



## POP VOLUNTEER GUIDELINES

Thank you for volunteering your time to the Pacific Opera Project. We are so fortunate to have you! Your efforts are helping POP's mission to bring *accessible, affordable, and ENTERTAINING opera to audiences across Los Angeles.*

When volunteering with POP, there are some important expectations that we ask everyone to abide by to ensure safety and success of everyone working, volunteering, or attending!

**#1: All volunteers must abide by POP's company [Code of Conduct](#)**

**#2: All volunteers must abide by POP's [Diversity, Equity, and Inclusion Statement](#)**

POP strives to create a company culture that embraces, validates, and celebrates diversity. Volunteers must agree to interact with, and support, all of our community members equitably.

**#3: All volunteers must agree with POP's VOLUNTEER EXPECTATIONS:**

- I am a POP volunteer** - I agree to perform all assigned duties on a voluntary basis. I know that I will not receive compensation for my work or time, and I do not have an employment or contractual relationship with POP. Any previous or future paid employment with POP is seen as a separate obligation(s), and will not include my volunteer hours.
- I will show up on time** - In the event of a cancellation, I will notify Teila Theisen immediately (contact information below), so that POP can find a replacement for me. I understand that POP is a well-run, yet very small organization, and late-comers and no-shows greatly affect their operations.
- I will follow CDC and Los Angeles County health guidelines, wear a mask when required, and wash or sanitize my hands frequently.**
- I will wear the appropriate clothes and shoes required for my volunteer tasks.** Front of house and usher volunteers must wear business casual attire and shoes that they can easily walk in. Backstage and Tech volunteers must wear all black clothes and athletic shoes. Volunteers should dress in layers, and prepare for all types of weather. All dress code needs, including those for Education Programs and POP Events, will be clearly communicated to volunteers prior to arrival.



- If I need any specific training, POP will provide it for me** - I agree to notify my on-site contact if I have questions or need assistance. If an assigned task is too challenging or uncomfortable for me, I understand that I can refuse to do it.
  
- There may be some risk involved when volunteering with POP** - While I understand that POP is committed to building a safe environment for all, by OSHA standards ([link](#)), I understand that there is always some risk involved when completing a task. I understand that I am responsible for my own health and safety while volunteering. I understand that I should take regular breaks, use smart decisions when working with materials, bring food and water with me each day, and ask for help if a task is too challenging or uncomfortable. I understand that I can always refuse to do a task while volunteering, if I find that it is too risky.
  
- When working with children, a POP staff member must always be present. I adamantly agree to POP's policy that states that volunteers must never be alone with a minor. I agree to POP's required child to adult ratio of 2:1, at a minimum. I understand that this policy ensures my personal safety, and the safety of the children I will be working with.**
  
- I will practice friendly and personable customer service when interacting with audience members and the general public. I will not use any discriminatory or hurtful language, and will always treat others with kindness, respect, and the upmost safety.**
  
- I understand that POP can remove me from my volunteer role** - I understand that POP has the right to terminate me from my volunteer position at any time. Should I act or perform in a way that is contradictory to the items outlined on this form, POP can ask me to vacate my position and the premises.

**For support or questions at any time, contact:**

Teila Theisen, Director of Education and Community Engagement

Cell: (818) 515-5735

[teila@pacificoperaproject.com](mailto:teila@pacificoperaproject.com)

**On behalf of our staff and artists, WELCOME TO THE POP FAMILY!**