



Volunteer Handbook

2023-24 Season

Welcome!

Thank you for becoming a volunteer with the Baltimore Symphony Orchestra!

We are thrilled and honored that you've chosen to support the BSO's mission in performing the highest quality symphonic music of all eras, that nurtures the human spirit.

You are part of a team of musicians, staff, volunteers, and partners who play many roles to connect people across Maryland. As a Volunteer, you'll make an impact both behind the scenes and face-to-face with our patrons of all ages. No matter what the role each of us contributes to making the BSO a positive, successful, and welcoming place for team members and those we serve.

We look forward to working together and making your experience as a BSO volunteer fun, fulfilling and impactful. In this handbook, you'll find a guide to working with BSO team members, using our software, opportunities that are available to you, and the benefits of serving.

Again, thank you and welcome to the team!

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About the Baltimore Symphony Orchestra

For over a century, the Baltimore Symphony Orchestra (BSO) has been recognized as one of America's leading orchestras and one of Maryland's most significant cultural institutions. The orchestra is internationally renowned and locally admired for its innovation, performances, recordings, and educational outreach Initiatives including OrchKids.

The Baltimore Symphony Orchestra performs annually for more than 275,000 people throughout the State of Maryland. Since 1982, the BSO has performed at the Joseph Meyerhoff Symphony Hall in Baltimore, and since 2005, with the opening of The Music Center at Strathmore in North Bethesda, MD, the BSO became the nation's first orchestra performing its full season of classical and pops concerts in two metropolitan areas. More recently, 2020 marked the beginning of a new era of artistry, innovation, stability, and digital accessibility, including the launch of the virtual platform BSO OffStage and a groundbreaking docu-concert series BSO Sessions. More information about the BSO can be found at BSOmusic.org.

Mission Statement

The Baltimore Symphony Orchestra performs the highest quality symphonic music of all eras that nurtures the human spirit. The BSO is committed to engaging, inspiring, educating, and serving its audiences in a fiscally responsible manner and to enhancing the State of Maryland as a cultural center of vitality and importance.

BSO Volunteer Program Staff

You'll connect to the BSO family and projects by partnering with the BSO Staff. While any staff member may be involved in a volunteer project, the Volunteer Program Staff are focused on facilitating volunteer opportunities and great experiences for you and the people your work touches. Volunteer Program Staff are responsible for recruitment, onboarding, shift logistics, opportunity development, promotion, management, benefits, and some on-site support.

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BSO CREED: Our Shared Values

CREATIVITY

- We believe the BSO is first and foremost an artistic institution that is dedicated to the finest creative musical expression.
- We seek to facilitate opportunities for creative approaches that allow musicians, staff, board, and partners to collaborate to serve our mission.
- We strive to inform all decisions with our commitment to innovation and continuous improvement.

RESPECT

- We believe the BSO should value, appreciate, and treat all individuals - patrons, staff, musicians, guest artists, and volunteers with compassion, respect, and dignity.
- We seek to create a welcoming, safe, and enjoyable environment for all.
- We strive to embrace all human differences and commit to caring and civility towards all with whom we work and serve.

EXCELLENCE

- We believe it is an honor to present great music to stir and nurture the soul.
- We seek to attract, develop, and retain the best talent in all musicians, staff, board, and volunteers. Everyone who works at the BSO has an important role to play in our success.
- We strive to act with uncompromising integrity and transparency.

ENGAGEMENT / EDUCATION

- We believe deep connections to the diverse communities we serve are essential to our mission.
- We seek to inspire and educate with powerful and meaningful musical experiences for audiences of all ages.
- We strive to nurture the talents of musicians of all ages with accessible educational Initiatives and programs.
- We strive to create a culture where musicians, staff, board, and volunteers communicate, collaborate, understand, and appreciate each other's work.

DIVERSITY

- We believe diversity, equity, inclusion, and belonging – with respect to race, gender, and personal identity – are cultural and strategic imperatives.
- We seek to create a culture of excellence that ensures access and inclusion of diverse voices in all that we do.
- We strive to use the universal language of music to bring people together and embrace our multicultural society.

