

What to expect when you apply to become a Sarasvati Volunteer

Step 1 *Applying*

- Applying to volunteer is much like applying for a job. We take many factors into consideration before accepting volunteers to assist with our productions and events. Because we take our responsibility for providing excellent customer service seriously, we screen all applicants thoroughly. Completing your application as thoroughly as possible will help us assess your suitability for volunteering in a theatre environment.
- Please carefully read and complete the Application Form and information on our Policies and Standards we expect all volunteers to adhere to.
- If you are 17 or 16 years of age, you must have a parent or guardian complete the Parental/Guardian Consent Form found on the last page of this application. Please note we do not accept volunteers under the age of 16. If you are not under 18 years old, please disregard this form.

Step 2: *Screening*

- The Volunteer Coordinator will process your application form and your references will be contacted by phone or email.

Step 3: *The Offer*

- If a successful match is made between your skills and abilities and an available position, the Volunteer Coordinator will send you an acceptance email.
- From this point onwards you will be on our volunteer contact list and will be contacted when we begin scheduling specific productions/events. Please note, volunteer opportunities generally occur in September and May.

Step 4: *Training & Orientation*

- Once you have accepted a shift an email with the general job description will be sent to you for review.
- At the start of your shift, the Front of House Manager or Sarasvati Staff Member will provide you with a volunteer identification tag, as well as a general orientation to the position you will be working in and answer any questions you may have.
- If you are a student getting credit hours for your volunteering, it is your responsibility to track your hours to ensure you are meeting your school's hour requirements.

Questions?

Please call Sarasvati Productions at 204-586-2236

VOLUNTEER APPLICATION FORM

All information on this Volunteer Application Form whether submitted online or in paper directly to Sarasvati Productions will be entered into a database. This information will be used for screening purposes only, and will not be shared with other companies or organizations.

Date: _____

Last Name: _____ First Name: _____

E-Mail: _____

Phone: Home _____ Business: _____ Cell: _____

I prefer to receive calls at: Home Business Cell Best Time to Call: _____

What is your preferred method of contact? Phone Email

Are you 18 years of age or older? Yes No (please have a parent/guardian fill out the attached consent form)

Background

Are you receiving credit for your volunteer work? Yes No

If Yes: By when? _____ Required number of hours _____

What school or organization do you require the hours for? _____

Employment History in the last five years (may also attach resumé)

Company Name/Employer	Your Job Title	From (M/Y)	To (M/Y)

Volunteer Work Please list organizations that you currently are volunteering for or have volunteered for in the past including: community clubs, schools, religious organizations, professional associations, non-profit organizations, sporting organizations, other theatre companies, etc.

Organization	Your Responsibilities	From (M/Y)	To (M/Y)

What about Sarasvati Productions makes you interested in volunteering with us?

Check the top 3 volunteer placements that are of interest to you:

- | | |
|----------------------------------------------|---------------------------------------------------------|
| <input type="checkbox"/> Box Office | <input type="checkbox"/> Transportation Services |
| <input type="checkbox"/> Ushering | <input type="checkbox"/> Postering/Postcarding/Flyering |
| <input type="checkbox"/> Raffle ticket sales | <input type="checkbox"/> Fundraising Events |
| <input type="checkbox"/> Concessions | <input type="checkbox"/> Collecting Survey Responses |

Is there a specific volunteer role that you are interested in, which is not listed? Please describe:

Check your reason(s) for volunteering:

- | | |
|------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Academic Credit | <input type="checkbox"/> Stay active & involved |
| <input type="checkbox"/> Learn new skills | <input type="checkbox"/> Social interaction |
| <input type="checkbox"/> Employment Experience | <input type="checkbox"/> Relative/friend volunteers |
| <input type="checkbox"/> Explore careers | <input type="checkbox"/> Practice English skills |
| <input type="checkbox"/> Increase self-esteem | <input type="checkbox"/> Other (specify)_____ |

Check how you found out about our volunteer program:

- | | | |
|-------------------------------------------------|------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Community | <input type="checkbox"/> Relative/Friend | <input type="checkbox"/> Referral Organization |
| <input type="checkbox"/> Volunteer | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Recruitment/Information Booth |
| <input type="checkbox"/> School | <input type="checkbox"/> Poster/brochure/flyer | <input type="checkbox"/> Other (specify)_____ |
| <input type="checkbox"/> Employee of Sarasvati | <input type="checkbox"/> Internet | _____ |
| <input type="checkbox"/> Previously a volunteer | <input type="checkbox"/> Volunteer Centre | |

General Availability

Please indicate what days & times you generally prefer to volunteer (check all that apply):

- | | | |
|--------------------------------------------------------------|---------------------------------------------|-------------------------------------------|
| <input type="checkbox"/> Weekday Mornings | <input type="checkbox"/> Weekday Afternoons | <input type="checkbox"/> Weekday Evenings |
| <input type="checkbox"/> Weekend Mornings | <input type="checkbox"/> Weekend Afternoons | <input type="checkbox"/> Weekend Evenings |
| <input type="checkbox"/> No Preference / Availability Varies | | |

