



ARTS OF SOUTHERN KENTUCKY
Volunteers

HANDBOOK

Roles

Responsibilities

Guidelines

Importance of the Arts in a Community

Adopted by the Dunedin Fine Arts Center website

Creating Culture

When you think of some of the most culturally diverse and renowned cities on Earth, they all have at least one thing in common: art. From local galleries to life-size wall murals, a community full of art is a community full of culture. Research has even shown that cities that emphasize art have more civic and social engagement, better child welfare, and even lower poverty rates.

Stimulating Business

Arts organizations stimulate business and economic growth in a community. The creative industries throughout the United States employ nearly 3 million people and make up around 4 percent of the nation's businesses. These businesses and the creative people they employ, empower and support innovation while playing a vital part in building and sustaining a local economy. Each year, non-profit arts and culture organizations alone pump an estimated \$60 billion into the national economy.

Driving Tourism

One of the most extraordinary things about art is its capability of turning any region into a choice tourism destination. Part of this ability comes from art's wide appeal. From seniors to children, there are ways for everyone to engage in and learn from art. Every day, more than 100,000 nonprofit arts and culture organizations serve as the foundation of our nation's tourism industry.

Inspiring Young Minds

For art to remain a significant part of our society, we must pass it along to the younger generations. Art centers across the country do this by providing classes, programs, and summer camps where youth go to learn, grow, and create. It has even been found that children who receive education in the arts have higher GPAs, better test scores, and lower dropout rates. By inspiring and encouraging children to embrace their individual creativity, we give the resources they need to succeed in life.

Arts of Southern Kentucky is committed to enriching all lives in Warren County and the surrounding region by providing exceptional artistic experiences, including music, dance, theater, comedy, film, visual art, and youth arts education.

Brief History of ASK

Orchestra Kentucky merged into Arts of Southern Kentucky, Inc. to oversee the management of the Southern Kentucky Performing Arts Center (SKyPAC) in late 2020 to serve a common mission: providing access to the Arts to the community through performances, shared experiences, and education. The restructuring was approved by the unanimous vote of both organizations' boards of directors, with the assistance of the Warren County Fiscal Court and Judge Michael O. Buchanon. As a result of the restructuring, Arts of Southern Kentucky is poised to overcome the challenges posed by the current global pandemic and to ensure access to arts, arts education, and entertainment for future audiences. The new organization is led administratively and artistically by Jeffrey Reed.

ASK manages two buildings in downtown Bowling Green, Kentucky. SKyPAC, a multi-use 80,000 square foot facility houses the 1,800-seat Jim & Rita Scott Concert Hall, the Dan & Vickie Renshaw Educational Center with two Education Rehearsal Halls and the intimate 200-seat Carol Wedge Studio Theater, the SKyPAC Lounge with the Katherine & Andy Sikora Lounge Bar, and three visual arts galleries including the Wedge Education Gallery, the Main Gallery, and the SKyPAC Lounge Gallery. The Capitol Arts Center houses a small 800-seat theater, a used bookstore, and meeting spaces and is currently leased to the Bowling Green Public Library for literary-related events.





VISION

Arts of Southern Kentucky aspires to be the leader in creating transformative artistic experiences for all citizens in the region. Using the Southern Kentucky Performing Arts Center as the vehicle, we welcome all people to create, experience, learn about, and engage in the arts.

Dear Volunteer,

Welcome to Arts of Southern Kentucky! We are so pleased that you have decided to join us as a volunteer.

ASK volunteers are a core part of the organization.

Our volunteers are as much a part of our staff as those who work in the office from nine to five. Our volunteer program is designed to offer volunteers a wide range of opportunities and to encourage all volunteers to fulfill their personal goals and interests. We respect and welcome the unique qualities our volunteers bring to our organization. In short, each and every ASK volunteer is both essential and appreciated!

Your experience as a volunteer is important to us.

Whether you were a volunteer in past years with SKyPAC or Orchestra Kentucky, or whether you are joining us for the first time, we want to ensure that you have all the information you need to feel comfortable with your duties and to serve our patrons in a way that makes their visit enjoyable, safe, and comfortable.

This manual contains basic information, guidelines, policies, and procedures that you will need to know as a volunteer. Please read the manual carefully and review it frequently. We will go over most of this information in more detail during focused training sessions for the various volunteer roles and responsibilities, so it is a good idea to have this manual handy during those sessions.

Thank you for sharing your dedication to the arts, your time, and your energy with ASK!

We will strive to do our part to make your experience with ASK as rewarding and enjoyable as we are sure you will make the experience for our patrons! If you have any questions about the material in this manual, please don't hesitate to contact us.

