



# **VOLUNTEERING AT THE WILLOW ARTS COMMUNITY**

Thank you so much for your interest in supporting the Willow Arts Community as a volunteer! We really appreciate you gifting your time to the Willow and we will do our best to make your volunteer experience enjoyable and fulfilling.

## **WHAT WILLOW VOLUNTEERS DO**

There are several ways you can support the Willow as a volunteer:

- Program and Open Studio Support
- Bingo Fundraiser Support
- Event Support
- Studio Cleaning
- Supplies Sorting, Intake, and Inventory

Each of these types of volunteering involve different activities and time commitments, which are listed on the next few pages.

## **VOLUNTEER TRAINING**

All Willow volunteers are required to read the Best Practices and Code of Conduct included in this document before your first volunteer shift, and to follow these guidelines whenever you are volunteering for the Willow.

All Willow volunteers will be given training in their responsibilities on the first shift you do in each volunteering type. For example, if you sign up for Program Support, Willow staff will meet you on the first day you volunteer to explain your responsibilities and make sure you are comfortable with what that volunteer shift involves.

All Willow volunteers are encouraged to become familiar with what the Willow Arts Community does and why we do it. We've included information about that at the end of this document, and you can learn about our current programs, classes, murals, and events on our website and on social media.

## **THE VOLUNTEER SCHEDULE**

Willow's programs and activities happen all year round: Fall, Winter, Spring, and Summer. A new volunteer schedule will be available for each season, showing the days and times when you can sign up to volunteer. This schedule is available as both a calendar and a list.

If new activities are added or shift times change after the schedule is sent out, you will receive an email with an updated schedule. We will try to send update emails no more than twice a month.

## **VOLUNTEER SHIFT SIGN-UP**

If you want to volunteer for one or more shifts in the volunteer schedule, please email us at [volunteers@thewillowcommunity.com](mailto:volunteers@thewillowcommunity.com) or call 905-328-9277 and tell us the shift(s) you are interested in. We will confirm the shift(s) you have signed up for by email.

If there is anything special you should know about a volunteer shift, we will let you know in the confirmation email. For example, if the shift is happening somewhere other than the Willow Studio, we will send you the address and let you know about transit and parking options.

## **CONTACT US**

The Willow Studio: 366 St Paul Street, St Catharines ON, L2R 3N2

[volunteer@thewillowcommunity.com](mailto:volunteer@thewillowcommunity.com)

905-328-9277

**THE WILLOW ARTS COMMUNITY ONLINE**

<https://thewillowcommunity.com>

  @thewillowcommunity

# PROGRAM AND OPEN STUDIO SUPPORT

## WHAT'S INVOLVED

- Help instructors and staff set up for the program or Open Studio
- Help Willow members participating in the program or Open Studio to enter and leave the program location
- Assist instructors during Willow programs
- Help members access materials, develop their projects, and feel comfortable in the Open Studio
- Help clean up after the program or Open Studio

## TIME COMMITMENT

- Arrive 30 minutes before the start time of the program or Open Studio
- Be present for the full session – varies from 1.5 to 3 hours
- Stay 15 to 30 minutes after program or Open Studio end time
- Shifts may be during the day, in the evening, or on weekends

## OTHER DETAILS

Assisting members with entering programs and Open Studios location involves interacting with members by texts and phone calls using the Willow cell phone. Training on using the cell phone will be provided on your first volunteer shift.

For programs and Open Studio at the Willow Arts Studio, assisting members with entering and leaving the building may involve accompanying members as they travel from the building entrance to the studio, including operating the Silver Spire elevator. Training on using the elevator will be provided on your first volunteer shift.

Some programs take place at locations other than the Willow Studio. If the program is happening at another location, the location name and address will be provided in the volunteer shift list and calendar. We will let you know about transit and parking options if you sign up for a shift happening outside the Studio.

No arts instruction or program support experience required – you'll learn as you assist the instructor and staff.

# BINGO FUNDRAISER SUPPORT

The Willow Arts Community provides volunteers to Delta Bingo once or twice a month. Each shift that Willow Arts Community volunteers do generates money for the Willow to support our programs.

## WHAT'S INVOLVED

- Helping out at the Delta Bingo on Bunting Street by
- Moving around the room wiping down surfaces, for example tables and gaming machines
- Giving directions to washrooms and other small interactions with the public

## TIME COMMITMENT

- 2 hour shift
- Shifts may be during the day, in the evening, or on weekends
- Punctuality is very important for this shift – arriving late or not showing up will reduce the contribution to Willow

## OTHER DETAILS

Each Bingo shift will have two volunteers from Willow.

