



COMPANY OF FOOLS

VOLUNTEER GUIDELINES



*Don't ever question the value of volunteers.
Noah's Ark was built by volunteers - the Titanic was built by
professionals! - Dave Gynn*

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About the Handbook

Welcome!

Welcome to Sun Valley Center for the Arts (SVCA) and Company of Fools (COF) – the largest arts organization in Idaho *where we enrich our community through transformative arts and educational experiences.*

About the Handbook

This handbook is designed to introduce you to SVCA and COF and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. Much of the information contained here is identical to the information contained in our Employee Information Handbook.

In return we expect you to honor your commitments to SVCA and COF, respect other staff members – both paid and volunteer - and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is important to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact the Volunteer Coordinator.

Volunteers

Philosophy

The vision/philosophy of the volunteer program is “Volunteers complement, assist and work with SVCA staff in almost every department of the organization. We value their contribution and commitment and strive to offer each volunteer a productive, satisfying and rewarding experience.”

Your efforts and dedication are truly appreciated. Thank you!

Without your support we would not be able to present our events in the professional and friendly manner for which SVCA and COF are known. You are offering a vital service to the arts in our community, and we truly appreciate your support.

At SVCA and COF events, volunteers are often the first representatives whom patrons encounter. Volunteers help set the tone for the success of the experience and we appreciate that volunteers take this responsibility seriously. Volunteers allow us to start our events on time and run them smoothly. In the event of problems or unexpected complications, volunteers’ calm and polite response make these situations easier to handle. We want all patrons to have a wonderful experience every time they interact with SVCA and COF. Volunteers can and **do** make the difference!

Again, thank you for volunteering for SVCA and COF. Following are answers to questions you may have, as well as guidelines that will help to make the process run even better.

Over 400 volunteers provide an outstanding pool of talent and perform a myriad of tasks which include: administrative work, Arts & Crafts Festival, Advisory Committee, Board of Directors, Company of Fools’ productions, Gallery Docents, Events, Finance Committee, Arts & Crafts Juror, Junior patrons Committee, Programming Committee, Performing Arts Advisory, Scholarship Committee, Wine Auction, Wine Auction Committee and more!

Types of Tasks and Ways Volunteers Contribute

Performing Arts, Lectures and Company of Fools

- **Merchandise and/or Concessions** – Help sell merchandise and/or drinks and snacks at concerts, lectures and plays. Volunteers will be situated inside the venue and must remain at the table/counter to ensure the security of the cash and inventory.
- **Ticket Taker/Ushers** – Take tickets from patrons and direct ticket holders to seats or the lawn depending on the venue. This job entails remaining at the gate or doors until after the event begins.
- **Will Call/Box Office** – Sell tickets at event or distribute tickets to those whose tickets are in will call. This job entails remaining at the gate or doors until after the event starts.
- **Cleanup Detail** – At outdoor events, help make sure the venue is returned to its original condition by making sure all the garbage is off the lawn.
- **Poster Distribution** – All our events are advertised with posters distributed in Sun Valley, Ketchum, Hailey and Bellevue.

Docents, Administrative, Family Days and Gallery Walk

- **Docents** – Learn more about art and art history, and then share that knowledge with adults and children! Docents and curators lead exhibition tours at least once a month and also have the option of assisting staff with school tours. The Curator provides training for each exhibition.
- **Administrative** – Assist SVCA's office staff by volunteering at the front desk (computer skills required) or preparing mailings. Assignments vary, and if you have a specific skill or interest in a particular area, please let us know.
- **Family Days** – Family Day classes are designed to allow families the opportunity to have new experiences in the community by getting creative in the museum. Projects are related to whatever multidisciplinary project or visual arts exhibition SVCA is currently exploring. All ages are welcome and many activities require adult friends and family to provide hands-on assistance for the young artists they are accompanying. Perfect for volunteers interested in visual arts, that like working with children, and getting their hands a wee bit dirty!
- **Gallery Walk** – With nine gallery walks a year in Ketchum and Hailey, we rely on volunteers to help set up, greet patrons, pour wine and help clean up afterward. It's a fun way to see visitors and friends who are out on gallery walk!
- **Bakers** – Every April 1st we announce our upcoming season at a fun, free community event at the Liberty Theatre. We have volunteers bake hundreds of treats and deliver them to the venue before the event.

Annual Arts & Crafts Festival

Join SVCA for the Annual Arts and Crafts Festival. This Festival is an outdoor juried fine arts and crafts show located in Atkinsons' Park, Ketchum. This popular community event includes artist demonstrations, live music, food vendors, and a children's activity area. The Festival is a great opportunity for student volunteers. Volunteer assignments include:

- **Gate Counter @ Center Information Tent: Age 16+ 3 shifts each day/1 volunteer per shift:** As Festival attendees enter the grounds, take a clicker count of all who flow through towards our venues and displays.
- **Water Crew: Age 13+: 2 shifts each day/4 volunteers per shift (best with a friend!)** Roam your area keeping orange coolers filled with water, festival plants watered and wipe down the food court tables, keeping them neat and clean. This is fun with a friend!
- **Children's Craft Area: Age 13 + 1 shift each day/2 volunteers per shift:** Help the art teacher set up the children's art area, assist kids with their art projects, and clean up afterwards. This is a very popular, busy and fun area to work!
- **Booth sitter: 3 shifts each day/4 volunteers per shift Ages 18+:** Roam your assigned area and check in with artists to see if they need a short break. You will be responsible to watch their booth, keeping it safe. Some artists will ask you to make sales for them, others will not.

