

## VOLUNTEER GUIDE SHEET

Thank you for becoming a Dairy Arts Center Volunteer! The Dairy so appreciates you and wants you to enjoy your experience. The following are some tips for volunteers.

1. Please come on time. Most shifts you sign up for ask that you come 45 minutes before the event. When you come for your shift, enter the front of the Dairy, approach the front desk, ask for a VOLUNTEER badge, and go to your venue. You will look for the Dairy staff person for whom you are working. Their title is usually House Manager if you are volunteering at the Gordon, Grace or Carsen, and Boe Café staff if you are at the Boe. In general, you will most often be asked to check off names of patrons who are attending an event. On occasion, you will be asked to do something else. Each House Manager has their own style of how they want you to do this.
2. If you are a volunteer at the Grace or the Gordon venue and you are able to attend the show, we ask that you stay after the show to help the House Manager clean the theater when the House Manager states it is time to clean.
3. If the event is not sold out, you can generally ask and be able to attend the event. But you need to ask your staff person at your venue about this. There are a small number of events volunteers cannot attend because of the nature of the event. Even if the show is sold out, on occasion a staff member can seek to help you attend. It is a privilege to be a Dairy volunteer and you are not guaranteed a place at any event at the time of your shift or at any time in the future.
4. At the end of your shift, please hand your VOLUNTEER badge to the staff person or take it to the front desk. Please do not take your badge home.
5. As a volunteer, you are asked to behave and dress with the comfort of the Patrons in mind. Please dress casually-unless asked otherwise for a special event-but no flipflops, shorts with holes, too short a skirt/dress/shorts, etc.
6. For each event, a volunteer can ask for a free soda and small bag of popcorn. Do not ever drink alcohol during your shifts. You can buy alcohol after your shift is over. At this point, the main volunteer perk is your ability to attend the event if not sold out. Period. The Dairy is in the process of instituting a new Perk program for volunteers and we will inform you of such when we have completed its implementation.
7. We ask that volunteers be mindful and careful when signing up for shifts, so as to minimize cancellations. Cancellations can be disruptive for the staff. It is understood that volunteers can become sick or have been exposed to Covid and thus it is important to cancel in those situations. The Volunteer Coordinator cannot cancel for you. If you need to cancel, you need to go to [signup.com](https://signup.com), log in, then go to your shift, and click on the right hand tab that says My Spot. It will give you the option to remove/delete your shift sign up.
8. Given that we add and subtract events at times, and because of cancellations, IT IS RECOMMENDED THAT YOU GO TO THE SIGN UP NEWSLETTER REPEATEDLY THROUGHOUT THE MONTH AS NEW SHIFTS BECOME AVAILABLE. Whenever you receive the newsletter-usually between the 20<sup>th</sup>-25<sup>th</sup> of the preceding month, please keep it for the entire month. If you have not received it, please check your spam.

9. If you have questions or concerns, please contact the [volunteercoordinator@thedairy.org](mailto:volunteercoordinator@thedairy.org). Please don't raise issues with staff. If the volunteer coordinator has concerns about the number of cancellations or the behavior of a volunteer, the coordinator will communicate with the volunteer. Volunteers are only removed off our list after consultation with staff. Thank you. Edie