



Pacific Region International Summer Music Academy

## **VOLUNTEER AGREEMENT AND CODE OF CONDUCT**

Welcome to the PRISMA Team. PRISMA volunteers are critical to the success of the festival. Volunteering at PRISMA is a much-needed and much-appreciated contribution to the community, but it also, we hope, provides an opportunity for a thoroughly enjoyable experience. To ensure that everything goes as smoothly as possible, it is important that we all share the same expectations of your role as a PRISMA volunteer.

### **Age and Competency**

As a volunteer, you must be 19 years of age or older, and you should let us know of any factors that might limit your ability to function as a volunteer. We must be sure that we do not put you or anyone else in an unsafe position, and we will treat any information that you give us with complete confidentiality.

### **Working Your Shift**

Volunteer work is unpaid and volunteers are not considered employees of PRISMA. Volunteers are given specific assignments of numbers of hours or numbers of shifts, and it is important that you arrive on time and fulfil the hours and duties of your assigned shift(s). Please follow the directions of your volunteer leader and ask for help if you are unsure of what to do. We need you to be able to give your full attention to your role as a volunteer, and so if you have other responsibilities, for example childcare, please make alternate arrangements for coverage during your shifts.

### **Volunteer Meetings**

Please make every effort to attend the Volunteer Orientation and any other meetings called by the Volunteer Coordinator. If you cannot make the meetings, you should contact the Coordinator to find out what was covered in those meetings, including any handouts.

### **You are the Face of the Festival**

Our volunteers have consistently been valuable ambassadors to the public at large, and we rely upon your good nature, respect for your colleagues and willingness to be of assistance wherever possible. Please familiarize yourself with the PRISMA schedule and locations so you can help the public with their inquiries. You will be representing PRISMA, so please dress appropriately and wear an identifying PRISMA T-shirt/button/sash/badge etc. as much as possible. Your Team Leader will advise you if particular tasks involve specific dress requirements. Please take particular note that volunteers must not consume or be under the influence of alcohol or non-prescription drugs while on duty or while representing PRISMA.

### **Dealing with Problems**

If you have complaints, issues or questions, please bring them to the attention of your Team Leader or Volunteer Coordinator. It is important to deal with conflict in a calming and conciliatory manner. Concerns about any inappropriate or unfitting behaviour by anyone at PRISMA should be brought to the attention of PRISMA management as soon as possible.

### **Safety is Number One**

PRISMA is enjoyable because it is well-run and safe. Keeping it safe is the responsibility of everyone. Volunteers must immediately bring any accident or serious safety incident to the attention of PRISMA management. Less serious concerns, can be dealt with by the Volunteer Coordinator.

PRISMA has liability insurance to cover the operations and events. A waiver and release of liability is required for any situation not covered in whole or in part by such insurance.

## **VOLUNTEER BENEFITS**

### **A Great Experience**

Volunteers get to work with a wonderful community of PRISMA directors, staff, volunteers, students and guest artists who are all committed to putting on a festival of magnificent music. You get to hear and see the work by distinguished guest artists who travel here to help lead the students to success in their chosen field. Working behind the scenes, volunteers have the opportunity to witness the skill and dedication that are the hallmark of these excellent professional musicians.

### **Training**

Volunteers will receive training on the tasks PRISMA asks you to do, unless you have advised us that you have previous experience in the area.

### **PRISMA Tickets**

PRISMA relies on its volunteerism, as well as ticket sales, to support the festival. Volunteers will be given free admission to the concert they are working, but only if space permits and it doesn't conflict with their volunteer responsibilities.

Volunteers **not working a concert shift** or who **work pre-festival** will enjoy the following recognition:

- For 3 - 8 hours of work, free admission Master Classes and the Guest Artist Chamber Concert
- For 9 or more hours of work, or as a Homestay host, free admission Master Classes as well as the Guest Artist Chamber Concert, plus an invitation to the wrap up party

### **Mileage Reimbursement**

Volunteers using a personal vehicle for PRISMA-related tasks such as guest or student driving, poster and placing lawn signs, and deliveries may request **pre-approval** for mileage reimbursement. Mileage must be tracked and will be reimbursed at a rate of \$0.40/km. Driving to and from the work site is not included.

## **VOLUNTEER ADULT WAIVER AND RELEASE OF LIABILITY - PLEASE READ CAREFULLY**

I have read this Volunteer Agreement and Code of Conduct and agree to abide by its terms and requirements. I understand that by signing this document I am waiving all claims or liability of any kind or nature against the employees, directors, representatives and agents of PRISMA arising out of my participation as a volunteer.

VOLUNTEER SIGNATURE: \_\_\_\_\_ Date: \_\_\_\_\_

As volunteers are the heart of our organization, PRISMA may use images of volunteers for event promotion and publicity purposes.

I agree that PRISMA may use my image, with or without my name, for any lawful purpose. \_\_\_\_\_ (initials)

***PRISMA is committed to working with a diverse volunteer force.***

***THANK YOU FOR YOUR SUPPORT!***