Annual Wine Auction Gala and Vine & Dine

The Wine Auction Gala takes place Friday night and is renowned for its fabulous entertainment, stellar cuisine, special winery-hosted tables with designated stewards and impressive auction lots. Volunteer assignments include:

- **Gala Tent Décor and Setup: 9:30AM – 12:30PM.** Help set the dinner tables at the Gala tent. This is a low stress job and a lot of fun!
- **Silent Auction Attendants: 4:30PM – 10:30PM.** Help patrons place bids on silent auction items using our “Text to Bid” software. Safeguard silent auction items. Must be outgoing, sales oriented and comfortable with technology.
- **Gala Wine Steward from about 4PM – midnight.** Wine stewards organize Auction Dinner wines and pour at assigned tables throughout the evening.

The Vine & Dine picnic takes place Saturday. A lawn party with great wines, tasty food, live music and dancing! Gifted local chefs from more than a dozen top restaurants present tapas-style specialties, while more than 100 wineries showcase their best varietals. Volunteer assignments include:

- **Food Servers 4PM – 9PM.** Work with restaurant owners to prep and serve their tapas style tasting or dessert.
- **Wine Pourers/Roving wine pourers 4:00PM – 9PM.**
- **Early Entry Wine Tasting 4:00PM – 6:30PM.** Help set up, fill water jugs, greet ticket holders, distribute wine glasses, and clean up following the event.
- **Champagne Shuttle Attendant, Pavilion Parking Lot 4:30 – 7:00PM.** Help with pouring bubbly and taking tickets, wristbands, and this year, asking guests to complete a very important Americans for the Arts survey.
- **Entrance Attendants 4:30PM – 7:PM.** Greet Patrons, verify they’re in the correct line, check wristbands or take tickets and asking guests to complete a very important Americans for the Arts survey.

Frequently Asked Questions

Volunteering Dos and Don'ts

Do have a good time volunteering. You are our patrons’ first experience as they walk into any venue where a performance or lecture is taking place. Please have a neat appearance, a smile on your face and a welcoming attitude.

Don't hesitate to ask the House Manager for help with a difficult patron or if you don't know the answer to a question.

Do arrive on time. We only have 15 minutes from the time you arrive until we open the house doors so we need that time to familiarize all volunteers with the layout of the theatre, specific performance information, and concession items for sale and procedures. Even if you have volunteered before we ask that you are on time so we may inform you of specifics for the evening.

Do let us know if you can't volunteer on your assigned night. Your work is valued and necessary. If you can't volunteer on your assigned night, please let us know as soon as possible so we can make other arrangements.

Do enjoy a complementary performance. We value your volunteerism and would like to show our appreciation with a complementary ticket to the event at which you are volunteering, **where space is available.** Please note, however, that many of our events are selling out. If you have your heart set on seeing a certain program you might wish to consider purchasing your ticket in advance.

Do enjoy Concessions. You are welcome to purchase anything you like from concessions to take into the theatre or venue to enjoy during the performance *after* you've been told by the House Manager or Volunteer Coordinator that you may leave your post. Please do not eat or drink while you're working. Coffee, tea and water are complementary to our volunteers.

What time do I need to be at an event, and how long will I need to stay?

Arrival times will differ among events and venues. The Volunteer Coordinator, Kris Olenick kolenick@sunvalleycenter.org, will contact you with specific arrival times. For most events you may leave 5–10 minutes after the program begins, but please check with the Volunteer Coordinator or House Manager before departing. If you are staying for an event, we may ask you to help us pick up any programs, glasses, etc., following the event.

Some general arrival times include:

Summer Outdoor Concerts—an hour to an hour and a half before the performance

Winter Indoor Performing Arts & Lectures—45 minutes before performance

Gallery Walk—4:45 pm

Company of Fools—45 minutes prior to the performance (this is only 15 minutes prior to the doors opening for the event). This gives us time to refresh your memory about seat locations, concession details, emergency exits, etc. It also gives us time to review any specific instructions for the performance. If you are a volunteer staying to see the show we ask that you stay 5-10 minutes after the performance to help us pickup any programs, glasses, etc. left in the theatre.

If you are working concessions we ask that you stay through intermission in order to cover concessions during that time. Those working concessions are free to stay or you may leave after intermission.

How should I dress when I am volunteering?

Our patrons must be able to easily identify someone who can assist them. Your Volunteer Coordinator will let you know if there are volunteer attire requirements for your event. There is a dress code for all COF and Liberty Theatre events (see below). Attire for other events may vary, but volunteers are always expected to be neat, clean and dressed appropriately for the task (such as comfortable shoes if you'll be standing for long periods or sun protection for summer outdoor events). You will be given a nametag and apron which helps identity you as a Center volunteer.

For COF and Liberty Theater events: We ask that you wear black pants or skirts and white tops or shirts! We'll supply festive ties and name tags.

How many times should I volunteer?

We have no minimal requirement. We always need volunteers and are grateful for all participation. Returning volunteers, however, are an asset, as they know the routine and can help newcomers.

What do I do if I have to cancel?

We truly count on your help once you're scheduled to volunteer. However, we understand that things come up. If you are unable to volunteer as scheduled, please call and leave a message at 208-788-6520 x 205 and please follow up with an email to Kris at kolenick@sunvalleycenter.org. We appreciate as much notice as you can give. If you have to cancel the day of the event you're assigned, please be sure to call and email. Thank you!