Sincerely,

Jeffrey Reed, President & CEO



CORE VALUES

Exceptional artistic experiences

Arts education

Arts access for all

Delivering art in a fiscally responsible manner

Volunteer Mission

By supplementing paid staff, volunteers will help Arts of Southern Kentucky deliver exceptional artistic experiences, support arts education, and offer equitable arts access to the community in a fiscally responsible manner.

Volunteer Programs

The Arts of Southern Kentucky Volunteer Organization has two distinct programs.

ASK Ambassadors are adult volunteers ages 18 and older.

ASK Understudies are student volunteers ages 16 to 23 enrolled in high school or a post-secondary institution.

Both programs are designed to...

- (1) help patrons have a safe and enjoyable experience;
- (2) play a key role in the operation of ASK and help it grow and prosper;
- (3) bring together individuals who share a love of the arts and a belief that the arts are vital to the community;
- (4) provide equitable access to volunteer opportunities in the arts to all who are interested.

Volunteer Benefits

Beyond the satisfaction of knowing that they are providing a valuable service to their community, volunteers have the opportunity to contribute to the success of the performances and programs of Arts of Southern Kentucky. They meet others who share their love of the arts and their dedication to service to the community. Volunteers receive special awards and recognition at events given in their honor. Those who volunteer may also receive work references or fulfill required community volunteer hours for schools or employers.

ASK Ambassadors earn credits toward FREE ASK performances

20 hours worked= 1 free ticket to a performance, maximum 4 tickets per season

Track your volunteer shifts on Volunteer Scheduler Pro and present it to the Volunteer Coordinator.

ASK will make every effort to fulfill volunteer requests for earned tickets. However, tickets may not be available for certain shows due to availability and other restrictions.

ASK Volunteers Code of Conduct

Code of Conduct

The Code of Conduct applies to ALL volunteers. There may be additions to this code of conduct for specific types of volunteer positions.

Outstanding service to our patrons is a priority. Smile and be welcoming. Assure patrons that any problems or concerns they have will be addressed. Thank them for their attendance/support.

Read and remember the General Policies for ASK. Be able to supply these policies to patrons when necessary. If you are unsure how to respond to a question, don't hesitate to refer a patron to the Manager on Duty. Remember the Operation Manager's suggestions for responses to frequently encountered patron comments.

Behave professionally at all times. Be conscious of your appearance and demeanor and refrain from gossip or socially inappropriate remarks or jokes during your shift.

Do not talk, text, or surf the web on your cell phone during your volunteer shift except in case of emergency. Silence or turn off your cell phone and other devices and place them out of sight of patrons. If you MUST use your cell phone during a shift, you must request a break so that you may use your phone in a non-patron area.

Never eat or chew gum in public areas. Do not eat or drink any reception/buffet food. You may bring or buy a snack to consume in a designated area on breaks.

Do not smoke or vape, use drugs, or drink alcoholic beverages at any time during your shift.

Honor confidentiality regarding the artists, patrons, volunteers, and financial details of ASK.

Demonstrate respect for the direction and decisions of staff and lead volunteers. Reserve constructive feedback for private discussion with the Operations Manager or the Volunteer Coordinator

Politely refuse tips offered by patrons. If a patron insists, you may suggest that they donate the tip to ASK because it is a nonprofit organization and you are volunteering your time.

Allow people their personal space. Do not touch patrons unless absolutely necessary (i.e., in an emergency). NEVER touch or be alone with a child and NEVER escort a child into the restroom.

Never approach a guest artist while working a shift unless the Operations Manager specifically asks you to do so. Do not go backstage, onstage, or into any other restricted areas without direct instruction from the Operations Manager.

Dress Code

Always arrive dressed neatly and ready to begin your shift.

Clothing must be clean, pressed, and worn appropriately. Jewelry must be tasteful and discrete.

All volunteers who interact with patrons are required to wear their ASK blazer, solid black pants, white shirt, button-up shirts must have the collar tucked in, black socks, black closed-toe shoes with low heels (backless shoes and Crocs are not permitted).

Dress for volunteers who are not ushers will be determined by the volunteer coordinator.

Headgear is not allowed.

Men must be clean shaven or have neatly trimmed beards.

Do not wear perfume or shaving lotion while on duty.

Health and Safety

The ASK Employee Manual applies to volunteers in areas such as Health and Safety, Drug-Free Workplace, and Smoke-Free Workplace. If you have questions, please see the Volunteer Coordinator or Operations Director for a copy of the Employee Manual. Volunteers are required to have a Volunteer Acknowledgement Form on file.

Commitment to Attend

When you sign up to work a shift you are committing to be there. Cancelling at the last minute or not showing up at all puts an unexpected and very unwelcome burden on the staff and other volunteers.

