

Adrienne Arsht Center Volunteer Handbook 2026



Welcome!

Welcome to Adrienne Arsht Center for the Performing Arts. First, thank you so much for volunteering with us! The Arsht Center depends on volunteers like you to help us create moments that matter. We aim to make every experience at the theater remarkable for our volunteers and guests. Our CEO has tasked us to provide our guests with the best "street to seat" experience possible. Because volunteers represent the theater, it is essential that you help our guests feel welcomed. Your appearance, actions, and conduct all influence how guests perceive the Adrienne Arsht Center. We expect volunteers to provide our guests with A+ service. That means you will greet each guest with a smile and display a friendly and welcoming attitude. Arsht Center ushers are an integral part of the organization's operations. As an usher, you are a visible and important link to the patrons attending shows. Your primary responsibility as an Arsht Center volunteer is to ensure the enjoyment, comfort, and safety of our guests. Treat every guest as a valued customer because they are!

In addition to providing valuable support, you are also representatives of the Arsht Center. You will often be the face that audience members and artists associate with their visit to our theater, and the quality of your interactions will leave a lasting impression. To ensure the highest quality service as a volunteer, we have assembled the following handbook. You will find training resources, policies, guidelines, and contact information to refer to. We have attempted to cover all potential aspects of volunteering, but feedback is always welcome. We value all you do for us, and we hope your time at the Arsht Center is enjoyable and enriching.

Contact Information

Alwyn J. Melton

Manager of Volunteer Services

amelton@arshtcenter.org

Tel: 786-468-2286

Cell: 305-916-0236

Elisabet Gomez

Volunteer Services Associate

egomez@arshtcenter.org

Tel: 786-468-2285



Dear Friends,

The next time I address you, it will be as "Family," so welcome to the family of the Adrienne Arsht Centre for the Performing Arts of Miami-Dade County!

We are a family because we are related through the powerful, universal language of the arts, which we all love and share. It binds us together – no matter where you are from. It brings people from everywhere together to breathe in our beautiful spaces. It is the reason people visit our facilities, but YOU ultimately provide the heart of the experience.

Our patrons will sigh a sigh of relief when you help them get into the facility; they will relax knowing that you have pointed them in the right direction; they will smile (despite the lines) at your friendly helpfulness; they will navigate our complex facility with ease thanks to your directions; they will find the nearest bathroom, the safest Exit, the right seat and the shortest line due to your guidance. They will also remember to silence their phones!

They will go home smiling, because they have enjoyed a wonderful, TOTAL experience – in addition to the world-class performances we present. And they will remember us for our warm, gracious, helpful hospitality. They will remember YOU. They will talk about us, and return, because they had a great experience – in large part thanks to YOU.

Thank you for giving us the most valuable gift: thank you for giving us some of your time. If I do not have an opportunity to thank you personally, please know that I appreciate your generous and kind gift. Thank you for letting me do my job while you take care of so many important tasks. Without you, we cannot do what we do. Whether you stuff an envelope, hand out programs, answer the phone, or offer a smile, you make a difference.

Thank you and welcome to the Arsht Family!

Johann Zietsman
President & CEO

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Background

As the focal point of performing arts activity in South Florida, the Adrienne Arsht Center serves as a showcase for the finest in established and developing performing arts programs. The Adrienne Arsht Center is the foundation on which established resident organizations build their programs and extend their reach. The Center also serves as a laboratory, providing first-class accessible facilities for smaller, emerging, and developing organizations and for the Center's own innovative productions and events. The Adrienne Arsht Center provides our diverse audiences with opportunities to share South Florida's many cultures, offering insights and understanding. As an educational resource, the Center broadens our children's horizons and enhances our quality of life by offering a full range of cultural and educational experiences.

Vision

A vibrant cultural community that is globally impactful, locally connected and fearlessly creative.

Mission

To engage and connect people from every corner of our community through artistic excellence and inspiring educational experiences.

Front of House (FOH) Team

The FOH team all share a common goal: Making a connection with our guests while identifying and anticipating their needs and exemplifying our desire to serve. Thus, providing them with the best *Street-to-Seat experience* possible.

FOH Team includes:

- Box Office Staff
- FOH Staff
- Volunteers

House Management Team

The House Management Team (House Managers, Tier Leaders, Director of Guest Services, and Operations Management Personnel) are responsible for the care, comfort, and safety of the audience during each performance. The House Management team helps to ensure that patrons have the best possible experience while enjoying our diverse programming.

House Manager

The House Manager is the lead manager of FOH operations during a performance. They are in regular communication with the Stage/Production Manager. The House Manager wears *many hats*. Among other things, this multi-tasking individual ensures the following:

- Ease of entering & exiting the Arsht Center
- Guest seating & re-seating
- Guest satisfaction
- Building maintenance/sanitation/ concerns during an event
- Ensure medical assistance is available to guests
- Coordinates with concessions management
- The safety and well-being of guests, volunteers, and staff

The House Manager provides specific performance information and assigns volunteers and Tier Leaders to specific stations around the theater before, during, and after the performance.

Tier Leader

The Tier Leader is the contact person when there is an issue regarding guest's concerns or complaints as well as volunteer questions, training, breaks, and assignments. The Tier Leader works with the House Manager to make sure that the performance goes smoothly and assists with the supervision of volunteers. Once the performance has begun, the Tier Leaders can sometimes be found in the back of the house supervising the start of the show, late seating, or watching over the audience to handle any issue that may arise.

What You May Expect of the Arsht Center as a Volunteer

- Volunteer opportunities that will positively impact the community and the organization.
- Ongoing training to help you perform your assignments.
- The support you need to complete your assignment, including necessary training, equipment, supplies and workspace.

Expectations of you as an Arsht Center Volunteer

- Providing excellent guest service.
- Aid the Center in fulfilling its mission and vision.
- Serving and giving back to the community as the primary reason for volunteering with us.

Arsht Center Professional Etiquette

- Treat each other with dignity and respect.
- Empower success; encourage growth through innovations and creativity.
- Trust: earn it and bestow it on others.
- Be genuine and transparent.
- Listen first to understand.
- Practice being open minded.
- Be fair to all concerned.
- Own the whole picture.
- Value the greater good.
- Be accountable.

Office of Volunteer Services

The Volunteer Services Office is an extension of the Arsht Center's Human Resources Department. At any given time, we have between 150 – 400 volunteers at the Arsht Center, and a small staff to ensure information and benefits are communicated. One of the many roles this office serves is to make sure your volunteer experience is a positive one. With this in mind, we believe that our volunteers have the following rights:

- New Volunteer Orientation
- Training and Adequate Supervision
- Courteous and Respectful treatment from all staff members, vendors, contractors, and other volunteers
- Recognition for your service
- Feedback regarding your participation
- Opportunities to make suggestions

The Volunteer Services Office hours are generally **9:00 a.m. to 5:00 p.m., Monday through Friday**. However, the staff may work some weekends and evenings.

If you have any difficulty with a staff member, another volunteer, volunteer assignment, or you are unclear about your role at the Arsht Center, please email or call the Manager of Volunteer Services or the Volunteer Services Associate.

Volunteer Emergency Contact Information

If you have a change in name, address or phone number, please notify Volunteer Services so this information can be updated in the system. **On September 30th** of each year, all volunteers must review and update their Emergency Contact Information and notify us of any changes throughout the season.

Communication

Our primary form of communication is via email. The primary volunteer email address is Volunteers@arshtcenter.org. If your message is urgent, e-mail or call the Volunteer Services Manager or Associate directly and we will get back to you as soon as possible.

So, what is a guest?

L.L. Bean says this about guests: "A guest is not dependent on us...we are dependent on them. A guest is not an interruption of our work...they are the purpose for it. We are not

doing the guest, a favor by serving them...they are doing us a favor by giving us the opportunity to do so.”

Disney found four (4) things guests most want, listing most important first, which is not the order in which we typically might think:

- To Feel Special
- Be Treated as an Individual
- Respect Their Children
- Knowledgeable Staff

Arsht Center guests are the production companies, the artists, and the ticketed guests. The goal is for them to remain happy and return to our facilities often.

What is Customer Service?

“The key is to set realistic customer expectations and then not to just meet them, but to exceed them – preferably in unexpected and helpful ways.”

- Sir Richard Branson

Customer service is customer focused. It is an attitude of providing exceptional service that permeates every facet of an organization, radiating out to every person utilizing the facilities.

This focus, which you embody when volunteering, is how the Adrienne Arsht Center wants to be perceived. As a volunteer, you help us to achieve this goal by providing quality customer service. Quality customer service is based on the guest’s perception. Staff and volunteers should always ask themselves “How am I being perceived? Might a guest not return because of something I am not doing or communicating effectively”

Remember, the “street to seat experience” starts at the door.

Non-Discrimination

The Arsht Center is committed to maintaining an environment that is free from discrimination in any form and does not tolerate any discrimination or discriminatory harassment.

Safety

The Arsht Center promotes a healthy and safe working environment by complying with applicable federal, state and local occupational health and safety requirements.

Safety Reminders

- Volunteers should not open doors, allowing anyone into the building unless approved by Security.
- The stage door entrance is the appropriate entrance for volunteers and staff. Entering through any other door is only acceptable when security is set-up, and the lobby is open for guests. Only exception to this rule is when we have an event at the KCH or if you enter through the KCH entrance and walk the bridge for a ZBOH event. You should not enter through the ZBOH plaza doors when arriving to work an event and be letting each other in when security is not set up.
- Please do not place chairs in front of doors. Blocking passages and exits are extremely dangerous as they could impede people trying to exit the facility in an emergency. If you observe a chair obstructing a doorway, please move the chair to a location where it's not a safety hazard.

Using The Carnival Bridge

- Be careful when crossing the streets: Obey all traffic signals and you should cross only at the crosswalks when safe to do so.
- Use the bridge between ZBOH and KCH: If you are working our events, let's practice using the bridge from ZBOH to KCH and vice versa.