BSO Code of Conduct

The Baltimore Symphony Orchestra (BSO) is committed to creating a safe, comfortable, and enjoyable environment in which all individuals – patrons, staff, artists, volunteers – are treated with humanity, respect, and dignity.

All patrons will be treated in a consistent, professional, and courteous manner by BSO personnel and, patrons who engage in behavior detrimental to the culture of the BSO, including but not limited to using abusive language or gestures toward other patrons and/or BSO personnel, will be immediately ejected from the venue without a refund.

The following policies are a guide for expectations at Baltimore Symphony Orchestra events:

- Play your part in creating a safe, comfortable, and enjoyable environment.
- Comply with requests from BSO personnel and security regarding facilities operations – including late seating, drinks to seats and restricted areas – and emergency response procedures.
- Sit only in your ticketed seats and show your tickets when requested.
- Do not interfere with the performance or artists in anyway.
- Photography and recording are not allowed.

Volunteer Program Expectations

The BSO's commits to Volunteers that we will:

- Create opportunities to participate in the BSO's mission and serve the organization in a valuable and meaningful way.
- To provide orientation, training, support, and supervision necessary to assist you in meeting the responsibilities of your role.
- To create procedures, accommodations, and environments that protect your health and well-being.
- To create equal opportunities for all participants and uphold a no-tolerance policy for disrespectful behavior.

You (the Volunteer) are expected to:

- Be committed to doing your best to help the BSO serve its mission as your first and foremost motivation for volunteering.
- Perform the role that you are filling to the best of your ability, in accordance with the BSO CREED, Code of Conduct, rules, procedures and standards (provided in the Appendix).
- Meet the time commitments that you make, using Init Live software to schedule and track the hours you work.
- Follow the direction of the staff liaison who is leading a volunteer shift.
- Decline any invitation to represent or speak for the BSO without prior approval and defer to the BSO's designated spokesperson (Allison Burr-Livingstone).

A full list of BSO policies and procedures, as well as the Progressive Discipline Policy can be found in the Appendix of this handbook.

Volunteer Roles

Administration, Staff, and Musician Support

Providing support for the BSO team behind the scenes is a critically needed area of assistance that includes clerical work, research, help with large projects like mailings or organization, stewardship work, and occasionally some computer work. These roles will typically happen during the BSO's office hours on a regular basis. Roles may also include sourcing and preparing information and goodies to steward visiting artists and other VIP's.

Requirements: An eye for detail, administrative skills, patience, some experience with computers is helpful, good people skills (when asking for information). Also, requires confidentiality agreement.

Concert Experience/Concierge Desk Support

Welcoming patrons to the hall and helping to make their experiences great is everyone's job at the BSO, but volunteers in these roles will be asked to do things like show first-time patrons to their seats, provide concierge-style information around the concert experience, assist the Marketing team in placing notes on patron seats or handing out items or flyers to guests.

Other roles may include welcoming groups to the BSO when they arrive. Strathmore Volunteers may help in the Comcast lounge. Volunteers who participate in these roles will likely be able to receive tickets to enjoy the concert on the same night that they are volunteering, may be asked to work prior to, at intermission, or following the concert.

Requirements: An approachable and friendly demeanor is a must, as is interest in interacting with patrons. Some duties may include standing for at least 45 minutes uninterrupted. Knowledge about the venue, the BSO, and programs will be provided, and is extremely helpful in the role.

Education Support

The BSO's education programs need usher support to help students and families safely find their way to their seats for events. Roles for Midweek Education Concerts include ushers inside of the hall who show students to their seats, and bus ushers who assist with bus drop-off and loading outside of the hall. Ushers are also needed for BSYO Concerts at the Meyerhoff and Carver Center (in Towson), as well as Family and Music Box Series concerts.

Requirements: An approachable and friendly demeanor is a must, as is patience. Volunteers must listen, follow, and independently execute simple instructions given by lead staff member. Must be able to serve the full shift as scheduled on InIt Live (late arrival and early exit will result in reduced opportunities to participate in future shifts). Must be able to stand for 45 minutes unassisted, unless otherwise noted.

