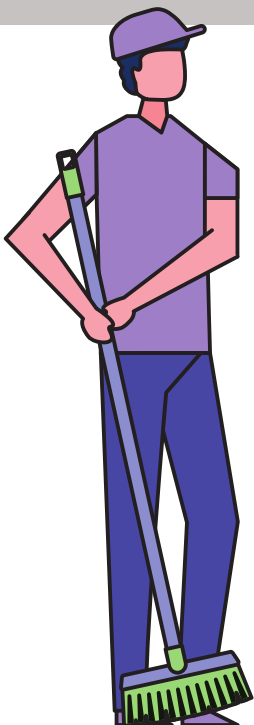




West Valley Arts Council
and Arts HQ Gallery

2025 VOLUNTEER HANDBOOK



**Be a part of growing a vibrant
and connected arts and
cultural community!**

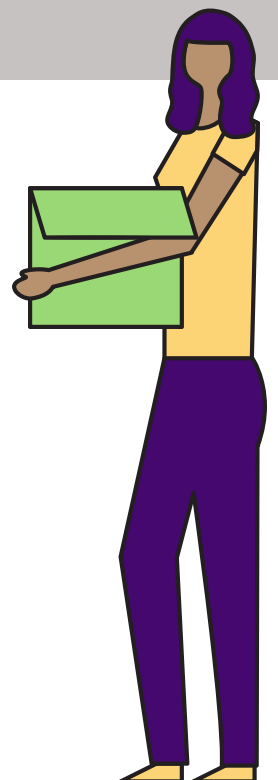




TABLE OF CONTENTS

Welcome	1
About Us	1
Mission	1
Expectations	2
Sign Up for a Spot	3
Cancelling Your Spot	3
Volunteer Opportunities	4-6
Arts HQ Gallery	4
Lunchtime Theater	5
Special Events	5
Other	6
Bartender Training	6
WVAC Policies	7-13
Age	7
Safety	7
Dress Code	7
Confidentiality	8
Media	8
Non-Discrimination/Anti-Harassment	8-10
Greivances	10-12
Volunteer Removal	12
General Information	13
Social Media	13
Staff	14
Board of Directors	14
Media Release	15
Handbook Acknowledgement	15
Volunteer Agreement	16

Welcome!



Welcome and thank you for your interest in volunteering with West Valley Arts Council. Volunteers are a vital part of achieving our goal of enriching the West Valley by growing a vibrant and connected arts and cultural community! It is our hope that your work with us is rewarding, enjoyable, and worthwhile.

This handbook provides you with general policies and practices of the WVAC. 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 the policies and procedures, WVAC reserves the right to change, add to, or eliminate any policies described in this handbook.

About Us

The WVAC was incorporated as the Cultural Arts Society West in 1969 and changed its name to the West Valley Arts Council in 1989 to reflect a broader, more inclusive vision. WVAC is a 501(c)3 Non-Profit Corporation. WVAC has been central to creating what is recognized as a “high quality of life” for West Valley residents. It is the only multi-disciplinary arts organization of its type and scope in the valley. The WVAC serves the entire West Valley- over 1 million residents! We work with 13 towns and cities to present many arts & cultural events and exhibits each year!

Mission

WVAC CULTIVATES INCLUSIVE ARTS AND CULTURE IN THE WEST VALLEY BY PROVIDING RESOURCES AND FOSTERING CONNECTIONS.

Expectations



A VOLUNTEER is anyone who provides time and talent to WVAC through work in the gallery, office, special events or any other WVAC project.

What you should expect:

1. Be assigned appropriate tasks according to ability, skill, interests, availability, and training
2. Receive training and supervision for the tasks accepted
3. Receive a job description for your assignment when appropriate
4. Be treated as a part of the team who contributes to WVAC's goals through your volunteer work
5. Expect that WVAC be a good steward of your time
6. Be given appropriate expressions of appreciation and recognition
7. Be treated with kindness, respect and value
8. A safe and inviting environment to work in that is free of harassment and discrimination

What WVAC expects from you:

1. Know your own duties and stay on task
2. Maintain a positive, teamwork attitude with staff and other volunteers
3. Sign up for volunteer assignments through the proper channel; SignUp.com
4. Honor your commitment and arrive on time for scheduled meetings and volunteer assignment
5. Follow the proper dress code and PPE regulations set forth by West Valley Arts
6. Treat all volunteers, staff, and visitors with respect, kindness, and tolerance.
7. Abstain from commercial soliciting, vending, advertising or unauthorized charitable solicitation of personal interests not affiliated with WVAC while on duty.