Road Rage

Road rage is a serious and growing public health issue that extends well beyond individual acts of aggression on the road. As micromobility devices, such as e-scooters and e-bikes, become more common, it is essential to address the specific vulnerabilities for the safety of our volunteers. If you encounter an irate driver, either walking, driving, or using some other mobility device, please adhere to the following:

- Remain calm (responding in kind can escalate the situation)
- Do not engage
- Make every effort to enter the ArshT as safely as possible.
- If being followed, notify the police.
- If you're able to do so safely, note their license plate, vehicle description, and description of the driver.

Requesting Security Escorts

Do not hesitate to contact security if you'd like an escort to your destination.

Confidentiality

Information or documents that you are privy to during any assignment should be treated in a confidential manner.

Drugs/Alcohol

The Adrienne Arsht Center strictly prohibits volunteers from using, possessing, selling, purchasing, distributing, or being under the influence of controlled substances while on campus. Violations of this policy will result in immediate dismissal from the volunteer team. Off-the-job use of or possession of controlled substances that adversely affect a volunteer's on-the-job performance, or which jeopardize the safety of others, are grounds for dismissal. Being under the influence of alcohol during an assignment is prohibited and can result in immediate dismissal.

Smoking/Vaping

Smoking is permitted only at the Stage Door of the Ziff Ballet Opera House and Knight Concert Hall. These remain the designated smoking locations for all staff, volunteers, and contracted personnel.

Vape devices may not be used inside any Arsht Center building. This includes e-cigarettes, vape pens, and similar devices

Gifts and Gratuities

While performing your volunteer duties, you may be offered gifts and/or gratuities by our guests. We ask that you politely decline the offer, as volunteers are not permitted to accept anything of value in exchange for any direct or indirect favor. If a gift or gratuity cannot be returned to the giver, please turn it in to the House Managers, Director of FOH, Operations Manager, Assistant Vice President of Operations, or the Manager of Volunteer Services.

Media Inquiries

All inquiries from the press (in any format or medium) shall be referred immediately to the Public Relations department, which is charged with speaking officially on behalf of the Adrienne Arsht Center. Contact the House Manager and immediately refer the inquiry to them.

Tardiness

A volunteer is considered late if they are not in full uniform and in the briefing area promptly at the time indicated in their confirmation/reminder, ready to receive instruction. If late, time will be deducted from hours earned. If a volunteer is more than 30 minutes late, it is up to the discretion of the House Manager and/or Event Contact if they can remain to volunteer for the assignment.

If you are running late, please call the **House Manager Hotline at: 786-468-2068** and leave a voice mail to advise them of your arrival status.

- The message will be delivered immediately to the House Managers via automated email forwarding.

Background Checks

Volunteers working with children and or various departments may undergo background and/or personal reference checks.

Background Checks for Volunteers in Positions of Trust

Certain volunteer positions within the Arsht Center have been designated as "Positions of Trust."

The applicable Volunteer Manager is responsible for ensuring that background checks of volunteers are conducted prior to the inception of the volunteer opportunity that concerns a position of trust. This shall occur prior to making a volunteer selection decision and after a conditional offer is made. Additionally, a background check for such positions may be done throughout the volunteer's tenure or as deemed necessary.

The background check may include, but is not limited to:

- checking arrest,
- criminal conviction records, or
- driving records.

Volunteer Services Department shall be responsible for tracking Positions of Trust and ensuring that the background checks are conducted as set forth in this policy.

A person shall not be eligible for a volunteer position that is a "position of trust" the person has ever been convicted of or received a deferred sentence for any of the following offenses:

1. Sexual assault.
2. Offenses involving child pornography.
3. Child abuse or neglect.

4. Domestic violence.
5. Aggravated battery.
6. Murder.
7. Fraud/Theft.
8. Cybercrime.
9. Identity theft.
10. Burglary.
11. Robbery.
12. Larceny.
13. Kidnapping.
14. Attempt to commit any of the above offenses.

Conflict of Interest /Solicitations at the Center

The distribution of literature or solicitation of support for any cause or organization must be previously approved via the Volunteer Services Department.

Clubhouse Bulletin Board Postings

Bulletin board materials posted must adhere to the following:

1. Materials posted must identify the author/creator/publisher, and if applicable, a statement which identifies the announcement, event, program, service, etc. as not sponsored and/or supported by the Arsht Center.
2. Materials posted must follow all rules and regulations outlined in the Arsht Center Volunteer Handbook.
3. Materials may not be distributed or posted outside of the volunteer clubhouses without the permission of the Director of FOH or the Assistant Vice President of Operations.
4. Distribution may not in any way interfere with the orderly process of the Arsht Center.
5. Programs sponsored by the Adrienne Arsht Center and other government-partnered agencies.
6. Programs of a cultural, recreational, educational, or community service nature sponsored by 501(c)(3) non-profit organizations, including fundraisers that clearly benefit a 501(c)(3) non-profit organization.
7. Free educational or recreational programs sponsored by for-profit organizations, subject to staff approval.
8. This policy does not apply to officially printed materials of the Adrienne Arsht Center.

Display items should be of reasonable size; generally, no larger than 8.5" x 11". The appearance and content of the notice must be suitable for the Volunteer Clubhouse area. Items can be posted or made available on an equitable basis, subject to available space, regardless of the beliefs or affiliations of the individuals or groups represented.

The Arsht Center will not display product advertisements, sale notices, or listings of personal or professional services. Materials that are **religious or political** and primarily aim to promote a single point of view will not be displayed. The Volunteer Services Manager will discard items not appropriate for placement, items posted or displayed outside the bulletin board, excess copies of posted items, anything posted over other items, or any items that have been posted for an excessive amount of time. The posting of a notice or placement of materials in a display rack does not imply endorsement by the Adrienne Arsht Center, Miami Dade County, Board of Directors, or any government partner agency.

Severe Weather

The Adrienne Arsht Center is dedicated to the safety and security of everyone. In the event of a mandatory evacuation, all volunteers will be evacuated, and those that are not on property will be advised of the evacuation. You will not be required to stay on the property during the actual emergency. Volunteers will return to their duties when county or local municipal employees return to regular business functions.

Lost and Found

All misplaced items should be turned in to the House Manager or Tier Leader for the item to be logged and stored at **Console 1 in the Ziff Ballet Opera House** (security). Guests wanting to claim lost items at any of the venues should be directed to the Ziff Ballet Opera House (ZBOH) Stage Door or call **Security Console 1 at 786-468-2081**.

Accident and Injuries

If you are injured while volunteering, or your injuries are directly related to the performance of your duties, you should report the injury to your supervisor immediately. If emergency medical care is needed, the House Manager and/or Event Contact and the Security Office will assist you in obtaining medical attention promptly.

Firearms and Weapons

At no time should a volunteer possess firearms or other lethal weapons while in the capacity of a volunteer at the Adrienne Arsht Center.

Wheelchairs

Wheelchairs are available in the ZBOH and Knight Concert Hall (KCH) for emergency situations. For liability reasons, wheelchairs are **only to be operated by the EMT or Security Officer on duty** for the designated performance or event. Any request for wheelchairs needs to be reported to a Tier- Leader or House Manager.

Leaving Early

The expectation is that volunteers stay for the duration of an assignment which is normally **5 hours**. You may ask to leave early from an assignment; however, it is up to the discretion of the House Manager/Staff Contact. If the request for early departure is granted, hours will only be granted for time volunteered.

“No-Show”

A “No-Show” will be noted on a volunteer’s account if an assignment is missed without prior notification. If a volunteer has **3 “No-Shows”** in a season this could impact future volunteer opportunities.

Volunteer Reassignment

In the event that we have multiple performances and/or shows taking place on a given day and we are short staffed; the House Managers reserve the right to shift volunteers for the best coverage of all houses. Everyone involved is expected to cooperate to ensure a smooth guest experience. Swapping with another volunteer is not an option unless approved by a Tier Leader or House Manager. Refusal to cooperate may result in cancellation, probation and/or dismissal from the volunteer program.

Leaving the Volunteer Team

If you decide to leave the program, please notify the Volunteer Services Manager/Associate via e-mail and/or a phone call. We will provide you with a letter detailing the length of your service along with the number and expiration date of accrued benefits. We will also remove you from our e-mail distribution lists.

If you have Arsht Center volunteer parking passes or ID, they must be returned to either Console 1 in the Ziff Ballet Opera House (security) or Volunteer Services. In efforts to ensure all parking passes/IDs are received, your account and ability to redeem tickets will be placed on hold until all aforementioned items have been returned.

Progressive Discipline

Where appropriate, it is the policy of The Adrienne Arsht Center to address disciplinary and performance issues in a progressive manner. The Adrienne Arsht Center reserves the right to determine that a progression is not appropriate to the circumstances in any particular case. Any volunteer that is the subject of disciplinary action or other corrective action, and who believes the action is not justified, may address his/her grievance with his/her immediate supervisor. If the supervisor does not provide a resolution satisfactory to the volunteer, he/she may file a written grievance with the Manager of Volunteer Services, whose decision will be final. If the grievance is against the Manager of Volunteer Services, the volunteer(s) will file their complaint with the Vice President of Human Resources, whose decision will be final. Actions leading to disciplinary action include, but are not limited to:

- Subversive behavior towards the House Manager, Event Contact and/or the Volunteer Services Manager.
- Lack of communication with the House Manager and/or Event contact while on duty.
- Disrespectful behavior towards fellow volunteers, staff and/or guests.
- Selling Arsht Center tickets earned through volunteer hours.
- Use of a cell phone in any capacity (text, photography, phone call) while on duty.
- Slanderous remarks about the Adrienne Arsht Center or its staff in person or on any social media platform.

At any given time, the Adrienne Arsht Center reserves the right to release a volunteer from the program at our discretion.

Volunteer Essentials



Arsht Center Volunteer Defined:

Anyone 16 years of age or older who is not a paid Arsht Center employee who voluntarily donates their time to the Center in the capacity of a supportive role.

Arsht Center Season Defined:

October 1 – September 30 defines one complete season at the Center.

