



BALTIMORE
SYMPHONY
ORCHESTRA

Volunteers

BSO Volunteer Handbook 2023-2024 Season

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Welcome!

Thank you for becoming a volunteer with the Baltimore Symphony Orchestra! We are honored that you have chosen to support the BSO's mission with your time and expertise.

You are now part of a team of musicians, staff, volunteers, community and corporate partners who play many parts to connect people through the joy of symphonic music. As a BSO Volunteer, you'll make an impact both behind the scenes and face-to-face with our patrons of all ages. Our volunteers uphold the Mission and Creed of the BSO and make the BSO a positive and welcoming place for all our patrons both inside our halls and across Maryland.

This handbook is meant to serve as your guide for getting acquainted with the BSO Volunteer procedures and processes. You will find instructions for using the Bloomerang Volunteer Management Software, understanding of how BSO staff interact with BSO Volunteers, the types of volunteer opportunities we provide along with a growing list of ways we demonstrate our gratitude to our volunteers. Of course, if you ever have any questions that are not addressed in this handbook, please get in touch with us!

We look forward to working together and making your experience as a BSO Volunteer fun and fulfilling. Welcome to the team!

Sincerely,
The BSO Volunteer Program Staff

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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 performances, recordings, community and educational initiatives including OrchKids.

The only major American orchestra to have been founded as a part of its municipality, the BSO is also the only American orchestra with year-round venues in two distinct metropolitan areas, both specifically designed with the orchestra in mind: the Joseph Meyerhoff Symphony Hall in Baltimore, and the Music Center at Strathmore in North Bethesda. 2020 marked the beginning of a new era of innovation, stability, and digital accessibility, including the launch of the virtual platform BSO OffStage and a groundbreaking docu-concert series BSO Sessions.

In July 2022, the BSO once again made musical history with its announcement that Jonathon Heyward would succeed Music Director Laureate and OrchKids Founder Marin Alsop as the Orchestra's next Music Director. Maestro Heyward begins his five-year contract in the 2023-24 season.

More information about the Baltimore Symphony Orchestra can be found at www.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 with a range of BSO Administrative and Artistic staff members through your involvement with various Volunteer Opportunities. While any staff member may be involved in your specific volunteer opportunity, the Volunteer Program Staff are here to focus on your experience, recruiting, accountability, logistics, benefits, and training. For your specific duties for each Volunteer Opportunity, please communicate directly with your assigned BSO Staff Report.

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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 any way.
- Photography and recording are not allowed.

Volunteer Program Expectations

BSO 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 responsibilities expected of you.
- 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.

Volunteers are expected to:

- Be committed to doing your best to help the BSO serve its mission as your motivation for volunteering.
- Perform the responsibilities that are expected of you in each opportunity 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 commitments that you make, using the Bloomerang App to schedule and track the hours you volunteer.
- Follow the direction of the BSO Staff member who is leading the volunteer opportunity.
- Decline any invitation to represent or speak for the BSO without prior approval and defer requests to BSO Volunteer Program Staff.

Volunteer Interest Tags

Administrative

Providing critical support for the BSO Administrative staff that includes clerical style tasks like filing, research, data entry, and mailings. These opportunities generally happen Monday through Friday during normal business hours.

Requirements: An eye for detail, administrative skills, patience, technology savvy, and ability to maintain confidentiality of personal data.

Concert Experience and Concierge

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, assist 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, assisting guests with the photo booth and other pre-concert and post-concert lobby activities. At Strathmore, volunteers may help check-in guests to the Comcast Lounge. Volunteers who participate in these roles will receive tickets to the concert on the same night that they are volunteering.

Requirements: A friendly and approachable demeanor and an interest in interacting with fellow BSO patrons. Knowledge about the venue, BSO, and repertoire is very helpful in this role!

Family and Midweek

The BSO's education programs need chaperone support to help students and families safely find their way to their seats for midweek and family concerts and navigate the lobbies and hallways to find restrooms, water fountains, and exits. Volunteers may be asked to assist Traffic Officers with safely boarding and debarking students from school buses.

Requirements: Being friendly and patient with young children and families is a must! Volunteers in this role should be able to follow and execute detailed instructions by the BSO Education Staff members and must prioritize the safety of young guests. Volunteers will be required to walk and stand, unassisted, for at least 45 minutes at a time.