What if I have friends or family who would like to volunteer?

Please have your friend or family member email or call us! We can have them complete our volunteer application and add them to our volunteer contact lists or schedule them for an event.

Purchasing Concessions?

You are welcome to purchase anything you like from concessions to take into the theatre or venue to enjoy during the performance **after** you've been told by the House Manager or Volunteer Coordinator that you may leave your post. Please do not eat or drink while you're working. Coffee, tea and water are complimentary to our volunteers.

Will I be able to attend the event for which I volunteer?

SVCA and COF honor your volunteerism and would love to extend one complimentary ticket to each volunteer who works a show or event. Volunteers will be invited to take a seat in the audience once their duties are completed and they are released by the House Manager. However, some events sell out, and no seats remain for volunteers. To be guaranteed a seat at a popular event, we suggest that you purchase a ticket. **For COF only:** If you cannot stay to see the performance the night you're volunteering and would like to see the show, please let the House Manager know and every effort will be made to make sure that you get to see the show on another night.

What do I do if I find someone is already sitting in a seat that I am taking my patrons to?

Check the ticket stubs in your hand then ask to see the ticket stub of the patron currently in the seat. Usually they will be in the wrong seat. If there is a bigger problem, remain calm and cheerful. Ask your patrons to remain in the aisle by the seats in question, and get the House Manager. Do not attempt to move patrons to seats for which they DO NOT have the tickets. The House Manager will have a couple of house seats available to resolve these issues. Once you have introduced the House Manager to the patrons, return to seating the rest of the patrons.

When can I leave my post?

For all events please check in with the Volunteer Coordinator or House Manager before leaving your post—even if it appears that your duties are finished.

For COF and Liberty Theatre: If you are in the balcony, please report to the House Manager when your section is full. You may be needed on the main floor if there is a backup. If you are on the main floor or a ticket taker/door worker, do not leave your position until the House Manager has told you that you are clear to leave or take your seat for the show.

What about cameras and video equipment?

THERE ARE NO CAMERAS OR RECORDING DEVICES PERMITTED IN THE LIBERTY THEATRE OR AT ANY LECUTRES OR WINTER PERFORMING ARTS. PERIOD. All ushers need to enforce this rule. If you see someone with a camera or recorder, please politely ask him or her to let you have the House Manager hold it until after the performance. If you are uncomfortable doing this, please note where they are seated and tell the House Manager what you saw. This is very important.

For all other events and venues, please ask Center staff about the use of cameras or video equipment.

What are my specific duties at a SVCA or COF event?

The Volunteer Coordinator will contact you prior to each event with details about your duties. Assignment descriptions can be found on the volunteer page of the website on the Volunteer Opportunity Directory link. We ask that you always follow the directions of the Volunteer Coordinator or House Manager.

Important: If a patron has a question or problem with any volunteer requests or restrictions during an event, please consult a staff member.

About Sun Valley Center for the Arts & Company of Fools

ENRICHING OUR COMMUNITY THROUGH TRANSFORMATIVE ARTS AND EDUCATIONAL EXPERIENCES

History

Founded in 1971, the Sun Valley Center is the oldest arts organization in the Wood River Valley. It was the brainchild of Bill Janss – then owner of the Sun Valley Company which runs the resort and ski area, who believed that the arts are fundamental to a balanced life and that this resort community would never be a whole community without a vibrant arts and cultural component.

The Center began with that philosophy in mind, and in the subsequent 45 years, SVCA has grown from a few people presenting classes and events on an “art campus”, to an organization that serves over 39,000 people a year, 25% of whom are children. In 2006 The Center received **Accreditation Status from the American Association of Museums** in recognition of its meeting the highest standards of operating and program performance.

In 2005 The Center expanded to a second location in the town of Hailey to better serve the needs of the Valley’s full time residents.

Company of Fools, a professional, award winning theatre company was born out of a belief in the unique rewards that can only be achieved by a company of theatre artists sharing a common artistic point of view, a specific approach to the creative process and a shared attitude toward life. This belief is at the core of Company of Fools’ mission and is embodied by the symbol of the Fool. Company of Fools has been based in Hailey Idaho at the Liberty Theatre for 21 years.

In 2012 SVCA and COF merged making it the largest arts organization in Idaho and serving over 40,000 patrons annually!

Culture and Language of the Organization

Mission, Vision, Values, Commitments

Our mission is “to enrich our community through transformative arts and educational experiences.”

Our vision statement is “The Sun Valley Center for the Arts is a driving force to establish the Sun Valley area as a nationally recognized arts destination.”

Core Values

Excellence

We continuously strive to excel in programmatic and operational effectiveness.

Imagination

We offer compelling programming that stimulates the imagination, advances creativity, and promotes new perspectives.

Discovery

We provide educational opportunities that enable all segments of our community to

discover re-discover and sustain the joy of learning

Community

We help build an engaged and connected community through transformative experiences that are accessible and inclusive.

Stewardship

We care for the resources entrusted to us through best practices in all we do.

Core Commitments

- Providing excellence in the visual arts, performing arts, education, humanities, and theatre
- Planning programs collaboratively across disciplines about topics of interest to our community

Core Commitments, continued

- Enhancing education in the schools through these topics and by bringing professional artists, musicians, writers and thinkers to the schools
- Enhancing life-long learning through classes, lectures and workshops
- Creating opportunities to have shared experiences through the arts
- Serving a broad spectrum of the community
- Supporting the creation of new works by artists in a wide variety of mediums

We fulfill our purpose by offering high quality programming in a variety of disciplines. Often theatre, music, the visual arts and humanities come together to explore an idea or theme that is relevant to our time. This unique, multidisciplinary approach to arts education allows us to present some of the world's most interesting artists, musicians, authors, filmmakers, authors and playwrights. With equal emphasis on the visual arts, the performing arts and the humanities, the Center has made a commitment to exploring issues from the perspectives of each of these three disciplines.