Online Volunteer Portal (Get Connected) – volunteers.arshtcenter.org

A tool for you to easily access your current schedule, hours balances, important documents etc.

Website – arshtcenter.org

Provides helpful information regarding upcoming shows including times, dates, locations and show content. View funds on account to redeem tickets.

Newsletter:

“The Bridge” is quarterly Arsht Center volunteer newsletter that includes important information and articles about volunteers and Arsht Center Staff, and past events. A copy of each month’s newsletter is e-mailed but can also be found in the online Volunteer Portal (Get Connected).

Volunteer Status:

Trainee:

A volunteer in the process of completing the prerequisites of the first 60 days.

Active:

A volunteer who has reached a total of 72 hours of service.

Seasonal:

A volunteer who typically provides service from November through May of any given season. They may be asked to attend any necessary training missed to bring them current with updates.

Inactive:

A volunteer who has not participated for six (6) months without prior notice of leave of absence, travel, or illness. If rendered inactive, the volunteer will be required to attend Ubuntu/Ticket Scanning and Wayfinding and Emergency Procedure training.

Volunteer Position Requirements (calendar permitting)

Seasoned Usher Emeritus

- Attend Ubuntu/Scanning training (every 5 years).
- Attend Seating /Emergency trainings (Every 3 years).
- Attend Arsht Center Sensitivity training (Every 5 years).
- Must have a minimum of 9,000 volunteer hours.
- Must have a minimum of 15 years of volunteer service.
- **Only those volunteers who are invited by the Manager of Volunteer Services may be designated Emeritus Status.**

Seasoned Usher

- Attend Ubuntu/Scanning training (every 4 years).
- Attend Seating/Emergency training (Every 3 years).
- Attend Arsht Center Sensitivity training (Every 4 years).
- Volunteer for a minimum of 5 shows non – general admission shows in ZBOH
- Volunteer for a minimum of 5 shows non – general admission shows in KCH
- Must have a minimum of 700 volunteer hours.
- Must have a minimum of 3 years of volunteer service.

Usher

- Attend Ubuntu/Scanning training (every 4 years).
- Attend Seating/Emergency training (Every 3 years).
- Volunteer for a minimum of 7 shows non – general admission shows in ZBOH.
- Volunteer for a minimum of 7 shows non – general admission shows in KCH.
- Volunteer for a minimum of 4 shows in the Carnival Studio Theater (CST).
- Volunteer for a minimum of 2 Live on the Plaza (LOTP) performances.

Usher Trainee

- Attend Seating/Emergency training.
- Attend Ubuntu/Scanning training.
- **Note: Usher Trainees must complete both trainings within 90 days after the New Volunteer Orientation.**

Administrative Support Volunteer

- Receive on-the-job training and support.

Receptionist

- Receive on-the-job training and support.

Docent

- Attend Docent training (s).
- Participate in giving partial tours with current Docents.
- Successfully give a full tour to Volunteer Services Manager and/or a current Docent.
- Read and comply with provisions in the Docent Handbook

Docent Assistant

- Receive on-the-job training and support.

Audio Describer

- Attend two (2) four (4) hour training sessions.
- Pass audio describer practical exam.
- Read and comply with provisions in Audio Description Handbook

Dress Code

To ensure we are presenting a uniform look, please adhere to the guidelines below*:

Standard Usher Uniform:

***Please see the training video in the online Volunteer Portal (Get Connected).**

- Arsht Center issued white long-sleeve dress shirt with a collar.
- Black slacks (no denim jeans, leggings, capris). Volunteers may substitute a black skirt, knee-length or longer, with black or nude stockings. Stockings are preferred when wearing a skirt.
- Black socks and closed black rubber soled shoes (no slides/sandals/crocs/gym shoes).
- Arsht Center issued vest

- Red Bow Tie or Long Tie
- Shirts should be neatly pressed and tucked into waistband.
- Men need to be clean shaven or have trimmed beards/moustaches.
- Hair and nails should be well-groomed.
- Jewelry must be kept to a minimum and noiseless.
- Arsht Center issued blue light flashlight and a writing utensil.
- A maximum of 2 volunteer pins, one on each collar (not required).

Event Volunteer/Administrative Uniform:

Red Arsht Center issued a Volunteer T-Shirt that says, "Volunteers Make a World of Difference."

- Black slacks or dark colored jeans (no leggings, capris). Volunteers may substitute a black skirt, knee-length or longer, with black or nude stockings. Stockings are preferred when wearing a skirt.
- Arsht Center name tag (when working Front of House).
- Black socks closed black rubber soled shoes and/or tennis shoes (no slides/sandals/crocs).
- Hair and nails should be well groomed.
- Jewelry kept to a minimum and noiseless.

Blue Volunteer Polo

- Black slacks or dark colored jeans (no leggings, capris). Volunteers may substitute a black skirt, knee-length or longer, with black or nude stockings. Stockings are preferred when wearing a skirt.
- Arsht Center name tag (when working Front of House).
- Black socks closed black rubber soled shoes and/or tennis shoes (no slides/sandals/crocs).
- Hair and nails should be well groomed.
- Jewelry kept to a minimum and noiseless.

When volunteering for the Arsht Center, a volunteer should either be in the Standard Usher Uniform or the Special Event/Admin uniform or have a credential that identifies them as a volunteer. In rare cases, if a volunteer comes to the Center often, we may issue them a volunteer ID badge. A volunteer may be denied the opportunity to volunteer if not in proper attire or correct Arsht Center issued ID badge.

Flashlight:

The flashlight is used to assist guests in the dark theater and for emergencies. It should be Arsht Center issued, pocket sized, single bulb, and bright enough to see when the theater is dark. When escorting a guest to and from their seat, ushers should point the

beam at the guest's feet to minimize distraction and assist them. It should never point at the stage, be used for reading programs or looking at watches.

Barrel LED flashlights (with multiple bulbs) are unacceptable because they are too bright (the same rule applies for the cell phone flashlight).

Volunteer Parking

Arsht Center Volunteer parking is at the OMNI garage located:

NE 15th ST between Biscayne Blvd. and N Bayshore Dr.

- Open 24/7/365
- Please Park on the 5th floor and above
- Front-in parking ONLY
- Accessible parking is available on the 7th floor, although there are many spots near elevators

GARAGE ENTRY & EXIT

ENTRANCE LOCATIONS

NE 15TH ST | N BAYSHORE DR | NE 17TH TERR

NE 15TH ST is considered the main entrance

EXIT LOCATIONS

N BAYSHORE DR | NE 17TH TERR



PARKING VALIDATION

Please always ask the House Manager or Event Contact for a parking validation voucher.

Parking Reimbursements

If your parking voucher does not work when exiting the Omni Garage and you must pay, you must submit a copy of the receipt and the parking voucher to be reimbursed:

- Event/performance you volunteered for.
- Copy of the receipt.
- The original parking voucher.
- Arshtcenter.org Volunteer ID number.

The Volunteer Club House

The volunteer clubhouses are equipped with lockers, a refrigerator, microwave, and an automatic coffee maker for your use in each House. The lockers can be used for your personal property during your shift. You may use a small personal lock to secure your belongings during your shift, but please remove it after your shift has concluded. A light snack(s) and drinks will be provided before your shift. Once you leave the clubhouse for your assignment, you are considered "On-Stage." Conduct yourself accordingly.

Food/drinks/snacks etc. should not be consumed nor gum chewed outside of the volunteer clubhouse. Cell phones must be kept concealed at all times.

Volunteer Double Shifts

Double Shifts/Assignments

If you are working a double shift/assignment, please make sure that the first shift does not overlap the call time of the second shift. If it does, and you would like to volunteer for that second shift, please reach out to the House Manager at least twenty-four (24) hours in advance to make sure that it's okay. If you do not, it will be at the House Manager's discretion to allow you to stay.

Double Meal:

If you are volunteering for a double shift, Volunteer Services may provide a meal. A double-shift shall be defined as working an additional assignment within **five (5) hours** of your current assignment.

Example #1

Macbeth has signed up to volunteer for *Romeo and Juliet*, which has a call time of 9:00 a.m. and an approximate end time of 12:00 p.m. He then signs up for *Taming of the Shrew*, which has a call time of 1:00 p.m. and an approximate end time of 4:00 p.m. Because the call time is within five (5) hours, Macbeth's assignments would qualify as a double shift.

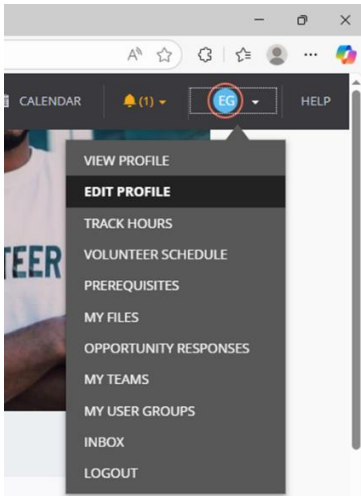
Example #2

Hamlet has signed up to volunteer for *The Tempest*, which has a call time of 8:00 a.m. and an approximate end time of 11:00 a.m. He then signs up for *Othello*, which has a call time of 5:00 p.m. and an end time of approximately 9:30 p.m. Because this falls outside of the five (5) hour parameter, Hamlet's assignments WOULD NOT qualify as double shifts.

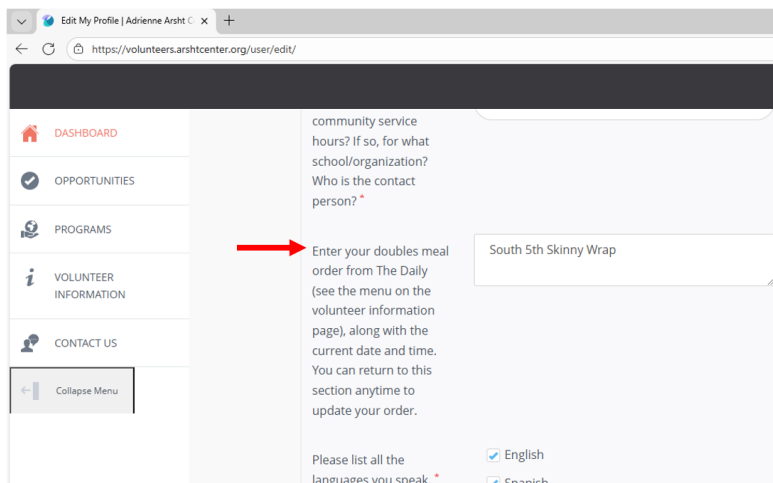
Meal Orders

If you plan to work a double shift, please submit your meal request in the Volunteer Profile section of your Get Connected account by Friday at 6:00 PM.