Offsite Promotion and Special Events

The BSO's appearances in the community require a team of people to reach out to attendees and community members in order to promote its brand and programs. Volunteers may be asked to help transport items, collate materials in preparation, deliver items to community contacts or businesses (as a street team), assisting with refreshments for musicians, or provide usher support at outreach concerts. Senior communities and large companies may also require a visit from a volunteer who will deliver materials and promote BSO activities.

Requirements: An outgoing, energetic and enthusiastic demeanor will set a volunteer up to succeed in this role. Volunteers must be friendly, pleasant, and able to interact verbally with individuals. Some duties may include lifting at least 10 pounds and standing for at least 45 minutes. This opportunity may include traveling beyond the Baltimore and Montgomery County markets.

Init Live Volunteer App

The BSO uses the Init Live volunteer management application for coordinating schedules and to relay important up-to-date event information. Volunteers will be able to communicate directly with the Volunteer Program Team and receive announcements when new opportunities become available through the application. The application is available via smartphone app or online.



The InitLive Mobile App can only be used once you have already created an account through the WebApp. When you open the Mobile App, you will be presented with an option to sign in with an existing account only.

The BSO Volunteer Process

Step 1: Register as a Volunteer and Attend Orientation

Registering on InItLive.com

- Email LaRay Johnson at ljohnson@bsomusic.org for a link that will connect you to the BSO's page.
- Complete the registration forms and waiver. These items help us create a great experience for all volunteers.
- If you have previously worked with the BSO as a volunteer, you may enter your experience in lieu of a person's name in the reference question.
- Your qualifications will determine which volunteer opportunities are available to you (see the outline of the roles in this handbook).
- Entering your availability helps to ensure the shifts that are available to you are easily shown when you log into the system.

Approval

- After registering, your profile will be reviewed and approved. You will also receive an invitation to attend an upcoming orientation.

Orientation

- Participating in an Orientation session is a requirement for new and experienced volunteers. Orientation happens once per year and can be completed either in-person or virtually.

Step 2: Find an Opportunity and Schedule Your Shift through IntLive.com

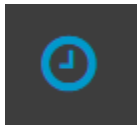
Int Live Terminology – with icons



Search Icon – Click on this icon to be taken to the opportunity page. An **Opportunity** refers to one of the types of roles that are offered e.g., **Concert Support, Administrative Support, etc.** Once you sign up for an opportunity, you will be able to see the volunteer needs and available shifts.



Upcoming Opportunities – This page displays the opportunities that you are part of.



Shift Icon - A Shift is a distinct period of time that you sign up to work.



Qualification Icon - These tags on your account mark the opportunities for which you met the requirements to volunteer. You select these during registration. The **Availability** you set determines which shifts are available in the “Find Shifts” tool (blue clock icon). You can turn off this filter when you find shifts.

“#/5 spots” is text that you will see to show how many volunteers are needed (the second number), and how many of those slots are available (the first number).

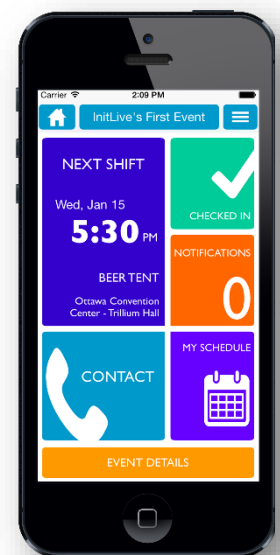
Need help? Contact LaRay at ljohnson@bsomusic.org or call 410-783-8023 for assistance.

Step 3: Prepare for Your Shift

Download The Int Live Mobile App

The app will provide you access to everything from your personal shift schedule to direct communication and the Leadership Team.

- When you report to your shift location and check into your shift using the top right tile on your mobile app
- View and respond to all messages on the second tile to the right (Messages)
- Access your personal shift schedule on the third tile on the right (My Schedule)
- Access all the event details on the bottom tile
- Communicate directly to your shift supervisor using the blue contact tile on the bottom left
- See the names of the other volunteers on the shift, and click on their names to call or text their phone numbers (if provided)



Confirm your Shift

You will receive an event reminder in advance of your shift with any special details you need to know about the day. On some occasions, you will be asked to confirm that shift by clicking a button.

