality

Information or documents that you are privy to during any assignment should be treated in a confidential manner.

Drugs/Alcohol

The Adrienne Arsht Center strictly prohibits volunteers from using, possessing, selling, purchasing, distributing, or being under the influence of controlled substances while on campus. Violations of this policy will result in immediate dismissal from the volunteer team. Off-the-job use of or possession of controlled substances which adversely affects a volunteer's on-the-job performance, or which jeopardizes the safety of others are grounds for dismissal. Being under the influence of alcohol during an assignment is prohibited and can result in immediate dismissal.

Smoking/Vaping

The Adrienne Arsht Center is a smoke-free workplace. You may smoke/vape at the stage door entrances in each respective building on your break.

Gifts and Gratuities

While performing your duties as a volunteer, you may be offered gifts and/or gratuities from our guests. We ask that you politely decline the offer as volunteers are not permitted to accept anything of value in exchange for any direct or indirect favor. If a gift or gratuity cannot be returned to the giver, please turn it in to the House Manager or Event Contact to handle accordingly.

Media Inquiries

All inquiries from the press (in any format or medium) shall be referred immediately to the Public Relations department, which is charged with speaking officially on behalf of the Adrienne Arsht Center. Contact the House Manager and immediately refer the inquiry to them.

Tardiness

A volunteer is considered late if they are not in full uniform and in the briefing area promptly at the time indicated in their confirmation/reminder, ready to receive instruction. If late, the House Manager has the discretion of awarding the volunteer less than the prescribed allotted hours for that performance/event. If a volunteer is more than 30 minutes late, it is up to the discretion of the House Manager, Director of Guest Services or Event Coordinator if they can stay and complete their volunteer assignment.

Background Checks

Volunteers working with children or in areas that contain highly sensitive information may be required to undergo a background and/or personal reference check.

Conflict of Interest /Solicitations at the Center

The distribution of literature or solicitation of support for any cause or organization should be previously approved by the Center.

Severe Weather

The Adrienne Arsht Center is dedicated to the safety and security of everyone. In the event of a mandatory evacuation, all volunteers will be evacuated, and those that are not on property will be advised of the evacuation. You will not be required to stay on the property during the actual emergency. Volunteers will return to their duties when county or local municipal employees return to regular business functions.

Lost and Found

All misplaced items should be turned in to the House Manager for the item to be logged and stored at Console 1 in the Ziff Ballet Opera House (security). Guests

wanting to claim lost items at any of the venues should be directed to the Ziff Ballet Opera House (ZBOH) Stage Door or call Security **Console 1 at 786-468-2081.**

Accident and Injuries

If you are injured while volunteering, or your injuries are directly related to the performance of your duties, you should report the injury to your supervisor immediately. If emergency medical care is needed, the House Manager and/or Event Contact and the Security Office will assist you in obtaining medical attention promptly.

Firearms and Weapons

Volunteers will not be permitted to conceal or carry firearms and/or weapons on the Arsht Center campus.

Wheelchairs

Wheelchairs are available in the ZBOH and Knight Concert Hall (KCH) for emergency situations. For liability reasons, wheelchairs are **only to be operated by the EMT on duty** for the designated performance or event. Any request for wheelchairs needs to be conveyed to a Tier- Leader or House Manager.

Leaving Early

The expectation is that volunteers stay for the duration of an assignment. You may ask to leave early from an assignment; however, it is up to the discretion of the House Manager/ Event Contact. If the request for early departure is granted, hours will only be granted for time volunteered. Leaving early must be pre-arranged in order for the volunteer to be eligible for full amount of show hours that shift. This will be at the discretion of the House Manager or Director of Guest Services.

“No-Show”

A “No-Show” will be noted on a volunteer’s account if an assignment is missed without prior notification. This classification may affect your future scheduling and/or your usher status.

Volunteer Reassignment

In the case that we have multiple performances and/or events taking place on a given night and we are short on volunteers; the House Managers may shift volunteers for best coverage for all houses for the evening. Everyone involved is expected to cooperate ensure a smooth experience. Refusal to cooperate may result in a cancellation for the evening, probation and/or dismissal from the volunteer program. Any change of assignment must be approved by the Tier leader or the House Manager.

Leaving the Volunteer Team

If you decide to leave the program:

- Please notify the Volunteer Services Manager via e-mail and/or a phone call. We will provide you with a letter detailing the length of your service along with the number

and expiration date of accrued benefits. We will also remove you from our e-mail distribution lists.

- If you have an Arsht Center volunteer parking pass or ID, it must be returned to either security or Volunteer Services. In efforts to ensure all parking passes/IDs are received, your account will be placed on hold until the pass has been returned.

Progressive Discipline

Where appropriate, it is the policy of The Adrienne Arsht Center to address disciplinary and performance issues in a progressive manner. The Adrienne Arsht Center reserves the right to determine that a progression is not appropriate to the circumstances in any case. Any volunteer that is the subject of disciplinary action or other corrective action, and who believes the action is not justified, may address his/her grievance with his/her immediate supervisor. If the supervisor does not provide a resolution satisfactory to the volunteer, he/she may file a written grievance to the Manager of Volunteer and Intern Services, whose decision will be final. If the grievance is against the Manager of Volunteer Services, the volunteer(s) will file their complaint with the Vice President of Human Resources, whose decision will be final.

Behavior leading to disciplinary action include, but are not limited to:

- Subversive behavior towards the Arsht Center, Management, House Manager, Event Contact and/or the Volunteer Services Manager.
- Lack of communication with the House Manager and/or Event contact while on duty.
- Disrespectful behavior towards fellow volunteers, staff and/or guests.
- Selling Arsht Center tickets earned through volunteer hours.
- Use of cell phone inside the theater for personal use (e.g., text, photography, phone call) while on duty.
- Slanderous remarks about the Adrienne Arsht Center or its staff on any social media platform.

Note: At any given time, the Adrienne Arsht Center reserves the right to release a volunteer from the program at our discretion.

Arsht Center Volunteer Training Manual



Volunteer Essentials

Arsht Center Volunteer Defined

Anyone 18 years of age or older who is not a paid Arsht Center employee who voluntarily donates their time to the Center in the capacity of a supportive role.

Arsht Center Season Defined

October 1 – September 30 defines one complete season at the Center.

Online Volunteer Portal

A tool for you to easily access your current schedule, tickets/hours balances, important documents etc.

Website - www.arshtcenter.org

Provides helpful information regarding upcoming shows including times, dates, locations and show content.

Newsletter

“The Bridge” is a monthly Arsht Center volunteer newsletter that includes important information vital to you as an Arsht Volunteer. A copy of each month’s newsletter is e-mailed but can also be found in the online Volunteer Portal.

Volunteer Status

Trainee

A new volunteer that has been in the program for **sixty (60) days** or less, has not taken and passed the Usher exam, and has not completed the probationary period. The probationary period is a part of the selection process and is like a “trial period.” It is intended to be used to determine whether a volunteer is a good fit for the organization.

Active

A volunteer who works a minimum of **five (5)** events/performances per season.

Inactive

A volunteer who has not participated for **five (5) months** without prior notice of leave of absence, travel, or illness. If rendered inactive, the volunteer may be required to attend the next orientation and/or attend any necessary training(s).

Seasonal

A volunteer who typically provides service from November through May of any given season. They may be asked to attend any necessary trainings missed to bring them current with updates.

Volunteer Usher Position Requirements (calendar permitting)

There are four (4) designations for the usher positions here at the Arsht Center:

- Usher Emeritus
- Seasoned Usher
- Usher
- Usher Trainee

Usher Training Requirements

- Attend Seating / Wayfinding/Emergency Procedures (Every 3 years).
- Attend Arsht Center Sensitivity training (Every 4 years).
- UBUNTU Training/Ticket Scanning (3 years)
- Additional training as required.

Usher Emeritus (has access to sign up for shows on the 1st of each month):

- Must have a **minimum of 15** years of volunteer service.
- Volunteer **an average of 25** ushering hours per season.
- Must have a **minimum of 8,000** volunteer hours.

Seasoned Usher: (has access to sign up for shows on the 1st of each month)

- Must have a **minimum of 2 years** of volunteer service.
- Must have a **minimum of 700** volunteer hours.
- Volunteer **an average of 15 ushering** hours per month.
- Volunteer for **an average of 5 shows** non – general admission shows in ZBOH.
- Volunteer for **an average of 5 shows** non – general admission shows in KCH.
- Must be in **ACTIVE** status.
- Take and pass the Seasoned Usher Exam
- **ZERO** non-medical/non-emergency “**NO CALL/NO SHOWS.**”

Usher: (has access to sign up for shows on the 4th of each month)

- Must have a **minimum of 1 year** of volunteer service.
- Must have a **minimum of 350** volunteer hours.
- Volunteer a **minimum of 20 ushering** hours per month.
- Volunteer for **an average of 4 shows** non – general admission shows in ZBOH.
- Volunteer for **an average of 4 shows** non – general admission shows in KCH.
- Volunteer for **an average of 4 shows** in the Carnival Studio Theater (CST).
- Volunteer for **an average of 2 Live** on the Plaza (LOTP) performances/events.
- Must be in **ACTIVE** status.
- Take and pass the Usher Exam.
- Must not have more than two (2) non-medical/non-emergency “**NO SHOWS.**”

Usher Trainee (has access to sign up for shows on the 4th of each month)

- Must attend New Volunteer Orientation.

Administrative Support Volunteer

- Receive on-the-job training and support.

Receptionist

- Receive on-the-job training and support.

Docent

- Attend Docent training (s).
- Participate in giving partial tours with current Docents.
- Successfully give full tour to Volunteer Services Manager and/or a current Docent.
- Read and comply with provisions in the Docent Handbook

Docent Assistant

- Receive on-the-job training and support.

