



VOLUNTEER HANDBOOK

CM Performing Arts Center
931 Montauk Highway
Oakdale, NY 11769
(631) – 218-2810
www.cmpac.com

We cannot thank you enough for making the commitment to be part of the volunteer family at CM Performing Arts Center (CMPAC.) You are an essential piece of the guest experience here at CMPAC. As a nonprofit organization our success is dependent on the support and loyalty of our volunteers. We trust you will take your role seriously and strive to help our patrons enjoy a safe and unforgettable time while they are here. The information in this handbook is to serve as a guide for you. You are part of the legacy of CMPAC and an important piece of our story. Thank you again for your commitment to CM Performing Arts Center and sharing your precious time with us.

Sincerely,
Alyse N. Arpino
Executive Director

HISTORY

During his years as a youth minister, CMPAC founder Noel S. Ruiz came to realize the importance of music, drama and dance as tools for expression, teaching and community building. With the encouragement and support of many friends and co-workers Creative Ministries was founded on February 15, 1987 (Creative Ministries does business as CM Performing Arts Center which is often abbreviated as CMPAC or CM with CM being a short form of “Creative Ministries”).

CMPAC started out as a touring company then continued to evolve in size and stature with its next milestone being the development of a permanent home at the former Oakdale Theatre where CMPAC continues to operate today.

CM Performing Arts Center opened May 23, 1997 at its current Oakdale, NY location with a production of Man of La Mancha at which point “The Impossible Dream” Noel and CMPAC’s co-founders had realized.

MISSION AND VISION

The CM Performing Arts Center, a not-for-profit organization is “home” to people from all walks of life who work collaboratively to produce quality theatrical productions. Guided by the values of excellence, diversity and community, we seek to make a positive contribution to arts-education, culture and the quality of life on Long Island.

CORE VALUE

CM Performing Arts Center welcomes people from all walks of life regardless of race, religion, gender or sexual orientation.

HANDBOOK PURPOSE

This handbook is presented as a matter of information and has been prepared to inform volunteers about the Company's philosophy, practices, policies, as well as the conduct expected. While this handbook is not intended to be a book of rules and regulations or a contract, it does include some important guidelines which volunteers of CM Performing Arts Center should know. The handbook can be amended at any time.

This handbook will not answer every question you may have, nor would CMPAC want to restrict the normal question and answer interchange among us. It is in our conversations that we can better know each other, express our views, and work together in a harmonious relationship.

We hope this guide will help you feel comfortable with volunteering at CMPAC. CMPAC depends on its volunteers; their success is our success. Please don't hesitate to ask questions. The Executive Director will gladly answer them. The policies outlined in this handbook may only be altered or modified by the Executive Director.

We ask that our volunteers read this guide carefully, become familiar with all requirements and expectations, and refer to it whenever questions arise.

