



## **VOLUNTEER HANDBOOK**

## INTRODUCTION

Dear Volunteer,

Welcome to the CM Performing Arts Center family!

We are thrilled to have you join us as a volunteer, and we want to express our heartfelt gratitude for your willingness to share your time and talents with our community. At the CM Performing Arts Center, we believe that our volunteers are the backbone of our organization. Your dedication and passion are what enable us to bring high-quality performances and enriching artistic experiences to our audiences.

Your decision to volunteer with us reflects a remarkable generosity of spirit. By giving your time, you are not only supporting the arts but also helping to create a vibrant cultural hub where creativity thrives. Whether you are assisting backstage, helping with administrative tasks, or engaging with our patrons, your contribution is invaluable.

We deeply value and appreciate each and every one of our volunteers. Your efforts help to create an environment where art can flourish and where our community can come together to enjoy and celebrate the performing arts. We are committed to ensuring that your volunteer experience is fulfilling and rewarding.

Thank you for choosing to be a part of our team. Together, we can achieve great things and continue to make the CM Performing Arts Center a place of inspiration and joy for all who walk through our doors.

With gratitude,



Marc Hollid-Ausset  
Chief Executive Officer & President  
CM Performing Arts Center  
marc@cmpac.com  
631.218.2810 Extension 1031

## **History**

During his vibrant years as a youth minister, CMPAC founder Noel S. Ruiz discovered the transformative power of music, drama, and dance. These art forms became his tools for expression, teaching, and building a strong, connected community. Inspired by the enthusiastic support of friends and co-workers, Noel took a bold step and founded Creative Ministries on February 15, 1987. Known today as the CM Performing Arts Center (CMPAC or simply CM), this initiative quickly grew beyond its humble beginnings.

CMPAC started as a touring company, captivating audiences wherever they went. But this was just the beginning. The organization continued to grow, both in size and reputation, ultimately achieving a significant milestone—the establishment of a permanent home at the historic Oakdale Theatre. This venue, rich in legacy, has been CMPAC's bustling headquarters ever since. The dream became a reality on May 23, 1997, when CM Performing Arts Center opened its doors at its current location in Oakdale, NY. The inaugural production of "Man of La Mancha" was a resounding success, symbolizing the fulfillment of "The Impossible Dream" envisioned by Noel and CMPAC's co-founders. Today, CMPAC stands as a beacon of artistic excellence and community spirit, continuing to inspire and entertain audiences with every performance.

## **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 Values**

Welcome people from all walks of life regardless of race, religion, gender identity or sexual orientation.

## **Handbook Purpose**

This volunteer handbook is presented as a matter of information and has been prepared to inform volunteers about the Company's philosophy, policies, and the conduct expected from them. 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 should know. The handbook can be amended at any time.

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

We hope this guide will help volunteers feel comfortable with us. The Company depends on its volunteers; their success is our success. Please don't hesitate to ask questions. The Chief Executive Officer will gladly answer them. We believe volunteers will enjoy their work and their fellow volunteers here.

No one other than the Chief Executive Officer or The Board of Directors may alter or modify any of the policies in this volunteers handbook. No statement or promise by a supervisor, Executive Artistic Director, or designee is to be interpreted as a change in policy, nor will it constitute an agreement with a volunteer.

Should any provision in this volunteers handbook be found to be unenforceable and invalid, such a finding does not invalidate the entire volunteers handbook, but only the subject provision.

**We ask that volunteers read this guide carefully, become familiar with the Company and our policies, and refer to it whenever questions arise.**

### **Organizational Structure**

- Board of Directors
  - Chairman: Joe Naftal
  - Treasurer: Bob Solak
  - Secretary: Ellen Dumalo
  - Director: Malika Batchie-Lockhart
  - Director: Suzanne Neske
  
- Chief Executive Officer & President
  - Marc Hollid-Ausset
  
- Executive Artistic Director
  - Alyse Nicole Arpino

### **Dress Code**

While we cannot lay out specific rules for every article of clothing or situation, we ask that you use your best judgment and that you appreciate the spirit of these guidelines. Our aim is to foster an atmosphere where our House Staff look as consistent and professional as we know you to be.