Audio Describer

- Attend two (2) four (4) hour training sessions.
- Pass audio describer practical exam.
- Read and Comply with the provisions in Audio Description Handbook

Promotions

Each year, on the 3rd Saturday in September, Volunteer Services will allow eligible volunteers to sit for the Usher and the Seasoned exam. Volunteers must score at least **70%** in order to be promoted to the next usher level.

Volunteers must meet all the criteria for promotion at the time they sign-up for the exam. If the volunteer does not meet the eligible requirements, they will be sent notification via e-mail.

Sitting for the exam is optional. Volunteers that choose not to sit for the exam will remain in their current usher status.

Volunteer promotions **DO NOT** come with supervisory authority. Instead, the designation is recognition of the volunteer's knowledge and their dedication to the Adrienne Arsht Center and the community.

Demotions

On rare occasions, there may be times where a volunteer has violated code of conduct rules, Arsht Center Rules, failed to remain current on required training(s), etc. In these instances, depending on the circumstances, the volunteer's usher status may be downgraded. In addition, the continual lack of proficiency in basic volunteer usher duties and/or the unwillingness to follow House Manager/Director of Guest Services instructions may also result in the volunteer being downgraded or dismissed from the volunteer program.

Important Notes:
<ul style="list-style-type: none"> • Usher Trainees must complete Ubuntu and Wayfinding within ninety (90) days after the New Volunteer Orientation.
<ul style="list-style-type: none"> • Only those volunteers who are invited by the Manager of Volunteer and Internship Services may be designated Emeritus Status. Exceptions to the above will be considered on a case-by case basis.
<ul style="list-style-type: none"> • Active volunteers will not be demoted or downgraded solely for not meeting the required hour/show requirements.
<ul style="list-style-type: none"> • Show requirements must be completed within three (3) consecutive years in order to be counted toward a volunteer being eligible to advance to the next usher level.

Dress Code

To ensure we are presenting a uniform look, please adhere to the guidelines below*:

Standard Usher Uniform



***Please see the training video in the online Volunteer Portal**

Arsht Center issued white long-sleeve dress shirt with collar.

- Black pants **(no denim jeans, leggings, capris, yoga pants, etc.)**. Ladies may substitute a black skirt, knee-length or longer, with black or beige color stockings. Stockings should be worn if wearing a skirt.
- Black socks and closed black rubber soled shoes (slip resistant). Slides, sandals, crocs, high heels, and gym shoes are prohibited.
- Arsht Center gray vest, red bow tie or red long tie and name tag.
- Shirts should be pressed and tucked in your waist band.
- Men need to be clean shaven or have trimmed beards/moustaches.
- Hair and nails should be well-groomed.
- Only black head wraps are permitted.
- Jewelry must be kept to a minimum and noiseless.
- Visible piercings, other than ears, need to be removed. Tattoos need to be covered.
- Arsht Center standard issue blue or white flashlight and writing utensil.
- A maximum of two (2) volunteer pins, one on each collar (not required).

Event Volunteer / Administrative Uniform



- Red Arsht Center issued Volunteer T-Shirt that says, **“Volunteers Make a World of Difference.”**
- Black slacks or dark colored jeans **(no leggings, capris)**. Ladies may substitute a black skirt, knee-length or longer, with black or beige stockings. Stockings should be worn if wearing a skirt.
- Arsht Center name tag (when working Front of House).
- Black socks closed black rubber soled shoes and/or tennis shoes (no slides/sandals/crocs).
- Only black head wraps are permitted.
- Hair and nails should be well groomed.
- Jewelry kept to a minimum and noiseless.
- Visible piercings, other than ears, need to be removed.
- Tattoos need to be covered.

When volunteering for the Arsht Center, a volunteer should either be in the Standard Usher Uniform or the Special Event/Admin uniform or have a credential that identifies them as a volunteer. In rare cases, if a volunteer comes to the Center often, we may issue them a volunteer ID badge. A volunteer may be denied the opportunity to volunteer if not in proper attire or correct Arsht Center issued ID badge.

Flashlights

The flashlights are used to assist guests in the dark theater and for emergencies. It should be a STYLUS® brand (or any brand authorized by management), pocket

sized, single bulb, and bright enough to see when the theater is dark. Volunteers will have the option of using a White or Blue pen light when escorting guests to and from their seat, identify seat numbers on a guest's ticket(s), or explain something inside a Playbill®, Programs, Cast Insert, Libretto, etc. Flashlights should never be pointed at the stage, or the guests for any reason. When Wayfinding, ushers should point the beam at the guest's feet when guiding them to or from their seats in order minimize distracting other guests and for the safety of the guest(s) being assisted.

Barrel LED flashlights (with multiple bulbs) are unacceptable because they are too bright (the same rule applies for the cell phone flashlight).

Volunteer Parking

Parking is provided in the OMNI garage located: NE 15th ST between Biscayne Blvd. and N Bayshore Dr. (See additional parking instructions in the PDF attached). Please be sure you enter the correct garage as the one pictured is the only one that we can validate your parking for. Please adhere to the following rules when parking at Omni Garage:



- Park on the 5th floor and above.
- Front-in parking ONLY.
- No overnight parking

The Volunteer Club House

The volunteer clubhouses are equipped with lockers, a refrigerator, microwave, and an automatic coffee maker for your use in each House. The lockers can be used for your personal property during your shift. You may use a small personal lock (or the ones provided by Volunteer Services) to secure your belongings during your shift, but please remove it after your shift has concluded. A light snack(s) and drinks will be provided before your shift. **As a rule, each volunteer is allowed two (2) snacks and one (1) drink.** Once you leave the clubhouse for your assignment, you are considered "On-Stage." **Food and drinks are not allowed outside of the Volunteer Clubhouse.** Please conduct yourself accordingly.

Food, drinks, snacks must not be taken outside of the Volunteer Clubhouse, and gum must not be chewed during a performance (including intermission). Cell phones must be kept concealed at all times during performances/events.

Volunteer Double Shifts

If you are volunteering for a double shift, Volunteer Services may provide lunch. A double-shift shall be defined as working an additional assignment within **five (5) hours** of your current assignment.

Example #1

Macbeth has signed up to volunteer for *Romeo and Juliet*, which has a call time of **9:00 a.m.** and an approximate end time of **12:00 p.m.** He then signs up for *Taming of the Shrew*, which has a call time of **1:00 p.m.** and an approximate end time of **4:00 p.m.** Because the call time is within **five (5) hours**, Macbeth's assignments would qualify as a double shift.

Example #2

Hamlet has signed up to volunteer for *The Tempest*, which has a call time of **8:00 a.m.** and an approximate end time of **11:00 a.m.** He then signs up for Othello, which has a call time of **5:00 p.m.** and an end time of approximately **9:30 p.m.** Because this falls outside of the **five (5) hour** parameter, Hamlet's assignments **WOULD NOT** qualify as double shifts.

The Volunteer Shift Doubles list is pulled every **Friday at 2:30 p.m.** If you sign up for a double shift after the cut-off time, you must notify Volunteer Services that you are working a double-shift by **8:30 a.m.** the next day in order to take advantage of being provided a meal. The aforementioned provisions may be adjusted by the Volunteer Services Manager on a case-by-case basis.

Volunteer Referral Program

Any current volunteer can recommend a friend, co-worker or family member (18 years or older) to attend a New Volunteer Orientation. If the person recommended stays through the **60-day probationary period**, the volunteer who recommended him/her will receive **ten (10) incentive hours*** per person recommended.

Volunteer Advisory Committee

The purpose of the Advisory Committee is to provide valuable insight and recommendations from the volunteer perspective to the Volunteer Services Manager (VSM). Committee members are active for one (1) full season from October to September. Nominations are open from August 1 to August 31 of each season with final selections made by **September 30th** of each season by the VSM. A volunteer can serve up to **three (3) seasons** on the committee. Each season the selection process starts over from scratch and a new team is selected. There are no guarantees that a volunteer may be selected for additional or continuous seasons.

Cancellation Policy

You may cancel an assignment at any time by hitting the “Drop Shift” button on the “Shifts” link in the online Volunteer Portal. If you need to cancel an assignment, but provide a replacement, your cancellation will not count against your incentive hours*. Send an e-mail to volunteers@arshtcenter.org with whom will be covering for you so we can notate both of your accounts. **Please note:** the cancellation will still show up on your account to keep records accurate, but we will have made note in terms of who covered for your shift. We will also send you a confirmation e-mail indicating the notation has been made to your account.

Volunteer Benefits

- For 72 hours of service, you earn several benefits including the following:
 - 4 tickets to Arsht Center ticketed performances (some restrictions may apply).
 - A complimentary Arsht Center *Aficionado* Membership. Check the memberships page on the website for more details.
 - Invitation to the Annual Recognition Dinner.
 - An event celebrating our volunteers’ accomplishments from the previous season.
- Lifetime Pins:
 - You can earn lifetime volunteering pins by accumulating hours (excluding incentive/bonus hours) in the following increments:
 - 500, 1000, 2000, 3000, 4000, 5000 etc.
 - You can also earn lifetime volunteering pins by how many seasons you have volunteered at the Center. They are awarded in the following increments:
 - 5yr, 10yr, 15yr etc.

Incentive (Bonus) Hours*

Incentive hours can be earned each month by:

- Attending all assignments signed up for.
- Having three (3) or fewer of the following (or combination of) per month:
 - Cancellations
 - Tardies
 - Dress code violations
- Staying for the entire duration of an assignment.

Thank You Hours

Are hours that do not count towards incentive hours or your actual show hours. However, they do count towards earning tickets and lifetime hours.

Incentive hours are calculated and added to your account at the beginning of each month for the *previous* month in the following pattern.

<i>Number of Hours</i>	<i>Bonus Hours Earned</i>
15 hours	3
20 hours	6
25 hours	9

* The **only exception** to this rule applies to volunteers who are solely Docents and/or Docent Assistants. In this case, they are eligible for bonus hours once they have conducted and/or assisted a minimum of four (4) tours per month.

