



Volunteer Handbook

Brevard Music Center Association
Volunteers Supporting Young Musicians!

Revised May 2017

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Statement of Purpose

The purpose of this handbook is to provide useful information and to define general policies and procedures effective for all Brevard Music Center Association (BMCA) volunteers.

The Brevard Music Center (BMC), a summer institute and festival, teaches gifted young musicians to prepare and perform great musical works at a high artistic level. Volunteers, committed to the success and goals of BMC, are instrumental in helping to achieve this mission. Volunteers provide invaluable support, time, experience, ideas, and enthusiasm during the regular concert season and during the off-season. BMC recognizes that volunteering should benefit the individual as well as the organization and aims to provide a friendly, inclusive, and music-filled environment.

Additional policies and procedures may be effective for some volunteers depending on role or position; these and other details will be provided by the appropriate volunteer committee chair or BMCA Executive Board. All policies and procedures contained herein are approved by BMC administration and are subject to their revision at any time.

Institute and Festival Overview

The summer **institute** includes everything pertaining to the education of music students in varying lengths of sessions within a 7-week period. The **festival** takes place during that same 7-week period and includes concert performances by students, faculty, and guest artists. More than 80 concerts, more than half of which are free, take place in several venues and are open to the public.

HISTORY

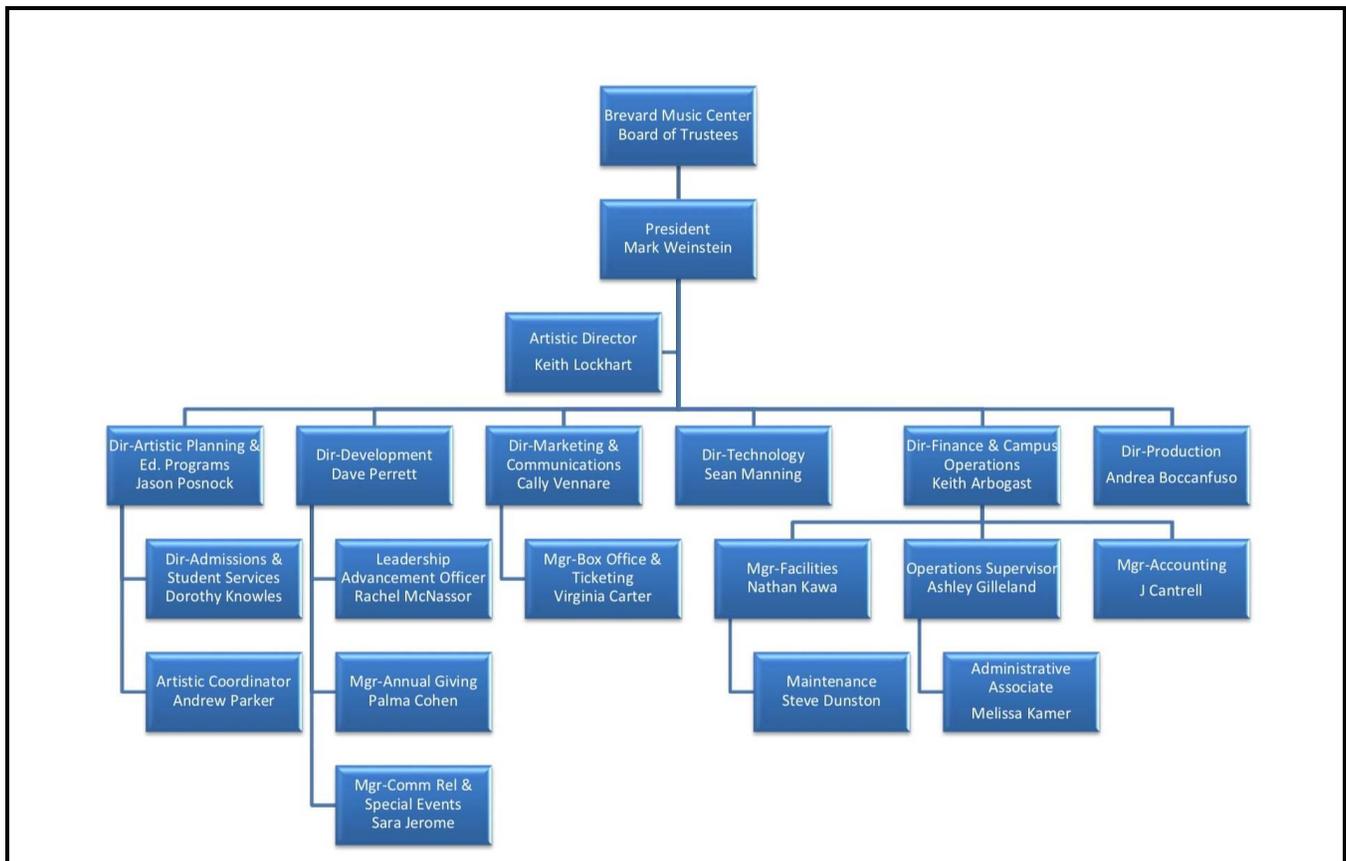
- 1936: James Christian Pfohl founded a high school band camp for boys at Davidson College Charlotte, North Carolina.
- 1944: The camp moved to Brevard to an existing 108-acre camp, closed during the war, and became the Transylvania Music Camp.
- 1946: The first Festival Orchestra performance was added at the end of the camp session.
- 1955: The band camp changed its name to Brevard Music Center or BMC.
- 1961: The high school orchestra performed at the White House for President Kennedy.
- 1962: The College Division was added.

