

**Umbiance Center of the Performing Arts**

**Volunteer Handbook**

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**THE UCPA PHILOSOPHY**

We believe that the arts are essential to human growth. The arts feed the imagination, broaden our perspectives, deepen our understanding of the human condition, and help us express what words can fail to articulate.

**HEART OF OUR MISSION**

***Volunteers***

At UCPA we want to create an atmosphere where volunteers will feel accomplishment, appreciation, and fulfillment. Our volunteers will play a pivotal role in engaging the community that excites them and offers them growth.

**WHAT WE BELIEVE**

* All who are committed, loyal, have integrity, and SHARE our mission are welcome to join us in our work regardless of their background, ethnic origin, race, age or gender. **Everyone is welcome at our table!**
* UCPA is inclusive and made up of a diverse group of individuals who put aside personal agendas, egos, and differences to support UCPA’s mission.
* Every member of the UCPA family is valuable and everyone’s time, talents, and efforts are special gifts that are to be appreciated, respected, recognized, and ***NEVER*** taken for granted.
* The right role can be found for any person with a desire and heart to serve. Volunteers and staff should be given opportunities to learn and grow within the organization.

**R-E-S-P-E-C-T find out what it means to UCPA**

* The work of every volunteer is valued equally. All volunteers are treated with dignity and respect.
* All volunteers deserve frequent and accurate information about UCPA activities and operations provided through regular, open, one-on-one communication with staff, through publications, and through conversations with volunteer leaders.
* Volunteers provide our organization with credibility, insight, perspective, diversity, and expertise that enlightens our operations, helps fulfill our mission, and engages the community in our activities.

**IMPLEMENTING THE PHILOSOPHY**

**UCPA staff will:**

* Actively seek and encourage participation of volunteers in all areas of the organization including planning, problem-solving, and fundraising.
* Share strategic and business plans and on-going schedules to inform volunteers and staff, and focus their energies.
* Respond to all inquiries from prospective volunteers in a **timely manner** to facilitate their orientation and scheduling.
* Match volunteers with tasks that meet their interests and skills, with clear instructions, and deadlines to complete the tasks.
* Give volunteers meaningful work and abundant thanks, directly and frequently.
* Consider all volunteer requests, suggestions, and grievances in a respectful and timely manner.
* Work together to continually renew and reinforce our mutual commitment to the mission of UCPA

**VOLUNTEER HANDBOOK**

**Introduction**

Welcome and thank you for your interest in volunteering with UCPA. We are happy that you have joined our team.

We hope your volunteer experience will be rewarding, enjoyable, and worthwhile. UCPA relies on volunteers like you to help make our performances and organization a success for the students. Volunteers are a part of every facet of our organization. This handbook will provide you general policies and practices of UCPA. You are encouraged to familiarize yourself with the contents of this handbook, as it will answer many common questions concerning your volunteering. To retain necessary flexibility in the administration of policies and procedures, UCPA reserves the right to change, add to, or eliminate any of the policies described in this handbook.

**OUR EXPECTATIONS**

A volunteer is anyone who provides time and talent to UCPA through work on marketing, concerts, events, fundraising and organizational tasks. We thank you, and all volunteers, for the personal investment you make in our organization and its mission. We strive to provide ***support***, ***supervision***, and ***recognition*** to our volunteers.

**YOUR RIGHTS**

* Be assigned appropriate tasks according to ability, skill, interests, availability, and training.
* Receive a job description for your assignment when appropriate.
* Be treated as a fellow team member who contributes to UCPA goals through your volunteer work.
* Make suggestions about your assignment and the UCPA volunteer program, and be acknowledged by staff.
* Expect that UCPA be a good steward of your time.
* Be trusted with confidential information if needed to help carry out assignments.
* Expect that records will be kept; documenting areas of interest or positions held (and if applicable, time spent volunteering, commendation, etc.).
* Be treated with a ***spirit of friendliness*** and ***cooperation*** so that UCPA will continue to be known as a “***FANTASTIC*** place to volunteer.”
* A safe and inviting environment to work in that is free of harassment and discrimination.

**UCPA expects volunteers to:**

* Know your own duties and stay on task.
* Cooperate with staff and your fellow volunteers, and maintain a team attitude.
* Voice your opinions and contribute your suggestions to improve UCPA’s mission.
* Be on time for scheduled meetings and work assignments.
* Honor your commitment and come when scheduled.
* Treat all volunteers, staff, students and parents with respect.