1. View The Daily's menu (Restaurant we order from).
2. Log into volunteers.arshtcenter.org and go to "EDIT PROFILE" in the top right drop down menu.



3. Answer this question:



Volunteers who sign up after the deadline or do not make a selection will receive a default meal, which will be one of the following:

- Chicken Caesar Wrap
- Cobb Salad
- Caesar Salad

Dietary Restrictions:

Please notify us as soon as possible if you are vegan, vegetarian, have allergies or medical dietary restrictions.

Volunteer Referral Program

Any current volunteer can recommend a friend, co-worker or family member (16 years or older) to attend a New Volunteer Orientation. If the person recommended stays through the 60-day probation period, the volunteer who recommended them will receive 10 incentive hours per person recommended.

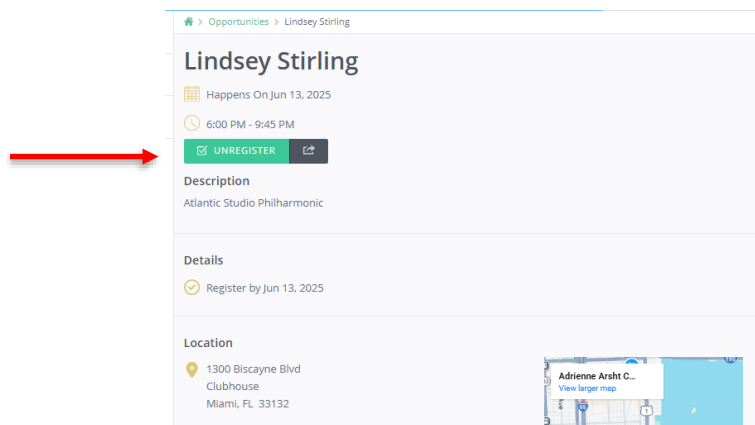
Volunteer Engagement Team

The Volunteer Engagement Team (VET), in coordination with the Volunteer Services Manager, shall be responsible for planning and implementing Arsht's volunteer engagement strategy. Every season, VET members shall coordinate weekly, monthly, and seasonal activities for all active volunteers, report to Volunteer Services on the overall volunteering experience, and propose new ideas and changes based on feedback and professional norms, all under the guidance of Arsht's Human Resources Department.

Cancellation Policy

Cancelling a Shift

You may cancel an assignment at any time by selection "Unregister" on your assignment on Get Connected.



Event/Performance Cancellation

If a scheduled performance is canceled due to weather or other circumstances, Volunteer Services will notify ushers by email and/or phone. Please be sure to check your phone messages and email the day of an event that you are ushering. Please note that email is the primary correspondence method for Usher correspondence. Checking your email messages and retaining the information there within is considered to be essential to your duties as a volunteer. Volunteers who report for a performance or an event that has been cancelled and are not notified of the cancellation, they shall be credited for a minimum of two (2) hours.

In the event of low attendance for a performance/event, the House Manager may ask volunteers if they would like to leave early. If the volunteer(s) opts to leave early, the House Manager will credit the volunteer with a minimum of two (2) hours so long as the volunteer has fulfilled at least one (1) hour of commitment.

Volunteers agree that during their tenure as a volunteer at the Arsht Center they shall not participate in, authorize, condone, excuse, ratify, instigate or support in any manner any concerted failure to report for duty, concerted absence of employees from their positions, concerted stoppage of volunteering, concerted submission of volunteer termination agreements, concerted abstinence in whole or in part by any group of volunteers from the full and faithful performance their volunteer commitment.

Unscheduled Volunteers

All volunteers must be signed up before volunteering for a performance/event unless you were contacted by the House Manager or Volunteer Services. If you show up and are not on the schedule, the House Manager reserves the right to send you home. If you show up more than twice without being on the schedule, you will be restricted to volunteering for morning events/performances or CST shows.

Performances/Events at Capacity

Volunteers will not be given credit when they come to a show that has already shown in the system as being at capacity (unless it has been pre-approved by the House Managers or Volunteer Services). Please make sure you log in, click on the performance you would like to work, and be added to the waitlist.

Waitlist Cancellations

If you are on the waitlist for a performance but see another show/performance you would like to work (as long as it's not at capacity), please let us know via e-mail so the cancellation will not count against you.

Weather Conditions

The occurrence of inclement weather is when we need our ushers most! While we assume volunteers will make every effort to arrive for their scheduled shift, we fully expect volunteers to put their safety first regarding the weather.

Usher Survey

Volunteer feedback is important to us, so at the end of your shift, please click on the link provided and complete the survey.

<https://www.surveymonkey.com/r/ArshtVolunteerFeedback>

However, if a volunteer has any comments, ideas, or issues at any time during the season, please contact the Volunteer Services Manager at Volunteers@arshtcenter.org.

Minor Accidents and Falls

Volunteers should stay with the injured person and send another volunteer—or guest(s), if necessary, to get the Tier Leader or House Manager to radio for the EMT. If the guest(s) insists that they do not need assistance but appear injured, you must still notify the Tier Leader or the House Manager immediately.

Volunteer Benefits

For every seventy-two (72) hours of service, you earn several benefits including the following:

- \$460 in ticket funds every January, April, and October for every seventy-two (72) hours of service
- A Complimentary Arsht Center Aficionado Membership. Check the Memberships page on the website for details.
- Invitation to the Annual Recognition Dinner. An event celebrating our volunteers' accomplishments from the previous season.
- Lifetime Pins:
 - You can earn lifetime volunteering pins by accumulating hours (excluding incentive/bonus hours) in the following increments: 500, 1000, 2000, 3000, 4000, 5000 etc.
 - You can also earn lifetime volunteering pins by how many seasons you have volunteered at the Center. They are awarded in the following increments: 5yr, 10yr, 15yr etc.

Incentive Hours

Incentive hours can be earned by:

Early Call Times

Volunteers shall receive matching hours for shifts with call times between 7:00 am – 10:30 am. This only applies to performances and events (including off-site) and does not include the following:

- In-person/On-line Training
- New Volunteer Orientation
- Stuffing Programs
- Administrative Assignments
- Teatro Seating
- Special Tours

ZBOH 4th Tier Usher Assignment Differential (Incentive Hours)

- Ushers that are assigned to the 4th Tier in the ZBOH shall receive two (2) additional incentive hours.

Longevity Incentive

Volunteers who have completed at least five (5) years of continuous volunteer service with the Arsht Center are eligible to receive an annual longevity award which is credited **October 1st** of each year.

Continuous volunteer service is defined as:

- Completed a minimum of **seventy (72) hours** per season
- A period of volunteer service not interrupted by volunteer agreement termination, season suspensions, dismissal, or quitting without notice.

At Least	But Less Than	Incentive Awarded
5 years	10 years	72 hrs.
11 years	15 years	144 hrs.
16 years	20 years	216 hrs.
21 years	25 years	288 hrs.
26 years	Or more	360 hrs.

Note: This policy goes into effect on October 1, 2026, and will not be retroactive.

Accessibility Services

The Arsht Center strives to ensure that all of our spaces and events are accessible. In addition to providing accessible seating for all performances and events, see below for services offered for our guests who are deaf, hard of hearing, blind or have low vision.

Infrared Assistive Listening Devices:

These devices amplify and clarify sound for guests who are hard of hearing. All performance venues at the Center are equipped with Assistive Listening Devices (ALD) free of charge that are available from the House Manager.

American Sign Language Interpretation (ASL):

A team of professionally certified ASL interpreters provide a sign language-interpreted performance, in addition to a pre-show overview and introduction for a signed or captioned performance scheduled by the Center.

Audio Description:

Guests can listen through an assistive listening device (ALD) to trained audio describers as they provide a live, objective, and succinct description of the action and visual elements of the performance, without interfering with dialogue.

Touch Tours (TT):

For our guests who use the audio description service, a Touch Tour enhances the experience by being able to touch costumes and props before the performance.

Service Animals:

The Arsht Center allows service animals in any part of the building where guests are permitted. If a service animal interferes with a performance, the Arsht Center will reserve the right to ask the guest to remove the animal but allow the guest to return to the theater if they wish. If a fellow guest experiences an allergic reaction to a companion animal, with the help of a House Manager or Tier-Leader, they should be reseated in seats designated by the Box Office for problems.

Open Captioning (OC):

Spoken dialogue scrolls across a digital screen as the action occurs on stage.

Americans With Disabilities Act (ADA)

POLICY – General Guidelines

- Use **disability** to indicate a functional limitation that interferes with a person's mental, physical or sensory abilities.
- Become familiar with **People First** terms and language.
- View the guest as a person, not as a disability. Our Center treats all visitors with respect.
- Speak directly to the person who has a disability. If the person is with a companion, the conversation should be directed to the guest.
- Be patient. Some guests with disabilities may take a bit longer to express their need(s) or to do something (i.e. retrieving a credit card from a wallet).
- Do not ask personal questions about the disability.
- Do not call the guest by their first name. You would not assume that familiarity with the general population, a disability is not a license for familiarity.
- Ask, "Do you need assistance?" rather than assume the guest needs help. Introduce yourself as a staff member and ask if you can be of service.
- Treat a person with a disability as a healthy person. If a guest has functional limitations, it does not mean that they have accompanying health problems
- **Do not pet a service animal without asking permission.** The animals are not pets; they must be alert and focused on their companions. Walk on the side of the person that is away from the animal.