- 1965: Whittington-Pfohl Auditorium (WPA) was built. Concert performances (the festival) were integrated throughout the season. Janiec Opera Company was added.
- 1978: All debt was retired. BMC has continued to run in the black every year since then.
- 1979: The Brevard Music Center Association (BMCA) was formed to raise funds and organize volunteers.
- 2000: Thomas Hall was added behind the Whittington-Pfohl Auditorium.
- 2002: The Chamber Music Series featuring BMC faculty was added.
- 2011: Opera productions moved to Porter Center on Brevard College campus.

BMC ORGANIZATION

The organization of BMC, as illustrated in the organizational chart below, is typical of many non-profit organizations. A Board of Trustees sets policies and provides oversight for BMC'S administrative operation and finances.

BMC Organizational Chart (April 2017)



INSTITUTE PROGRAMS

The summer institute offers five programs of study: orchestra, piano, composition, opera for college students, and voice for high school students. Students are enrolled either in the college division or in the high school division. Orchestra is the largest program, and piano is the second largest.

More information about the institute and festival, including each season's performance schedule, can be found at the BMC website at www.brevardmusic.org.

FESTIVAL VENUES

On the BMC campus, large ensemble concerts occur in Whittington-Pfohl Auditorium. Some smaller concerts and student recitals may occur at other locations on the campus, such as Searcy Hall. Chamber music concerts are held on the Brevard College campus at Porter Center and Ingram Auditorium. Opera productions also occur at the Porter Center, either in the Scott Concert Hall or in the Morrison Playhouse. Student performances also occur throughout the community, including the Transylvania County Library. Volunteer venue assignments vary from season to season as not all venues require volunteer assistance.



BMC CAMPUS MAP

Volunteer Overview

The purpose of the Brevard Music Center Association (BMCA) is to promote and support the vision, mission and strategic plans of the Brevard Music Center through volunteerism, fundraising, and community outreach.

