



Carroll County Arts Council

General & Special Events

VOLUNTEER HANDBOOK

Includes:
Benefits,
Duties, &
Policies

Summer 2023 edition

WELCOME!



The Carroll County Arts Council is always looking for friendly people to share their time and talent! Whether it's behind the scenes stuffing envelopes or assisting patrons at an event, our volunteers are critical to helping us promote and sustain a vibrant arts community.

The staff and board of the Carroll County Arts Council would like to welcome you to our volunteer program! We are grateful you have decided to join us because we rely on volunteers like you to provide vital support for our programs. You are providing a valuable service to our community and we hope that in return it is a rewarding experience to be a part of the Arts Council.

Whether this is your first time volunteering or you've been with us for years, this handbook is designed to help you have the best possible volunteer experience, and to help you serve our patrons so their visit is a safe and enjoyable one.

The following material is an overview of basic information, policies, and emergency procedures. Please review it carefully before volunteering. At the end of the handbook you will find a volunteer agreement to fill out and bring with you the next time you volunteer. Feel free to contact us if you have questions about volunteering.

**Thank you very much for your dedication, time, and energy.
The show cannot go on without you!**

CARROLL COUNTY ARTS COUNCIL

91 West Main Street, Westminster MD 21157 • 410-848-7272 • CarrollCountyArtsCouncil.org

OUR MISSION

The Carroll County Arts Council (CCAC) strives to make the arts part of the everyday fabric of life in Carroll County. Our mission is to enrich our community, both culturally and economically, by presenting, promoting and supporting a wide variety of arts opportunities for our residents, visitors, and artists.

Formed in 1969, the Arts Council is a private 501©3 non-profit corporation, which enables us to raise additional private funds to augment our public support. The CCAC maintains an active partnership with Carroll County through the Office of Tourism and the Recreation and Parks Department.

The CCAC is located at the Carroll Arts Center – a magnificently restored art deco movie theatre that is owned by the City of Westminster. It's one of only two art deco structures in Carroll County. The original 850-seat Carroll Theatre opened on Thanksgiving Day in 1937 and was “the” place to go. The renovated facility opened in April of 2003 with 263 seats, as well as space devoted to galleries, classrooms and visitor amenities.



WHAT WE DO

Annual highlights include:

- A rotating schedule of professional-quality art exhibits in two spacious galleries
- Films in the 263-seat theatre
- Our stage is frequently graced by some of the region's most exciting musicians and performers, along with a vibrant children's theatre troupe
- Special events include the annual PEEPshow, Art in the Park, and Festival of Wreaths.

The Arts Council offers a wide variety of art classes for all ages as well as summer camps. Additionally, you can find unique gifts and fine crafts from local artists in the lobby Gift Shop.

The Arts Council also has a strong mission of service including: awarding grants to local non-profit arts organizations and individual artists, scholarships, a musical instrument bank, and Arts in Education grants that fund performances and residencies by Maryland artists in the public schools.

VOLUNTEER BENEFITS

The mission of Arts Council volunteers is to serve patrons of the Carroll Arts Center so their experience is safe and enjoyable, and to provide support to CCAC staff to help ensure our events are successful.

To say “thank you” for your vital service, we offer several benefits and rewards:

- During your shift, you are permitted one free non-alcoholic drink and one small popcorn.
- For films and performances, you may attend the event at no charge when you volunteer.

Frequent volunteers earn rewards based on number of shifts. For accurate accounting of your volunteer hours, we ask that you please use the same email address and name when signing up for shifts in our iVolunteer system. You can always check: <https://participant.ivolunteer.com/#> or contact the Volunteer Coordinator to find out this information.

23/24 Event Season - Volunteer Shift Reward Tiers

Shift	Reward	
5	A shoutout in the E-Marquee	
10	2 passes for a free CCAC Ticket + 1 snack + 1 drink	<i>For New Volunteers Only:</i>
15	20% off future ticket purchases for the event season	A free CCAC T- Shirt*

Volunteer rewards are non-transferable.

CCAC will make every effort to fulfill volunteer rewards, but please be advised that tickets may not be available for a specific event or date due to restrictions out of our control. Free tickets must be redeemed in-person at the box office, the week of the event at the earliest.

The 20% discount replaces the 10% members discount for the season instead of stacking atop. You will be given a promo code to use when purchasing online and a discount card for in-person purchases.

*Only those volunteers who have not already received a free t-shirt in a past year will be eligible to receive one.