Optional

If you wish to have anything further to be taken into consideration when determining a volunteer placement (for example: mobility issues, back problems or allergies), you may list those issues in the space provided:

References

Please provide two references below. Please note that references from family members or from personal friends will not be accepted, **unless you were employed by them.**

Reference 1

Name _____ Phone _____

E-mail _____

Reference 2

Name _____ Phone _____

E-mail _____

Authorization and Consent

By submitting this application, I agree that the information I have provided on the form is true and accurate. Furthermore, I understand and agree that submitting this application form does not automatically register me as a volunteer. It is the policy of Sarasvati Productions to screen all prospective volunteers. While we try to place every prospective volunteer, we reserve the right to decline applicants who do not meet our requirements and/or placement criteria.

Signature of Applicant:

Date:

Please add me to the Sarasvati Productions' mailing list so that I can receive information on upcoming productions and events.

Policies & Standards for Volunteers

Sarasvati Productions values its dedicated volunteers and recognizes that the work we do would not be possible without them. Due to our dependence on volunteers and a desire for fairness, the following policies will be practiced by staff to ensure a positive experience for all.

1. Volunteers must be 16 years of age or older. Children aged 15 and under may accompany their parent or guardian during their shift so long as they do not affect the parent or guardian's ability to complete all required tasks and staff are notified at the time of scheduling that the child will be accompanying them.
2. Sarasvati is dedicated to ensuring our spaces are as accessible as possible. If a volunteer requires any support or adjustments, if possible they must notify us at the time of scheduling or as soon as they become aware of any barriers to ensure we make the necessary changes prior to the start of the shift.
3. All volunteers will earn one (1) complimentary ticket to a performance for every three (3) hours of volunteering they complete. Hours will be counted within the season (June to May), tickets must be claimed during this time and cannot be carried over to the following year.
 - a. Volunteer comps must be booked through the office by 4pm the business day before the show the comp is for. Box Office Volunteers are not able to give out comps.
 - b. These tickets are transferable, but must be booked in the volunteer's name.
 - c. Volunteers may book more than one ticket to a show if they have completed enough hours to receive those tickets.
 - d. If the volunteer shift is before or during a show, it is never guaranteed the volunteer will see the show during or after their shift. All entrance into the show is at the Box Office Manager's discretion. If volunteers are allowed into the show after their shift, their volunteer hours will not be deducted.
4. We depend on our volunteers being punctual and reliable. Therefore:
 - a. All shifts cancelled less than two business days beforehand will be noted, if this occurs twice with no extenuating circumstances the volunteer will be removed from the Volunteer Contact List.
 - b. If the volunteer does not come to their shift they will be contacted.
 - i. If there is no reply within 24 hours the volunteer will be removed from all remaining shifts and removed from the Volunteer Contact List.
 - ii. If there was no extenuating circumstance to cause the no show, this will be noted, but the volunteer will remain in any shifts. If this happens twice, the volunteer will be removed from the Volunteer Contact List.
 - c. If the volunteer is more than 15 minutes late this will be noted and discussed. If this becomes habitual the volunteer may be removed from the Volunteer Contact List at the discretion of staff.
5. Volunteers must behave professionally and help create a welcoming environment for all.
 - a. If a volunteer is violent, discriminates or harasses others, or otherwise causes patrons, volunteers or staff to feel unsafe they may be dismissed immediately and removed from the Volunteer Contact List.
 - b. If a volunteer is rude, touches others without consent, makes inappropriate comments or otherwise causes patrons, volunteers or staff to feel uncomfortable they will be spoken with. If the behaviour is not corrected this will potentially result in immediate dismissal or removal from the Volunteer Contact List.
 - c. If a volunteer does not complete required tasks they will be spoken with. If this becomes habitual they may be removed from the Volunteer Contact List.

6. Volunteers who have not taken a shift for two years continuously will be removed from the Volunteer Contact List, particularly if they have not been responsive to repeated contact.

CONFIDENTIALITY POLICY

As a volunteer for Sarasvati Productions, I understand that all information that I am party to in terms of the operations of the organization as well as contact information received for individuals involved with the organization is confidential both during my volunteer term and afterwards.

I will regard all information that I have access to or that I am given as a result of my work as being confidential unless advised otherwise. No information will be released to a third party without first seeking the agreement of the Artistic Director/and or the individual concerned, as appropriate.

As a charitable organization, we are beholden to federal privacy laws and have a duty to safeguard all personal data, including the information contained within application forms and submissions. All personal information (computerized or otherwise recorded) collected and held by Sarasvati Productions should be used only for the purposes for which it was collected and disclosed only to appropriate people.