Language To Use:

- People with disabilities
- Blind/Deaf
- Accessible parking, accessible restrooms
- Uses a wheelchair/mobility chair
- Wheelchair/Walker user

Language Not to Use:

- Handicapped and special needs
- Handicapped parking, handicapped bathroom
- Hearing/Visually Impaired
- Wheelchair bound/confined to a wheelchair

Guests Using Wheelchairs, Crutches or Canes:

- Speak directly to the guest with the disability. If the person is with a companion, the conversation should be directed to the guest.

- Due to liability reasons, volunteers do not push wheelchairs. **Only the EMT on duty is allowed to push a guest in a wheelchair.**
- Do not lean or hang on a wheelchair. Sit or squat, so that you can be eye level with the person with the wheelchair. If it is going to be a prolonged conversation, it would be a good idea to get a chair so one can sit and have a direct conversation.
- Tier-Leaders will inform volunteers of designated storage areas for walkers, wheelchairs, etc. Volunteers have the responsibility of storing such items before the performance, retrieving them for guests at intermission (if needed) and after the performance/event is over.
- **All wheelchairs and walkers must be kept outside of the House when not in use by the guest.** Wheelchairs and walkers will have a tag placed on them with the name and seat location of the guest.
- When giving disabled guests directions, please be sure to give the most accessible and shortest route to access in our theaters.

Blind or Low Vision Guests:

- Introduce yourself and any other person who might be with you. Speak in your normal tone. When the conversation is concluded, let the guest know that you are walking away.
- Address the guest directly, so they are aware that you are speaking to them.
- Be aware that ancillary noise may be distracting for a person who relies so heavily on hearing.
- Ask the guest if they would like some assistance. If assistance is accepted, allow the person to take your arm, rather than you taking theirs.
- If guiding the guest, speak in a normal voice and be certain to make the guest aware of any steps, dips in the floor grade, narrow passages and where the floor texture might change from tile to carpet. Be specific, say "to your left" and "to your right".
- To assist with seating, it would be helpful (with permission) to place the guest's hand on the arm, or back of the seat to help ease themselves into the chair.

Guests Who Are Deaf/Hard of Hearing:

- Attract the guest's attention. Wave your hand to try to gain eye contact. If it is an emergency situation, it may be necessary to tap the guest on the shoulder.
- Speak directly to the guest, not the companion or interpreter.
- If the guest has an interpreter with them, keep in mind that this person is the communicator between the deaf and hearing person. Do not ask the interpreter questions when they are communicating with the guest.
- Speak clearly and at a normal pace. Do not shout or exaggerate lip movements. Keep sentences short and to the point as some guests who are deaf can read lips.

- Be flexible with your statements. If the guest has difficulty understanding what you are saying, try to rephrase your statement. If the difficulty persists, try writing your message down.
- Be patient. If you don't understand what the guest is saying, don't pretend that you do or guess.
- Provide a clear view of your face and keep a light source on it. Do not cover your mouth with your hands when speaking and always face the guest. This will help facilitate the guest reading your lips.
- Use facial expressions that match your tone of voice, gestures and body movements to add to communication.

Guests With Speech Difficulties:

- Be patient. If you don't understand what the guest is saying, don't guess or pretend that you do. Do not correct or speak for the guest. Allow time and give help when needed. Repeat as much as you have understood and be attentive to the guest's response.
- If possible, ask short questions that can be easily answered or responded to with a nod of the head.
- If the situation permits, give your complete attention to the guest who has difficulty speaking.
- If communication is still difficult, ask the person to write it down, spell or rephrase the statement.

Guests With Cognitive Disabilities:

- Be patient and help make the guest feel welcome and comfortable.
- Speak directly to the guest, not to the companion.
- Speak slowly and distinctly. Processing information may take a moment or two.
- Showing may be easier than telling.

Special Notes:

Keep in mind, we cannot anticipate a guest's needs. A guest might have multiple disabilities, perhaps be blind and using a wheelchair, but not need any assistance. Our responsibility is to ask gently if we can be of assistance. A guest may have a hidden disability, such as diabetes, a heart condition, or seizure disorder; something that is not necessarily evident on the outside. Should the infirmity flare up while visiting the Center, we should offer any assistance possible.

Listen carefully when a guest is trying to explain their needs. If a guest is acting confused or disoriented, it could be due to a medical condition, such as low blood sugar in someone with diabetes or another chronic condition.

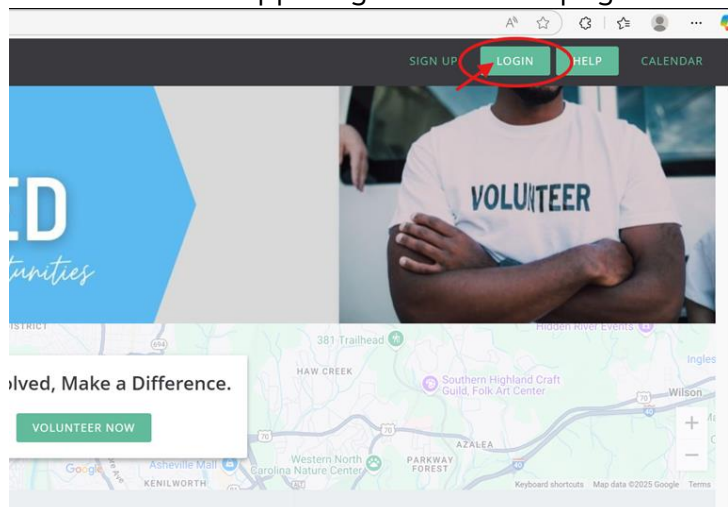
Be considerate of all guests, but if inappropriate behavior continues, seek additional assistance from the Tier-Leader, House Manager, and/or the event contact.

Frequently Asked Questions

How Do I Access the Online Volunteer Portal (Get Connected)?

The online Volunteer Portal is a tool for you to access your current schedule, hours balances, important documents etc.

1. Go to - **volunteers.arshtcenter.org**
2. Click the "Login" button on the upper right side of the page



3. Enter your Email and Password and click "Login". **(Do not use the login with Microsoft option).**

How Do I Redeem My Volunteer Tickets?

Every January, April, and October volunteers will receive \$460 in account funds for every 72 hours they help.

- Ticket funds can be used for single tickets, subscriptions, and ticket fees.
- Ticket funds cannot be applied toward gift certificates, memberships, or contributions. Amounts cannot be divided, split, donated, withdrawn, or partially used.
- Ticket funds expire on September 30th, the season after they are earned. Example: funds earned during the 2024-2025 season expire on September 30, 2026
- Ticket(s) cannot be sold, but they may be shared with friends or family by using the share feature of the digital ticket wallet.
- To redeem your credit, log in to your account at arshtcenter.org and add tickets to your cart as a customer would. Once on the payment page, select "Funds on Account" to apply your credit toward the purchase.
- Valid applicable promo codes may be used (ARSHTSTAFF works for most performances).
- Box Office will only allow (4) exchanges/ cancellations a season.
- Any violation of these guidelines will result in dismissal from the program.

How to Purchase Tickets:

1. Go to: arshtcenter.org and Login.
2. Select your tickets.
3. In "Payment Details" on the payment page, select to use your funds towards your purchase.
4. Complete your order!

The screenshot shows a payment page with two main sections: 'Delivery Method' and 'Payment Details'. In the 'Delivery Method' section, 'Digital-True Tickets' is selected. The 'Payment Details' section includes an 'Account Credit' section with the text 'Use your On Account Funds toward this purchase.' and a 'Funds On Account' section showing a 'Balance 200.00' and a checked 'Apply Funds' option with a value of '180.00'. A red arrow points to the 'Apply Funds' checkbox. To the right, a summary table shows: Subtotal \$175.00, Ticket Fee \$5.00, Total \$180.00, Funds On Account -\$180.00, and Amount Due \$0.00. Below the summary is an 'Add Order Notes' field and a 'Complete Order' button.

Subtotal	\$175.00
Ticket Fee	\$5.00
Total	\$180.00
Funds On Account	-\$180.00
Amount Due	\$0.00

How Many Volunteers Can Sign Up for Performances?

For shows/events in the ZBOH/KCH staffing is 25 volunteers. For performances in the CST staffing is 5 volunteers. For Live on The Plaza events, staffing is 8 volunteers. For all other special events, staffing will vary depending upon the size of the event and how many volunteers the event contact requests.

Do I Have to Purchase My Uniform?

No, before your first volunteer assignment you will make an appointment to receive the following items at no cost.

- White shirt
- Grey vest
- Red tie/bow tie
- Red T-shirt
- Blue polo

Replacement items are available for purchase. See price list on page 35.

If I Feel as Though I Am Treated Unfairly During My Shift, What Do I Do?

First, discuss the issue with the House Manager. If there is no satisfactory resolution, contact the Manager of Volunteer Services. Volunteers are also encouraged to fill out the Volunteer Experience Form and submit it anonymously, should they choose. A link to the form can be found on the online Volunteer Portal.

Do Volunteers Get Discounts on Tickets?

You, your friends and/or family may use the promo code: **ARSHTSTAFF**. It gives discounts on ticket purchases and/or fees. Discount will not always be the same. Different shows offer different discounts on different days so it will vary on a show and/or daily basis. Type in ARSHTSTAFF in the promo code box and click apply (very important otherwise the discount will not be applied). Once applied, it will display the discount for the current day.

Why Do Volunteers Have to Report 2 Hours Earlier Than the Showtime When Ushering for A Performance?

Volunteers receive the general briefing and their assignments from the House Manager. Next, the Volunteer is briefed by their Tier-Leader on the specifics of their assigned tier. This may include pre-show checks of restrooms, water fountains, TV monitors, seat pulls, and emergency evacuation drills. All this needs to happen, with everyone in their assigned position when the upper lobby opens 90 minutes prior to curtain. Those in the lobby and the lower tiers typically feel the immediate effects, as they are often the first people guests interact with. However, being **show-ready** means being ready to welcome guests at all levels, regardless of when a guest first arrives.