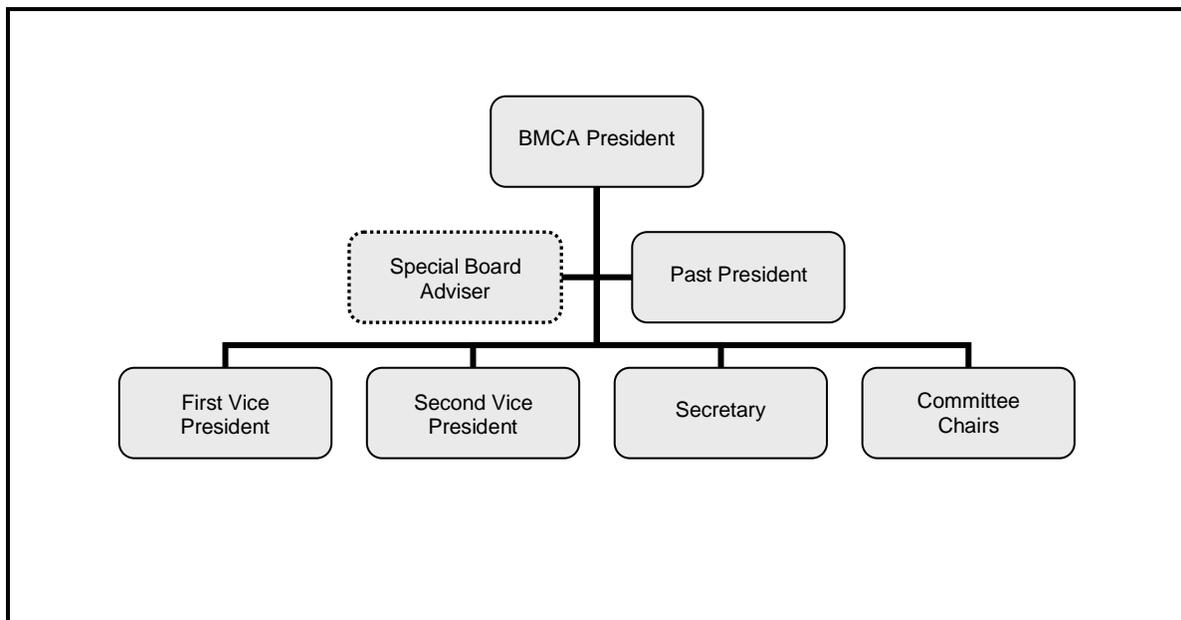
BMCA was formed in 1979. Since then the volunteer organization, through its fundraising events, has contributed to student scholarships, music education, and to BMC operations. BMCA annually provides hundreds of volunteer hours and numerous services. Volunteers are the “Ambassadors of the Music Center.”

VOLUNTEER OPPORTUNITIES

BMCA is comprised of 13 committees, each headed by a chairperson or persons all of whom fall under the direction of an Executive Board. All BMCA business is conducted under the guidance of the BMC staff liaison. The Executive Board and the committee chairs comprise the Full Board. Committees with more than one chair will designate a lead, and only one vote will be allowed in situations requiring voting. Each Board will meet monthly prior to the music season, usually from January through May.

There are two types of committees: **concert committees**, whose members serve during the summer festival concerts and **non-concert committees**, whose members perform other volunteer tasks during the season and off-season. Concert committees are Concessions, Harmony Gifts, Hospitality, Ushers, and Welcome/Raffle. Non-concert committees are Archives, Beautification, Communications/Newsletter, Facilities, Mailings & Deliveries, Membership, Special Events, and Volunteer Office.

Brevard Music Center Association



COMMITTEE DESCRIPTIONS

Detailed responsibilities for each committee can vary and are explained to each committee member at the start of the concert season.

Concert Committees:

Note: Orientation and training are required for all Concert Committee volunteers.

Concessions: Members sell refreshments from carts and the refreshment area during summer performances at Whittington-Pfohl Auditorium and the Porter Center. Volunteers must be able to stand for up to two hours. Alcohol Beverage Commission training is required.

Hospitality: Members assist BMC with receptions and special events prior to and during the festival season. Activities include setup and clean up, beverage service and welcome activities. Some assignments require standing for an extended period of time. Hospitality volunteers are friendly and considerate team players. They are respectful of others' priorities and attentive to the needs of patrons and BMC.

Harmony Gifts: Members help to raise funds for student scholarships through the sale of merchandise at the gift shop during concert performances in the summer season. Volunteers must be able to stand for up to two hours.

Ushers: Members welcome, seat and assist patrons at Whittington-Pfohl, Porter Center, and Ingram Auditorium performances. Volunteers must be able to stand/walk for as long as two to three hours.

Welcome Center/Raffle: Members serve as ambassadors of BMC at Whittington-Pfohl Auditorium, the Porter Center on the Brevard College campus, and at community events. Volunteers interact with visitors, welcoming them and answering questions. They promote and assist in the sale of automobile raffle tickets to raise funds for student educational programs and scholarships.