GENERAL VOLUNTEER INFO

The majority of our volunteer opportunities are for ticket scanning or concession sales on evenings and weekends at the Arts Center. We also need a large crew of volunteers for special events such as Art in the Park, Festival of Wreaths, and the PEEPshow to ensure these events are successful. Several times a year we also ask for help with stuffing envelopes for mailings. We send out regular notices when new volunteer opportunities are posted so please provide a working email address when you sign up.

SCHEDULING: We use an online self-signup system called iVolunteer to manage volunteer opportunities. You can find the link at the top of the home page of our website or visit ccac.ivolunteer.com. Your duties may be reassigned when you arrive based on other available staff and volunteers for the event.


AGE REQUIREMENTS: Unless noted at signup, volunteers must be at least 16 years old. If alcohol is being served, all volunteers in the concessions area must be 21 years old or older. (If you are a high schooler interested in volunteering as a Theatre Intern, please call the Arts Council office and staff will assist you.)

FOOD AND DRINK: Volunteers are welcome to bring your own drink and a snack but please eat before or after your volunteer shift if possible. Per our liquor license, volunteers may not consume alcohol during their pre-event or pre-intermission shift.

FIRST AID: A basic first aid kit is located in the kitchen/concessions area. An AED (Automated External Defibrillator) is located near the elevator in the lobby. CCAC Staff are First Aid Certified.

CANCELLING: If you have to cancel a shift within 24 hours due to an emergency, please call the Arts Center at 410-848-7272. Please don't email if you need to cancel within 24 hours.

FAST FACTS:

- Shifts are typically 2-4 hours.
- Schedule shifts through iVolunteer.
- Volunteers should be 16 years old or accompanied by an adult volunteer.
- Wear a name tag or volunteer button. Provide only your first name.
- Personal belongings can be stored in the office or kept with you during your volunteer shift.
- Clothing should be neat, clean, comfortable, and suitable to perform your duties.
- Maintain a positive attitude! Always smile while welcoming and thank patrons for  visiting.

VOLUNTEER OF THE YEAR

Every fall, The Carroll County Rec. & Parks recognize an outstanding volunteer(s) who is enthusiastic, dedicated, dependable, flexible, and builds positive relationships with patrons, volunteers, and staff.



FREQUENTLY ASKED QUESTIONS

Knowing the answers to these FAQ can help prepare you for conversing with patrons.

HOURS:

The Box Office is open Monday – Saturday 10am – 4pm, and until 7pm on Tuesdays and Thursdays. The Arts Center is open extended hours for performances, films, and other special events.

TICKETS:

Purchase tickets online at CarrollCountyArtsCouncil.org or at the Box Office by phone or in person.

PARKING:

The Arts Center does not have a parking lot. Parking is available on the streets, in the Babylon lot directly across Main Street, or in the Colonel Rosser lot 1/2 block east on Main Street. Street and lot parking is metered but times and cost vary. Covered parking is available in the parking garage on the corner of Green St. and Liberty St. Please read signs carefully for parking hours and restrictions.

FOOD AND DRINKS:

We do NOT allow outside food and drink in our theater but do sell food and drink at our concessions stand. Bottled water is available in the concessions area and filtered water is available through our water fountain. Reusable water bottles are welcome.

SMOKING:

Smoking is prohibited on the premises by State law.

LOST AND FOUND:

Any items found in the building after an event should be turned in to a staff member or left in the Box Office Lost & Found box.

RESTROOMS:

Accessible restrooms are located on both floors. Baby changing stations are in the 1st floor restrooms.

CAMERAS/PHOTOGRAPHY:

Photographs are allowed in our galleries, but most performers do not allow flash photography. Photographs are encouraged at Festival of Wreaths and PEEPshow.

ACCESSIBILITY:

CCAC prides itself on maintaining a facility that is accessible to all. Please see the Accessibility section on our website for specific information on seating and hearing impaired devices.

