

ArtStream Volunteer Roles and Expectations

Class and Onstage Mentors:

ArtStream participants depend on mentors to help them feel engaged and supported – a consistent and participatory mentor is crucial to their success! We expect program mentors to make a commitment to supporting participants. Mentors are responsible for communicating with the office or instructor their availability changes. If you plan to be absent from a scheduled session, please notify the instructor *with as much notice as possible*.

Expectations:

- Arrive 15 minutes before class start time; check in with instructors.
- Put cell phones away.
- Help with set up and clean up.
- Wear appropriate clothing (casual, comfortable shoes and clothing for plenty of movement; follow your school's dress code)
- Use appropriate language at all times.
- Represent ArtStream in a positive, professional manner at all times.
- Address everyone you meet with respect.
- Participate fully in all activities; model good behavior.
- Be positive with your words (ex. If someone talks to you while the instructor is talking, don't say, "Be quiet," or, "Not now," say, "We're listening right now.")
- Be positive with your body language (i.e. smile, make eye contact, shake hands and introduce yourself)
- Be flexible and enthusiastic, but let the instructor know if you don't understand or feel uncomfortable.
- Focus your attention and energy on the participants; spread out from other volunteers.
- You may be asked to buddy with someone who needs extra support.
- Engage in conversation with participants (conversation starters: movies, TV shows, celebrities, food, pets, jobs, weekend or vacation plans, specific interests, etc.), especially during transition times (i.e. arrival, break, pick-up). Some participants need extra support during these times, so the instructor may ask you to help.
- Volunteers should never be alone with an ArtStream participant for any reason.
- Volunteers should never perform personal care tasks for participants (i.e. toileting, feeding, lifting, transferring, positioning).
- If you ever feel uncomfortable, or if you observe concerning behavior, notify an instructor or staff member immediately. Please do not try to handle it on your own.
- There is no "one-size-fits-all" for our participants or for a particular disability. Though there may be behaviors that are common with certain disabilities, each person should be treated as an individual first. Listening to their needs and responding accordingly is the best thing you can do.
- Have fun!

ArtStream reserves the right to dismiss any volunteer who does not follow these expectations.

Backstage Assistants and Board Operators:

Expectations:

- Please arrive on time; communicate changes in your availability with *as much notice as possible*.
- Follow directions. If you need help – just ask!
- Represent ArtStream in a positive, professional manner at all times.
- Address everyone you meet with respect.
- Wear appropriate clothing (casual, **all black**, comfortable shoes and clothing for plenty of movement); use appropriate language.
- Perform your volunteer duties with care.
- Volunteers should never be alone with an ArtStream participant for any reason.
- Volunteers should never perform personal care tasks for participants (i.e. toileting, feeding, lifting, transferring, positioning).
- If you ever feel uncomfortable, or if you observe concerning behavior, notify an instructor or staff member immediately. Please do not try to handle it on your own.
- Have fun!

ArtStream reserves the right to dismiss any volunteer who does not follow these expectations.

Office and Special Event Volunteers:

Expectations:

- Please arrive on time; communicate changes in your availability with *as much notice as possible*.
- Follow directions. If you need help – just ask!
- Represent ArtStream in a positive, professional manner at all times.
- Address everyone you meet with respect.
- Wear appropriate clothing (casual; comfortable shoes) and use appropriate language. *Please note: the ArtStream Gala dress code is "Creative Black Tie".*
- Perform your volunteer duties with care.
- Volunteers should never be alone with an ArtStream participant for any reason.
- Volunteers should never perform personal care tasks for participants (i.e. toileting, feeding, lifting, transferring, positioning).
- If you ever feel uncomfortable, or if you observe concerning behavior, notify an instructor or staff member immediately. Please do not try to handle it on your own.
- Have fun!

ArtStream reserves the right to dismiss any volunteer who does not follow these expectations.