Non-concert Committees:

Archives: Members preserve and protect BMC's history by locating, collecting, scanning and digitizing items pertinent to the history of BMC and placing them on the *Fans of Brevard Music* website (<http://www.fansofbrevardmusic.com>) for public access.

Beautification: Members work in groups to help maintain and beautify the BMC campus' low-maintenance perennial-based landscape. Volunteers perform physical labor.

Communications: Members help produce the volunteer e-newsletter, event invitations, memos to membership, and flyers. Writing, editing, design and photography skills are utilized.

Facilities: Members work with other volunteers and BMC facilities staff to construct, renovate and maintain buildings used by students and faculty. Tasks include carpentry, painting, and demolition skills. Work may be year-round or seasonal.

Mailings & Deliveries: Members help promote BMC and BMCA activities through mass mailings and deliveries. Tasks include stuffing envelopes, labeling and sorting mailings throughout the year and/or delivering BMC promotional materials prior to each summer season.

Membership: Members recruit, orient and recognize the achievements of BMCA volunteers by writing articles for newspapers, producing recruitment mailings and organizing volunteer orientation and recognition events. They help produce and present *BMC 101*, an introduction to BMC and BMCA, held during the season kickoff. They also collaborate with committee chairs and the Executive Board to identify outstanding volunteers for special recognition awards.

Special Events: Members help plan one or more events coordinated by volunteers. Tasks utilize skills in planning and implementing social events called *Celebrations!* to raise funds for BMC student scholarships.

Volunteer Office: Members work in support of BMC staff to give database assistance for the upkeep of accurate patron information. To support BMCA, members maintain and utilize the volunteer database for scheduling assignments and record keeping.

Volunteer Events and Participation

SEASON KICK-OFF LUNCHEON AND ORIENTATION

This volunteer event is held in early June prior to the beginning of the music season. All volunteers are invited to the BMC campus to enjoy a catered luncheon together. BMC staff representatives update the group about anything new going on at the Music Center with highlights about key concerts and guest artists. In addition, most concert-committees meet individually for required training and orientation. New volunteers and those wanting a refresher course may attend *BMC 101*, a presentation of the history and organization of BMC, the summer festival and institute, and BMCA.

VOLUNTEER APPRECIATION AND RECOGNITION NIGHT

At the close of the season, volunteers are offered two concert tickets to the final Friday concert and are invited to a post-concert reception. At the reception, outstanding volunteers are recognized. Participation in this event is voluntary.

OTHER VOLUNTEER BENEFITS AND RECOGNITION

It is important to BMCA to recognize all volunteers for their time, energy, and enthusiasm on behalf of BMC.

- Each concert committee volunteer receives a free concert ticket (subject to availability) for a BMC-designated seat when the volunteer is working. If a concert is sold out, the volunteer will receive a ticket for lawn seating.
- Non-concert committee volunteers receive two vouchers which can be exchanged for concert tickets that season. Performance exclusions may apply.

** Please note that all BMCA activities and benefits are at the discretion of BMC and are subject to change.*

VOLUNTEER AWARDS

- *Extra Measure Award:* Awarded to multiple volunteers who give outstanding service during the current year. Awarded annually.
- *Volunteer of the Year Award:* Awarded to one volunteer (or couple) for exceptional performance and contribution during the current year. Awarded annually.
- *Lifetime Achievement Award:* Awarded for a high level of contribution over an extended period of time. Not an annual requirement.
- *President's Award:* Awarded to recognize an individual, couple, or committee. Typically awarded for a major accomplishment or outstanding results. Not an annual requirement – awarded at the discretion of the BMCA President.
- *Linda Candler Award:* Awarded for consistently outstanding performance and continuous service to BMC and BMCA at a level reflective of Linda Candler's service to BMC. Rarely given.

Expectations of Volunteers

WHAT TO EXPECT FROM BMC AND BMCA

- Volunteers will be treated in a professional and friendly manner by all BMC staff and Board members, BMCA officers and Board, and BMC faculty.
- Training needed to complete any volunteer responsibilities will be provided by the BMCA officers and Board.