Arrive on time for your shift.

Dress according to the volunteer dress code for your duties.

Sign in at the beginning of your shift and obtain any items necessary for your job.

Listen to the Manager on Duty and/or Volunteer Coordinator's orientation.

Attend to your duties and stay until your shift is completed.

General Procedures and Information

Please familiarize yourself with the following procedures and information. You may be required to relay this information to patrons and other volunteers

Parking

With the exception of Elm Street Society members, patrons should not park in the parking lot behind SKyPAC. There is free public parking in the stadium parking garage as well as street parking in front of SKyPAC.

Wheelchairs

Wheelchair access to all areas of the theater is accessible through the lobby. Handicapped parking spaces are located at the stadium parking garage as well as the parking lot across from SKyPAC.

Restrooms

Restrooms are located just off the lobby and on each of the other levels of the building. A drinking fountain is located next to the elevator in the lobby area.

Public Phones

There are no public phones.

Lost and Found

For lost and found items, patrons can visit or call the Ticket Office at 270-904-1880, Monday-Friday 9 a.m.- 5 p.m. Outside those hours, patrons can leave a message at 270-904-1880.

Latecomers

Latecomers will only be admitted to performances during designated late seatings. These times are determined by the current production company and are chosen to minimize disturbance. The Operations Manager will take the lead in determining the seating of late patrons.

Cell Phones & Devices

Patrons and volunteers will be required to turn off or silence cell phones and other electronic devices during performances and other events.

Public Photography

No flash photography is allowed. All other photography is at the artist's discretion. You will be informed about this at the Operations Manager's orientation meeting.

Outside Food and Drink

Outside drinks and food will not be permitted in the building. This policy may vary by event and promoter and will be discussed in the pre-event orientation meeting.

Concession Food and Drink

During most events, beverages and snacks will be available in the Lobby and the SKyPAC Lounge. Purchased drinks and food are permitted in the Concert Hall unless otherwise indicated by the Operations Manager. Only lidded cups, coffee cups with lids, and capped water or soda bottles are allowed.

Alcoholic Beverages

Alcohol is never permitted outside of the building. Patrons must leave alcoholic drinks inside if they leave the building.

Smoking

State law prohibits smoking in the facility and in close vicinity to the building.

First Aid - Medications

While there are first aid kits available, no medicines of any kind can be given to patrons.

Services

Wheelchairs, hearing devices, booster seats, and cough drops are available at no charge. Please see the Manager on Duty to obtain these items.

Spills

Never leave a spill unattended. Contact the Manager on Duty or Facilities to clean it up.

Weapons

Weapons and unusually large bags are not allowed in the venue. If you see this, please alert the Operations Manager or Security. Do not approach a suspicious situation.

Green Rooms

Green Rooms may be locked during the show to ensure the security of the artist's possessions. They are not open to the public. Volunteers may not enter the Green Rooms without permission from the Operations Manager.

Tickets

The Lobby will be open to the public during Ticket Office hours and performances.

Tickets are available from the Ticket Office or can be purchased online or by calling 270-904-1880.

Ticket Office hours are Monday – Friday, 9am-5pm and until intermission on show nights, whichever is later. The Ticket Office is closed on Saturday and Sunday unless there is a performance, during which it will open two hours prior to curtain time.

No patron may enter the Main Hall or the Studio Theater without a ticket. All children over 12 months old, must have a ticket. Fire codes determine occupancy, and whether a child sits in a seat, or in a lap does not matter according to the law.

Direct any questions concerning tickets to the Ticket Office.

Scheduling

Volunteers manage their own schedules online at Volunteer Scheduler Pro, where they can view schedules, sign up for positions and shifts, request a substitute, and view other volunteers' contact information. Notifications from the Volunteer Coordinator about scheduling and other volunteer information will be sent via email. Please add kthomas@artsofsky.org and kthomas@clients.rotundasoftware.com to your email contacts so that important emails don't get sent to your junk mail or spam folder.

Although there are occasionally a few last-minute openings, most positions are filled on a first come, first served basis. Therefore, it's best to sign up as soon as you know you will be available. If a position is more preferred than others, the Volunteer Coordinator may manage the scheduling for that position. On the other hand, if a position or shift does not have enough volunteers interested in working, the Volunteer Coordinator may contact volunteers on an individual basis to request that they sign up for the position or shift. Please be flexible and make yourself as available as possible to be scheduled for positions.

In general, you should plan to arrive 10 minutes prior to your shift to receive your assignment, attend the Operations Director's, Volunteer Coordinator's or Head Usher's orientation. Some positions may have a different schedule, so make sure you are aware of the time requirements and be flexible. If you must leave early, be sure to communicate this with the Operation Manager and Volunteer Coordinator.