Where Can I Find the Latest Edition Of "The Bridge" Volunteer Newsletter?

If you missed the e-mail or accidentally deleted it, you can find archives of the current season in the Volunteer Portal (Get Connected).

If the Theater Gets Cold, Can I Wear a Sweater Over My Uniform?

No. Volunteers are not allowed to wear anything over their uniforms. However, volunteers will be allowed to wear the following under their uniform during the winter months of December, January, and February. Volunteers will also be able to wear sweaters/thermals under their uniform when the temperature is below 70 degrees Fahrenheit.

Volunteers wearing the white usher long sleeve shirt may wear the following:

- White thermal underwear
- White pullover sweater

Volunteers wearing the red T-shirt or blue polo shirt may wear the following:

- White or Black thermal underwear
- White or black pullover sweater

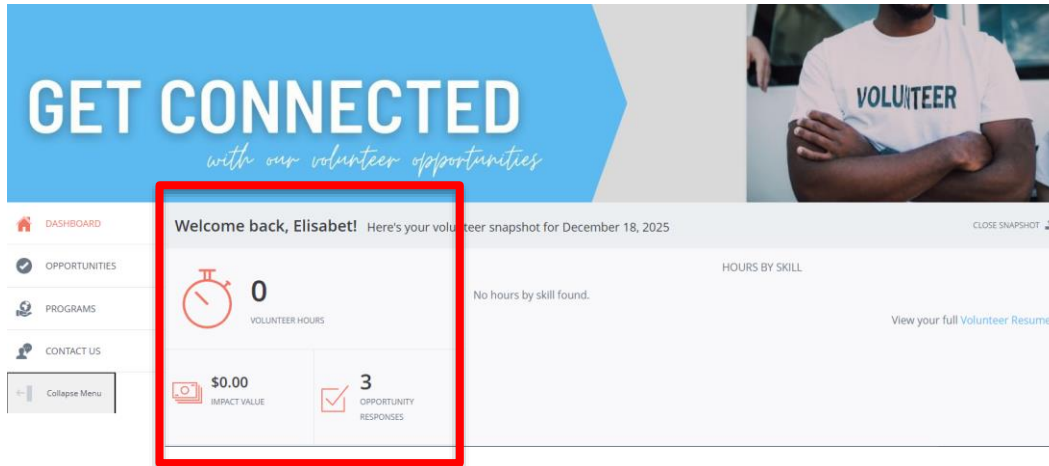
Note: Only the sweater issued by Volunteer Services may be worn over your uniform.

Are We Allowed to Consume Concessions While on Duty?

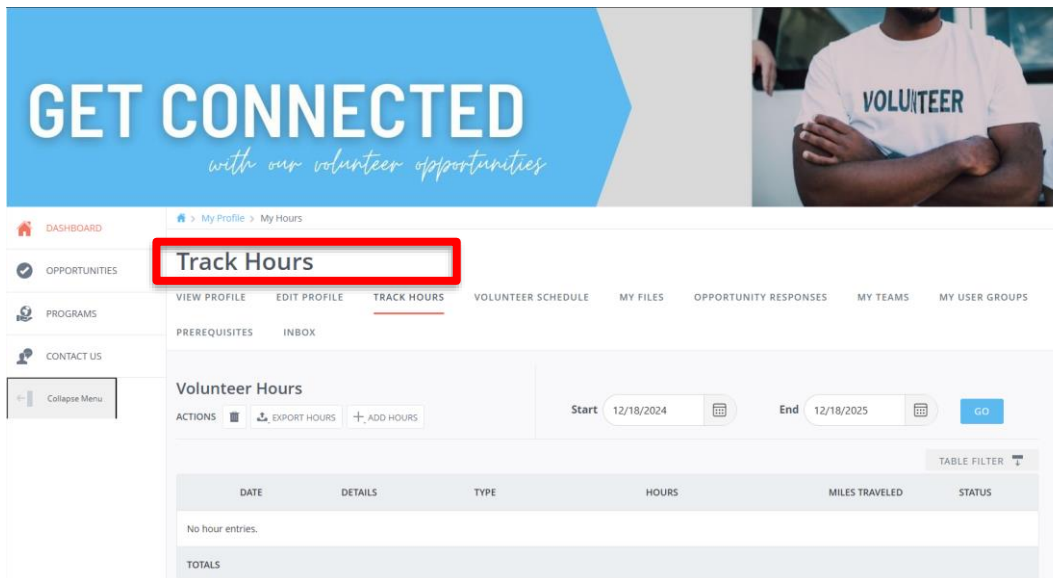
No! A volunteer should never ask for or purchase concessions while on duty.

How Many Hours Do I Have?

You can view your total hours on your Get Connected Dashboard.



Or view individual hour entries under "Track Hours" under "My Profile".



Do Arsht Volunteers have a group chat?

The Telegram app is the official app for the Arsht Volunteer Engagement Team (VET) and Volunteer Services to communicate pertinent information to volunteers about issues, concerns, policy changes, show assignments, or safety concerns that could impact volunteers directly or indirectly. It's also a forum where volunteers can post

questions to receive official answers. **Telegram Invite Link:**
<https://t.me/+y8isEnqeKjM1YmEx>

Arsht Volunteer Code of Conduct

Our Code of Conduct outlines the standards to which our volunteers will be expected to adhere to while performing their duties as a volunteer. You represent the Arsht Center. Therefore, it's imperative that you provide our guests and visitors with the best experience possible.

Flashlights and No Filming Policy Enforcement

Please do not use your flashlight to point out any guests not following the no filming policy as it can also cause distraction. In addition, if you feel that your actions would be more disruptive by advising the guest to stop filming, immediately advise the House Manager or the Tier Leader and wait for further instructions.

Volunteer Filming/Photography Restrictions

The strategic use of film, still photography and audio recording can be a powerful tool, but it also has the potential to have a considerable negative impact on the Adrienne Arsht Center's reputation and credibility if not handled well or with forethought; therefore, the Arsht Center will NOT allow volunteers on duty to participate in filming, audio recording, or photography that has not been approved by the House Manager, Director of Guest Services or the Vice President of Communications.

Volunteers shall not engage in self-promotion (e.g., handing out business cards, marketing your business or image) while on duty. Volunteers are not permitted to take photos with celebrities, politicians, musicians, or artists at events or post them on Facebook, Twitter, Instagram, etc., while in the capacity as a volunteer.

Progressive Discipline

Unacceptable behavior may be dealt with in the following manner.

- Verbal Warning
- Suspension
- Dismissal

Volunteer Dismissal

A volunteer may be removed from the program immediately, and without warning, for any of the following:

- Disrupting performances (that includes cell phones, moving, or talking).
- Imposing personal, religious or political views on others.

- Use of alcohol or illegal drugs (on campus or off-site events).
- Unauthorized possession of firearms, weapons, or explosives on Arsht Campus property.
- Engaging in threats of violence, coercion, harassment, or acts of intimidation toward anyone on Arsht Center premises or when representing the Arsht Center (includes using obscene or abusive language and acts of indecency).
- Theft from the Arsht Center (off-site included), its guests, staff or other volunteers
- Racial, sexist, ethnic, homophobic jokes or slurs.
- Accessing restricted areas (such as backstage, on stage, or off limit corridors) after being warned.
- Repeated violation of volunteer policy/procedures after being repeatedly warned.
- Drinking or eating in front of house.
- Leaving a facility early without being released by a supervisor.
- Spreading rumors and/or malicious gossip; engaging in behavior designed to create discord and lack of harmony.
- Observed or reported rudeness or disrespect to anyone on CAA property.
- Excessive late arrivals.
- Leaving assigned position or failure to be at assigned position.
- Presenting self unprofessionally in manner, dress, or attitude.

Volunteer Uniform/Accessories Price List

Female Grey Vest		
Size	Price	# of Volunteer Hours
XX Small	\$24.00	5 HRS
X Small	\$24.00	5 HRS
Small	\$24.00	5 HRS
Medium	\$24.00	5 HRS
Large	\$24.00	5 HRS
XL	\$25.00	5 HRS
2XL	\$28.00	6 HRS
3 XL	\$29.00	6 HRS
4XL	\$30.00	6 HRS
5XL	\$31.00	6 HRS
Female Dress Shirt (White)		
Size	Price	# of Volunteer Hours
2	\$18.00	4 HRS
4	\$18.00	4 HRS
6	\$18.00	4 HRS
8	\$18.00	4 HRS
10	\$18.00	4 HRS
12	\$18.00	4 HRS
14	\$18.00	4 HRS
16	\$19.00	4 HRS
18	\$19.00	4 HRS
20	\$20.00	4 HRS
24	\$20.00	4 HRS

Male Grey Vest		
Size	Price	# of Volunteer Hours
XX Small	\$24.00	5 HRS
X Small	\$24.00	5 HRS
Small	\$24.00	5 HRS
Medium	\$24.00	5 HRS
Large	\$24.00	5 HRS
XL	\$25.00	5 HRS
2XL	\$28.00	6 HRS
3 XL	\$29.00	6 HRS
4XL	\$30.00	6 HRS
5XL	\$31.00	6 HRS
Male Dress Shirt (White)		
Size	Price	# of Volunteer Hours
X Small	\$18.00	4 HRS
Small	\$18.00	4 HRS
Medium	\$24.00	5 HRS
Large	\$24.00	5 HRS
XL	\$34.00	6 HRS
2XL	\$27.00	6 HRS
3XL	\$28.00	6 HRS
4XL	\$30.00	6 HRS
5XL	\$31.00	6 HRS

Accessories/Supplies		
Size	Price	# of Volunteer Hours
Bow Ties	\$6.00	2 HRS
Long Ties	\$8.00	2 HRS
Blue Flashlight	\$10.00	2 HRS

Note: Volunteers can either pay for additional uniform items out-of-pocket or expense them against their ticket account balance.