There is a mandatory training video you must watch before your first shift. On your first shift, you will be partnered with a trained Delta Bingo volunteer from Willow who will show you what to do.

You must wear black pants (not denim), a white dress shirt, and closed toe shoes. You must also wear a vest and a name tag, both of which Willow will provide to you. We have vests in sizes S, M, L, and XL.

You may not use your cell phone during the shift.

## DELTA BINGO LOCATION INFORMATION

Street Address: 124 Bunting Road, St Catharines

Travelling by transit: NRT routes 317/417 and 318/418

Travelling by vehicle: free parking onsite

# EVENT SUPPORT

## WHAT'S INVOLVED

- Assist Willow staff in promoting and holding events in the community
- Possible volunteer roles:
- Distributing posters and flyers to promote events
- Set-up before event
- Sharing information with event attendees by handing out materials and speaking to attendees
- Distributing supplies to people participating in activities
- Preparing and/or serving food and beverages
- Clean-up after event
- Transporting art works and supplies to and from events

## TIME COMMITMENT

Shifts may be during the day, in the evening, or on weekends

The shifts for event support will vary depending on the event.

Specific shifts will be shared for each event, with details about the event, volunteer roles, and times.

# STUDIO CLEANING

## WHAT'S INVOLVED

- Put away art supplies and materials
- Clean work areas and materials storage areas
- Sweep and mop studio floor
- Rearrange tables, chairs, easels, and other equipment as needed

## TIME COMMITMENT

- Up to 1 hour
- Studio clean-up shifts will happen on weekdays when Willow staff are in the building
- When you volunteer for a clean-up shift, you let us know when you're available to come in and we'll pick a time together.
- Four times a year, we will schedule a studio "deep clean" that will be a 3 hour shift on a specific day

## OTHER DETAILS

You will be trained on clean-up needs and methods on your first shift.

Some experience with visual arts would be helpful, but is not required.

You will be given guidance and assistance from staff if rearranging tables and chairs is necessary.

You will be shown safe ways to use any cleaning chemicals (soaps, special cleansers) and equipment necessary for clean-up.

# SUPPLIES SORTING AND CLEAN-UP

## WHAT'S INVOLVED

- Sort supplies and materials in storage room
- Dispose of old, damaged, or otherwise unusable supplies
- Put away supplies used in the Willow studio or other locations after Open Studio and programs
- Assist staff and instructors in getting supplies from storage when needed for programs and events
- Assist staff in re-stocking supplies for Open Studios
- Sweep storage room and wet clean as required

## TIME COMMITMENT

- Up to 1 hour
- Studio clean-up shifts will happen on weekdays when Willow staff are in the building
- To schedule a clean-up shift, let us know when you're available to come in and we'll pick a time together.

## OTHER DETAILS

Some experience with visual arts materials and supplies is necessary for this volunteer task.

You will be shown the storage organization system on your first shift.

You will be given guidance and assistance from instructors and staff when pulling materials and supplies for programs, and when restocking supplies for Open Studio.

You will be shown safe ways to handle the supplies, as well as any cleaning chemicals (soaps, special cleansers) and equipment you might use.

# SUPPLIES INTAKE AND INVENTORY

## WHAT'S INVOLVED

### Intake

- Sort and store new and donated supplies
- Work with staff to decide if donated supplies are in usable condition

### Inventory

- Count supplies in storage
- Update supplies inventory document

## TIME COMMITMENT

- The shifts for intake vary but are usually no more than 1 hour
- Intake of new supplies happens on an as needed basis
- Inventory will happen four times a year and the shift will be 3 hours on a specific day.
- Intake and inventory shifts will happen on weekdays when Willow staff are in the building.

## OTHER DETAILS

Some experience with visual arts materials and supplies is necessary for this volunteer task.

You will be shown the storage organization system on your first shift.

You will be shown how to use the supplies inventory list on your first volunteer shift. You will work with either a paper or electronic copy of the inventory list, depending on your preference. If you prefer the electronic list, you will be provided a computer to use.