Accessibility Services

The Arsht Center strives to ensure that all of our spaces and events are accessible. In addition to providing accessible seating for all performances and events, see below for services offered for our guests who are deaf, hard of hearing, blind or have low vision.



Infrared Assistive Listening Devices

These devices amplify and clarify sound for guests who are hard of hearing. All performance venues at the Center are equipped with Assistive Listening Devices (ALD) free of charge that are available from the House Manager.



American Sign Language Interpretation (ASL)

A team of professionally certified ASL interpreters provide a sign language-interpreted performance, in addition to a pre-show overview and introduction for a signed or captioned performance scheduled by the Center. Offered at select performances.



Audio Description

Guests can listen through an assistive listening device (ALD) to trained audio describers as they provide a live, objective and succinct description of the action and visual elements of the performance, without interfering with dialogue. Offered at select performances.



Touch Tours (TT)

For our guests who use the audio description service, a Touch Tour enhances the experience by being able to touch costumes and props before the performance. Offered at select performances.



Service Animals

The Center allows service animals in any part of the building where guests are permitted to go. If a service animal interferes with a performance, the Center will reserve the right to ask the guest to remove the animal but allow the guest to return to the theater if they wish. If a fellow guest experiences an allergic reaction to a companion animal, with the help of a House Manager or Tier-Leader, they should be reseated in seats designated by the Box Office for problems.



Open Captioning (OC)

Spoken dialogue scrolls across a digital screen as the action occurs on stage. Offered at select performances.

Americans With Disabilities Act (ADA) POLICY – General Guidelines

- Use **disability** to indicate a functional limitation that interferes with a person's mental, physical or sensory abilities.
- Become familiar with **People First** terms and language.
- View the guest as a person, not as a disability. Our Center treats all visitors with respect.
- Speak directly to the person who has a disability. If the person is with a companion, the conversation should be directed to the guest.
- Be patient. Some guests with disabilities may take a bit longer to express their need(s) or to do something (i.e., retrieving a credit card from a wallet).
- Do not ask personal questions about the disability.
- Do not call the guest by their first name. You would not assume that familiarity with the general population, a disability is not a license for familiarity.
- Ask, "Do you need assistance?" rather than assume the guest needs help. Introduce yourself as a staff member and ask if you can be of service.

- Treat a person with a disability as a healthy person. If a guest has functional limitations, it does not mean that they have accompanying health problems.
- Do not pet a service animal without asking permission. The animals are not pets; they must be alert and focused on their companions. Walk on the side of the person that is away from the animal.

Language To Use

- People with disabilities
- Blind/Deaf
- Accessible parking, accessible restrooms
- Uses a wheelchair/mobility chair.
- Wheelchair/Walker user

Language Not To Use

- Handicapped and special needs
- Handicapped parking, handicapped bathroom
- Hearing/Visually Impaired
- Wheelchair bound/confined to a wheelchair

Guests Using Wheelchairs, Crutches or Canes

- Speak directly to the guest with the disability. If the person is with a companion, the conversation should be directed to the guest.
- Due to liability reasons, volunteers do not push wheelchairs. Only the EMT on duty is allowed to push a guest in a wheelchair.
- Do not lean or hang on a wheelchair. Sit or squat, so that you can be eye level with the person with the wheelchair. If it is going to be a prolonged conversation, it would be a good idea to get a chair so one can sit and have a direct conversation.
- Tier-Leaders will inform volunteers of designated storage area for walkers, wheelchairs, etc. Volunteers have the responsibility of storing such items before the performance, retrieving them for guests at intermission (if needed) and after the performance/event is over.
- All wheelchairs and walkers must be kept outside of the House when not in use by the guests. Wheelchairs and walkers will have a tag placed on them with the name and seat location of the guest.
- When giving disabled guests directions, please be sure to give the most accessible and shortest route to access in our theaters.

Guests Who Are Blind or Low Vision

- Introduce yourself and any other person who might be with you. Speak in your normal tone. When the conversation is concluded, let the guest know that you are walking away.
- Address the guest directly, so they are aware that you are speaking to them.
- Be aware that ancillary noise may be distracting for a person who relies so heavily on hearing.

- Ask the guest if they would like some assistance. If assistance is accepted, allow the person to take your arm, rather than you are taking theirs.
- If guiding the guest, speak in a normal voice and be certain to make the guest aware of any steps, dips in the floor grade, narrow passages and where the floor texture might change from tile to carpet. Be specific, say “to your left” and “to your right”.
- To assist with seating, it would be helpful (with permission) to place the guest’s hand on the arm or back of the seat to help ease themselves into the chair.

Guests Who Are Deaf/Hard of Hearing

- Attract the guest’s attention. Wave your hand to try to gain eye contact. If it is an emergency situation, it may be necessary to tap the guest on the shoulder.
- Speak directly to the guest, not the companion or interpreter.
- If the guest has an interpreter with them, keep in mind that this person is the communicator between the deaf and hearing person. Do not ask the interpreter questions when they are communicating with the guest.
- Speak clearly and at a normal pace. Do not shout or exaggerate lip movements. Keep sentences short and to the point as some guests who are deaf can read lips.
- Be flexible with your statements. If the guest has difficulty understanding what you are saying, try to rephrase your statement. If the difficulty persists, try writing your message down.
- Be patient. If you don’t understand what the guest is saying, don’t pretend that you do or guess.
- Provide a clear view of your face and keep a light source on it. Do not cover your mouth with your hands when speaking, and always face the guest. This will help facilitate the guest reading your lips.
- Use facial expression that match your tone of voice, gestures and body movements to add to communication.

Guests With Speech Difficulties

- Be patient. If you don’t understand what the guest is saying, don’t guess or pretend that you do. Do not correct or speak for the guest. Allow time and give the help when needed. Repeat as much as you have understood and be attentive to the guest’s response.
- If possible, ask short questions that can be easily answered or responded to with a nod of the head.
- If the situation permits, give your complete attention to the guest who has difficulty speaking.
- If communication is still difficult, ask the person to write it down, spell or rephrase the statement.

Guests With Cognitive Disabilities

- Be patient and help make the guest feel welcome and comfortable.
- Speak directly to the guest, not to the companion.
- Speak slowly and distinctly. Processing information may take a moment or two.
- Showing may be easier than telling.

Special Notes

- Keep in mind we cannot anticipate a guest's needs. A guest might have multiple disabilities, perhaps blind and using a wheelchair but not need any assistance. Our responsibility is to ask in a gentle manner if we can be of assistance. A guest may have a hidden disability, such as diabetes, a heart condition or seizure disorder; something that is not necessarily evident on the outside. Should the infirmity flair up while visiting the Center, we should offer any assistance possible.
- Listen carefully when a guest is trying to explain their needs. If a guest is acting confused or disoriented it could be the result of a medical condition, i.e., low blood sugar with diabetes or another chronic condition.
- Be considerate of all guests, but should inappropriate behavior continue, seek additional assistance from the Tier-Leader, House Manager and/or event contact.

Frequently Asked Questions:

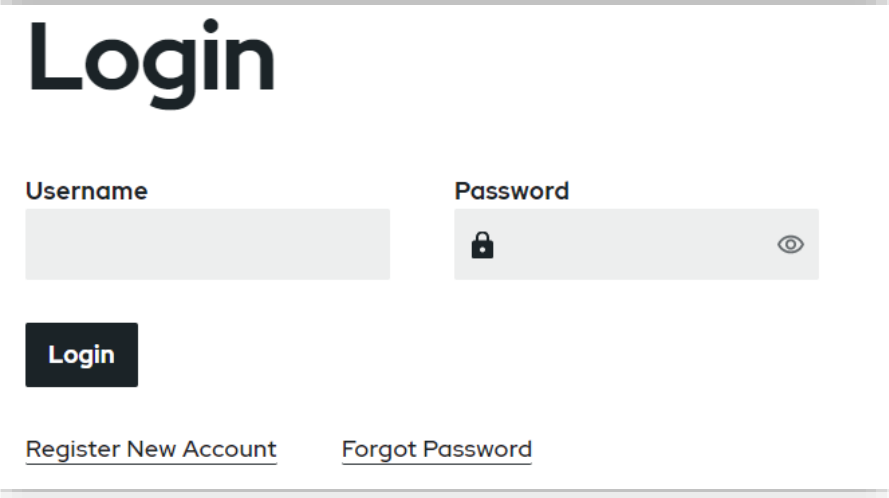
How Do I Access the Online Volunteer Portal?

The online Volunteer Portal provides vital information to Volunteers including scheduling, tickets earned and training materials. To access the online Volunteer Portal, follow the instructions below:

1. Go to www.arshtcenter.org
2. Click the "Login" button near the top right of the home page.



3. Enter your username/password and click “Login”.

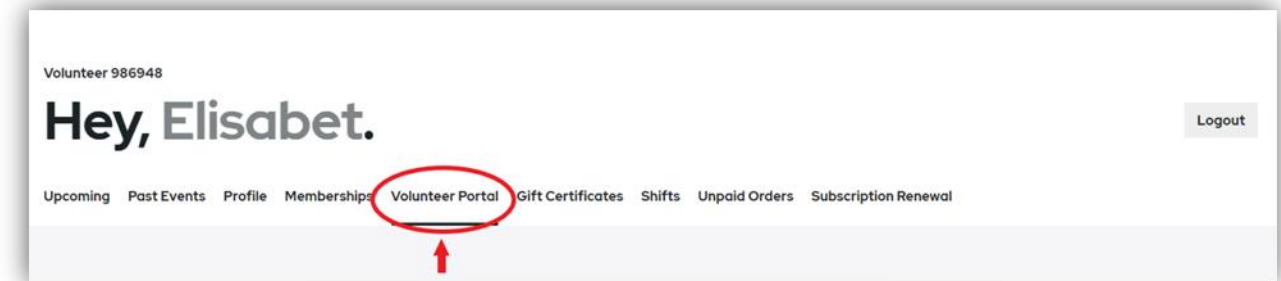


The login form features a large 'Login' heading at the top. Below it are two input fields: 'Username' and 'Password'. The 'Password' field includes a lock icon and a toggle for visibility. A black 'Login' button is positioned below the 'Username' field. At the bottom, there are two links: 'Register New Account' and 'Forgot Password'.