Appendix

Arsht Center Quick Facts:

- Largest public/private sector partnership ever undertaken by Miami Dade County
- Opening: September 2006
- Inaugural Gala: October 2006
- Construction began: October 2001
- Address: 1300 Biscayne Blvd. Miami, FL 33132

Performing Arts Center Structure:

- Occupies 570,000 square feet.
- It has 3 main performance venues.

Sanford and Dolores Ziff Ballet Opera House (ZBOH):

- 11,000 square foot hall with 2,454 seats.
- Hosts Opera, Dance, and Broadway style shows.
- Superb acoustics – classic proscenium arch stage construction.
- Five levels of seating: Orchestra, First Tier, Second Tier, Third Tier, Fourth Tier.
- Houses the Teatro Restaurant, Peacock Foundation Studio and Carnival Studio Theater.
- Console 1 security can be reached at 786-468-2081.

Carnival Art Deco Tower:

- Built as the Sears, Roebuck and Co. Miami flagship store in 1929.
- Location of The Accent Café.

Carnival Studio Theater (CST):

- Flexible space with non-fixed seating (up to 292 seats).

Knight Concert Hall (KCH):

- 1,966 seats.
- Seating available on four levels: Orchestra, First Tier, Second Tier, and Third Tier.
- Console 2 security can be reached at 786-468-2421.

Tours:

- Free Tours take place every Monday and Saturday at noon.
- Free Spanish tours take place every 3rd Saturday at noon.
- Free tours for groups of 10 or more can be booked online.

Box Office Hours:

- Monday through Friday: 12:00pm – 5:00pm.
- Saturday and Sunday: CLOSED.
- On days with scheduled performances, the Box Office “sales” and “will call” windows will open at noon and/or 90 minutes (1.5 hours) prior to curtain for matinee performances.
- Guests can collect their tickets in advance, or at “WILL CALL” in the Box Office when they arrive.
- The Box Office will close 30 minutes after curtain.

Administrative Offices:

- Located on the 3rd floor of the ZBOH.

Arsht Center Terminology:

Venues/Dining:

- AAC – Adrienne Arsht Center
- ZBOH – Ziff Ballet Opera House
- CST – Carnival Studio Theater
- KCH – Knight Concert Hall
- Teatro Managed by Constellation – Arsht Center’s onsite Restaurant located on 2nd floor the ZBOH

Theater:

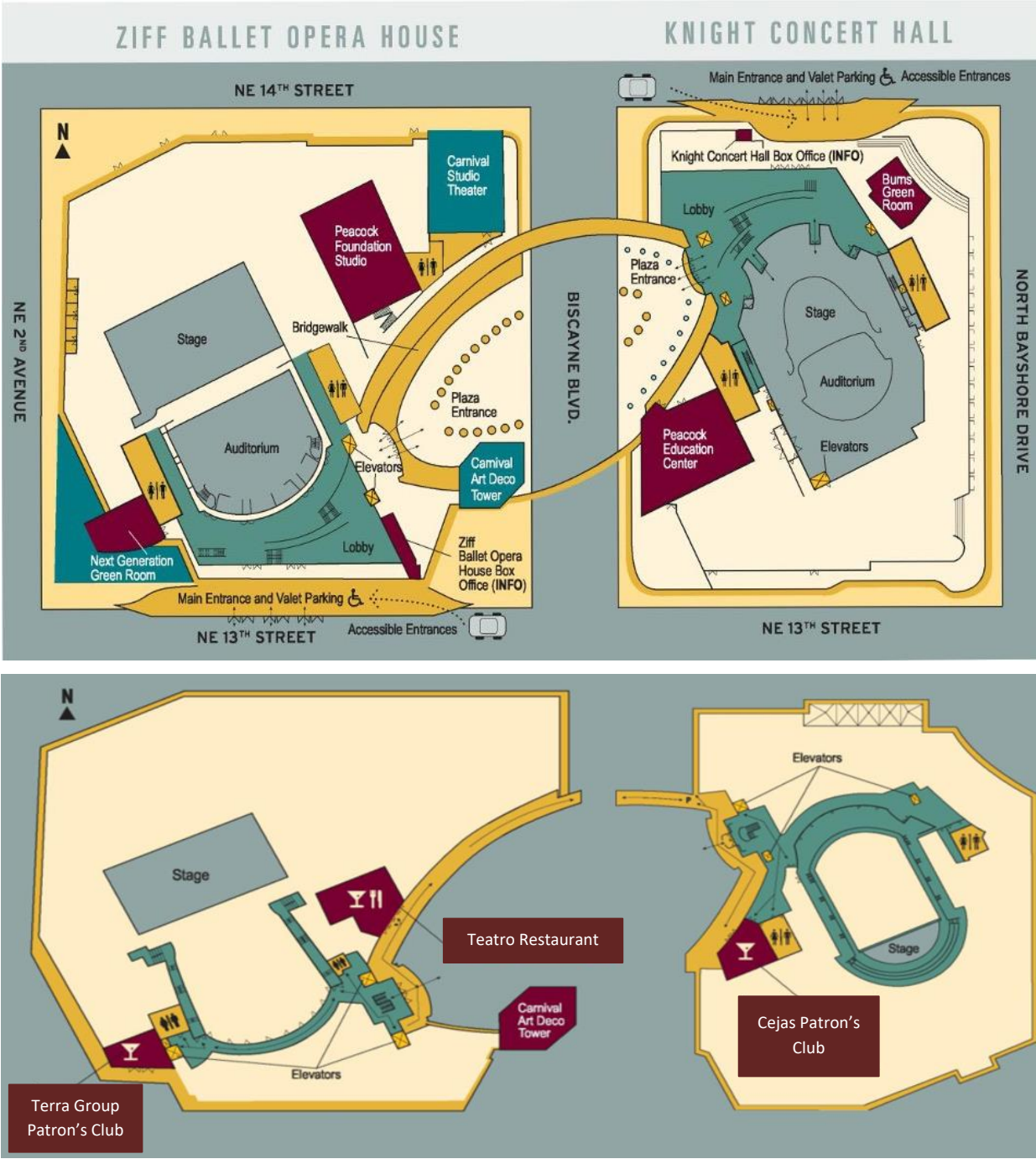
- House Left (HL) – When facing the stage, house left is to your left.
- House Right (HR) – When facing the stage, house right is to your right.
- Next Generation Green Room – Downstairs Lobby Level – House Left ZBOH.
- Terra Group Guest’s Club – located on the box-tier level of the ZBOH.
- PFS – Peacock Foundation Studio – located house right in KCH.
- Burns Green Room – Orchestra Level House left – KCH.
- Cejas Guest’s Club – located on the box-tier level of the KCH.
- PEC – Peacock Education Center – located to the left of CST and under the restaurant on the first floor.
- Podium – Where the House Manager stands, and ushers gather for show briefings in the CST.
- Stage Door – Main backstage entrance.
- Security – Main office located by stage door entrance in both houses.
- Valet Ramp – Located in the front of both houses for Valet Service.

People/Titles:

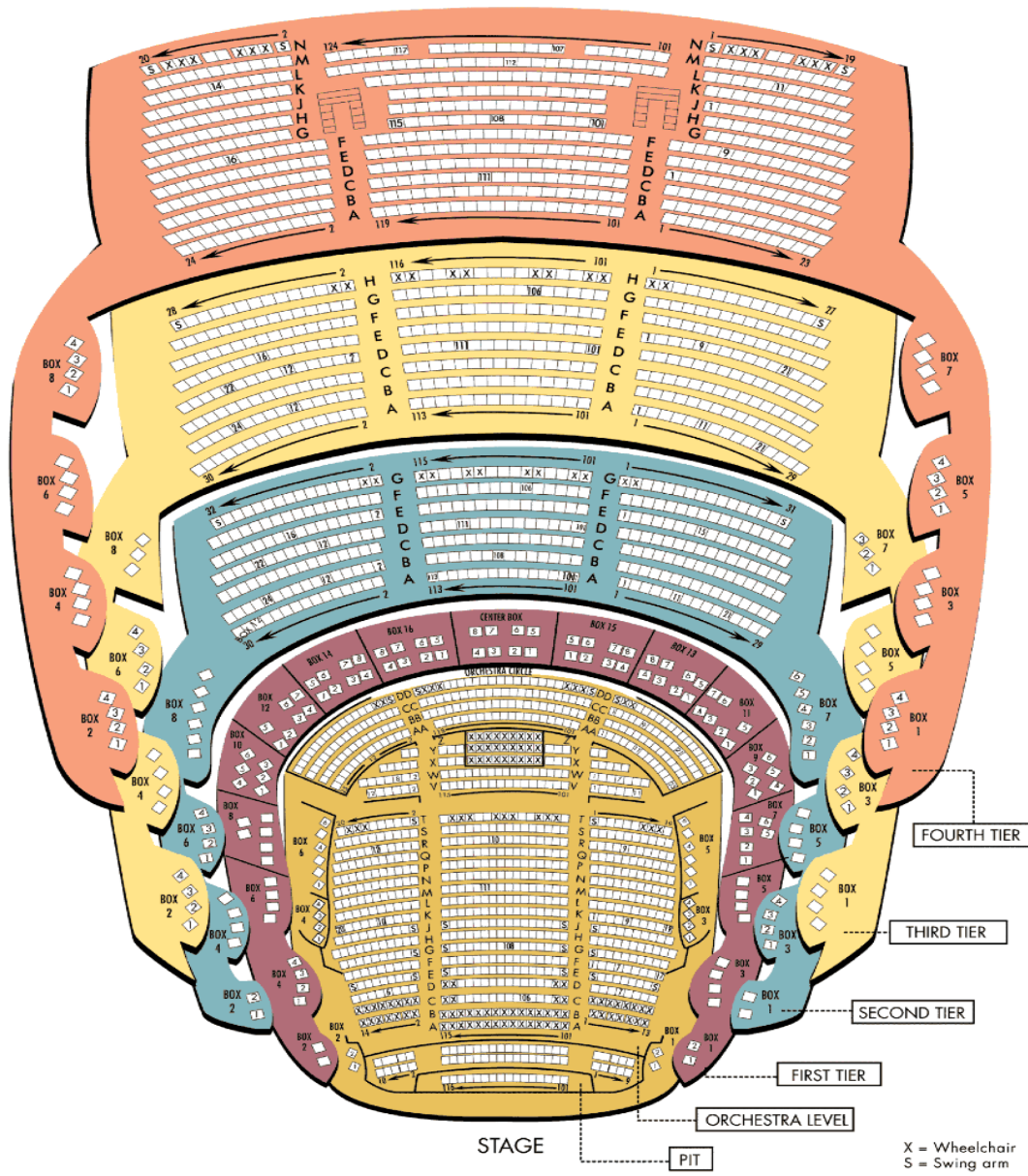
- Director of Guest Services– Manages both houses; House Managers report to this position.
- House Manager – Each performance and/or event has a House Manager as the lead for the front of house activities.