All volunteers will exercise reasonable care to make sure that discussions, conversations and telephone calls relating to Sarasvati Productions' confidential information are not heard by anyone outside of the organization. Records and other information relating to Sarasvati Productions will be stored securely to prevent accidental or intentional viewing by anyone who is not a volunteer or a worker with the company.

You have the right to privacy and safety. No personal information on a volunteer will be passed on outside of the project without discussing it with them first.

ACCESSIBILITY STANDARD FOR CUSTOMER SERVICE

General Policies on Providing Accessible Services and Facilities

Sarasvati Productions is committed to The Accessibility for Manitobans Act and its accessibility standards. Sarasvati Productions is committed to complying with The Accessibility Customer Service Standard under The Accessibility for Manitobans Act.

Sarasvati Productions is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity and equality of opportunity for people with disabilities.

Actions and implementation:

1. Communication

Volunteers will communicate with people disabled by barriers in ways that take into account the nature of the barrier. This may include the following:

- having paper and pen available at theatre
- offering a chair if a longer conversation is required
- seating yourself to engage with someone using a wheelchair
- speaking directly to the customer even if they are making use of an interpreter

There are many different types of disabilities, some visible, others invisible. Disabilities may affect mobility, balance, dexterity, vision, hearing, speech, language, learning, understanding or mental health.

Volunteers will work with the person to determine the barrier and what method of communication works for them. Ask patrons how you can best communicate with them. Every situation is different and depends on an individual's needs.

Be patient. People with some kinds of disabilities may take a little longer to understand and respond. A good start is to listen carefully.

2. Assistive devices

People with disabilities may use their personal assistive devices when accessing Asper Centre for Theatre and Film and other venues used by Sarasvati Productions. Assistive devices in this case are mobility aids for physical disabilities that affect movement, such as such as wheelchairs, scooters, walkers, canes, and crutches. Theatre patrons and their assistive devices are given use of the area in front of the first row. Anyone accompanying them will also be given use of this area if they choose to, and a chair will be provided for them. Those with assistive devices will be seated by the Front of House Manager before the general audience is admitted, as long as they have arrived prior to the house opening. If a reservation has not been made in advance, we cannot guarantee that there will be enough accessible seating should there be a high demand.

3. Support persons

A person with a disability is welcomed to be accompanied by a support person.

- Ticket fee will not be charged for required support persons.
- The fact that there is a required support person must be communicated specifically and the ticket for this individual notated as a comp for this purpose.
- It is an honour system and individuals must be taken at their word.
- Sarasvati Productions will notify audience members of this by posting a notice at the theatre entrance and on the website.

4. Service Animals

Sarasvati Productions welcomes people with disabilities and their service animals. Service animals are allowed: in the parts of Asper Centre for Theatre and Film and other venues used by Sarasvati Productions that are open to the public, including the Sarasvati office.

When it is not easy to identify that an animal is a service animal and if appropriate, volunteers may ask:

1. Is the animal assisting you?
2. What assistance has the animal been trained to provide related to your disability?

[A service animal can often be identified through visual indicators, such as its harness or vest, or through the assistance it is providing. However, there is no official uniform or certification in Manitoba therefore the animal may not clearly be a service animal. In some cases, a person's disability may prevent the individual from maintaining physical control of the animal. Then, the person is expected to maintain control of the animal through voice, signal or other means. Should they not be able to maintain control, they can be politely asked to take the animal outside of the theatre. At which point the Front of House Manager will assist.]

5. Maintain Barrier-Free Access

Sarasvati Productions will maintain barrier-free access to public performances spaces by:

- ensuring the placement of standing signage is not a tripping hazard

6. Notice of temporary disruption

In the event of a planned or unexpected disruption of services or facilities for customers disabled by barriers, Sarasvati will promptly post notices at the theatre entrance. A clearly posted notice will include information

about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include:

accessible washroom

elevator

automatic doors

The notice will be made publicly available in the following ways:

posted at entrance

immediately explained by volunteers or Sarasvati staff

7. Feedback Process

Sarasvati Productions welcome feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified how to provide feedback in the following ways:

email

phone

All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Artistic Director.

Customers can expect to hear back within 2 days.

8. Training

Sarasvati Productions will review policies for accessible customer service with all volunteers.

Training will include:

how to interact and communicate with people disabled by barriers

- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing our services or facilities
- volunteers will also be informed when changes are made to our accessible customer service policies.

I acknowledge that I have read and understood the above policies & standards:

Print Name

Signature



For those applicants under the age of 18, parental/guardian consent is required before submitting this application.

I, _____ (print name of parent/guardian), hereby give my permission for _____ (name of volunteer), who is currently _____ years old, to volunteer for Sarasvati Productions. I have read and understood the Volunteer Application Form and I consent to the details of my child's volunteer records being stored on the Sarasvati Productions' database as described at the beginning of this Volunteer Application Form.

NOTE: Parents may be advised of performance issues or in the event that disciplinary action should be required.

Signature of Parent/Guardian: _____ **Date:** _____