Attire

The attire for your event will depend on the opportunity, more details are listed in the requirements for each opportunity. For all opportunities, we recommend wearing comfortable closed-toed shoes, and dressing in layers as the BSO's venues can vary in temperature and wearing a "Volunteer" name badge which can be found at the Concierge's Desk or your personalized name badge. Face masks are optional, based on your comfort level.

Step 4: Working Your Shift

Parking

Meyerhoff: The cost of vouchers is \$5 per voucher, and you can purchase more than one at a time. You will be required to present the voucher before concerts so please order and have available prior to your shift. If you volunteer for a non-concert opportunity, you can present voucher after your shift.

Purchase parking vouchers: <https://my.bsomusic.org/17595/18582>

- They are available for pickup and purchase at the box office during normal box office hours or concerts.
- Box Office Hours: Tuesday through Friday 10am-5pm
- Saturday: Noon-5pm
- Sunday: Noon-5pm (only when there is a concert)
- Payment options are cash or credit for in person purchases. Please bring your receipt to show box office the receipt that was emailed for online purchases.
- Strathmore parking is free at the Metro Parking garage.

Building Access

For shifts held at the Meyerhoff and Strathmore, BSO staff will provide you with the secured building access needed during their shifts, and you are expected to stay within the areas that are pertinent to your shift. BSO policies prohibit any staff member or volunteer who is not associated with the stage production from visiting the backstage area.

Event Start and End Times

- You will be asked to check in for your shift on the InIt Live app or website.
- You are expected to remain at your shift for the entirety of the time allotted.
- Please arrive at least 10 minutes prior to your start time so that your shift leader can provide instructions promptly.
- Accommodations (including early departure) are at the shift leader's discretion.

Arrival and Departure

Unless otherwise noted, all volunteers should begin their shifts at the ticket office entry of any BSO venue, where a staff member will greet you and check your vaccination/Covid test status (either Vaccine ID Card or My Bindle App). If you have an advanced appointment, with a BSO staff member, please plan to meet them at the BSO entry point.

Emergencies and “No-Shows”

Every effort should be made to communicate to the staff manager for the shift (which will be provided) if an emergency prevents you from arriving. “No-shows” without communication will be noted and may restrict future shift options.

Step 5: Enjoy the Benefits of Volunteering!

Complimentary and Discount Tickets

On a weekly basis during the season, the BSO Patron Support office will issue an email offering a link to reserve discounted or complimentary tickets to BSO concerts. These offers are based on the anticipated availability of tickets. Volunteers must have given at least 10 hours in the prior 90 days to receive these offers.

Donor Appreciation Event

Volunteers are invited to the BSO's Donor Appreciation Event, a BSO concert with a celebration in the lobby, held each Fall.

Nametags

Volunteers who complete 30 hours of service will receive a personalized BSO Volunteer nametag to wear while volunteering.

Recognition

Cumulative volunteer hours will be tracked to celebrate individual and collective service to the BSO and highlighted in the BSO's Annual Review.

Volunteer Program Influence

Periodic listening sessions and meetings will be held with volunteers to receive feedback about the program and take suggestions for improvement.

Your Feedback Matters

We want to ensure you have the very best experience as a volunteer with the BSO, and we have created a form that will allow you at any time to share feedback, concerns, or questions with the BSO's Volunteer Program Staff.

[Volunteer Feedback Form](#)

You may use this for:

- Lifting a fellow volunteer or staff member for exceptional service.
- Sharing the ups and downs of your experience on a shift.
- Finding the answer to a question that a patron asked you – inquiring minds want to know!
- An idea you have about a project volunteers might be able and interested in doing in the future.
- Expressing concern about a behavior you observed that did not the BSO's Code of Conduct or CREED.
- Any other conversations you want the BSO to know about, such as a patron sharing feedback with you.