- Tier-Leaders - Paid staff who report to the House Managers. They assign and direct the ushers in the ZBOH and KCH and/or events.
- Director of Rental and Events Programming – Paid staff who request and give instructions to volunteers helping with their event/project.

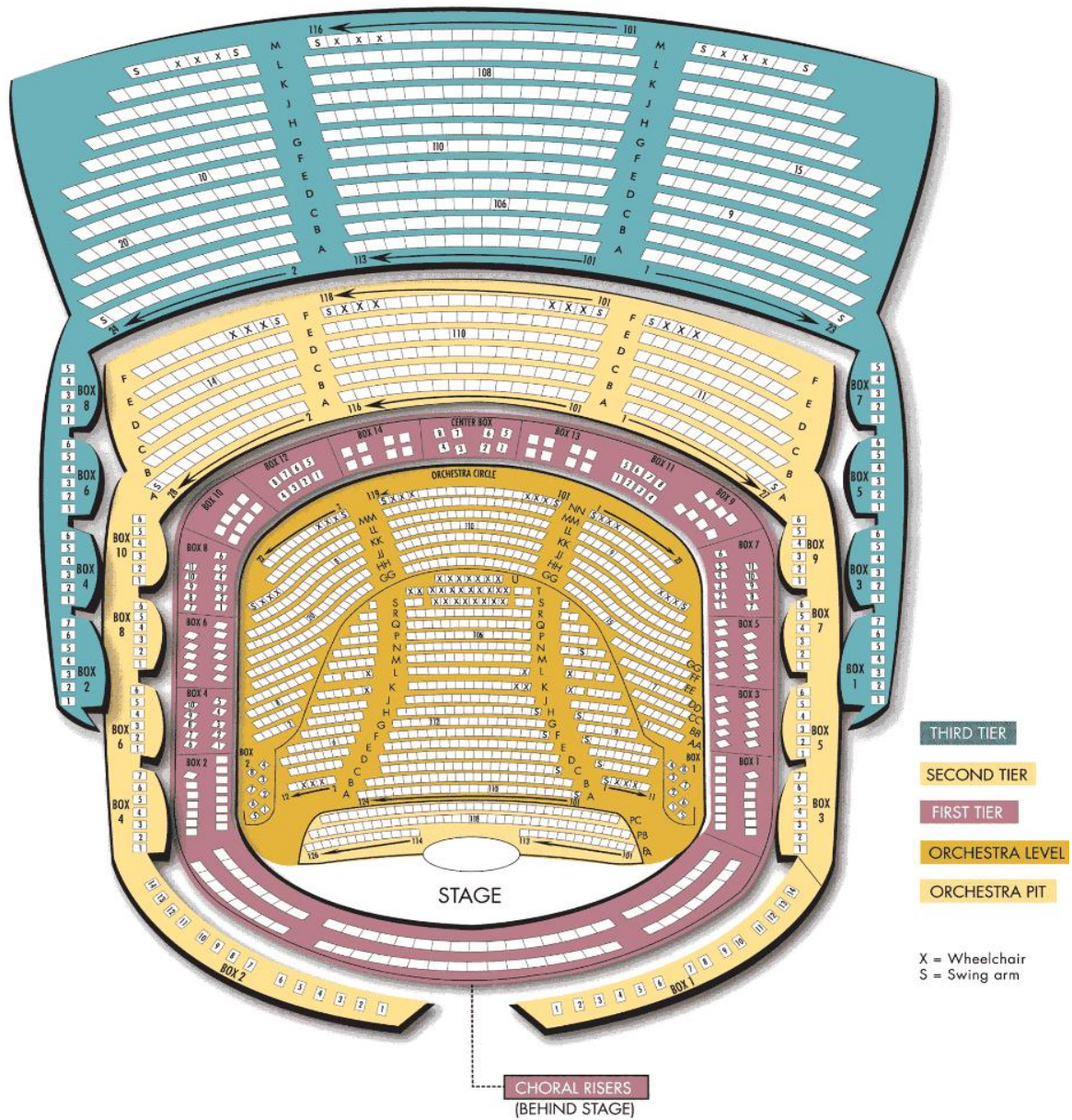
ZBOH and KCH Campus Map



Arsht Center Seating Chart ZIFF BALLET OPERA HOUSE



KNIGHT CONCERT HALL



As a “volunteer” for the Adrienne Arsht Center for the Performing Arts of Miami-Dade County (known henceforth as the Arsht Center) I,

1. Agree to receive no compensation to perform volunteer services for the Arsht Center (Arsht Center).
2. Performing volunteer services for the Arsht Center for civic, charitable, or humanitarian reasons; and
3. Performing volunteer services for the Arsht Center without promise, expectation, or receipt of compensation for services rendered.

I understand that I am not an employee of Miami-Dade County (the "County") and will not receive payment for my volunteer services. I am providing my volunteer services for civic, charitable, and/or humanitarian reasons and such services are being provided freely and without coercion. I further understand that I am not guaranteed a position of employment with the Adrienne Arsht Center because of my volunteer service.

I understand that as a volunteer I am covered under the Workers' Compensation laws of the **State of Florida as outlined in Chapter 440** of the Florida Statutes. I further agree to immediately notify the House Manager if I am injured in the performance of my duties.

I further understand that I am not allowed to:

- Operate any power equipment.
- Drive Arsht or Miami-Dade vehicles.
- Handle monies/funds.
- Supervise Arsht employees.
- Use/handle pesticides, herbicides or other hazardous chemicals.

Exceptions to these restrictions must be approved in writing by the Vice President of Human Resources or Higher. I understand that my services will be limited to the specific duties as outlined in the Volunteer Handbook

By signing this agreement, I additionally certify that I am aware that the Human Resources Department reserves the right to make appropriate inquiries into my background, as prescribed by the **Florida Statute 125.5801**, to include a fingerprint based criminal history records check.

In exchange the opportunity to perform services for the Arsht Center volunteers are given access to all Arsht facilities (except those areas deemed restricted) for this purpose, and for the other goods and valuable consideration, receipt of which is hereby acknowledged, the undersigned hereby releases, indemnifies and holds harmless the Arsht Center, its officers, officials, agents, employees, successors, or Miami-Dade County, and assigns, from and against any and all liabilities, actions, and causes of action

which may arise, directly or indirectly from the services and work to be performed by me as a volunteer and from the premises which I will occupy in performing those services and matters incidental thereto.

Voluntary Agreement (Additional Assignment Conditions)

1. No use of any Arsht equipment (including, but not limited to, land phones, mobile devices, copiers, computers, and fax machines) provided to me to complete my volunteer assignment shall be used for anything other than duties related to my volunteer services for the Arsht Center.
2. No proprietary or purchased information provided to the Arsht Center (including Miami-Dade County) that can assist in my volunteer assignment with the Adrienne Arsht Center can be used to support or enhance any other of my volunteer or paid employment activities.

Confidentiality Clause

In consideration of my volunteer role with the Arsht Center, I understand and agree that:

As a volunteer with the Arsht Center, I will from time to time have access to confidential, proprietary and private information. Confidential, proprietary, and private information means any information of a confidential nature that may be learned or developed by me while volunteering, including but not limited to:

- Marketing strategies.
- Security protocols.
- Policies/Procedures.
- Donors/Sponsors.
- Financial information concerning the Arsht Center,
- Information, which is personal in nature pertaining to performers, production companies, contractors, staff, donors, underwriting clients and volunteers.

At all times both during and after volunteering with the Arsht Center, you will keep all confidential, proprietary and private information and agree not disclose such information to any third party, except as may be necessary in the ordinary course of performing my volunteer duties or as instructed by a manager or higher authority.

Your obligation to protect confidential information disclosed to you in your volunteer work extends to conversations and other communications outside of the Arsht Center, including the use of social media, e-mail, and texting, and survives the termination of your volunteer (voluntary or involuntary) service.

You agree to be bound by this confidentiality agreement and take all reasonable, necessary and appropriate steps to safeguard confidential information from disclosure directly or indirectly.

Upon the completion of your volunteer role, you will promptly return all documents, materials, and data of any nature concerning or containing confidential, proprietary or private information and you will not take any such material, documents or data or any reproduction thereof.

Failure to comply with these conditions may result in suspension and/or revocation of the Volunteer Agreement.

Photographic/Recording Release

I hereby unconditionally and irrevocably consent to the Arsht Center's use of the Materials for any legal purpose. I further hereby grant and convey unto the Arsht Center all rights, title and interest in any and all photographs and video/audio/electronic recordings of me, including as to my name, image and voice, made by or on behalf during my activities with the Arsht Center, including, but not limited to, the right to use such materials for any purpose and to any royalties, proceeds or other benefits derived from them. I understand that I will not have any ownership interest in or to such photographs, images and/or recordings, I have not been provided or promised any compensation to me, and I hereby waive any rights, privileges or claims based on any right of publicity, privacy, ownership or any other rights arising, relating to or resulting from the photographs, images and/or recordings.

Declaration

I declare that all the information provided on this application is true and I understand that any falsification or misrepresentation may result in my termination from the Arsht Center's volunteer program.