You help create the healthy, pleasant, and safe volunteer experience WVAC intends for you for others!

Sign Up for a Spot



West Valley Arts Council uses the services of SignUp.com, which offers an easy and efficient method to schedule your time with us.

Here's how it works:



1. You will receive an email from us with a link to sign up
2. Review the options listed and choose the spot(s) you like
3. Sign up! It's easy! You will NOT need to register an account or keep a password on SignUp.com

Note: SignUp.com does not share your email address with anyone. Please add mail@SignUp.com to your address book/safe-sender's list to ensure you receive timely invitations and messages.

This will be our primary mode of signing up for reserving your volunteer spots. This tool will not only help WVAC manage volunteer needs but will help other volunteers see where there are open spots. Direct email or phone call is acceptable to questions/concerns.

For anyone who does not have access to the Internet, we can work with you on another method for scheduling.

Cancelling your Spot

The positions that volunteers fill are critical to WVAC. If you fail to show up, others must take on the tasks you were expected to accomplish. In case you are unable to make your volunteer spot:

1. Please remove yourself from the spot on SignUp.com, so that other volunteers are aware of the newly open spot.
2. If you are canceling less than 1 week before the spot/shift, contact us via email or phone at Gallery@WestValleyArts.org.

Volunteer Opportunities



Arts HQ Gallery

Volunteers in the gallery will be trained and supervised by the Gallery Director. The specific dates and times support is needed can be found on SignUp.com. The following roles and duties are as follows:

- **Gallery Attendant**
 - The Arts HQ Gallery Attendant is responsible for facilitating interactions between visitors and exhibits. Attendants welcome visitors and provide them with information, provide assistance in the retail area, and perform light gallery maintenance.
- **Opening Reception Volunteers**
 - The Arts HQ Gallery Opening Reception Greeter is responsible for providing assistance to the Gallery Director in set-up and tear-down of the Opening Reception of an exhibit. Greeters will provide assistance to visitors such as greeting, check-in, and retail area assistance.
 - Food and Beverage Handlers must be licensed to serve and maintain the food table and liquor bar area. Licenses can be obtained through <https://foodserviceprep.com/>.
 - Kids Craft Table Assistant helps guide any visiting children with a simple kids craft.
- **Exhibit Installation Assistant**
 - The Arts HQ Gallery Exhibit Installation Assistant will assist the Gallery Director and/or Curator with the check-in of artist's works as well as the installation and labeling of those works. This role will also be responsible for exhibit and gallery maintenance including patching and painting gallery wall, and take down of previous exhibit.



Volunteer Opportunities



Lunchtime Theater

West Valley Arts and The City of Surprise Arts & Cultural Advisory Commission offer a performing arts luncheon series, hosted in the Arts HQ Gallery. This program is best fitting for volunteers available from 11 AM -1 PM during the week. Scheduled dates can be found on SignUp.com. The following volunteer roles would include:

- **Greeter/Check In**
- **Set-Up & Clean-Up**

Special Events

West Valley Arts has many events throughout the year and throughout the West Valley, which may include festivals, workshops, booths, etc. Each event will have varied needs. These descriptions and dates will be provided to you via SignUp.com. The general volunteer roles would include:

- **Greeter/Check-In**
- **Set-Up & Clean-Up**
- **Vendor or Talent Check-In**
- **Raffle Table or Information Table**



Volunteer Opportunities



Other

West Valley Arts is open to utilizing your unique skills and talents to support our mission. These roles vary on the days and times support is needed. At times we will have various projects and opportunities and thus offered to you via SignUp.com. These roles include but are not limited to:

- **Photography**
- **Graphic Design**
- **Videography**
- **Marketing**
- **Outreach**

Bartender Training



West Valley Arts needs bartenders for various theater, fundraising and other special events. Special training and certification is required to handle and serve alcohol in the state of Arizona. This training is done online and on your own time. The registration fee will be reimbursed to you by WVAC. If you are interested in becoming a certified bartender, here are a few websites:

- Link for eTips Concessions Certification: <https://www.gettips.com/online/index.html>
- Food Handler and Alcohol Serving Certifications: <https://foodserviceprep.com/>

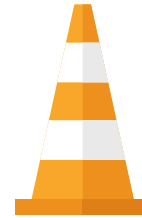
WVAC Policies



Age

WVAC staff supervisors evaluate the abilities and competency of all volunteers and assign appropriate, safe activities as availability and conditions permit. Volunteers under 18 must present a waiver of liability form signed by a parent or legal guardian and must be accompanied by an adult when volunteering. There are very limited opportunities for volunteers under 16. There is no maximum age for WVAC volunteers.