We care deeply about arts education and are committed to partnering with local schools to bring artists and authors, musicians and playwrights into the schools. The Center's outreach programs supplement the school curriculum with in-school classes and workshops, visiting artists, school tours of our exhibitions and professional development opportunities for area educators.

Who We Are

Board of Directors

Tim Wolff, President

Lisa Stelck, Vice President

Tod Hamachek, Secretary

David Hanks, Treasurer

Tim Black | Robert DeGennaro | Barbara Lehman | Judith Weiss Levy | Britt Palmedo | Richard Perlman | Trina Peters

Katherine Rixon | Sarah Woodward

Center Staff

Christine Davis-Jeffers, Executive Director

Christine moved to the Valley after attending Colorado College where she earned a BA in political science and art history. Prior to The Center, Christine's professional experience included 12 years as a marketing manager for Smith Optics. After joining The Center in 2013, she led all aspects of patron development and fundraising events for The Center including the Annual Wine Auction with a keen focus on financial goals and event sustainability. Christine has worked collaboratively with SVCA Board and Center leadership, staff, volunteers, and external service providers to deliver fundraising events that provide exceptional experiences that build patron loyalty to the organization's mission, programs and case for support. Christine now brings her leadership and strategic vision to The Center as Executive Director to guide the organization's strategic and operational planning and community vision for the future. Christine previously served as Chair of the Pioneer Montessori Board and is a member of their Advisory Committee.

Kristin Poole, Artistic Director

Kristin Poole has served as Artistic Director at the Sun Valley Center for the Arts since 1997 where she leads programming for the accredited museum whose multidisciplinary approach involves exploring topics of relevancy through visual art exhibitions, humanities lectures and seminars, music and theatre performances. A curator and art historian, Poole also develops exhibitions, lectures and writes on topics related to modernism, American Craft and contemporary art. Prior to joining the staff at the Center, Poole worked as an independent lecturer, consultant, and art historian. Previous experience includes: Director of Chicago International New Art Forms Exposition; Curatorial Assistant,

Museum of Contemporary Art (Chicago); and Director of Lill Street Gallery (Chicago). She holds an MA in Modern Art History from the University of Chicago and a BA in Studio Art and English from Denison University.

Brooke Baker, Finance Manager

After spending the past 7 years in Oregon, Brooke recently returned to the Wood River Valley. She attended the University of Oregon, earning a BS in Environmental Studies and a minor in Business. Brooke's professional experience has been in building and maintaining databases in the consulting industry. She's thrilled to bring her skill set and passions together at The Center.

Ilana Becker, Associate Artistic Director, Company of Fools

Ilana comes to Wood River Valley by way of NYC, Boston, and Fort Lauderdale. A theatre director and producer, she specializes in new play and musical development and community-driven projects. Ilana has directed and developed projects at New York Theatre Workshop, National Black Theatre, Ars Nova, Dixon Place, The Lark, The Flea Theatre, O'Neill Theater Center, Columbia University, NYU, 54 Below, Disney/ASCAP Musical Workshop, Pittsburgh Fringe, FringeNYC, and the Samuel French Festival, among others, and has served as Associate or Assistant Director on projects at Lincoln Center Theater, Playwrights Horizons, Vineyard Theatre, Brooklyn Academy of Music, and more. Ilana serves as Artistic Director of Argument Sessions, a series of events weaving US Supreme Court transcripts with collaboratively-developed original material, and is a proud member of The Civilians' R&D Group, Lincoln Center Theatre Directors Lab, DirectorsLabChicago, Fresh Ground Pepper's PlayGroup, Bastard Playground, a Playwrights Horizons Robert Moss Directing Fellow, and an Emerging Leader of NY Arts Fellow. She has a passion for the outdoors, craft beer, multi-disciplinary storytelling, education, and community building, and is thrilled to have found the perfect cross-section of these things in Wood River Valley. ilanabecker.com

Kristine Bretall, Director of Performing Arts

Kristine has been with The Center since 2000. She has transformed her love of attending live performances into booking and coordinating the winter and summer concert series and in bringing artists (both musicians and dancers) into our local schools. Kristine Bretall is a graduate of Middlebury College in Political Science and Spanish and earned a Master's Degree in Education from Harvard University.

Holly Bornemeier, Marketing Manager

After spending 12 years in Aspen, Colorado, Holly is a recent transplant to the Wood River Valley. She brings her love of the arts, the outdoors and mountain town communities with her for her role at The Center. Holly's previous positions as graphic designer and Director of Marketing & Communications at Anderson Ranch Arts Center position her well to bring both her visual and design sensibilities and extensive marketing experience to The Center's marketing efforts. Originally from Connecticut, Holly graduated from Colorado College with a BA in Art History.

Kelly Eisenbarger, Administrative Coordinator/Lead Ticket Sales

Hailing from the Washington D.C. metro area, Kelly Eisenbarger comes to us most recently from San Antonio, TX. While in Texas, Kelly worked for the Briscoe Western Art Museum and spent her springs working for the SXSW Music and Film Festival. A former reporter/photographer with a passion for the arts and non-profits she brings a range of experience to the front desk. After a recent visit to the Sun Valley area she fell in love with the people and the culture and had to stay.