- Grievances with other BMCA volunteers or BMC staff will be heard and resolved fairly by the BMC Volunteer Liaison and/or the BMCA Executive Board.
- Volunteers will feel properly valued, thanked and recognized by BMC and the BMCA officers and Board.

IN RETURN, VOLUNTEERS WILL:

- Serve as ambassadors for BMC by being courteous, competent and cooperative when serving as volunteers, always striving to represent BMC in the best manner possible.
- Be pleasant, welcoming and understanding when interacting with patrons, other volunteers, and BMC staff.
- Be reliable and alert the appropriate BMCA committee chairperson if they are not able to fulfill a volunteer assignment.
- Take part in training relevant to their volunteer role.

ANNUAL VOLUNTEER REGISTRATION PROCESS

Any person who is an area resident and interested in the mission, vision and objectives of BMC is eligible to become a BMCA volunteer. Every March, BMCA volunteer registration materials are sent to active volunteers from the previous year as well as any persons who have expressed interest in BMCA.

These materials include:

- A registration form where volunteers request specific committee assignments,
- An order form for a BMCA volunteer shirt (if needed),
- An opportunity to make a donation to support BMC student scholarships and operating funds. All donations, including all volunteer donations, support BMC and are tax-deductible under BMC's status as a 501(c)3 nonprofit entity.

Completed forms are returned to the BMCA office by a designated deadline.

A completed registration form is required each year to become a BMCA volunteer.

Based on the returned forms:

- Committee assignments are compiled and confirmed by each committee chairperson.

- Volunteers registered for concert committees (*Concessions, Harmony Gifts, Hospitality, Ushers and Welcome-Raffle*) request specific concert assignments in early/mid-April.
- Concert assignments are confirmed to volunteers in early May and no further volunteers are added to concert committees.
- New members may be registered for non-concert committees at any time of the year with approval of the committee chairperson.

DRESS CODE FOR BMCA VOLUNTEERS

Volunteers are often a first point of contact for concert patrons, so it is important that concert volunteers are in proper attire. When on assignment Ushers, Concessions, Harmony Gifts, and Welcome/Raffle volunteers must wear the blue shirt embroidered with “Brevard Music Center VOLUNTEER” and tan or khaki slacks; women may also wear capris or a skirt. *Shorts are not permitted.*

Hospitality volunteers wear a white shirt and black slacks or skirt when working at a BMC event. Most volunteering requires considerable time standing so comfortable shoes are important.

Non-concert committee volunteers are encouraged to dress neatly and appropriately any time they are on campus, although it is recognized that Facilities and Beautification tasks require more casual attire.

BMCA VOLUNTEER PARKING DURING CONCERT EVENTS

BMC may designate a special parking area for volunteers assigned to work concerts. This information is communicated on a timely basis to volunteers by the concert committee chairs.

Due to limited parking availability on the BMC Campus, volunteers are strongly encouraged to adhere to any requested parking policy.

BMCA VOLUNTEERS’ WAIVER OF LIABILITY STATEMENT

The following statement is intended to inform all volunteers about liability while acting in a BMC volunteer role. It is important to note that a volunteer does not give up his or her rights under North Carolina law.

1. **Waiver and Release:** Each BMCA volunteer gives a general release to BMC from liability or claims related to injury, illness, death, or property damage while working as a volunteer.

2. **Insurance:** Volunteers are not BMC employees and are not entitled to medical, health, disability or other insurance that employees receive.
3. **Medical Treatment:** BMC may provide first aid care in case of an emergency on campus, but the volunteer does not hold BMC responsible as a medical provider.
4. **Assumption of Risk:** Volunteers are not asked to perform hazardous duties. If a volunteer chooses to perform duties in a hazardous manner, the volunteer assumes all risks.
5. **Photographic Release:** Each volunteer gives BMC the right to use photographs, images, video or audio recordings of his or her likeness or voice made by BMC in connection with providing volunteer services to BMC.
6. A volunteer does not give up his or her rights under the laws of North Carolina.