4. Click on the “My Account” button at the top right of the page.



5. Click on the “Volunteer Portal” tab.



How Do I Redeem My Volunteer Tickets?

1. Scroll down on the Volunteer Portal to see how many tickets you have earned.

Volunteer Tickets
2021 - 2022

[Register for a shift](#)
[Redeem](#)

Current Balance 15 tickets	-Total tickets available from last & current season
Tickets Used 0 tickets	-Total tickets redeemed this season
Total Tickets 15 tickets	-Total tickets earned for the current season
Tickets Expiring 11 tickets	-Tickets earned last season expiring on 09/30 this year
Hours 90 hours	-Total hours earned for the current season
Next Set of Hours 144 hours	- # of hours in which next set of 4 tickets are issued
Actual Hours 312 hours	-Total # of hours earned from day 1, not including bonus hours
Lifetime Hours 510 hours	- Total # of hours including bonus hours

Production Volunteer Hours

2. To request your tickets, click the “Redeem” button found in the Volunteer Portal.

Volunteer 986948 → Your ID# used for ticket requests

Hey, Elisabet. [Logout](#)

[Upcoming](#) [Past Events](#) [Profile](#) [Memberships](#) [Volunteer Portal](#) [Gift Certificates](#) [Shifts](#) [Unpaid Orders](#) [Subscription Renewal](#)

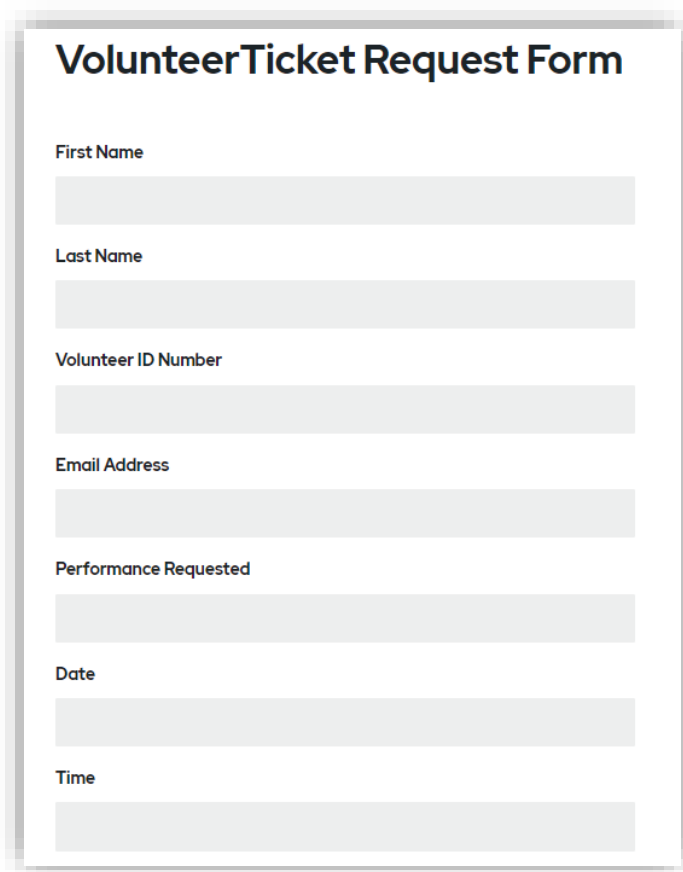
Important Volunteer Information
For all your important volunteer information please click the button. [Click Here](#)

Volunteer Tickets
2021 - 2022

[Register for a shift](#)
[Redeem](#) → Ticket Request Form

Current Balance 15 tickets	
Tickets Used 0 tickets	
Total Tickets 15 tickets	
Tickets Expiring 11 tickets	

3. Fill out the ticket request form and hit submit.
 - All fields must be filled out for the submission to go through successfully.
 - If you are unsure of a date, list your first choice in the date field. Your second or third choice can be listed in the notes section at the bottom.
 - Please only hit submit once. You can always send us an e-mail to make sure we received it.



The image shows a screenshot of a web form titled "Volunteer Ticket Request Form". The form contains several input fields, each with a label above it: "First Name", "Last Name", "Volunteer ID Number", "Email Address", "Performance Requested", "Date", and "Time". Each label is followed by a light gray rectangular input box.

Volunteer Ticket Request Form

First Name

Last Name

Volunteer ID Number

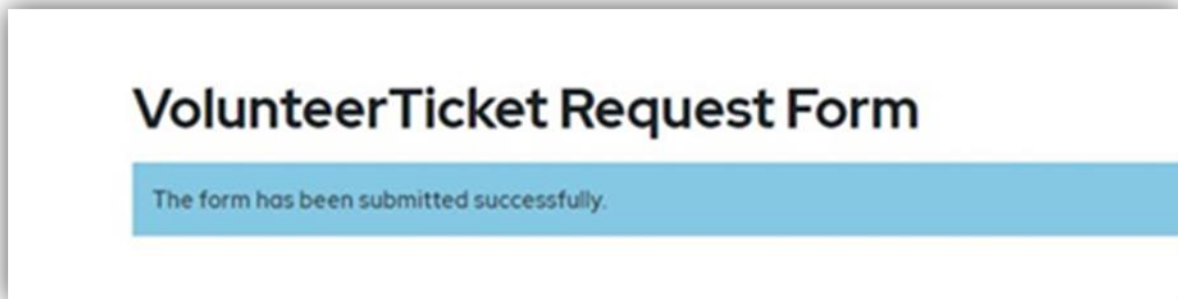
Email Address

Performance Requested

Date

Time

4. You will see this message when it has gone through.



The image shows a confirmation message displayed on a white background. At the top, the title "Volunteer Ticket Request Form" is centered. Below it, a blue horizontal bar contains the text "The form has been submitted successfully." in white.

Volunteer Ticket Request Form

The form has been submitted successfully.

- Please e-mail Volunteers@arshtcenter.org with any questions

How Many Hours Do I Have?

Volunteer Tickets

2021 - 2022

Register for a shift
Redeem

Current Balance 15 tickets	-Total tickets available from last & current season
Tickets Used 0 tickets	-Total tickets redeemed this season
Total Tickets 15 tickets	-Total tickets earned for the current season
Tickets Expiring 11 tickets	-Tickets earned last season expiring on 09/30 this year
Hours 90 hours	-Total hours earned for the current season
Next Set of Hours 144 hours	- # of hours in which next set of 4 tickets are issued
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Production Volunteer Hours

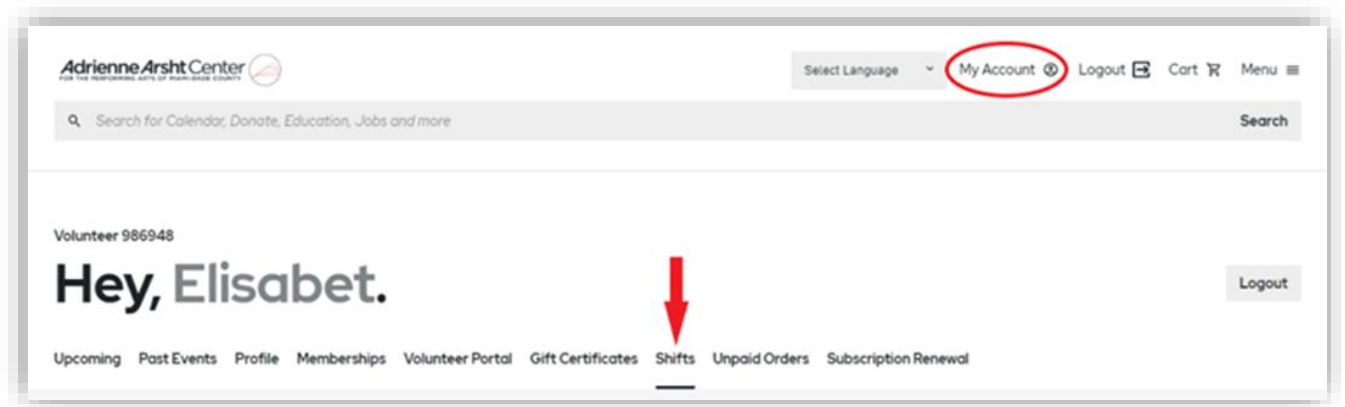
When you click on “Volunteer Portal” it displays hours/tickets information only for the current season. Since our season starts on October 1st of each year, only activity beginning from 10/1 will be displayed. If you have concerns about hours from previous seasons, we can provide a printout with your hours from past seasons.

Actual Hours Earned are your hours earned from your first day of volunteering *excluding* incentive hours. This is the number that Volunteer Services is required to report to the County at the end of each season. The County asked that this number not include incentive hours. This is the number that your achievement pins are based on.

