

## **CALGARY OPERA VOLUNTEER AGREEMENT**

Calgary Opera is a professionally-managed performing arts charitable organization with policy development and oversight provided by a volunteer board of directors.

We value:

- Dynamic, progressive and diverse workers that advance the artistic practice and drive excellence
- An unrelenting commitment to and relationship with audiences and the community at large
- The development & promotion of Canadian talent
- Financial responsibility and long-term sustainability
- The nurturing and maintaining of a high performance team of artists, technicians, staff, board and volunteers.

Volunteers continue to be an integral part of our organization by enhancing the services provided by paid staff. As a member of our volunteer program, we ask that you read and understand this agreement to ensure a positive experience for everyone involved.

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### **Volunteer Rights**

Volunteers have the right:

- \* To be treated with the same level of respect given to staff members for recognition of their work done
- \* To a safe and respectful work environment.
- \* To be informed of any risks associated with shift duties at least 2 days prior to assigned shift.
- \* To have equal opportunities regardless of gender, place of origin, sexual orientation, age, religion, political belief, or economic status and be given appropriate tasks dependent on skill set.
- \* To be given appropriate training and support from staff in order to fulfill shift duties effectively.
- \* To be able to communicate any issues or concerns with Volunteer Coordinator and in return, offered a grievance procedure to resolve problems.
- \* To be recognized for all volunteer shifts undertaken.
- \* To be supplied with a reference for any other voluntary work or paid employment

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### **Calgary Opera Volunteer Responsibilities and Expectations**

Shift Requirements

- \* Presence and punctuality for all shifts
- \* If unable to attend an assigned shift, communication to the Volunteer Coordinator must be made prior to the allotted start time.

- \* Prepare for shift duties by having a good working knowledge of any required information prior to shift.
- \* Be accountable to all duties assigned and work effectively to ensure the job is carried out properly
- \* Meet physical requirements to perform the requested and assigned duties.
- \* Adhere to any dress code requirements specified by Volunteer Coordinator.
- \* Request assistance, training, and/or supervision when uncertain or unable to carry out duties to a high level of efficiency and quality;
- \* Provide feedback to assist in the continued quality improvement of the organization and its engagement of volunteers.

#### Non-Discriminatory/Equitable Work Environment

- \* Volunteers must contribute to a welcoming, non-discriminatory working environment by demonstrating respect of other volunteers regardless of gender, place of origin, sexual orientation, age, religion, political belief, physical or mental ability, or economic status.
- \* Any judgements, profane language, personal attacks, or harassment directed towards other volunteers or staff members of Calgary Opera will not be tolerated and will be grounds for dismissal as a volunteer.

#### Awareness of Risk

- \* Volunteers understand that by contributing their time for any given shift, they do so with the knowledge that basic, every-day risk factors are present which are out of the control of Calgary Opera.
- \* Volunteers assume all risks of injuries, death, or stolen or damaged property while on shift.
- \* Any heightened risk factors will be sent via email to volunteers should it apply.
- \* Calgary Opera does not reimburse for out-of-pocket expenses

#### Representation of Calgary Opera

- \* Understand and be committed to the mission of Calgary Opera
- \* Appreciate that, when identifiable as a part of Calgary Opera, behavior and actions reflect on the organization.
- \* Volunteers will refrain from public criticism of fellow workers including other volunteers and paid employees, or the organization.

#### Confidentiality

- \* All volunteers with access to confidential information such as Calgary Opera subscriber database, special events, announcements, or any office material will respect Calgary Opera and artists involved by protecting that which is not ready for public display.
- \* Volunteers are not to take photography unless given permission.

#### Media Policy

- \* Volunteers agree to have their photograph taken for any media purposes.
- \* If Volunteers wish to not have their photograph in any media outlet, they must communicate with Volunteer Coordinator.
- \* Any additional media requirements of volunteers (IE video, quotes) will be communicated prior to it being shared.

## Termination

- \* Calgary Opera will reserve the right to terminate any particular volunteer relationship.
  - \* Termination will be done in person and confirmed in writing or by email.
  - \* Volunteers will be offered an exit interview.
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## Volunteer Benefits

Calgary Opera is glad to offer the following benefits as appreciation for all the hard work our volunteers do throughout our season.

- \* Complimentary tickets to dress rehearsals of our Main Stage Operas.
- \* Invitation to Volunteer Appreciation events.