- House Staff
  - Solid black dress slacks or skirt (with black or skin colored hose).
  - Plain black shirt with long or short sleeves. Sleeveless is not permitted.
  - Solid black shoes or boots with a black sole It is important to wear comfortable shoes that enable you to move quickly in case of evacuation. Open toed shoes are not permitted.
  - Socks, if worn, must be solid black.
  - Prohibited Items – this is a list of examples of what is not allowed, it is not all-inclusive.
    - Fannie packs
    - Sweatpants

- Cut off sleeves
  - T-shirts
  - Graphic Tees
  - Exposed mid sections
  - Workout/leisure/athletic wear
- All Other Volunteer positions
    - Dress in clothing that is appropriate for the task that you will be performing.
    - If volunteering to paint, clean or any other function that may ruin or stain your clothing please wear clothing that you do not mind ruining.
    - If applicable appropriate safety and protective gear must be worn.
    - Prohibited Items – this is a list of examples of what is not allowed, it is not all-inclusive.
      - No open toed shoes are permitted.
      - No offensive or vulgar language printed on any article of clothing.

### **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.

### **Volunteer As Representative**

Volunteers are not permitted to make official statements on behalf of the company to any person, entity, or media outlet.

## CONDUCT AND BEHAVIOR

### General Conduct Guidelines

Orderly and efficient operation of the Company requires that everyone maintain proper standards of conduct and observe certain procedures. These guidelines are provided for informational purposes only and are not intended to be all-inclusive. Nothing here is intended or will be construed to change or replace, in any manner, the "at-will" volunteer relationship between the Company and the volunteer. The Company views the following as inappropriate behavior:

- Failure to follow the policies outlined in this handbook.
- Volunteers must always be in the presence of an employee of CMPAC.
- Volunteers are not permitted inside of the dressing room while it is in use for performers to change their clothing in.
- Negligence, carelessness or inconsiderate treatment of Company customers and/or their matters/files.
- Theft, misappropriation or unauthorized possession or use of property, documents, records or funds belonging to the Company, or any customer or employee; removal of same from Company premises without authorization.
- Divulging trade secrets or other confidential business information to any unauthorized person(s) or to others without an official need to know.
- Obtaining unauthorized confidential information pertaining to customers or employees.
- Changing or falsifying customer records, Company records, personnel or pay records, including time sheets without authorization.
- Willfully or carelessly damaging, defacing or mishandling property of a customer, the Company, employees or other volunteers.
- Taking or giving bribes of any nature, or anything of value, as an inducement to obtain special treatment, to provide confidential information or to obtain a position.
- Entering Company premises without authorization.
- Willfully or carelessly violating security, safety, or fire prevention equipment or regulations.
- Unauthorized use of a personal vehicle for Company business.
- Conduct that is illegal under federal, state, or local law.
- Creating a disturbance on Company premises.
- Use of abusive language.
- Any rude, discourteous or un-businesslike behavior, on or off Company premises, which is not protected by Section Seven of the National Labor Relations Act (NLRA) and which adversely affects the Company services, operations, property, reputation or goodwill in the community or interferes with work.
- Use or possession of intoxicating beverages or illegal use or possession of narcotics, marijuana or drugs (under state, federal or local laws), on Company premises during volunteer hours or reporting to volunteer under the influence of intoxicants or drugs so as to interfere with your performance, or having any detectable amount of illegal drugs in a volunteer's system.

- Unauthorized possession of a weapon on Company premises.
- Illegal gambling on Company premises.
- Soliciting, collecting money, vending, and posting or distributing bills or pamphlets for non CMPAC related objectives during volunteer hours. These activities are closely controlled in order to prevent disruption of Company services and to avoid unauthorized implication of Company sponsorship or approval. However, this general rule is not intended to hinder or in any way curtail the rights of free speech or free expression of ideas. Therefore, such activity by volunteers during non-volunteering time, including meal and rest periods, is not restricted so long as such activity does not interfere with the orderly and regular conduct of the Company business, is lawful, in good taste, conducted in an orderly manner, and does not create safety hazards or violate general good housekeeping practices.

### **Sexual & Other Unlawful Harassment**

Sexual harassment and unlawful harassment are prohibited behavior and against Company policy. The Company is committed to providing an environment free of inappropriate and disrespectful behavior, intimidation, communications and other conduct directed at an individual because of their sex, including conduct that may be defined as sexual harassment.