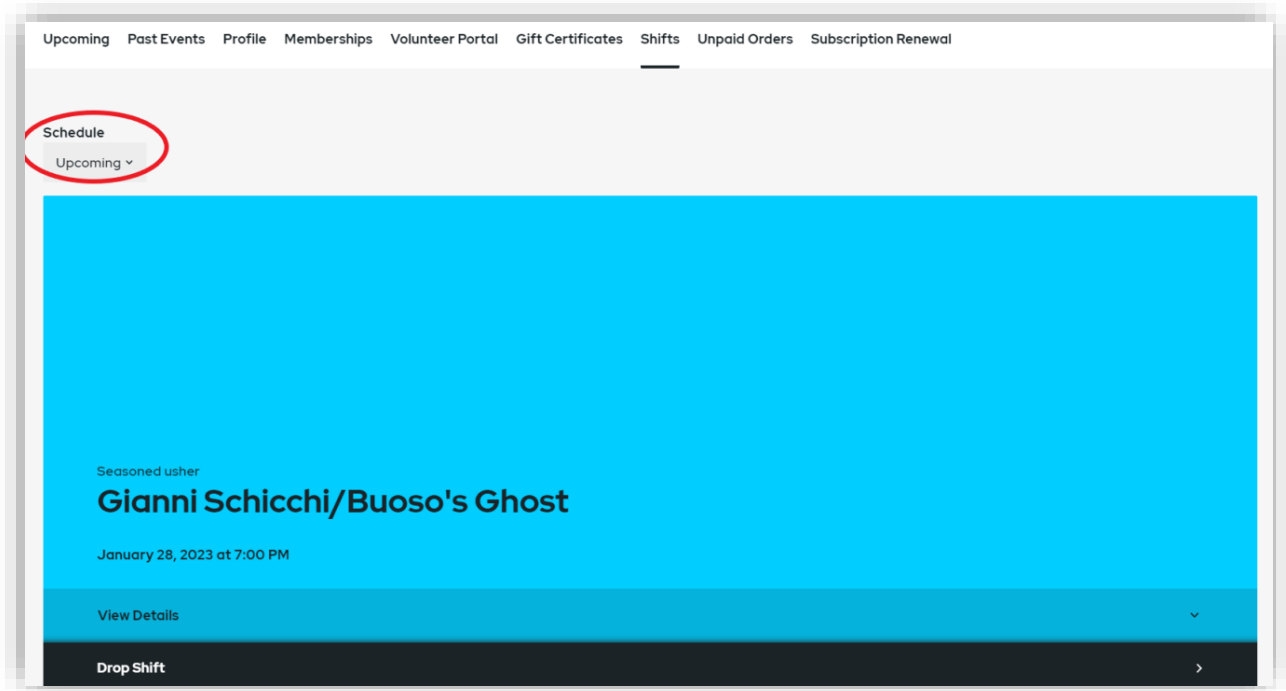
Total Lifetime Hours includes your actual hours in addition to any incentive hours earned from your first day of volunteering at the Arsht Center.

I Didn't Receive a Confirmation E-Mail. Am I Still Signed Up for My Assignment?

1. Under “My Account” click the “Shifts” tab



2. The show/event that you just signed up for will appear on your upcoming schedule.



Do Volunteers Get Discounts on Tickets?

You, your friends and/or family may use the promo code: **ARSHTSTAFF**. It gives discounts on ticket purchases and/or fees. Discount will not always be the same. Different shows offer different discounts on different days so it will vary on a show and/or daily basis. Type in **ARSHTSTAFF** in the promo code box **and click apply** (very important otherwise the discount will not be applied). Once applied, it will display the discount for the current day.

Can I Upgrade My Tickets?

Yes! Tickets may be upgraded by paying the difference between the ticket you received and the cost of the new ticket. **To upgrade, please contact a Box Office Manager at 305.949.6722 or e-mail tickets@arshtcenter.org.**

How Many Expiring Tickets Do I Have?

Please refer to the online Volunteer Portal or refer to the question “How many hours do I have” in the FAQs.

How Many Volunteers Can Sign Up for Performances?

For shows/events in the ZBOH / KCH we need a **minimum 20 volunteers (Max amount varies)**. For performances in the CST we need a **minimum of 6 volunteers (max is 8)**. For all other special events, usher staffing will vary based on the size of the event or special request(s).

Why Do Volunteers Have to Report So Early When Ushering for A Performance?

Volunteers receive the general briefing and their assignments from the House Manager. Next, the Volunteer is briefed by their Tier-Leader on the specifics of their assigned tier. This may include pre-show checks of restrooms, water fountains, monitors, seat removals, as well as emergency evacuation drills. All of this needs to happen and everyone in position when the upper lobby opens 60 minutes prior to curtain. Those in the lobby and the lower tiers normally feel the immediate effects as they tend to be the first people that guests interact with. However, being show ready means being ready to welcome guests on all levels without regard to when a guest may first reach your tier.

Do I Have to Purchase My Uniform?

The initial white shirt, the initial red shirt, the initial tie, and the initial vest are provided at no cost. The Arsht Center has certain special events where shirts are worn to promote the event. These shirts will be provided to the volunteer at no cost.

If the Theater Gets Cold, Can I Wear a Sweater Over My Uniform?

No. We encourage layering. Try wearing white colored long underwear under your shirt to help stay warm. However, if you have a condition that requires you to wear a sweater, please speak to the House Manager.

Can I Use My Parking Pass If I Am Not Volunteering, But Just Attending A Show?

Yes. Volunteers that volunteer for an average of six (6) non-general admission events per month, shall be allowed to use their parking pass for performances. **Individual QR code parking vouchers shall only be used for events/performances only.**

When Can I Sign Up for My Assignments Online?

Online scheduling is available two months at a time:

- Scheduling for special events becomes available on the 1st of each month or as they become available.
- Scheduling for Docents / Docent Assistants for tours becomes available on the 1st of each month or as they become available.

- Scheduling for Seasoned ushers for **shows** becomes available on the 1st of each month for the next month (e.g., On May 1st - Seasoned Ushers can begin to sign up for June shows as well as sign up for any shows that have availability for the remainder of May).
 - During this period (1st – 3rd of each month) Seasoned Ushers may only sign up for 3 CST shows. On the 5th of each month, once the regular ushers and trainees have an opportunity to sign up, anything left in the CST Seasoned Ushers are welcome to sign up for.
- Scheduling for Ushers and Trainees for **shows** becomes available the 4th of each month for the next month (e.g., On May 4th - Ushers and Trainees can begin to sign up for June shows as well as sign up for any shows that have availability for the remainder of May).

You register by your classification:

- Seasoned Usher (all shows, administrative and extra events).
- Usher (all shows, administrative and extra events).
- CST Trainees (all general admission shows and extra events).
- Docent / Docent Assistance (all tours and extra events).
- Administrative (all administrative and extra event opportunities).

What Do the Different “Cancellations” Mean?

Cancelled Assignment is assigned to your account when the Arsht Center cancels the assignment.

Cancelled (found replacement) you are able to find a replacement for you to cover an assignment that you can no longer do.

Cancelled Advanced is assigned to your account when you are no longer able to fulfill your commitment and cancel within at **least 48 hours** of your assignment.

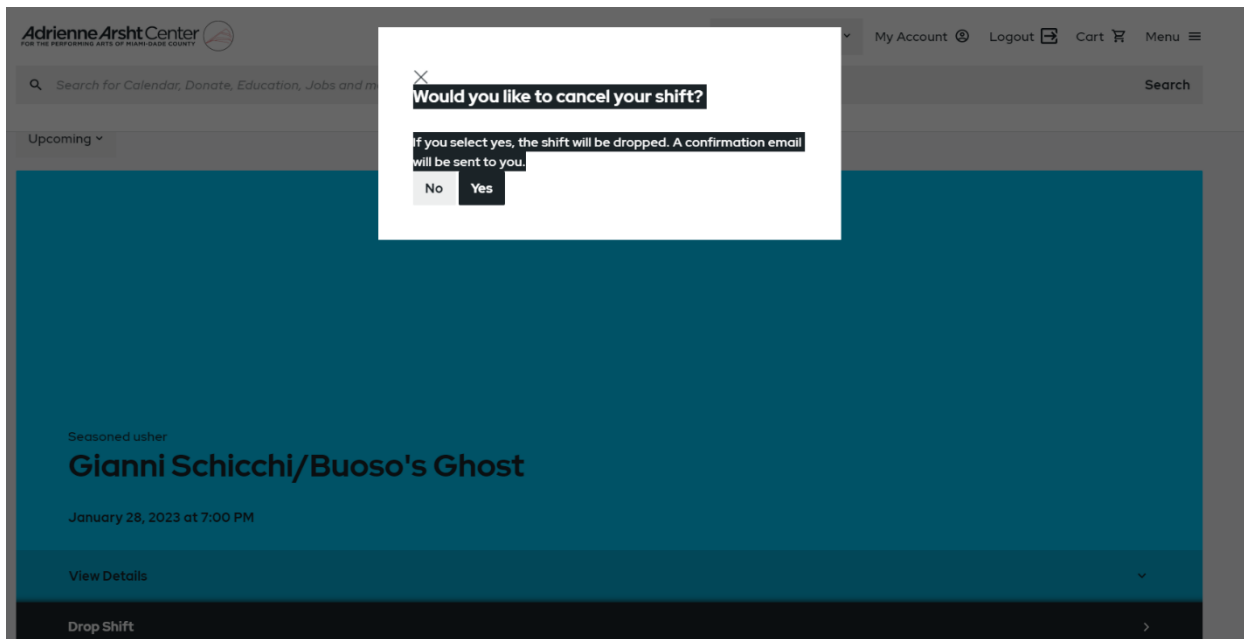
Cancelled Last Minute is assigned to your account when you are no longer able to fulfill your commitment and cancel less **than 24 hours** of your assignment.

How Do I Cancel My Shift?

If you need to cancel an event within **48 hours**, you must do so by e-mailing: housemanagers@arshtcenter.org AND volunteers@arshtcenter.org

If it is more than forty-eight (48) hours in advance and you need to cancel your volunteer commitment:

- Click on “Shifts” then “Upcoming”.
- Find the assignment that you need to cancel.
- Click on the button that says, “Drop Shift” (if this button is not displayed, it is because it is less than 48 hours before the assignment, and you need to e-mail us directly).



How Many Cancellations Can I Have Without Impacting My Monthly Incentive Hours?

Incentive hours are not impacted until the 4th infraction for the month (any combination of cancellation, tardy and/or leaving early). A volunteer can have three (3) cancellations for the month without losing incentive hours.

If I Feel as Though I Am Treated Unfairly During My Shift, What Do I Do?