ALCOHOLIC BEVERAGE LAWS

GENERAL GUIDELINES

- Legal Age to Consume Alcohol: 21
- Volunteers handling alcohol MUST be 21 Years or older
- Volunteers may **not** consume alcoholic beverages while on duty in the concessions stand
- All alcoholic beverages MUST BE OPENED before serving
- Mixed drinks: Don't free pour alcohol – you must measure as instructed by staff
- You have a RIGHT to refuse service or sale if the customer doesn't follow your instruction for proving proper I.D. or if the person appears overly intoxicated.
- **REMEMBER – If you are caught serving alcohol to minors or to an overly intoxicated person, you as the server could face a fine of up to \$1,000, jail time, and the CCAC could lose its liquor license for at least one year.**

CHECKING IDS

ONLY ACCEPT HORIZONTAL DRIVERS LICENSES/IDS

- Customers must present a Driver's license/ID for you to examine
- Ask anyone who looks like they are under 30 for their ID
- There should be a legal drinking age calendar in the concessions stand for verifying their age.
- ID must be current - remember to check expiration date

Acceptable IDs:

- Horizontal Driver's License/ID
- Military ID
- Permanent Resident Card/Green Card
- Employment Authorization Card
- Valid U.S. Passport or Passport Card

Unacceptable IDs:

- Vertical ID (even if the person is of legal age)
- College ID
- Credit card
- Library card
- Any ID without a photo and birth date

RECOGNIZING SIGNS OF INTOXICATION

If you see anyone experiencing the following, slow down or STOP service:

- Talking loudly
- Clumsiness
- Complaining of "weak drinks"
- Argumentative
- Impaired judgement
- Loss of fine motor skills
- Glassy eyes
- Slurred speech

If someone is exhibiting these symptoms and becomes aggressive or tries to leave while intoxicated, alert a staff member immediately. Staff will fill out a "Refusal of Service" form (located inside the drawer of the concessions stand). If the person tries to leave the building, help staff try to persuade them to stay but do not put yourself in any danger. If the person leaves, make sure that staff knows so they can call 911 for the police.

VOLUNTEER POSITIONS

TICKET SCANNER/USHER - *THIS ROLE IS PERFECT FOR YOU IF YOU ENJOY TALKING WITH PEOPLE!*

This volunteer scans tickets using a mobile device, answers patron questions, and acts as an ambassador for the Arts Council.

**You are often the first contact a patron may have with the Arts Council.
Greet them with a friendly smile and make them feel welcome.
Thank them for coming when they leave and encourage them to return.**

Wear a volunteer button or name tag so you are recognizable to patrons who need assistance.

Be aware of the locations of EMERGENCY exits, WHEELCHAIR seating locations, TRANSFER SEATING, as well as all 4 restrooms, trash cans, etc. so you can help patrons.

If a patron requests an assistive listening device or closed captioning (for films only), escort patrons to the Sound Desk Operator or alert the Box Office Manager (i.e. staff on-duty).

Theatre doors remain closed until the Box Office Manager indicates the house is ready - usually 30 minutes before an event but this may vary. Patrons are free to line up in the lobby to wait or visit the arts galleries if there is an exhibit on view.

SCANNING TICKETS: Staff will direct you where to stand (usually near the theatre doors or the lobby doors) while scanning tickets. If a ticket doesn't scan properly or is rejected (red light), direct the patron to the box office so a staff member can assist them.

SEATING: Once the theatre doors are open, direct patrons into the theatre to select their own seat(s). Films and most performances are General Admission. Any advance handicap reservations will be marked with gold seat covers and the patron's name. Children who are sitting on an adult's lap don't need a ticket. If an event is expected to be full, encourage patrons to fill in all seats and not leave singles empty.

ONCE THE SHOW BEGINS:

You may sit at the back of the theatre and enjoy the event, but be ready to assist any latecomers to available seats. The lights will be dimmed so take a flashlight (located in wall sockets at back of theatre). You can also use your phone's flash light feature. If there is an intermission, a staff member will tell you if your assistance is needed.

AFTER THE SHOW:

Be sure trash cans are easily accessible for patrons as they leave the theatre. Open both doors so patrons can exit quickly. **THANK THEM FOR COMING!** Patrons may also use exits on either side of stage. Once the theatre is empty, use brooms and dust pans to clean up under the seats. Mops are available for liquid spills in the closet by the elevator. Any items found in the theatre should be turned in to the Box Office so that staff can put the item in our Lost & Found box.

VOLUNTEER POSITIONS continued...

CONCESSIONS - *YOU WILL EXCEL AT THIS ROLE WITH GOOD MONEY HANDLING SKILLS AND A SMILE.*

Concessions volunteers assist patrons with purchasing drinks, popcorn, and packaged snacks before an event and sometimes also during intermissions.

Typically 2-3 volunteers are responsible for setting up concessions (including making popcorn), breaking down, restocking, and cleaning the concessions area. One volunteer will serve as cashier using Square, while other volunteers retrieve concessions items from the kitchen.