Katelyn Foley, Director of Education & Humanities

Katelyn is excited about the opportunity to live and work in Sun Valley's mountain community. Originally from Colorado, Katelyn graduated from the University of Colorado with a BA in Art History and is completing a MA in Education from Saint Michaels College. Katelyn has spent the last six years in Vermont, as the Adult Programs Coordinator at Shelburne Museum. She also has experience working with the education department at the Denver Art Museum and the Fleming Museum of Art.

Courtney Gilbert, Curator of Visual Arts

Courtney Gilbert holds Ph.D. and Master's degrees in art history from the University of Chicago and a Bachelor's degree from Dartmouth College. Most recently she worked at the Blanton Museum of Art at the University of Texas at Austin, where she coordinated the planning for a major exhibition of Latin American abstract art. Prior to joining The Center, she also taught Art History at Columbia College Chicago, and Texas State University

John Glenn, Artistic Director, Company of Fools

John Glenn is a founding member of Company of Fools and has served as one of the Core Company Artists since 2000. He has more than 30 years of experience in all aspects of professional theatre. Prior to his time with the Fools, John served as the artistic director of the Barksdale Theatre in Richmond, Virginia and spent 10 years as the associate artistic director for Theatre IV, the nation's largest touring theatre for children. He started his career as an actor and spent years playing roles at various theatres across the country. John was honored to receive the 2016 Governor's Award for Excellence in the Arts in November 2016.

Jessica Hamilton, Development Coordinator

Jessica recently joined the energetic team at The Center. She is a Wood River Valley native and a recent graduate from the University of Idaho with a BA in Marketing. Jessica is excited to be back in the mountains and to begin actively contributing to the Wood River Valley's incredible community. She looks forward to bringing her fresh perspective and enthusiasm to the development team.

David Janeski, Database Administrator

David joins the team at the Sun Valley Center from Richmond, VA. He holds an MFA in Theatre Pedagogy from Virginia Commonwealth University and was first introduced to the valley via Company of Fools back in 2007. You may recognize him from his acting work on stage at the Liberty Theatre. For the past five years David worked as Database Administrator for Virginia Repertory Theatre in Richmond. He and his wife, actor Aly Wepplo, are thrilled to relocate to this magical place free of humidity and traffic.

Joe Lavigne, Technical Director/Resident Scenic Designer

Joe received his introduction into theatre in 1995 by none other than Company of Fools. A graduate of Boise State University with a degree in Theatre emphasizing scenic design, Joe joined Company of Fools staff in 2006. Since that time, he has built all – and designed numerous – sets for the Company. Joe has been a resident of the Wood River Valley since 1994 and lives in Hailey with his wonderful wife Jen and precocious daughter Ava.

Virginia McConnell, Finance & Database Assistant

Virginia recently joined the operations team at The Center. Born in Raleigh, NC and raised in Ottawa, Canada, Virginia studied Mathematics and Economics at the University of the Pacific in Stockton, CA. After a brief stint in the corporate finance world, Virginia is excited to move back into the nonprofit realm, where the bulk of her professional experience comes from.

Callan Miranda, Special Events Fundraising Manager & Wine Auction Director

Born and raised in London, Callan studied English and American Literature at University of Sussex, with a year at Berkeley. Having always had a passion for good food, Callan joined a boutique catering company in London, planning events for groups from 14 to 400 guests. Regular visits to Sun Valley over the years in both summer and winter and as an avid skier, Callan moved to the valley permanently in 2014. She previously worked with the Sun Valley Ski Education Foundation assisting in organizing their annual fundraising events, The Wild West Game Dinner and the Janss Pro-Am, deepening her connection to this generous, passionate and fun-loving community. With a career which weaves her love of the arts and the appreciation of good food, good wine, and good friends, Callan has found a perfect fit with The Center, where all her passions can come into play.

KO Ogilvie, Production Stage Manager

A graduate of California Institute of the Arts, KO spent many years in the L.A. area working as a freelance stage manager with a number of theater companies, including the Center Theatre Group. After a long tenure with Universal Studios as an event manager and coordinator, KO followed her soul and moved to the mountains of Idaho where she has happily served as stage manager for Company of Fools since their 2005/2006 season.

Kris Olenick, Volunteer Coordinator and Company of Fools Administrative Assistant

Kris spent a lot of time in the audience at the Liberty Theatre before she joined the staff at Company of Fools in 2010. She moved to the Valley in 1985 after earning a BA in French Language from the University of California, Davis. She has over 19 years' experience in the non-profit sector and 20 years in the photography production industry. Kris lives in Hailey with her husband Michael and son Zachary.

Danica Robrahn, Education Assistant and Art Teacher

Born and raised in the Wood River Valley, Danica decided to try out city life by moving to Southern California. She attended Orange Coast College and transferred to California State University, Long Beach where she graduated with a BA in Art Education and a Single Subject Credential to teach art. After falling in love with the fiber department, she earned a BFA in 3D Mixed Media Fiber and decided to move back home to Idaho.

Sarah Stavros, Education Coordinator and Arts & Crafts Festival Director

Sarah Kolash was born and raised in the Wood River Valley. Sarah received her BA in Spanish from the University of Idaho in 2004 and joined the Center's staff in 2006. Sarah coordinates all Center adult and teen classes throughout the year and manages the wonderful Sun Valley Center Arts & Crafts Festival – a beloved annual community event.