Organization Structure

Board Of Directors

Chairman
Marc Hollid-Ausset

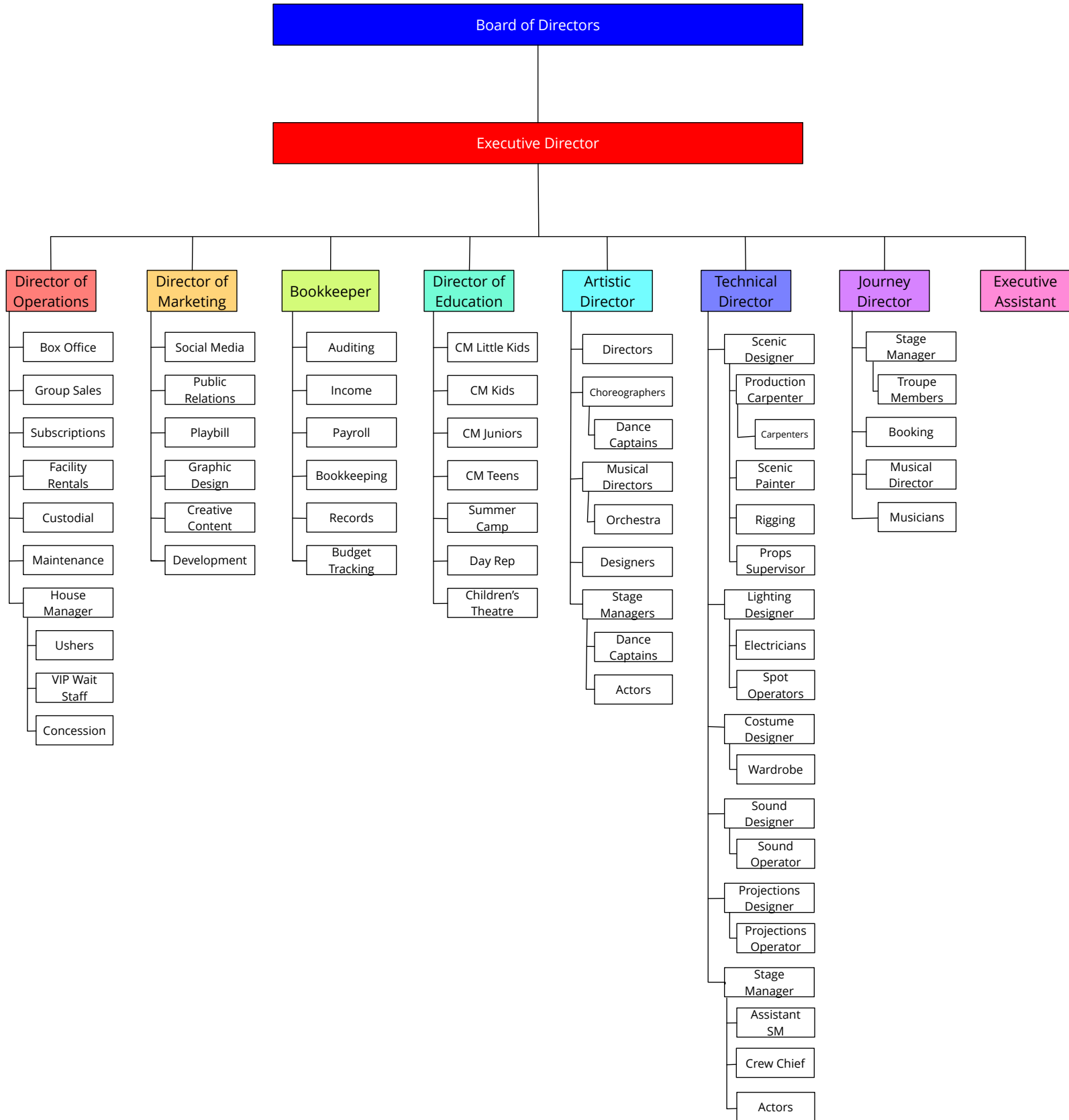
Secretary
Joe Naftal

Treasurer
Bob Solak

Directors

Malika Batchie-Lockhart, Ellen Dumlao, Christine Jannson, Suzanne Neske

Executive Director
Alyse Nicole Arpino



Non-Harassment

CMPAC is committed to maintaining an environment in which all individuals are treated with respect. Accordingly, CMPAC does not tolerate any form of discrimination, harassment, retaliation, joking remarks or other abusive conduct by or against CMPAC volunteers or volunteer applicants because of their race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status, or because an individual complained of harassment or discrimination.

Harassment can include verbal or physical conduct that demeans, denigrates, or shows hostility or aversion toward an individual because of their race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status, and that creates an intimidating, hostile, or offensive environment, unreasonably interferes with a volunteer's work, or otherwise adversely affects a volunteer.

Sexual harassment is verbal or physical conduct of a sexual nature that is not welcome, that is personally offensive, that debilitates morale, and that interferes with equal opportunities for volunteers. Such conduct is specifically prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of volunteering;
- Submission to or rejection of such conduct is used as a basis for decisions affecting a volunteer; or
- Such conduct has the purpose or effect of unreasonably interfering with a volunteer's work or creating an intimidating, hostile, or offensive environment.

The following is a non-exhaustive list of examples of prohibited conduct under CMPAC's non-harassment policy:

- Engaging in offensive, sexual or overly familiar touching or any other physical interference with normal work or movement;
- Requests for sexual favors;
- Continued or repeated verbal abuse of a sexual nature about an individual or their appearance;
- Threatening or suggesting that volunteer status depends on whether the volunteer will submit to, or tolerate harassment or sexual contact;
- Viewing, displaying or circulating discriminatory or sexually explicit or suggestive materials, including cartoons, calendars, drawings, and emails;
- Jokes, pranks or other humor that is demeaning or hostile with regard to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, marital status, citizenship status, uniform service, or veteran status; Epithets, slurs,

quips or negative stereotyping that relate to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status;

- Threatening, intimidating or hostile acts that relate to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status;
- Written or graphic material (including graffiti) that denigrates or shows hostility or aversion toward an individual or group because of race, color, sex, religion, national origin, age, disability, sexual orientation, gender identification, genetic information, marital status, citizenship status, uniform service, or veteran status and that is placed on walls, bulletin boards, computers or elsewhere on CMPAC's premises, or circulated or displayed in CMPAC; or
- Actions that create an intimidating, hostile, or offensive work environment.