Safety



Protecting our visitors and ourselves require awareness. You and WVAC share responsibility for establishing and maintaining a safe work environment. WVAC can ensure a safe work environment that complies with federal, state, and local safety regulations. In turn, you are expected to obey safety rules and to exercise caution in all work activities. You are asked to report any unsafe conditions to your supervisor immediately. Any accident, which results in injury, regardless of how insignificant, must be reported promptly to your supervisor. A first aid kit is located on all properties. You will be advised of exact locations.

In the event of an emergency situation, immediately call 911 and the Arts HQ Gallery office at 623-584-2626.

The use of tobacco products, including cigarettes, smokeless tobacco, and electronic cigarettes, is strictly prohibited within the facilities or on the property of WVAC and its gallery at any time.

Dress Code

Volunteers are to appear in business casual attire when volunteering in the gallery or events. Volunteers should wear black pants (no holes or tears), a black, collared shirt or WVAC logo shirt (can be provided), and closed-toed shoes. Volunteer badges must be worn at all times on assignment.

WVAC Policies



Confidentiality

WVAC has an obligation to volunteers and visitors to maintain their confidentiality and respect their privacy. At the same time, every volunteer must also respect the confidentiality of fellow volunteers and staff. Volunteers uphold the confidentiality of all proprietary or privileged information to which they may be privy to.



Media

All media inquiries are to be directed to the Executive Director of WVAC. Volunteers must not speak on behalf of WVAC unless explicitly requested to do so by the Director. Please do not tell the media "We are not allowed to speak to you." Say, "It is WVAC policy that all media inquiries be directed to the Executive Director. Let me get you their information."

Non-Discrimination/ Anti-Harassment

WVAC is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. The West Valley Arts prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated. Any conduct or action, whether overt or subtle, which

WVAC Policies



creates an offensive or hostile work environment is prohibited and will be grounds for immediate removal.

DISCRIMINATION includes, but is not limited to: making any volunteer decision or volunteer related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

HARASSING CONDUCT is a range of subtle and not so subtle behaviors including but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic

SEXUAL HARASSMENT is a form of unlawful sex discrimination that violates both state and federal employment discrimination laws. Sexual discrimination demeans and offends individuals who are subject to such conduct.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of specifically prohibited conduct include, but not limited to:

- Unwelcome or unwanted sexual advances. This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling, or any physical contact considered unacceptable by another individual.
- Requests or demands for sexual favors, including subtle or blatant expectations, pressures, or requests for any kind of sexual favor accompanied by an implicit or negative consequence
- Verbal abuse or kidding that is sex oriented and considered unacceptable by another individual.

WVAC Policies



This includes innuendoes, jokes, sexually oriented comments or any other tasteless action that offends the reasonably sensitive person.

- Displaying an intimidating, hostile, or offensive attitude because of rejected sexually oriented demands, requests, physical contacts, or attentions.
- Interfering with a co-worker's performance by exchanging unwanted sexual attentions, sexually oriented conduct that reduces personal productivity or safety during work hours.
- Circulating, whether in print or in electronic form, literature or communication (articles, magazines, or emails) of a sexual nature.
- Condoning a work environment that is not free of sexually oriented innuendoes, or any other tasteless action that could offend the reasonably sensitive person.

If you are unsure whether the unwanted behavior directed at you constitutes unlawful harassment based on any of the protected categories mentioned above, you are encouraged to contact the CEO.

Grievances



A GRIEVANCE is defined as any event, condition, rule, or practice which the volunteer believes violates their civil rights, treats them unfairly, or causes them any degree or unpleasantness or unhappiness on the job.

Volunteer grievances are of great concern to WVAC, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of and response to grievances, WVAC has established a procedure for all volunteers. It is WVAC's policy to give full consideration to every volunteer's opinion. There will be no discrimination against or toward anyone for their part in presenting a grievance.