# STUDIO BEST PRACTICES

Here are our studio best practices, developed by members of The Willow community:

- Art can challenge, delight, inspire, and confront ourselves and the world around us. It's allowed to "get messy", please make sure you clean up after yourself literally and figuratively.
- This space is meant for exploration, creativity, challenge, and play. You have permission to make "bad art". All skill levels are welcome here.
- Be respectful of the folks you are sharing space with. Keep feedback constructive, kind, and only when asked.
- Take only what you can use in the moment (art supplies, energy, space, time).
- We all bring lived experiences to this space, so tell your own story. Seek consent before repeating any personal stories shared in our spaces by other members and instructors.
- Seek consent before sharing photos of other members and their artwork
- Respect that not all artforms, spaces, and opportunities are available to everyone.
- Arrive as your full self, and take care of yourself. Let us know your pronouns, bring a journal, take a breather when you need. You are encouraged to ask for what you need.
- Set boundaries that are right for you. Say no thank you to conversations, opportunities, and ideas that do not serve you.
- This is a brave space where we try new things and celebrate big and small accomplishments. Recognize each other's courage.
- Do your best to come on your bad days. Making art feels good.

# CODE OF CONDUCT

Willow Arts Community (The Willow) is a shared experience for everyone to enjoy. Members, instructors, volunteers, and staff are expected to treat one another with respect, fairness, dignity, and professionalism.

Willow members, instructors, volunteers, and staff respect each other as artists and as individuals. The Willow is committed to providing a space that is psychologically and physically safe. In addition to following all guidelines set out by The Willow, members, instructors, volunteers, and staff are asked to go beyond what is required by law and behave in a way that helps to create a place where people feel comfortable and safe.

Unwillingness to follow the Code of Conduct may result in suspension or termination of your volunteering relationship with The Willow. By volunteering with The Willow and entering our spaces, it is understood that you will abide by these policies.

## ANTI-DISCRIMINATION POLICY

In keeping with the Ontario Human Rights Code, The Willow prohibits discrimination or harassment and protects the right to be free from hate activity based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sexual orientation or any other personal characteristic by or within the organization.

## ANTI-VIOLENCE POLICY

The following activities will not be tolerated and will result in you not being allowed to volunteer with The Willow again.

For Willow members, any of the following activities will also result in an immediate minimum 3-month suspension of membership.

- harassment and sexual harassment
- physical violence
- loud continued verbal abuse of participants, staff, instructors, volunteers or members of the public, which is deemed to be aggressive, intimidating, or having the objective of inciting violence
- damaging an artist's work
- physical vandalism to the building or equipment
- refusal to exit the building in accordance with the rules as a means of disrupting activity or continuing to intimidate staff, instructors or participants
- any overt activity aimed at intimidating, and which can be seen as promoting or escalating potential situation.

Further measures to protect the safety of The Willow community will be taken if required, and the police will only be called as last resort.

## **CONFLICT RESOLUTION POLICY & STRATEGIES**

'Conflict Resolution' refers to interpersonal conflicts, as well as individual incidents, that could potentially occur between Willow members, staff, instructors, volunteers, or anyone else attending The Willow programs or activities.

Resolving issues productively is important to us at The Willow and depending on the nature of the incident, the following protocol should be used to assist in finding solutions:

### **FIRST INCIDENT**

- Informal conversation attempting to address the issue as soon as it arises with The Willow staff.

### **SECOND INCIDENT**

- Explanation and documentation of issue with The Willow staff. Second formal conversation to address the issue (with staff).

### **THIRD INCIDENT**

- Communicate conditions of continued volunteering and establish period of probation or withdrawal from volunteering if applicable.

### **VIOLENT INCIDENTS**

- Any violent incidences will result in you not being allowed to volunteer with The Willow again. For Willow members, violent incidences will also result in an immediate minimum 3-month suspension of membership.

## **CONFLICTS EXTERNAL TO WILLOW ARTS COMMUNITY**

Willow instructors, volunteers, staff, and members may encounter one another outside of Willow Arts Community, in external arts projects or in the community at large, and it is possible for conflicts to arise in these situations. The Willow cannot become involved in resolving issues between instructors, volunteers, staff, and members that take place outside of The Willow spaces and programs. All instructors, volunteers, staff, and members are expected to respect the role of the organization and treat Willow each other professionally and with respect.

## **REPORTING INCIDENTS**

Should an instructor, member, or volunteer witness or experience anything in violation of this Code of Conduct, please report it verbally or in writing to an appropriate staff member as soon as possible.

Should an instructor, member, or volunteer experience anything in violation of this Code of Conduct relating to a staff member, please report it directly with the Board of Directors at [board@thewillowcommunity.com](mailto:board@thewillowcommunity.com). All reports will be completely confidential and anonymous.

Together, The Willow staff, members, instructors, and volunteers must ensure that our creative environment is psychologically and physically safe for all participants.