Retaliation, which can include harassing behavior, is an adverse action one takes against another person because that person complained of discrimination or harassment. If you feel you are the subject of this type of harassment or retaliation you must take immediate action. Any volunteer who believes that they have been subjected to harassment or retaliation in violation of this policy must take the following actions to ensure that CM Performing Arts Center is aware of the situation:

1. If comfortable doing so, firmly confront the harasser and ask them to stop. If possible, have a witness present.
2. If the harassment or retaliation continues, or if you are uncomfortable with the above, immediately report it to your direct Supervisor. If, for any reason, you feel uncomfortable reporting to your direct Supervisor, please report the incident to the Executive Director.

All complaints will be investigated promptly. In investigating complaints, CMPAC will attempt to maintain confidentiality to the greatest degree possible without impeding the investigation process. CMPAC encourages volunteers to report any incidents of harassment or retaliation and it assures you that no individual will suffer retaliation or reprisal as a result of making such a complaint. Prompt, effective remedial action will be taken where appropriate, based on the results of the investigation. Further, any volunteer who engages in conduct that violates this policy, or whose conduct would violate this policy if allowed to continue, is subject to disciplinary action, up to and including termination of the volunteer relationship.

Volunteering At-Will

Volunteering with CMPAC is at-will and is for no fixed or definite term. Either CMPAC or the volunteer may terminate the volunteer relationship at any time, for any lawful reason, with or without cause.

Emergency Procedures

In the unlikely event of an emergency, all volunteers should evacuate the building. You will receive directives from either the Stage Manager, House Manager, or Executive Director assessing the situation.

Building Evacuation: All volunteers should be aware of all exits in the lobby and the theatre. If an evacuation needs to take place during the show, the Stage Manager will make a clear, calm, official announcement to hold the show and ask audience to calmly exit the theatre and building through the nearest exit.

Severe Weather (tornado, damaging winds, hail, etc): In the event of inclement weather, volunteers should assist the House Manager and staff with monitoring and assessing the situation

First Aid Procedures

If a patron becomes injured, please let the House Manager or a staff member know immediately. There is a first aid kit located in the office. Please do not administer first aid without speaking with the House Manager or another staff member first. An incident report may need to be filled out and signed by the injured person or a member of their party, depending on the situation. Please do not administer first aid.

Social Media Policy

At CM Performing Arts Center, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all who work for CM Performing Arts Center.

Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or

blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with CM Performing Arts Center, as well as any other form of electronic communication.

CM Performing Arts Centers policies and mission statement apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects job performance, the performance of fellow associates or otherwise adversely affects members, customers, patrons, suppliers, people who work on behalf of CM Performing Arts Center or CM Performing Arts Center's legitimate business interests may result in disciplinary action up to and including removal.

Know and follow the rules

Please carefully read these guidelines, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including removal.

Be respectful

Always be fair and courteous to fellow associates, customers, members, patrons, suppliers or people who work on behalf of CM Performing Arts Center. Also, keep in mind that you are more likely to resolved work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about

CM Performing Arts Center, fellow associates, members, customers, suppliers, or people working on behalf of CM Performing Arts Center or competitors.

Post only appropriate and respectful content

- Maintain the confidentiality of CM Performing Arts Center's trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how, productions and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Express only your personal opinions. Never represent yourself as a spokesperson for CM Performing Arts Center. If CM Performing Arts Center is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of CM Performing Arts Center, fellow associates, members, patrons, suppliers or people working on behalf of CM Performing Arts Center. If you do publish a blog or post online related to the work you do or subjects associated with CM Performing Arts Center, make it clear that you are not speaking on behalf of CM Performing Arts Center. It is best to include a disclaimer such as "The postings on this site are my own and do not reflect the views of CM Performing Arts Center."

Retaliation is prohibited

CM Performing Arts Center prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any volunteer who retaliates against another volunteer or staff member for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including removal.

Media contacts

CM Performing Arts Center Volunteers should not speak to the media on behalf of CM Performing Arts Center without contacting the Executive Director. All media inquiries should be directed to the Executive Director, Alyse@cmpac.com or 631-218-2810 Ext. 1011.

For more information

If you have questions or need further guidance, please contact the Executive Director.



I, _____ have read and received the Volunteer Handbook set forth by CM Performing Arts Center. I agree to adhere to all regulations.

Signature: _____

Date: _____