WVAC Policies



A general grievance procedure is:

1. In writing, notify an on-site Volunteer Coordinator or Supervisor with a fully detailed description of your complaint.
2. A response should be made within 5 business days.
3. If you are not satisfied within 5 days of how your written complaint was handled, you may appeal by submitting your written complaint to the Executive Director.
4. The Executive Director should respond within 5 business days.

Reporting Harassment:

Every employee has an affirmative duty to maintain a workplace free of sexual harassment and intimidation. If employees feel they have been harassed, they must immediately report any incidents to the CEO. Both males and females can be sexual harassment victims; both males and females can be guilty of sexual harassment. Volunteers are encouraged to report harassment before it becomes severe or persistent.

Any reported allegations of harassment will be investigated promptly, thoroughly and impartially. The investigation may include individual interviews with parties involved, and where necessary, with other individuals who may have observed the alleged conduct or may have relevant knowledge.

Confidentiality:

The complaint and investigation will be handled with confidentiality, which will be maintained throughout the investigation process, to the extent practical and appropriate under the circumstances, in light of the important privacy interest of all concerned, and with due regard for the rights and wishes of all parties. It is important to recognize though that in the process of investigating a complaint of harassment, complete confidentiality is not always possible. Moreover, a supervisor might be legally obligated to take action once they are informed that harassment or retaliation has occurred or may be occurring.

WVAC Policies



Protection Against Retaliation:

The West Valley Arts encourages reporting of all perceived incidents of harassment. Retaliation against an individual for reporting a harassment claim or assisting in providing information relevant to a claim is a serious violation of this policy and will be treated with the same strict discipline, as would the harassment itself. Acts of retaliation should be reported immediately and will be promptly investigated.

Volunteer Removal

WVAC is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. Although it is not possible to list all the forms of behavior or conduct that are considered unacceptable in the workplace, the following are example of infractions or conduct that may result in the limitation and termination of the volunteer relationship.

- Theft or inappropriate removal of possessions of WVAC property
- Misuse of agency funds, equipment, or materials
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcoholic (outside of bartender duties) or illegal drugs in the workplace while on duty
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to the damage of property
- Conduct of discrimination, harassment, and/or sexual harassment onsite, offsite, and/or online.
- Violation of WVAC Values Policy
- Excessive tardiness and cancellation of volunteer spots/shifts

General Information



Address: 16126 N. Civic Center Plaza Ste. 102
Surprise, Arizona 85374

Phone: Gallery 623.584.2626

Gallery Hours: Wed - Sat 10AM - 4PM

Admission: Free, donations are appreciated

Follow Us on Social Media!



Website: westvalleyarts.org



Facebook: @westvalleyarts



Instagram: @westvalley_arts

Contact Info



Staff

Kathy Knecht, Executive Director
Kathy@westvalleyarts.org

Daisy Brady, Gallery Director/Curator
Daisy@westvalleyarts.org

Lanelle Horstmeier, Marketing Director
Lanelle@westvalleyarts.org

Jimmy David, Program Director
Jimmy@westvalleyarts.org

Board of Directors

Jonathan Robles, Board Chair
Sandi J Staehle, JD, LL.M, Vice Chair
Ramona Arias, Treasurer
Amanda Sanchez, Secretary
Susan DeJong, Member

Catherine Locke, Member
Jim Rumpeltes, Member
Jessica Perry, Member
Carmen Valiquette, Member

Media Release



I, _____, agree to release and hold harmless the West Valley Arts Council, it's board members, officials, agents and /or 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 the use of my image on television, radio, motion pictures or in the print medium.

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, our heir, agents, or assigns at any time because of my participation in any of the above activities.

Volunteer signature: _____ Date: _____

Parent/guardian signature: _____ Date: _____

(Only if applicant is under age 18)

Handbook Acknowledgment

I am in receipt of the West Valley Arts Council (WVAC) Volunteer Handbook and Policy Manual and understand I should consult the Volunteer Coordinator , Gallery Director, or the CEO/President if I have any questions about the policies and procedures contained therein. I understand that from time to time there may be revisions to the Volunteer Handbook and Policy Manual. Such revisions will require the prior approval of the CEO/President and will be communicated to volunteers.