Esther Williams, Events Coordinator

Born and raised in the Wood River Valley, Esther studied mission work in Belize and Thailand, became an Advanced Underwater Scuba Diver, and then lived and worked for nine months in Australia's Sunshine Coast. After spending the next four years in New York City, personally assisting four children for a family based on Fifth Avenue and around the globe, she returned home to the valley and to The Center. You could say her world travel and big city culture have developed her artistic sensibility that make a great fit for her role as the Events Cooredinator.

Policies and Procedures

Volunteers are often the first contact our patrons have with the SVCA/COF. We want our patrons to have a wonderful experience every time they attend an event or take a class. As a volunteer, you can and do make the difference. Volunteers must be professional, attentive, and must listen and communicate well.

We ask that all volunteers remember and honor SVCA/COF policies. These policies are set forth to insure the proud reputation of the organization. Each volunteer is personally responsible for upholding this reputation and for seeing that our patrons' experience is one that will bring them back again and again.

Benefits of Volunteering

SVCA/COF values your volunteerism and would like to show our appreciation. When seating is available, at the event where you are volunteering, we would like to extend to you a complementary ticket. Please note however, that many of our events sell out. If you have your heart set on seeing a certain program you might wish to consider purchasing your ticket in advance.

Play, Performing Arts, Lectures, Poster Distribution volunteers receive complementary tickets when seating is available. **Arts & Crafts Festival** volunteers receive the current Festival T-shirt.

Wine Auction Gala volunteers receive ½ price ticket to the Vine & Dine or a summer concert.

Vine & Dine volunteers receive a ½ price ticket to a summer concert.

Attendance and Absenteeism

As a volunteer staff member we depend on you to complete your scheduled shifts. We do understand that from time to time certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator of any absences as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Coordinator as soon as possible, preferably before your scheduled shift begins. Check with the Volunteer Coordinator before leaving any volunteer post.

Volunteer Personnel Files

Volunteer personnel files are confidential and consist of files on a web based program retained by the Volunteer Coordinator. The volunteer's personnel file can be reviewed by the volunteer, pertinent Center Staff and Board members, and the Volunteer Coordinator. This file contains basic contact information and records about your volunteer service with SVCA and COF.

Representing the Organization

Volunteers are only authorized to act as a representative of the Organization if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, the Volunteer Coordinator before engaging in any actions which may affect or hold the organization liable including but not limited to, public statements to the press, signing contracts or entering into financial agreements, or lobbying or forming partnerships with other organizations.

Ending Your Volunteer Service

You may resign from your volunteer service with the Organization at any time. We request that you notify the Volunteer Coordinator ideally two weeks prior to your departure and request that you complete the Exit Interview questionnaire.

Problem Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or

misunderstanding that arises during in the course of your volunteering.

The initial step is to attempt to directly resolve the conflict with the individual(s) involved. If this action does not resolve the situation or if you feel threatened to directly address the situation, discuss the problem with the Volunteer Coordinator or your supervisor. If you believe you cannot discuss it with the Volunteer Coordinator or your supervisor or you are not completely satisfied with the response, you should discuss the matter with the Executive Director. If the Executive Director is involved, you may approach the President of the Board of Directors for resolution.

Dismissal

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed attempts to reconcile the solution will be made including a meeting between staff and volunteer(s) involved, the Volunteer Coordinator, and, if appropriate, the Chief Operating Officer. Dismissal of a volunteer may take place if a volunteer steals, is unreliable, irresponsible, and disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of SVCA and COF.

Exit Interview and Exit Checklist Process

We encourage all volunteers to participate in an exit interview before leaving the Organization, regardless of your reason for leaving. You may also request a letter of reference or referral at this time. The exit interview is your opportunity to communicate your views about the position, your department, management, the operations of the Organization, and any other relevant information you feel it is important for us to know. The appropriate persons will contact you to arrange an exit interview and an exit checklist meeting.

Confidentiality Agreement

Each volunteer is responsible for safeguarding confidential information obtained in connection with his or her employment. In the course of your work, you may have access to confidential information regarding SVCA, its donors, suppliers, its customers, and/or co-workers. Such confidential information includes, but is not limited to the following: customer, supplier, and prospect lists; marketing plans; production and manufacturing data; research data; product formulas; donor information, and other trade secrets. Volunteers with access to such confidential information are responsible for its security and may be required to sign special nondisclosure and/or non-compete agreements. Volunteers are prohibited from attempting to obtain confidential information for which they have not received access authorization. Any volunteer who discloses confidential information (other than as necessary in the performance of his or her job duties) will be subject to disciplinary action, up to and including and legal action, even if he or she does not actually benefit from the disclosed information.

Policy Against Harassment

SVCA recognizes that due to nature of our organization's arts oriented mission, at times, images and information that may be personally offensive may be intentionally displayed for its artistic merit, or may be inadvertently viewed in the pursuit of artistic research. Nonetheless, volunteers are encouraged to report first to the Volunteer Coordinator and/or to the Chief Operating Officer any situation they feel to be harassing in nature.

General Harassment

Our organization prohibits harassment. Harassment is defined as conduct that substantially interferes with a volunteer's work performance or creates an intimidating, hostile, or offensive work environment. This would include, but not be limited to, harassment, threatening, or offensive conduct directed toward a person's sex, race, age, disability, religion, sexual orientation, national origin, veteran, or current or future military status.