- **Everyone working in the concessions area must wear gloves when handling popcorn.**
- **For events where alcohol is served, please read the Alcoholic Beverage Laws in this handbook. They are also posted in the concessions area. All concessions volunteers must be 21 or older during these events.**
- **Maryland law states that there may be NO ALCOHOL CONSUMPTION by volunteers while on duty selling or serving alcohol. Failure to comply jeopardizes the Arts Council's ability to serve liquor.**

The concessions stand has a dedicated user-friendly point-of-sale system on a touch-screen device that accepts credit cards. *If this is your first time using this device, please arrive to your shift 15 minutes early to be trained.*

The concessions stand typically stays open for 10-15 minutes after a show starts, unless there is an intermission - then it stays open through intermission. Once a staff member closes the concessions stand, feel free to enjoy the show. Staff will reconcile the cash drawer once concession sales have ended. If alcohol is being served, concessions sales must end 20 minutes before the end of the show.

AFTER THE SHOW: Be sure trash cans are easily accessible for patrons as they leave the theatre. Open both doors so patrons can exit quickly. **THANK THEM FOR COMING!** Patrons may also use exits on either side of stage. Once the theatre is empty, use brooms and dust pans to clean up under the seats. Any items found in the theatre should be turned in to the Box Office.

MAILINGS - *LIKE LAUGHTER AND DETAIL-ORIENTED? ENJOY SMALL GROUPS? THIS IS THE ROLE FOR YOU!*

Approximately six times a year the Arts Council sends out a physical mailing to its members. A small group of volunteers is responsible for labeling, stuffing, sorting the envelopes. This is an opportunity to socialize with other volunteers while providing a valuable service.

SPECIAL EVENTS - *YOU WILL FIT WELL IN THIS ROLE IF YOU CAN BE PATIENT AND FRIENDLY.*

Duties vary depending on the event, but can include greeter, concession sales, merchandise sales, and assisting with entry drop-off and pick-ups. Some positions are very busy and others may not be busy the entire time. During Festival of Wreaths and PEEPshow it is especially difficult to gauge when people will deliver or pick up their items. We will do our best to fill your time, but you are welcome to bring a book or something else to work on if you need to stay occupied for your whole shift. Even though you aren't "busy" you are still helping support our staff by allowing them to work on other projects.

VOLUNTEER POSITIONS + CLUBS!

continued...

RECEPTIONS - RESPONSIBLE AND POLITE, YOU MAKE GUESTS FEEL WELCOME BY SERVING THEM FREE DRINKS.

Whenever a new exhibit goes into our galleries, we rely on our volunteers to help us run a public reception where we give out free hors d'oeuvres and wine. Volunteers are stationed behind the concessions stand where they offer wine and water to patrons. Volunteers pour the wine but allow patrons to get their own water from a mini dispenser on the concessions stand.

For Youth Art Month (YAM) receptions, we offer pre-packaged snacks and juice boxes.

Volunteers also direct patrons to the appropriate gallery. For example, at a YAM reception, middle school artwork will be upstairs in the Community Gallery while elementary school students will have their artwork displayed in the Tevis Gallery on the main floor

Carroll County Arts Council Clubs

FILM LOVERS IN CARROLL COUNTY - MOVIES, PIZZA, WINE, AND FRIENDSHIP!

FLICC, Film Lovers in Carroll County, is the film club for the Carroll Arts Center that helps choose the film titles shown in the theatre. The group meets almost every 3rd Tuesday of the month at the Carroll Arts Center at 6:30 PM.

Members of FLICC serve as volunteers at the film screenings. Every year, FLICC picks the films shown during the CCAC's January Documentary Series, February's Foreign Film Festival, along with other titles throughout the year.

MEMORY LANE PLAYBACK TROUPE - IMPROVISATIONAL STORYTELLING FUN!

Memory Lane, Carroll County's Playback Theatre Company, joins a tradition developed in 1975 when Jonathan Fox and Jo Salas founded the first improvisational acting company in New York. Playback is spontaneous theatre making created by actor, audience, and most importantly, story. This group meets every other Tuesday at 6PM at the Carroll Arts Center and are always looking for actors who are over 21 years of age to join. They perform three times a year in the Carroll Arts Center theatre.

Interested in Joining?