Appendix I: Progressive Discipline Policy

The BSO Volunteer Program team's priority is to center service, kindness, and inclusivity. We are generous in our interpretation of others' actions and believe that most people have the best intentions. We also recognize that sometimes even the best intentions can have a negative impact on others, in which BSO staff will raise awareness of the situation and provide guidance on expectations for more productive and positive behavior. A progressive approach to discipline, which may include restricting the opportunities available to a volunteer, will follow a situation of this nature.

In a circumstance that requires a stronger response than awareness, guidance, or progressive discipline, the BSO reserves the right to release a volunteer from the opportunity to participate in the program.

Actions that may lead to immediate disciplinary action include but are not limited to:

- Behavior that is perceived as disrespectful, subversive, or intolerant toward any person associated with the BSO, including staff, fellow volunteers, patrons, or musicians.
- Making slanderous or unauthorized remarks about the BSO or its team to the press or any social media, including spreading misinformation.
- Making threats or advances of any kind that would erode psychological or physical safety of any BSO team member or threaten the BSO's reputation.
- Committing a crime or gross misconduct that is associated with BSO property or business, such as harassment, theft, or breach of confidentiality.
- Misusing BSO resources or volunteer benefits to support a personal interest or mission beyond that of the BSO's.

The BSO reserves the right to release a volunteer from the program at its discretion, with or without cause and at any given time.

Appendix II: Volunteer Agreement

This Volunteer Agreement is a description of the arrangement between us, the Baltimore Symphony Orchestra (BSO), and you in relation to your voluntary work. The BSO values the important role volunteers play in the overall success of the BSO. The intention of this agreement is to assure you that we appreciate you volunteering with us and to indicate our commitment to do the best we can to make your experience wonderful!

The BSO's commitment to you as a volunteer:

- Orientation and Training - to provide thorough orientation on the work of the BSO, its staff, your role as a volunteer and the training necessary to assist you in meeting the responsibilities of that role.
- Supervision and Support - to provide appropriate standards of our services, to communicate them to you, and to encourage and support you to achieve and maintain them as part of your voluntary work. To provide a supervisor who will meet with you regularly to discuss your volunteering and any associated problems.
- Equal opportunity – to uphold a no-tolerance policy for acts deemed to constitute discrimination or harassment based on race, color, national origin, religion, age, disability, sex (including pregnancy), sexual orientation, gender identity, veteran status, marital status, genetic information, or any other factor protected by federal, state, or local law.

You (the Volunteer) commit and agree to the following:

- To help the BSO fulfill its mission – the Baltimore Symphony Orchestra performs the highest quality symphonic music of all eras that nurtures the human spirit. The BSO is committed to engaging, inspiring, educating, and serving its audiences and to enhancing the State of Maryland as a cultural center of vitality and importance.
- Performing your role to the best of your ability, conduct yourself in all interactions with patrons, fellow volunteers, staff, musicians, and any other guests in accordance with the BSO's Code of Conduct. To meet the time commitments and standards that you make, other than in exceptional circumstances, and provide reasonable notice to schedule changes so that alternative arrangements can be made. To assist the BSO by tracking volunteer hours through Init Live application or with the Volunteer Program Staff.
- Adhering to BSO rules, procedures, and standards. Including health and safety procedures and equal opportunity policies in relation to BSO staff, volunteers, donors, and concert attendees as outlined in the Volunteer Handbook provided at orientation. To comply with the BSO's policy of maintaining a drug and alcohol-free workplace to ensure a safe, healthy, and productive environment for all volunteers.

- To maintain the confidential information of the BSO and of its members including information relating to personnel matters, such as information regarding salaries, medical treatment or diagnosis, terminations, layoffs or promotions, and disciplinary measures regarding individual employees, financial information regarding contractual arrangements, pricing, letters of agreement or understanding, intellectual property developed by the BSO employees, identifiable confidential matters, or information regarding donors, donor giving, prospective business of the BSO, and not to disclose such information to those inside or outside the BSO either during or after my volunteer service, without the consent. This policy includes any document or tangible evidence of confidential information or data belonging to or under the control of the BSO, whether on an external device, recorded or hard copy, whether an original or a reproduction.
- You will not represent yourself as a spokesperson or representative for the BSO under any circumstances without prior approval (only the President and CEO or his/her designee serves as spokesperson for the BSO).