We will actively enforce our policy against harassment. The policy applies to all conduct by any supervisor, manager, coworker, subordinate, vendor, client, or customer that affects a volunteer's work environment. SVCA considers a violation of this policy a serious offense that will lead to disciplinary action, up to and including discharge.

Sexual Harassment

Sexual harassment can differ from other types of harassment. Unwelcome advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to the conduct is made either an explicit or implicit condition of employment.
- Submission to or rejection of the conduct is used as the basis for employment, salary, or other benefit changes affecting the harassed volunteer; or
- The harassment unreasonably interferes with a volunteer's work performance or creates an intimidating, difficult, hostile, or offensive work environment.

General Harassment and Sexual Harassment Complaint Procedure

Any volunteer who feels he or she has been discriminated against should promptly take the following steps:

- Politely but firmly confront whoever is doing the harassing. State how you feel about his or her actions and request that the person cease harassing you immediately.
- If the harassment continues or if you don't feel comfortable confronting the harassing person, report the matter to your immediate supervisor. If circumstances prohibit this response (*e.g., the supervisor is the harasser*), report the behavior to the Executive Director. If circumstances prohibit this response (*e.g., the Executive Director is involved in the conduct*), report the behavior to The President of the Board of Directors, or to any member of the Executive Committee. Orally or in writing, state specific details of the harassing behavior. It is helpful if details of dates, times, places, and witnesses, if any, of the harassment can be provided.
- If you believe inadequate action is being taken to resolve your complaint, go directly to any other Board member for resolution of your problem.

Complaint Investigation and Confidentiality

All complaints will be investigated promptly. The identity of the volunteer making the complaint, as well as the identity of the individual accused of harassment, will be kept as confidential as possible.

Retaliation

It is contrary to company policy for a supervisor or any other volunteer to retaliate against any volunteer who files a charge of harassment. Please report any retaliatory conduct immediately.

Discipline

Harassment is a serious offense; any volunteer found to have engaged in such conduct is subject to severe discipline, including termination. Offenses by vendors, clients, or customers will be handled through the offender and his or her company, if appropriate.

In the event a complaint of harassment is found to be totally and completely without basis, appropriate disciplinary measures may be taken against the volunteer who brought the complaint. While this is in no way intended to discourage any volunteer who believes he/she has been the victim of harassment from bringing a complaint, SVCA recognizes that a charge of harassment can cause serious damage to the accused individual's personal reputation and personal career.

Smoking

In response to state and local laws and building code, smoking is not permitted in our office or at any venues. This includes private offices and other common areas. SVCA is strongly committed to maintaining and improving the health and well-being of all volunteers; therefore, volunteers have the right to work in an environment free of the hazards of tobacco smoke.

Pets

Pets (dogs, cats, reptiles, birds, and any other type of live animal), although beloved, are not allowed in the workplace due to building regulations. This rule does not apply to service animals.

Substance Abuse

Our Company has a strong commitment to endeavor to provide a safe workplace for its volunteers. Consistent with that commitment, SVCA has adopted an alcohol and drug-free work site policy. Our policy prohibits the use, sale, distribution, manufacture, or possession of alcohol or drugs, paraphernalia, the unauthorized use of prescription drugs, the use of any legally obtained drug (prescriptions or over-the-counter medications) when such use adversely affects the volunteer's job performance or safety, or any combination thereof, on Company premises or any location at which

Company business is conducted including Company vehicles and any private vehicle parked on Company premises or work sites.

In addition, this policy forbids reporting to work or working while under the influence of alcohol or drugs. This includes drinking alcohol at events sponsored by SVCA where alcohol is served when the volunteer is present in a professional capacity.

Volunteers who are taking prescription drugs or over-the-counter drugs that may affect their performance should discuss their situation with their supervisor and obtain permission before beginning work. Volunteers may be required to provide properly written medical authorization from a physician to work while using such authorized medications. Any violation of this policy will result in disciplinary action, up to and including termination.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

Theft

Internal theft is a serious problem. Although taking small items of company property may seem inconsequential, the cumulative effect can be very large. Stealing from SVCA is like stealing from your own self. Losses from theft immediately can jeopardize the financial stability of the organization, its not profit status, and its ability to deliver its mission.

SVCA will not tolerate property theft of any type. We consider property theft to include the unauthorized use of company services or facilities or the taking of any company property for personal use. Violators of this policy will be subjected to disciplinary action, up to and including separation of employment and criminal prosecution.

Privacy in General

Whatever you put on a Center computer, including email you send and receive, and software you install, could have been seen/read by someone other than yourself or your intended receiver. Emails and anything else generated or stored on the Center computers are company property.

Useful Information

We've included some useful information about The Center and Company of Fools.

Locations

The Center, Ketchum

191 Fifth Street East, Ketchum

Open 9am–5pm Monday–Friday

Open Saturday 11am–5pm in February & March and July & August

Closed Sunday and on federal holidays

The Liberty Theatre, Hailey

110 N. Main Street, Hailey

Open 10:00am – 4:00pm Monday – Friday

Performance Days – Doors open ½ hour before performance time

The Center, Hailey

314 Second Avenue South, Hailey

Open only when an exhibition is on view, Thursday, 2-5pm

Holiday Schedule

The Center office will be closed for the following scheduled holidays for 2017

Jan 2, Monday?	New Year's Day
Jan 16, Monday	Martin Luther King Jr. Birthday
Feb 20, Monday	Washington's Birthday
May 29, Monday	Memorial Day
July 4, Tuesday	Independence Day
Sept 4, Monday	Labor Day
Nov 23-24, Thurs/Fri	Thanksgiving weekend
Dec 25, Monday	Christmas Day

Contact Information

Volunteer Coordinator Phone: 208-788-6520 x205

Email: KOlenick@sunvalleycenter.org

Again, we thank for your help. If you have any questions or concerns, please email or call Kris Olenick at KOlenick@sunvalleycenter.org or 208-788-6520 ext 205.