The following list contains examples of prohibited conduct. They include, but are not limited to:

- Unwanted sexual advances;
- Offering benefits in exchange for sexual favors;
- Making or threatening reprisals after a negative response to sexual advances;
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress;
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- Physical conduct such as touching, assault, or impeding and/or blocking movements;
- Retaliation for reporting harassment or threatening to report harassment.

### **Other Types of Harassment**

Prohibited harassment on the basis of race, color, religion, national origin, ancestry, physical or mental disability, veteran status, age, or any other basis protected under local, state or federal law, includes behavior similar to sexual harassment, such as:

- Verbal conduct such as threats, epithets, derogatory comments, or slurs;
- Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;
- Physical conduct such as assault, unwanted touching, or blocking normal movement;
- Retaliation for reporting harassment or threatening to report harassment.

## **HEALTH, SAFETY, AND SECURITY**

### **Non-Smoking/Vaping**

Smoking is not permitted in any Company buildings, facilities, work sites, or vehicles. Volunteers wishing to smoke should do so during their break times, outside Company buildings in designated areas, and in accordance with local ordinances.

### **Drug and Alcohol**

The Company is dedicated to providing volunteers with a space that is free of drugs and alcohol.

Any volunteer found to use, sell, possess or distribute drugs that are illegal under state, federal or local laws, including marijuana, or any unauthorized drugs (including excessive quantities of prescription or over-the-counter drugs) while on the Company premises, performing Company-related duties, or while operating any Company equipment will be asked to leave and no longer be allowed to volunteer with CMPAC. Any suspected illegal drugs confiscated will be turned over to the appropriate law enforcement agency.

Any volunteer taking medication should consult a medical professional to determine whether the drug may affect their personal safety or ability to perform the essential functions of the job they have volunteered to perform and should advise their supervisor or Chief Executive Officer of any limitations. Upon notification of job limitations, the Company will make reasonable efforts to accommodate the limitation.

The moderate use of alcohol at Company approved on premises gatherings is not prohibited by this policy.

To the extent any federal, state or local law, rule, or regulation limits or prohibits the application of any provision of this policy, then to the minimum extent necessary and only for that geographical area, this policy is deemed to be amended in compliance.

### **Injury and Accident Response and Reporting**

In the event that a volunteer becomes injured or witnesses an injury during volunteering hours, they must report it immediately to the nearest available supervisor or Chief Executive Officer. Volunteers are to render any assistance requested by supervisor, or Chief Executive Officer. Questions asked by law enforcement or fire officials making an investigative report should be answered giving only factual information and avoiding speculation. Liability for personal injury or property damage should never be admitted in answering an investigatory question asked by law enforcement or fire officials.

When any accident, injury, or illness occurs while a volunteer is volunteering, regardless of the nature or severity, the volunteer must obtain an injury reporting form and complete and return the form to Human Resources as soon as possible. Reporting should not be allowed to delay necessary medical attention. Once the accident is reported, follow-up will be handled by Human

Resources or the designated Safety Officer. The volunteer may not return to volunteering at CMPAC without the permission of Human Resources or the Safety Officer.

Please see your Chief Executive Officer for an accident form or other reporting process.

### **Personal Property**

The Company is not liable for lost, misplaced, or stolen personal property. Volunteers should take all precautions necessary to safeguard their personal possessions.

### **Parking**

All parking is at a volunteer's own risk. It is recommended that volunteers lock their vehicle and take other appropriate safeguards.

### **Emergency Procedures**

In the unlikely event of an emergency, all volunteers should assist the House Manager with evacuating the building or assessing the situation.

- **Building Evacuation**  
All volunteers should be aware of all exits in the lobby and the theatre. Volunteers should assist staff members in evacuating patrons out of the building and into the park area. 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 the 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.

**The following three pages  
are to be filled out and signed by the volunteer  
and returned to the Human Resources Department.**

**Please sign this page and return to the Human Resources Department.**

**Confidentiality and Non-Disclosure Policy**

Effective and approved by the Board of Directors, March 5, 2016

Members of the Board, Directors, officers, employees, office volunteers and contractors (“Recipients”) are expected to protect confidential information obtained at CMPAC. The protection of this information is essential to the security of the employees, patrons, and the work of CMPAC. All Recipients will be required to acknowledge their understanding of this policy by signing the attached ACKNOWLEDGEMENT.