First, discuss the issue with the House Manager. If there is no satisfactory resolution, contact the Manager of Volunteer Services. Volunteers are also encouraged to fill out the **Volunteer Experience Form** and submit it anonymously, should they choose. A link to the form can be found in your show / event confirmation and reminder e-mails as under the “Important Documents” link in the online Volunteer Portal.

What Is That Colorful Display on The Wall of The ZBOH On Tier 1?

Stark’s *Neon Vortex* is the fourth installment of the Center’s Knight Masterworks Print Collection, and the first that includes an on-site installation. This installation, completed in 2017, is designed to engage visitors by inviting them into the art and to engage with it by

taking selfies and sharing the images to social media.

Where Can I Find the Latest Edition Of “The Bridge” Volunteer Newsletter?

If you missed the e-mail or accidentally deleted it, you can find archives of the current season in the online Volunteer Portal.

Are We Allowed To Consume Concessions While On Duty?

No. A volunteer should never ask for or purchase concessions to consume while on duty. If a volunteer purchases a meal from concessions and consume it in the volunteer clubhouse.

Appendix

Arsht Center Quick Facts:

- Largest public/private sector partnership ever undertaken by the Miami Dade County
- Opening: September 2006
- Inaugural Gala: October 2006
- Construction began: October 2001
- Address: 1300 Biscayne Blvd. Miami, FL 33132

Performing Arts Center Structure:

- PAC occupies 570,000 square feet.
- Has 3 main performance venues.

Sanford and Dolores Ziff Ballet Opera House (ZBOH):

- 11,000 square foot Hall with 2,454 seats.
- Hosts Opera, Dance, and Broadway style shows.
- Excellent acoustics – classic proscenium arch stage construction.
- Five levels of seating: Orchestra, First Tier, Second Tier, Third Tier, Fourth Tier.
- Houses Brava! By Brad Kilgore, Peacock Foundation Studio and Carnival Studio Theater.

Carnival Art Deco Tower:

- Built as the Sears, Roebuck and Co. Miami flagship store in 1929.
- Location of The Accent Café

Carnival Studio Theater (CST):

- Flexible space with non-fixed seating (up to 292 seats).

Knight Concert Hall (KCH):

- 1,966 seats.
- Seating available on four levels: Orchestra, First Tier, Second Tier, and Third Tier.

Tours:

- American Airlines Free Tours take place every Monday and Saturday at noon.
- Free tours for groups of 10 or more can be booked online.

Box Office Hours:

- Monday through Friday: 12:00pm – 5:00pm.
- Saturday and Sunday: CLOSED.
- On days with scheduled performances, the Box Office “sales” and “will call” windows will open at noon and/or two (2) hours prior to curtain for matinee performances.
- Guests can collect their tickets in advance, or at “WILL CALL” in the Box Office when they arrive.
- The Box Office will close 30 minutes after curtain.

Administrative Offices

- Located on 3rd floor of the ZBOH.

Arsht Center Terminology

Venues/Dining

- AAC – Adrienne Arsht Center
- ZBOH – Ziff Ballet Opera House
- CST – Carnival Studio Theater
- KCH – Knight Concert Hall
- Brava! Managed by Constellation – Arsht Center’s onsite Restaurant located on 2nd floor the ZBOH.

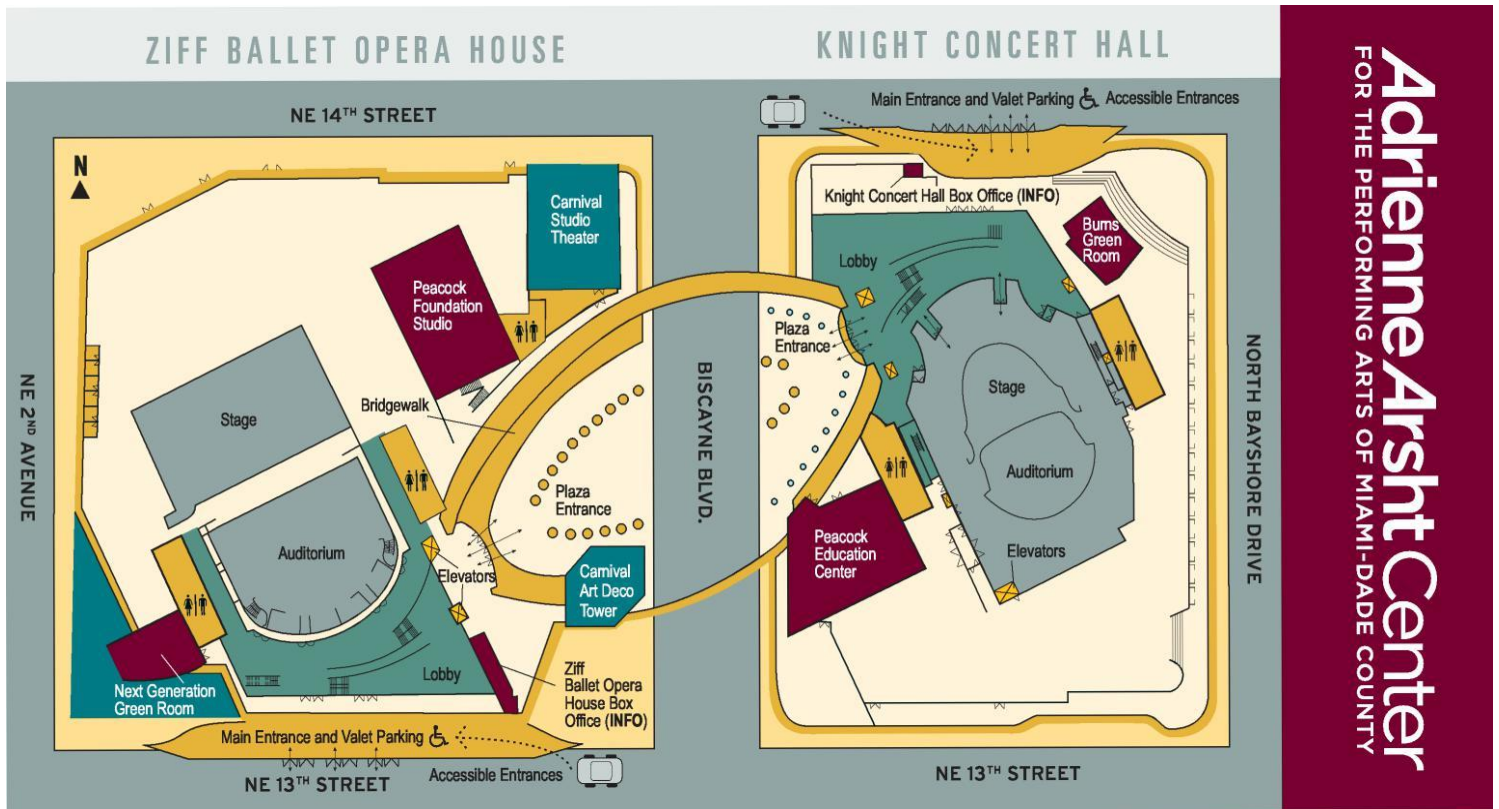
Theater

- House Left (HL) - When facing the stage, house left is to your left.
- House Right (HR) - When facing the stage, house right is to your right.
- Next Generation Green Room – Downstairs Lobby Level – House Left ZBOH.
- Terra Group Patron’s Club - located on the box-tier level of the ZBOH.
- PFS – Peacock Foundation Studio – located house right in KCH.
- Burns Green Room – Orchestra Level House left – KCH.
- Cejas Patron’s Club - located on the box-tier level of the KCH.
- PEC – Peacock Education Center – located left of CST and under restaurant on first floor.
- House Manager Podium – Where the House Manager stands, and ushers gather for show briefings in the CST.
- Stage Door – Main backstage entrance.
- Security – Main office located by stage door entrance in both houses.
- Valet Ramp – Located in the front of both houses for Valet Service.