EQUAL OPPORTUNITY POLICY

BMC is an equal opportunity employer and administers all personnel actions such as recruitment, hiring, training, promotion, compensation and benefits, discipline, termination, and participation in BMC-sponsored programs without regard to race, color, religion, sex, national origin, citizenship status, age, disability, or any status protected under federal, state or local law. BMC strives to be representative of our community and welcomes volunteers and ideas from different backgrounds, cultures, ages, outlooks and experience that will help BMC in fulfilling its mission.

VOLUNTEER INTERACTION

- Volunteers should always create a professional and relaxed environment for patrons. Volunteers often offer the first face to the concert patron and in that role should be pleasant, welcoming, and understanding.
- Interaction with fellow volunteers builds camaraderie and a stronger BMCA organization. However, volunteers should be aware that the patron is the focus and avoid unnecessary personal conversation among themselves.
- Social interaction with students is always encouraged. Most students are far from their homes, some for the first time, and a friendly volunteer face can be reassuring.
- Social interaction with BMC staff and musicians is not discouraged and can be fun and informative. Volunteers should always be attentive to their own, the staff's and artists' schedules and duties.

VOLUNTEER GRIEVANCE POLICY

Volunteers who feel they have been treated unfairly by a patron, another volunteer, or a staff member can express their concerns in the following ways to ensure clear communication and important feedback to BMC.

- **Complaint about or from a patron:** Please bring the complaint to the attention of the BMC House Manager who will address and try to resolve the issue. If appropriate, this may be shared at a later time with the BMC staff, committee chair, and BMCA president depending on the nature of the complaint.
- **Complaint about another volunteer:** If a complaint cannot be informally and politely resolved, please discuss the complaint with the appropriate committee chairperson. The BMCA president will determine whether the issue should be shared with appropriate BMC staff members.
- **Complaint about BMC Staff:** If a complaint cannot be informally and politely resolved, please discuss the issue with the BMCA President who will provide any necessary follow-up with the BMC volunteer liaison.
- Under no circumstances should a BMCA volunteer or committee chair voice a complaint to BMC personnel without first discussing the matter with the BMCA president.

VOLUNTEER TERMINATION POLICY

BMCA volunteers are expected to perform their duties in a pleasant, competent manner and with the same high standards that would be expected in any professional position. If a volunteer fails to behave in a professional manner, refuses to perform required volunteer responsibilities, or behaves in a manner which results in any risk to him- or herself, other volunteers, patrons, or the Music Center, BMC and BMCA respectfully reserve the right to terminate said volunteer.

The first time such a situation occurs, a BMCA officer or board member will politely speak with the volunteer about the specific issues, stressing the volunteer role and responsibilities of that role. Per the BMCA By-Laws, if the inappropriate behavior continues, the BMC president or his/her designated representative, with the support of BMCA, will dismiss this volunteer. The BMCA president will document the situation in writing for BMCA and BMC files. A terminated volunteer will not be allowed to register as a volunteer in subsequent years.

Safety and Emergency Guidelines

The safety of patrons and volunteers is of utmost importance. The guidelines will be reviewed and revised by BMC staff as necessary each year. Concert committee volunteers, particularly ushers, need to be vigilant and helpful in assisting anyone in

apparent distress. The following guidelines are presently in place and will be reviewed with pertinent volunteers prior to each concert. In all cases, it is essential for the volunteer to remain calm while summoning help.

MEDICAL EMERGENCIES

1. Remain calm.
2. Stay with the injured party.
3. Send another volunteer or ambassador to notify the House Manager.

WEATHER-RELATED EMERGENCIES

1. Remain calm.
2. Stay at your post and wait for instructions.
3. Follow the instructions and guide others to safety if necessary.

EVACUATION EMERGENCIES

1. Remain calm.
2. Go to the outer perimeter of the auditorium.
3. Direct/assist patrons to the designated muster areas.
 - a. WPA: Patrons should muster by the lake.
 - b. Porter Center: Patrons should muster by the gymnasium.
4. Patrons should not evacuate to their cars as parking lot must stay clear for emergency vehicles.
5. Assist with crowd control then evacuate the area when you are able.

BMCA: Volunteers Supporting Young Musicians!

This Handbook was developed by an ad hoc committee of the Brevard Music Center Association Executive Board in 2015. It is meant to serve as a strong foundation for the BMCA organization as it moves forward in the years to come. (Revised May 2017)