Remember, you help to create the healthful, pleasant, and safe volunteering conditions that

UCPA intends for you. We need your help in making each volunteering day enjoyable and

rewarding.

**Roles and Responsibilities**

**Backstage Runner**

Attire: Black pants and black shirt

Assists with getting groups ready to enter and exit the stage. Ensure the correct group is entering at the right time. Ensure the safety of the students in getting on and off the stage. Keep students quiet while waiting to perform. Keeps flow of the performance moving. Should arrive 40 minutes prior to start time and leave 20 minutes after the performance ends.

**Backstage Helpers**

Attire: UCPA Shirt and jeans

Help keep the kids calm and quiet, assist with getting the groups together and ready for the runner, provide assistance where needed to get the kids ready for their next routine.  Should arrive 40 minutes prior to start time and leave 20 minutes after the performance ends.

**Check-in/Registration Helpers**

Attire: Nice dress clothing

Check in patrons as they arrive for recitals/events. Should arrive 30 minutes prior to start time and leave station 20 minutes after the performance begins.

**Student Check-in Helpers**

Attire: UCPA Shirt and jeans

Check in students as they arrive for recitals/events. Provide a number to student/parent. Ensure proper person picks up child after the performance. Should arrive 40 minutes prior to start time and leave station after the last student is picked up.

**Security**

Attire: UCPA Security Shirt and jeans

To keep patrons in designated areas, ensure students are not wondering around the facility, keep staff safe, and ensure guest (non-students) stay in designated areas. Ensure rules and regulations are enforced.

**Ushers**

Attire: White dress tops and black slacks or skirts

Take patrons to designated seating during events. Should arrive 30 minutes prior to start time and leave station 20 minutes after the performance begins.

**Food servers:**  
 Attire: UCPA Shirt and black dress pants/slacks or black skirt

To help hand out the food to the patrons, wear gloves while performing functions. Need to arrive 15 minutes prior to the start of the event. Be ready 15 minutes prior to intermission and stay 20 minutes after event is over.

**Organizational Information**

**OUR STORY**

Umbiance was born in the sorrows of one seemingly ordinary young lady. As a child, she suffered many setbacks and hardships, including extreme bullying. With no real outlets or friends, she became increasingly angry, shy, and withdrawn. One day while watching, Michael Jackson's "*Thriller” mini*-movie, a spark was lit. Kay Harris or" *Precious"* affectionately named by loved ones, was born.

After dancing and acting all throughout college and working side by side with her dance sisters in low income communities, Harris decided, she would not pursue acting or writing, instead she would open a facility where students from *ALL backgrounds* could escape into the world of The Performing arts. If she could be healed of her brokenness and find "JOY" so could others.

**OUR MISSION**

Umbiance Center for the Performing Arts desires to discover what ignites imagination, faith, enthusiasm, persistence and passion in each of our students, by helping them realize they have something unique to offer the world if only they have the courage to dream and the commitment to make their dreams come true. Emphasis is based on great technical training and the 3 C's Character, Confidence & Community. Students will also learn the importance of giving back, being earnest and discipline.

**OUR VISION**

UCPA's vision is to help heal, build, train and inspire the future generations of dancers and actors in a diverse and inclusive atmosphere at a top notch Performing Arts facility.

**CORE VALUES**

**Build a Positive Team and Family Spirit**

**Be Passionate and Determined**

**We support team member excellence and happiness**

**Commit, Be Loyal & Honest**

**Dare to be different**

**Inspire others with excellence**

**Courage (say what you think; make tough decisions)**

**Do More With Less**

**Treat others with RESPECT**

**One Monkey should NEVER stop the show! LOL (TRUE)**

**Contact Information**

**Kay Harris**

**SIGNATURE PAGE**

The Volunteer Handbook contains important information about the Company, and I understand that I should consult the Office Manager regarding any questions not answered in the handbook.

Since the information and policies described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I understand that this handbook is neither a contract of employment nor a legally-binding agreement. I have had an opportunity to read the handbook, and I understand that I may ask the Office Manager or Director any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with the policies contained in this handbook, and any revisions made to it. I further agree that if I remain a volunteer with UCPA following any modifications to the handbook, I thereby accept and agree to such changes.

I have received a copy of UCPA’s Volunteer Handbook on the date listed below. I understand that I am expected to read the entire handbook. Additionally, I will sign and return the Acknowledgment of Receipt.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Volunteer                              Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer's Name - Printed

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

UCPA Representative                            Date