I have entered into my volunteer relationship with WVAC voluntarily and acknowledge there is no specified length of volunteering. Accordingly, either WVAC or I can terminate the relationship at-will, with or without cause, at any time. Furthermore, I acknowledge that this manual not a contract of employment. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer: Print Your First & Last Name _____

Volunteer Signature: _____ Date: _____

Parent/guardian signature: _____ Date: _____

(Only if applicant is under age 18)

Volunteer Email: _____ Phone: _____

Please sign and return this page to WVAC staff

Volunteer Agreement



I have agreed to work as a volunteer for West Valley Arts Council (WVAC) and do so of my own free will. As a volunteer, I am not an employee or agent of WVAC. I understand this role does not include compensation or payment of any kind. Furthermore, I acknowledge that WVAC does not offer health insurance, workers' compensation insurance, or any such employee benefit to volunteers.

I fully recognize and accept that volunteering has risks and unforeseen dangers (such risks could be, but are not limited to: mental/ emotional stress or physical injury). I understand that I have the right to review each activity prior to my participation and choose to participate of my own free will. I have read and understand West Valley Arts Council's mission statement and best practice procedures. I pledge to act and perform within those expectations.

Waiver, release, hold harmless, and indemnification agreement: I acknowledge that West Valley Arts Council does not guarantee safety. I voluntarily waive, release, and hold harmless West Valley Arts Council, its board, employees, agents, and other volunteers from all claims, accidents, injuries, or death that result from actions related to my volunteer activities. I understand that this document disqualifies me from recovering damages against West Valley Arts Council should I be injured in the course of my duties. I shall defend, hold harmless, and indemnify West Valley Arts Council, its board, employees, agents, and other volunteers from and against all claims, accusations, notices, judgments, rulings, liabilities, expenses, etc. that may exist as a result of my actions, inactions, errors, acts, or omissions.

I have read and fully understand the above waiver. I understand that by signing this document I am giving up certain rights and accepting certain duties.

Volunteer: Print your first & last name: _____

Volunteer email: _____ Phone #: _____

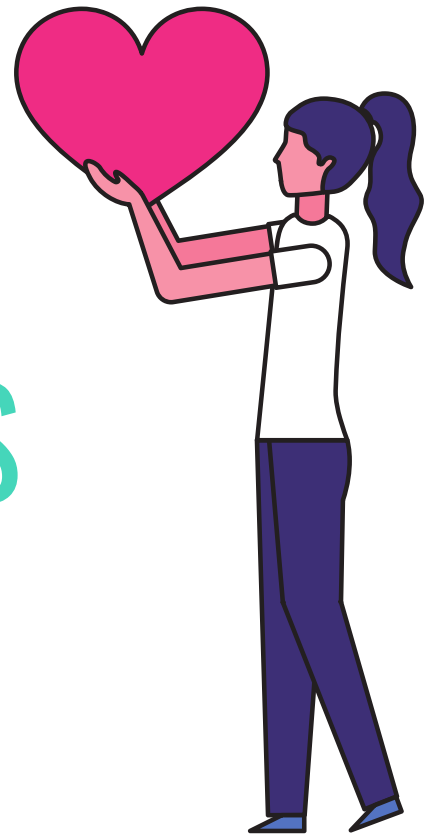
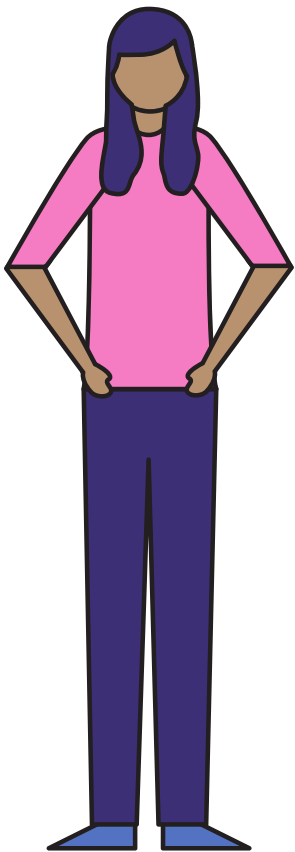
Volunteer signature: _____ Date: _____

Volunteer opportunities I am interested in: _____

List any relevant expertise or certifications: _____

Please sign and return this page to WVAC staff

THANK YOU
FOR
CHOOSING TO
BE A
VOLUNTEER
FOR WEST
VALLEY ARTS
COUNCIL!



*For inquiries or concerns, please contact
WVAC staff at gallery@westvalleyarts.org*