To sign up to volunteer, please visit our website and complete our online volunteer application.

Adult Volunteer Application: <https://www.volgistics.com/ex/portal.dll/ap?ap=1368456987>

Student Volunteer Application: <https://www.volgistics.com/ex/portal.dll/ap?ap=1717779258>

Completing the application communicates your areas of volunteer interest and allows you online access to most volunteer opportunities. Thank you for your interest!

Acknowledgement of Receipt of Volunteer Guidelines

I acknowledge that I have been given a copy of the Sun Valley Center for the Arts/Company of Fools' Volunteer Guidelines. I understand that this handbook summarizes the Organization's volunteer guidelines and that it is furnished to me solely for my information.

I further understand that volunteering with Sun Valley Center for the Arts/Company of Fools is not for a specific term and is at the mutual consent of me and the organization. Accordingly, the Organization or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the booklets are not intended to create any contractual or other legal obligations. I also understand that the Organization may modify or rescind any of its policies, or practices described in the handbook at any time, except for those policies required by law.

I acknowledged that it is my responsibility to read and become familiar with the contents of the handbook.

Volunteer Name (printed) _____

Volunteer Signature _____

Date _____

Volunteer Application

Please complete this application form if you are interested in becoming a Sun Valley Center for the Arts/Company of Fools volunteer.

Contact Information

First Name:

Last Name:

Mailing Address:

City:

State:

Zip:

Email:

I'm interested in volunteering at The Center and/or COF because:

Emergency Contact

In case of an emergency, please enter at least one person to contact for you.

First Name:

Last Name:

Work Phone:

Home Phone:

Cell Phone:

Relationship:

Experience & References

Please list two (2) previous work or volunteer experiences, what your responsibilities were and include a supervisor name and contact information:

Application continues on next page

Volunteer Age Requirements

18 years is the minimum age for volunteers to volunteer alone. To volunteer for the Wine Auction, you must be 21 years of age.

*Younger volunteers, a parent or legal guardian must sign a permission volunteer form. Please contact kolenick@sunvalleycenter.org if you do not receive one via email within a few days.

Birthday:

Age:

T-shirt size for your Festival T-Shirt: Small/Medium/Large/X-Large

Email Preferences

We like to keep volunteers informed of important news, schedules, and volunteer opportunities by email, however we will not send you any email you prefer not to receive. Use the checkboxes below to select the kinds of email you would like to receive from us.

What kinds of email would you like to receive?

- Volunteer News
- Schedule Reminders
- Opportunity Announcements

Volunteer Opportunities

Please let us know for what kinds of events you like to volunteer!

- Interests:**
- | | | |
|---|--|--|
| <input type="checkbox"/> Administrative Support | <input type="checkbox"/> Arts & Crafts Festival | <input type="checkbox"/> Fools Day Baker |
| <input type="checkbox"/> Museum Docent | <input type="checkbox"/> Walks | <input type="checkbox"/> Lecture Series |
| <input type="checkbox"/> Mailings | <input type="checkbox"/> Plays | <input type="checkbox"/> Poster Distribution |
| <input type="checkbox"/> Summer Concerts | <input type="checkbox"/> Welcome Center Assistant | <input type="checkbox"/> Wine Auction |
| <input type="checkbox"/> Winter Concerts | <input type="checkbox"/> Youth, Teen and Family Programs | |

Skills & Characteristics:

- | | | |
|---|---|---|
| <input type="checkbox"/> Accounting | <input type="checkbox"/> Attention to Detail | <input type="checkbox"/> Beautiful Handwriting |
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Computer Skills | <input type="checkbox"/> Comfortable w/money, making change |
| <input type="checkbox"/> Grant Writing | <input type="checkbox"/> Work well under pressure | <input type="checkbox"/> Enjoy working w/children |
| <input type="checkbox"/> Prefer behind the scenes/Introvert | <input type="checkbox"/> Outgoing/Extrovert | |

Tell us a bit about your interests and skills:

Volunteer Liability Release and Terms Agreement

I fully understand that my volunteer service to The Center may include activities that may be hazardous to my health and my signing this liability release attests to my intent to hold harmless and release from all liability the Sun Valley Center for the Arts, its agents and assigns, from all acts which are related to the normal performance of required and implied duties.

I also agree to the following:

I am at least 18 years of age

I am under 18 years of age and have a signed, parent volunteer consent form

I will represent The Center in a friendly and professional manner and will follow all rules and guidelines of SVCA

I will communicate my skills and limitations to the volunteer supervisor

I will inform the volunteer supervisor of problems that occur as soon as possible while I'm performing volunteer services

To volunteer for the Wine Auction, I agree that I am at least 21 years of age

I will not drink alcohol while volunteering until I have completed my volunteer assignment and have been released by the volunteer coordinator

Furthermore, I acknowledge that all information I receive is confidential and may not be discussed without appropriate consent by the Sun Valley Center for the Arts. Any breach of confidentiality may result in the termination of my volunteer service.

I verify that all information provided on this application is true and accurate to the best of my knowledge. I have also read and understand the above confidentiality agreement.

Signature and date