See more details about the Carroll County Arts Council's clubs and learn how to join each of the above groups here on the website: <https://carrollcountyartscouncil.org/ccac-clubs/>



STUDENT VOLUNTEERS

AGE REQUIREMENTS

The minimum age to volunteer unaccompanied is 16 years of age. Any volunteer younger than this must be accompanied by an adult who volunteers alongside them. Please watch for age restrictions for events and certain roles when signing up to volunteer if you are younger than 21.

EXPECTATIONS

See the Information on Page 4. Review these expectations carefully.



Please silence cell phones and don't use your phone for any recreational purposes while actively volunteering (i.e. patrons are present that might require your assistance).

SERVICE HOURS

Volunteers are welcome to use their volunteer work at the Carroll County Arts Council towards any general service hour requirements they may have. It is the responsibility of the volunteer to bring the appropriate documentation or obtain the necessary information they need about the CCAC or Volunteer Coordinator in order to complete their service hour forms. Most CCPS schools use this online form: <https://ext.carrollk12.org/SLHExt/> College service forms and hour reporting vary.

SUMMER CAMPS

Each summer, the Carroll County Arts Council offers multiple art and theatre themed camps and we look for high schoolers to serve as camp counselors. A camp counselor is a voluntary position for which high schoolers can earn service hours. There is an application and selection process for volunteering as a camp counselor.

The application usually goes up in February and remains open until all the positions are filled. Each camp is unique and the counselors will report directly to the particular instructor for that camp. If you are accepted, there will be a mandatory counselor training. For more details, visit our summer camp page on the website: <https://carrollcountyartscouncil.org/youth-education/summer-camps/>



EMERGENCY PROCEDURES

As an Arts Council volunteer part of your responsibility is to help ensure the safety of our patrons. It is important to be aware of what is going on around you and to notice any unusual or dangerous situations. Volunteers are not required or expected to assist in any first aid procedures. If you choose to offer first aid, you do so as a “Good Samaritan” and not as a representative of the Carroll County Arts Council.

Notify a CCAC staff member IMMEDIATELY of any emergency situation occurring in or around the Arts Center.

Regardless of the specific situation, the most critical response in any emergency situation is to **remain calm**. Panic may be as big a problem as the cause of the emergency. Remain calm and follow instructions given to you by a CCAC staff member. Please assist us in keeping our patrons calm as we navigate the situation.

MEDICAL EMERGENCIES



- Immediately notify a CCAC staff member of the situation. **Do not** attempt to handle the situation on your own. All CCAC staff are CPR trained.
- If the emergency involves any blood or bodily fluids, **do not** attempt to clean up.
- For minor medical needs, there is basic First Aid Kit located in the kitchen/concessions area.
- An AED (Automated External Defibrillator) is located near the elevator in the lobby. Only use this device if you are trained. Staff is trained.



POWER FAILURE

- Remain calm until the power is restored.
- Do not move around or use the elevator. Direct patrons to do the same.
- Wait for staff to advise you on any action to be taken.
- Feel free to use your phone flashlight if you have it with you.

FIRE AND EVACUATION PROCEDURES



- CCAC staff will instruct the volunteers when it is necessary to evacuate the building.
- Patrons should be directed to exit via the regular and emergency exits.
- **Do not** allow patrons to exit onto the stage.
- Assist any patrons in wheelchairs if possible or notify emergency personnel once you leave the building.

VOLUNTEER AGREEMENT

By signing this document, you agree to the following:

- You have read the Volunteer Handbook.
- You understand and will comply with the Arts Council's policies and procedures.
- You will use the iVolunteer sign up program so that your volunteer hours can be recognized.
- You will only undertake duties you are authorized to perform.
- You will follow the instructions or directions of Arts Council staff.
- You will notify a staff member of any health, safety, or potentially hazardous situations that may pose a risk to patrons, volunteers, or staff.
- You will treat all patrons, staff, and other volunteers with courtesy and a welcoming attitude.
- You will give prior notice if you are not able to attend your shift.
- You will provide feedback to the Volunteer Coordinator about CCAC processes and policies.
- You authorize CCAC representatives to contact the Emergency Contact listed below, if needed.

Volunteer name

Volunteer signature

Date

Emergency Contact First & Last Name

Phone Number

Relationship to Volunteer

CCAC representative

CCAC representative signature

Date

This document is not intended to be a legally binding contract and it may be cancelled at any time by either CCAC or the volunteer.

Note: If you haven't already completed our online Volunteer Interest Form, please visit our website CarrollCountyArtsCouncil.org and submit that form as well before signing up to volunteer. We use the form to record your contact information and add your email to our distribution list for volunteer opportunities.