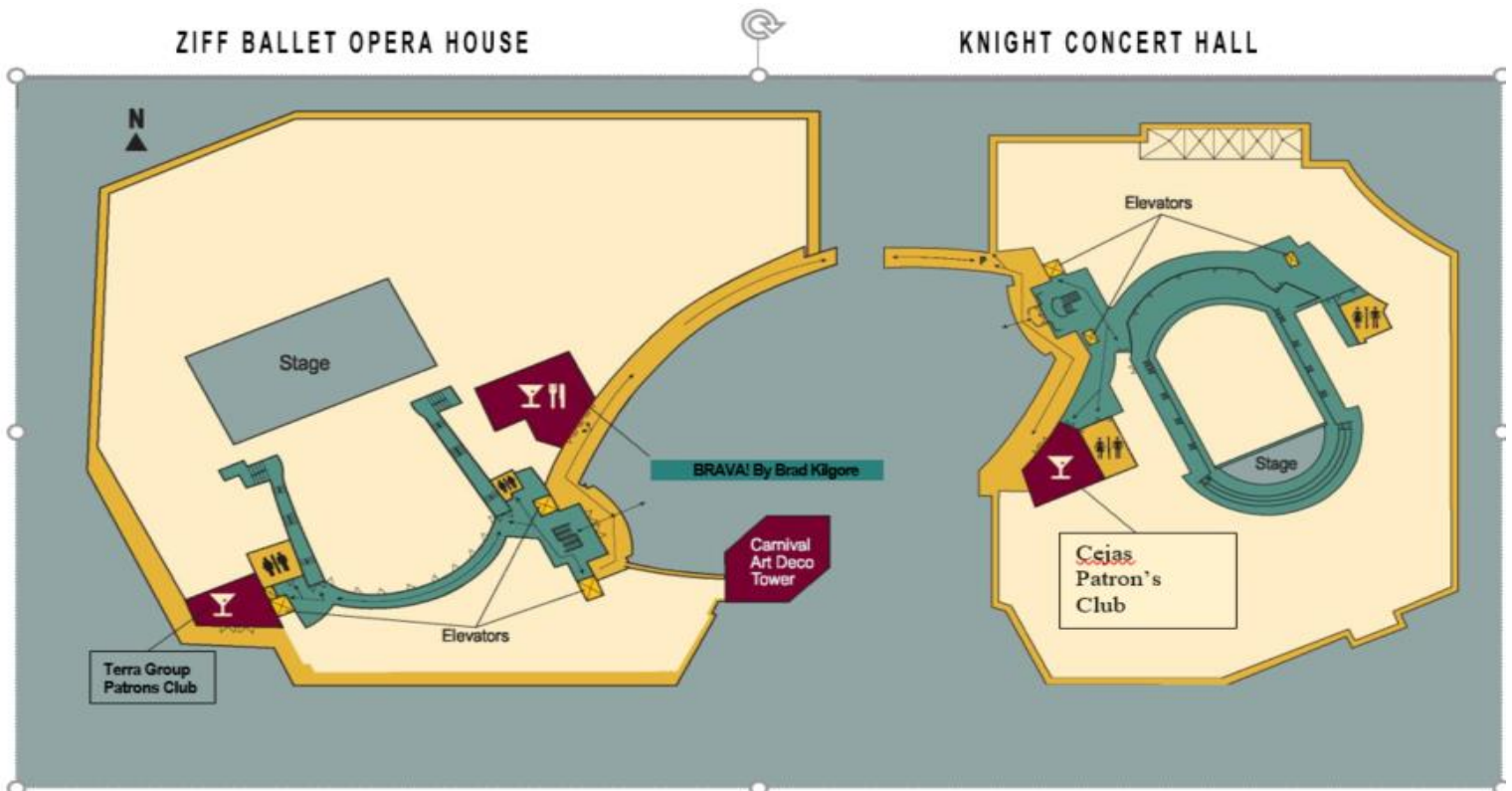
People/Titles

- Director of Guest Services– Manages both houses; House Managers report to this position.
- House Manager - Each performance and/or event has a House Manager as the lead for the front of house activities.
- Tier-Leaders - Paid staff who report to the House Managers. They assign and direct the ushers in the ZBOH and KCH and/or events.
- Director of Rentals and Events Programming – Responsible for a major portion of the outside sales of the Arsht Center’s rental program. The Director is also responsible for pitching, contracting and executing events.
- Manager of Volunteer and Intern Services - Works with department heads to develop a comprehensive volunteer/intern needs assessment for Arsht activities.

ZBOH and KCH Campus Map

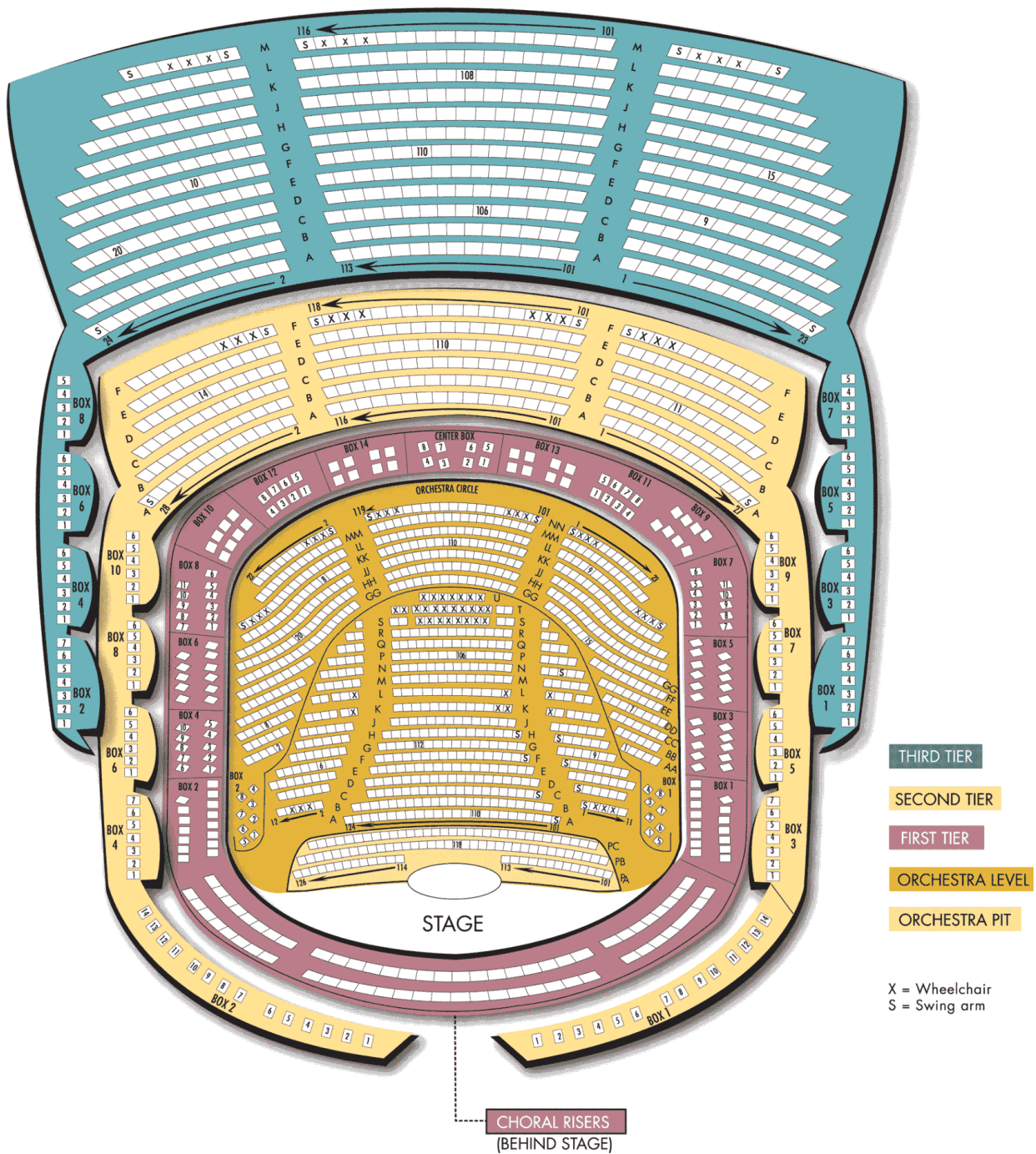


Adrienne Arsht Center
FOR THE PERFORMING ARTS OF MIAMI-DADE COUNTY



KCH Seating Map

KNIGHT CONCERT HALL



Acknowledgment of Adrienne Arsht Center Policies

I understand these volunteer policies describe important information about the Adrienne Arsht Center and that I should consult the Volunteer Services Office regarding any questions that I may have. Since these policies are subject to change, I further understand that revisions may supersede or eliminate one or more existing policies, and that all such changes will be communicated through official notices.

I acknowledge that these policies are neither a contract of employment nor a legal document. I understand that I am solely responsible for reviewing the handbook on an ongoing basis. I have received, read, understood and will comply with these policies and revisions, and any additions or addenda made to them.

As a VOLUNTEER I understand and agree to the following:

- ☐ Review the Volunteer Handbook within sixty (60) days of ***“Today’s date.”***
- ☐ Return this form, signed, within 48 hours.
- ☐ I am volunteering above all else to serve my community and give back to the arts.
- ☐ I am able to communicate effectively in English with guests and staff.
- ☐ I am physically and mentally capable of fulfilling the requirements needed for the assignments that I sign up for
- ☐ I am able to make a 72-hour minimum commitment October 1-September 30th each year.
- ☐ I will show respect for, and provide excellent guest service to my fellow ushers, staff, guests.
- ☐ I will not do anything that interferes with the integrity of an assignment (not limited to) using a phone during a performance and/or creating any disturbance.
- ☐ I will obtain the approved uniform & adhere to the dress code as detailed in this Training Manual
- ☐ The Arsht Center reserves the right to release a volunteer from the program at its discretion.
- ☐ I am subject to a 60-day trial period and its parameters listed below:
 - Volunteer for a minimum of three (3) assignments per month
 - Successfully complete one Arsht Center Sensitivity training Course
 - Successfully complete Arsht Center UBUNTU training session
 - Complete the Getting To Know You Information Link
 - Arrive on time for each respective assignment.
 - Have no “No Shows” and less than three cancellations (advanced or otherwise) for assignments

- Dress code violations do not exceed more than one instance.
- Take the Arsht Center tour.
- Excellent customer service / Maintain a positive and upbeat attitude while volunteering.
- Successfully complete WMD Online Safety and Sensitivity Trainings

Photography/Videography Waiver

I waive any right to royalties or other compensation arising or related to the use of my image or recording to help promote the Arsht Center Volunteer Program. I also understand that this material may be used in diverse educational and promotional settings within an unrestricted geographic area to help promote the Arsht Center Volunteer Program.

Volunteer's Name: _____

(Typed or Printed)

Volunteer's Signature: _____

E-mail Address _____

Printed Clearly

Phone Number: _____

Today's Date: _____

Attendance to the orientation does not guarantee acceptance to the Arsht Center volunteer program. The Center reserves the right to deny any potential volunteer that does not meet our qualifications. I understand that if at any time during the orientation, or within the 60-day trial period, that if I have not met the necessary qualifications, that I will be notified by the Volunteers Services Manager to determine appropriate actions up to and including dismissal from the program.

Arsht Volunteer Code of Conduct

Our code of conduct outlines the standards to which our volunteers will be expected to adhere to always. As a volunteer, you directly represent the Arsht Center, and our visitors and our guests will associate your behavior with the Center. Therefore, it's imperative that you provide our guests and visitors the best experience possible.

Volunteer Expectations:

1. Be vigilant and attentive engaged throughout your shift.
2. No smoking, vaping, or drinking alcohol while on duty
3. Make every effort to arrive on time for your shift and allot time for walking from the Omni Parking Garage to the Arsht Center. If you anticipate being late, please notify the House Managers and volunteer services ASAP.
4. Make sure you arrive in proper uniform for your volunteer shift.
5. Refrain from using mobile devices while on post. If there is an emergency, please notify the Tier Leader or the House Manager.
6. Always be considerate of Arsht guests.
7. Leave personal belongings in a locker in the volunteer clubhouse.
8. Never, under any circumstances, voice complaints about a show/event to cast, crew, audience members or Tier Leaders or volunteers. We take your complaints seriously and care about your opinions, but we ask that you voice them to management.