Such confidential information includes, but is not limited to, the following examples:

- compensation data
- audience lists
- donor lists and amounts
- marketing information and strategies
- financial information
- programming information
- corporate plans and strategies
- pending projects and proposal

Recipients who improperly use or disclose CMPAC confidential information will be subject to disciplinary action, even if they do not actually benefit from the disclosed information. The Recipient’s obligation to protect the confidential information of CMPAC continues even after termination of employment.

**ACKNOWLEDGMENT**

I acknowledge that I have received and have read CMPAC’s Confidentiality and Non-Disclosure Policy. I agree that if there is any policy or provision in the policy I do not understand, I will seek clarification from the Chief Executive Officer.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

**Please sign this page and return to the Human Resources Department.**

CM PERFORMING ARTS CENTER VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I acknowledge receipt of the Company's volunteer handbook. I agree to read the handbook and to follow the guidelines and policies set forth in the handbook and any amendments to the handbook along with the other policies and procedures of the Company.

I understand that I am not volunteering for any definite period of time and that I am not being compensated in any way for my work. I further understand that I am an at-will volunteer and my volunteering can be terminated at any time, with or without cause and with or without prior notice either by the Company or myself. No promises or representations have been made to me that I can be disciplined or discharged from my volunteering with the Company only under certain circumstances or after certain events.

I am aware that the contents of the volunteer handbook are presented as a matter of information and that except for the at-will provisions, the handbook can be amended at any time. Additionally, I am hereby made aware that under the Defend Trade Secrets Act I may not be held criminally or civilly liable under federal or state trade secret laws if I disclose a trade secret to a government official or attorney solely for the purpose of reporting or investigating a violation of law, or in a complaint or document filed in a lawsuit, if that filing is made under seal.

I understand and agree that the handbook is for informational purposes only and is not intended to create a contract, nor is it a contract of employment or continuing employment between myself and the Company. I also understand that neither the handbook nor any policy of the Company is a guarantee or promise of employment. My at-will volunteer status with the Company has been fully explained and I have been given an opportunity to ask questions regarding Company policies and my at-will volunteer status.

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Signature

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Printed Name

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Date

**Please sign this page and return to the Human Resources Department.**

PHOTOGRAPH/VIDEO RELEASE FORM

I, \_\_\_\_\_, hereby authorize CMPAC and its subsidiaries, affiliates, directors, officers and employees to use my name and likeness and to use such Testimonial Information in various advertisements and other marketing tools, including all Social Media (Facebook, Twitter, Instagram, etc.), T.V., commercials, and other news formats, as CMPAC, in its own discretion shall determine to be used indefinitely. I agree and hold harmless CMPAC, its members, trustees, agents, officers, contractors, volunteers and employees from and against any and all claims, demands, actions, complaints, suits or other forms of liability that shall arise out of or by reason of, or be caused by such use of my photograph/video, likeness or voice. This authorization shall extend to any and all reissues of the advertisements and other marketing tools in which CMPAC, at its discretion, may choose to utilize in marketing of its various products, including, but not limited to publicity, promotion and advertising. I acknowledge that only CMPAC has the right to final inspection and approval of such materials before publication. It is further understood and I do agree that no monies or other consideration in any form, including reimbursement for any expenses incurred by me, will become due to me, my heirs, agents, or assigns at any time because of my participation in any of the above activities or the above- described use of my photograph/video, likeness or voice.

Volunteer

If a minor, signature of parent or legal guardian Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Please sign this page and return to the Human Resources Department.**

**Emergency Contact Form**

Volunteer Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Address: \_\_\_\_\_

**Special Instructions**

In the event of a medical emergency, are there any emergency procedures or restrictions on medications of which emergency personnel should be aware? If yes, please explain.

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

**Emergency Contacts**

**Primary contacts in case of emergency:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

**Secondary contact in case of emergency:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

**Physician contact:**

Doctor's Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

**Volunteer Authorization**

I have voluntarily provided the above contact information and authorize CM Performing Arts Center and its representatives to contact any of the above individuals on my behalf in the event of an emergency.

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_