Cancellation Policy

Our volunteers are critical to the safe and successful operation of the events and programs at ASK. Cancellations and no-shows compromise the safety and success of these operations and place an unwelcome burden on the staff and other volunteers. A shortage of volunteers can make a shift difficult and less enjoyable for everyone, including volunteers, patrons, staff, and artists.

Consequently, volunteers with 4 cancellations within a 12-month period may have their volunteer status suspended for 1 year and if they wish to return as a volunteer, they will be required to repeat their volunteer training.

If you must miss an event and believe you have extenuating circumstances, please send an email indicating you are cancelling to the Volunteer Coordinator 48 hours prior to the show. If your cancellation occurs within 24 hours of the show, please notify the Operations Director or the Volunteer Coordinator.

Exceptions to this Cancellation Policy will be considered by the Volunteer Committee on a case-by-case basis.

You will be emailed the link for the online scheduling system where you will create a username and password. If you forget your login information, please contact the Volunteer Coordinator.

It is important that volunteers are reliable, punctual, and available to serve.

Volunteer Programs

Arts of Southern Kentucky Volunteer Programs

ASK Ambassadors

This program is for adult volunteers who are 18 years of age and older. Ambassadors must be able to commit to a minimum of 40 hours per fiscal year (July 1 – June 30) and must pass a Warren County mandated background check and sign a confidentiality agreement and liability disclaimer. In addition, Ambassadors must pass a 60-day probationary and evaluation period.

ASK Understudies

This program is for full-time students between the ages of 16 and 23 in high school and post-secondary institutions. By working behind the scenes at performances, interacting with patrons, and attending performances youth volunteers will have the opportunity to learn about the multi-faceted business of maintaining a successful arts center. ASK Understudies will be encouraged to share their experiences by posting on social media sites and may receive community service hours for their participation. Enrollment will be limited to 20-25 individuals.

All ASK Volunteers must:

- **Have internet access and a valid email address.**
- **Complete a training program.**
- **Adhere to the ASK Volunteers Code of Conduct and the prescribed dress code for their position.**
- **Be friendly and professional and willing to listen, learn, and follow directions.**
- **Enjoy working with the public.**
- **Be polite, courteous, and respectful to all patrons, ASK staff, and fellow volunteers at all times.**

Volunteer Positions and Duties

Event Volunteers

Event Volunteers attend all types of events and ensure that patrons and artists have a safe and enjoyable experience.

Ushers *Ambassadors and Understudies*

Take tickets and hand out programs, assist patrons to seats, provide information about the performance and ASK; must have the ability to stand for long periods of time and climb and descend stairs.

Greeters and Coat Check *Ambassadors and Understudies*

Meet and greet patrons at the door, open door, provide umbrellas, as necessary, provide information about the performance and ASK; must have the ability to stand for long periods of time.

Ticket Office *Ambassadors*

Assist will call patrons, provide information about the performance and ASK; must have the ability to stand for long periods of time.

Artist Hospitality *Ambassadors*

Assist the Manager on Duty with making sure artists are comfortable and have everything they need, help with any extras such as gift baskets and delivery, chauffeuring artists as needed.

Green Room Strikers *Ambassadors and Understudies*

Assist with cleaning the Green Room after the show ends and the artists have left.

Security *Ambassadors*

Assist temporary paid staff in providing security during performances and other events; job experience in security is required.

Medical *Ambassadors*

Assist temporary paid staff in providing medical assistance during performances and other events; job experience in a medical field is required.

Hospitality Volunteers

Hospitality Volunteers assist temporary paid staff, regular staff, and board members with food and beverage service and with decorating and set-up for special events. Hospitality volunteers who help with alcoholic beverage service must be age 20 or over and per KRS244.090, must have ABC TIPS certification (Training for Intervention Programs, \$15 - \$40, online version \$40). Hospitality volunteers must have the ability to stand for long periods of time.

Reception Events *Ambassadors and Understudies*

Help set up and take down reception tables and bars, set out food and beverages, serve patrons during the event.

Special Events Team *Ambassadors and Understudies*

Help set-up events organized by the Special Events Committee i.e., mix and mingles, Gingerbread event week, galas, Elm Street gatherings, etc.

Concessions *Ambassadors and Understudies*

Help operate concessions and grab & go prior to shows and during intermission.

Photo Station Host *Ambassadors and Understudies*

Set-up and staff stations for personal photographs.

Donor Lounge Host *Ambassadors*

Welcome individual and corporate donors to the lounge before shows and during intermission.



SKyPAC
601 College Street
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theskypac.com