This agreement is not intended to be a legally binding contract. In the spirit of learning and growth, the BSO will make every effort to provide proactive education and enforcement of the policies outlined above. Blatant disregard for the BSO's Code of Conduct will result in immediate dismissal from the Volunteer program.

Appendix III: BSO Personal Conduct Guidelines

Below is a selection of policies that are relevant to volunteers, as outlined in the BSO's Personal Conduct Guidelines.

It is the BSO's policy that certain rules and regulations regarding volunteer behavior are necessary for efficient business operations and for the benefit and safety of all employees and volunteers. Conduct that interferes with operations, discredits the BSO, or offends clients or co-workers will not be tolerated. Volunteers are always expected to conduct themselves in a positive manner in order to promote the best interests of the BSO.

It is impossible to list all the forms of behavior that are considered unacceptable in the workplace; however, following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

The following list is in no order of importance:

1. Engaging in any form of Sexual Harassment or other unlawful harassment.
2. Any conduct injurious to the interests of the BSO, such as rudeness to patrons and/or donors or poor customer service.
3. Interfering with the work of other employees, abusing, or intimidating them. Engaging in conduct that is detrimental to a cooperative "team" environment or otherwise disrupting harmonious working relationships.
4. Insubordination or disrespectful conduct toward supervisors, coworkers, patrons, donors, board members, or visitors. Refusal to perform assigned tasks by your supervisor or other management, including normal job duties or other work assignments. Includes loafing, restricting work output, wasting time on the job.
5. Using abusive, disrespectful, or profane language in the workplace.
6. Physical assault, threatening or provoking physical assault on employees or others on BSO property or at a BSO event. This includes fighting, horseplay, or roughhousing on BSO property.
7. Use, consumption, possession or being under the influence of alcoholic beverages or illicit drugs on BSO property or at a BSO event.
8. Distributing, selling, or discussing illegal drugs on BSO property, while at a BSO event, or while operating BSO-owned vehicles or equipment.
9. Gambling on BSO property or at a BSO event.
10. Carrying dangerous materials, explosives, or weapons of any type on BSO premises, to a BSO event, or threatening others with a weapon(s).
11. Sleeping on the job or absence from your work area, other than an authorized break during work hours.
12. Violating safety or health rules.

13. Creating, or contributing to, unsanitary or hazardous conditions on the property, either through gross negligence or carelessness.
14. Failure to report an injury or accident on the job.
15. Stealing, defacing, or misusing BSO property or property belonging to a coworker, patron, board member, or donor.
16. Misusing, destroying, defacing, or damaging any BSO property or the property of another employee or guest.
17. Unauthorized disclosure of business “secrets” or confidential information.
18. Smoking other than in designated areas.
19. Any other conduct detrimental to employees, board members, patrons, donors, or the BSO’s interests or efficient operations.

Appendix IV: BSO Harassment Policy

Harassment Notification Procedure

A volunteer who believes that he or she has been sexually or unlawfully harassed should notify his or her supervisor immediately. If the volunteer is uncomfortable discussing the concern with his or her supervisor, she/he should contact another member of management. Upon receipt of an allegation of harassment, the BSO will conduct an immediate investigation into the allegation to determine whether harassment or other inappropriate conduct occurred.

All complaints of harassment will be investigated promptly, impartially, and thoroughly. In addition, the BSO's investigation will be conducted as discretely as possible; however, BSO cannot guarantee complete confidentiality. The BSO's general policies regarding harassment investigations are as follows:

The BSO will investigate any allegations of sexual harassment or other inappropriate conduct, even when the complaining volunteer later decides not to pursue the matter; and

The BSO prohibits retaliation against any volunteer for filing a legitimate complaint or participating in an investigation. Retaliation in violation of this policy will be cause for discipline up to and including termination.

In all cases where harassment or other inappropriate conduct is determined to have occurred, the offender will face immediate and appropriate disciplinary action up to and including termination. In addition, a volunteer determined to be sexually harassing another person may be held personally liable for his or her actions.

SOURCE: BSO EMPLOYEE HANDBOOK