Unacceptable behavior will be dealt with in the following manner (not in the following order):

- Verbal Warning
- Written Warning
- Suspension
- Dismissal

Volunteer Dismissal:

A volunteer may be removed from the program immediately, and without warning, for any of the following:

- Disrupting performances (that includes cell phones, moving, or talking)
- Imposing personal, religious or political views on others
- Use of alcohol or illegal drugs (on campus or off-site events)
- Unauthorized possession of firearms, weapons, or explosives on Arsht Campus property

- Engaging in threats of violence, coercion, harassment, or acts of intimidation toward anyone on Arsht Center premises or when representing the Arsht Center (includes using obscene or abusive language and acts of indecency)
- Theft from the Arsht Center (off-site included), its guests, staff or other volunteers.
- Racial, sexist, ethnic, homophobic jokes or slurs
- Accessing restricted areas (such as backstage, on stage, or off limit corridors) after being warned
- Sexual harassment
- Behavior(s) that undermine team cohesion, staff morale, individual self-worth, productivity, and safety.
- Repeated violation of volunteer policy/procedures after being repeatedly warned.

As a general rule, The Arsht Center expects each staff member and volunteer to act in a mature and responsible manner at all times. However, to avoid any possible confusion, some of the more obvious unacceptable behaviors are noted below.

- Drinking or eating in front of house
- Leaving a facility early without being released by a supervisor.
- Spreading rumors and/or malicious gossip; engaging in behavior designed to create discord and lack of harmony.
- Observed or reported rudeness or disrespect to anyone on CAA property.
- Excessive late arrivals
- Leaving assigned position or failure to be at assigned position.
- Presenting oneself unprofessionally in manner, dress, or demeanor

Volunteer Uniform/Accessories Price List

Female Gray Vest		
Size	Price	# of Volunteer Hours
XX Small	\$24.00	5 HRS
X Small	\$24.00	5 HRS
Small	\$24.00	5 HRS
Medium	\$24.00	5 HRS
Large	\$24.00	5 HRS
XL	\$25.00	5 HRS
2XL	\$28.00	6 HRS
3 XL	\$29.00	6 HRS
4XL	\$30.00	6 HRS
5XL	\$31.00	6 HRS
Female Dress Shirt (White)		
Size	Price	# of Volunteer Hours
2	\$18.00	4 HRS
4	\$18.00	4 HRS
6	\$18.00	4 HRS
8	\$18.00	4 HRS
10	\$18.00	4 HRS
12	\$18.00	4 HRS
14	\$18.00	4 HRS
16	\$19.00	4 HRS
18	\$19.00	4 HRS
20	\$20.00	4 HRS
24	\$20.00	4 HRS

Male Gray Vest		
Size	Price	# of Volunteer Hours
XX Small	\$24.00	5 HRS
X Small	\$24.00	5 HRS
Small	\$24.00	5 HRS
Medium	\$24.00	5 HRS
Large	\$24.00	5 HRS
XL	\$25.00	5 HRS
2XL	\$28.00	6 HRS
3 XL	\$29.00	6 HRS
4XL	\$30.00	6 HRS
5XL	\$31.00	6 HRS
Male Dress Shirt (White)		
Size	Price	# of Volunteer Hours
X Small	\$18.00	4 HRS
Small	\$18.00	4 HRS
Medium	\$24.00	5 HRS
Large	\$24.00	5 HRS
XL	\$34.00	6 HRS
2XL	\$27.00	6 HRS
3XL	\$28.00	6 HRS
4XL	\$30.00	6 HRS
5XL	\$31.00	6 HRS

Accessories/Supplies		
Size	Price	# of Volunteer Hours
Bow Ties	\$6.00	2 HRS
Long Ties	\$8.00	2 HRS
Stylus LED White/Blue Pen Light	\$15.00	3 HRS

Note: Volunteers can either pay for additional uniform items out-of-pocket or expense them against their ticket account balance.

How to Request Volunteer Tickets

- After every **seventy-two (72) hours** of service, you earn 4 tickets to see performances at the Arsht Center (some restrictions may apply).
- When you are ready to request your tickets, please email Volunteers@arshtcenter.org with the information listed below for faster processing (if any info is missing, your request may be returned).
- Due to the volume of ticket requests, they are only processed on Wednesdays.
- Tickets must be requested a minimum of **seven (7) days** prior to the date of the show.
- A maximum of **eight (8)** tickets may be requested for any given show.
- Please include any special needs such as wheelchairs etc. in the e-mail as well (see example below).
- Please include your ID #. Your ID number can be found on the Review Tickets/Hours link in the Online Volunteer Portal.
- Please be very specific regarding the dates and times of your request. Please keep in mind that the Box Office assigns your tickets. They do the best they can to get the best seat possible for you within the parameters provided by Volunteer Services.
- Volunteer Services department will send you an email with the confirmation number of your tickets once the tickets have been processed.
- Present the confirmation number to the box office to pick up your tickets during normal box office hours. If you prefer your tickets to be printed and left at **Will Call**, please indicate as such in your ticket request.
- Once tickets are processed, volunteers will only be allowed **five (5)** exchanges/modifications to their ticket request(s) per season (Box Office contingent).
- Tickets are transferrable. If you would like to give the tickets as a gift, or have someone else use them, please click on the link below and follow the instructions:

[Digital Tickets - Ticket Sharing One-sheet 8.5x14 \(6545\) 4.pdf](#)

- Tickets may be upgraded by paying the difference between the ticket you received and the cost of the new ticket (s). To upgrade, please contact the Box Office at **305.930.7413** or email tickets@arshtcenter.org
- Tickets expire on September 30th the season after they are earned.
Example: Tickets earned during the 2016-2017 season expire on September 30, 2018
- Tickets cannot be sold. Doing so will result in an automatic dismissal from the volunteer program.

Parking Reimbursements

If your QR coded parking voucher does not scan and you have to pay out-of-pocket, you must provide the receipt and the QR coded parking voucher to Volunteer Services in order to be reimbursed.

Processing Reimbursements

Reimbursements will take approximately **two (2) weeks** to be processed. Once your reimbursement is processed, you will receive an e-mail from someone in Volunteer Services advising you that your check has arrived.

Disbursements

When you return to the Arsht Center for your next volunteer shift, your check will be given to you by the House Manager or someone from Volunteer Services. Be sure to ask the House Manager if a refund was left for you prior to you leaving the Center. If not, contact Volunteer Services as soon as practical.

ADA Service Animals and Seating

Service Animals

According to ADA regulations, there are two (2) recognized service animals: dogs and miniature horses. *There are other regulations in the cases of miniature horses.

- 1) What is a service animal? “Under the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.”

- 2) Do therapy animals count as service animals? “No, the ADA regulations are very specific on that.

The provision of emotional support, well-being, comfort, or companionship does not constitute work or tasks for the purposes of the definition. So, comfort animals, emotional support animals, or therapy animals **are not service animals and are not covered by the ADA.**”

The definition of service animal mentions dogs for psychiatric disabilities, isn't that the same as a therapy animal? “No. There are psychiatric service dogs, but that's not the same as a comfort or therapy animal. Psychiatric service animals are trained to perform tasks ADA National Network Disability Law Handbook that assist individuals with disabilities to detect the onset of psychiatric episodes and ameliorate their effects.”

- 3) Are there circumstances under which a person may have to remove a service animal? “Yes, but it's rare. It's all right to ask an individual with a disability to remove a service animal from the premises if either the animal is out of control and the individual does not take effective action to control it, or the animal is not housebroken.” This decision will only be made by the House Manager, Director of Guest Services, Assistant V.P. of Operations or designated/higher authority.
- 4) Is it alright for a business or entity to require documentation for the service animal? “Unless the animal is a service animal (and most of the time, it is apparent), then the entity may ask if the animal is required because of a disability. **It is not, however, allowed to require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal.**”

Seating

- 5) Who is eligible for accessible seating? “Individuals with disabilities who use wheelchairs or other mobility devices may purchase tickets for accessible seats. Other individuals with disabilities are eligible to purchase tickets for accessible seats if they require the use of the features of accessible seating. A ticket purchaser may, for example, have a service animal that requires the additional space offered by accessible seating. Or a ticket purchaser may, for example, be unable to ADA National Network Disability Law Handbook navigate stairs, necessitating the need for accessible seating. Tickets for accessible seats may be sold to individuals who require accessible seating themselves or to someone purchasing on their behalf.”
- 6) Can someone be eligible for accessible seating if they are overweight? The Equal Employment in Opportunity Commission (EEOC) does claim obesity is

a disability under ADA, and therefore anyone who asks for an accessible seat due to their weight is eligible for the accommodation.

- 7) Can accessible seating be released to the public? “Tickets for accessible seating may be released for sale in certain limited circumstances. Unsold tickets for accessible seating may be released only under the following circumstances:”

All quoted information was taken directly from the Disability Law Handbook which can be found at the following link:

http://adata.org/sites/adata.org/files/files/DisabilityLawHandbook_2013-rev-2015.pdf

Guidelines for Writing about People with Disabilities

The words you use and the way you portray individuals with disabilities matters. This factsheet provides guidelines for portraying individuals with disabilities in a respectful and balanced way by using language that is accurate, neutral and objective.

To read the entire guide, please click on the link below:

[https://adata.org/sites/adata.org/files/files/Writing%20about%20People%20with%20Disabilities%2C%20final%202018\(2\).pdf](https://adata.org/sites/adata.org/files/files/Writing%20about%20People%20with%20Disabilities%2C%20final%202018(2).pdf)