BSYO

The BSYO will need occasional support to supervise student musicians both on-site at BSO halls and off-site at locations around Baltimore. (Carver Center, Towson University, etc.) Volunteers will be asked to support BSYO and BSO Education Staff members with specific rehearsal and concert duties ranging from ushering, crowd control, ticketing, and chaperoning.

Requirements: Being friendly and patient with children and families is a must! Volunteers in this role should be able to follow and execute detailed instructions by the BSYO Staff members. Volunteers will be required to walk and stand, unassisted, for at least 45 minutes at a time.

Special Events

The BSO hosts several Special Events each year, such as our annual Gala and travels across Maryland during our summer Music for Maryland tour. During these events, Volunteers may be asked to help transport items, act as ushers, assist with refreshments and catering, prepare and distribute party favors or marketing collateral.

Requirements: An energetic and outgoing demeanor is needed! Volunteers must be able to lift up to 10 pounds and stand or walk for at least 45 minutes. Some Special Event opportunities may require the volunteer to be able to drive or travel long distances across the state.

Bloomerang Volunteer App



The **Bloomerang** (formerly InIt Live) **Volunteer Application** has been crucial in supporting the BSO Volunteer Program Staff in organizing, scheduling, and tracking volunteer hours and opportunities since 2021. We will continue to use this platform through the 2023 – 24 season. Volunteers are required to utilize this application to sign-up for all volunteer opportunities and do their best to accurately check-in and check-out of their volunteer shifts.

Bloomerang will be our go-to communication tool to share new volunteer opportunities and has been designed to automatically send e-mail reminders 1-week and 48-hours prior to your scheduled shift.

How to access the App:

1. In your web-browser at <https://app.initlive.com/> or clicking this link: [Baltimore Symphony Orchestra Organization](#)
2. Scan QR Code with your smartphone camera to open the website. >>>
3. Download the application on your smartphone:



Frequently Used Bloomerang Terms:

- An **Opportunity** refers to one of the types of roles that are offered at either Meyerhoff or Strathmore.
- A **Volunteer Interest Tag** is our system of sorting opportunities based on primary responsibilities like “Concert Support,” “Administrative Support,” etc.
- A **Volunteer Shift** is a distinct period of time that you are signed-up to volunteer.
- **Qualifications** are tags on your account that ensure you only see opportunities for which you can meet the requirements. You select these qualifications during your application process.
- 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.

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

The BSO Volunteer Process

Step 1: Register as a Volunteer and Attend Orientation

Apply to Register as a BSO Volunteer on [Bloomerang](#)

- Complete the application form and digitally sign the waiver.
- 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.
- Entering your availability helps to ensure the shifts that are available to you are easily shown when you log into the system.

Approval

Upon registering, your profile will be reviewed and approved by BSO Volunteer Program Staff. You will receive a formal welcome e-mail with an invitation to attend the next volunteer orientation and social.

Orientation

Participating in at least one Volunteer Orientation and Social session per season is a requirement for new and existing volunteers.

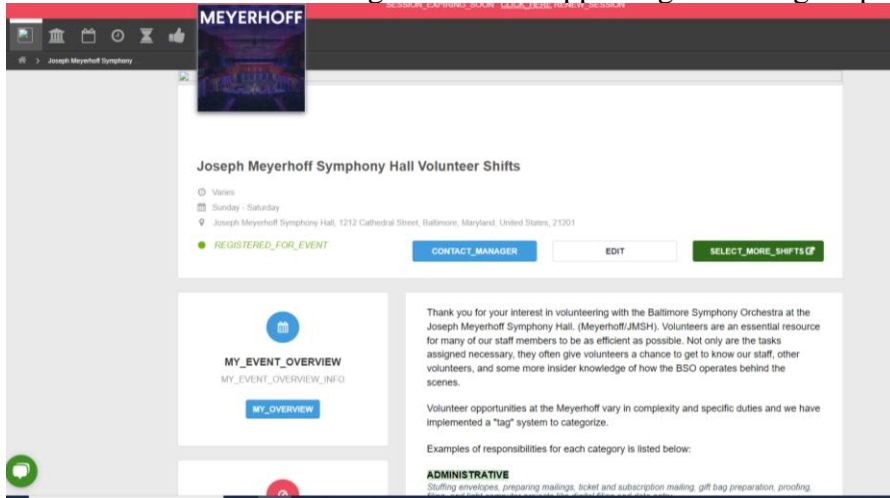
Orientations for the 2023-24 season are scheduled for the following dates:

Friday, October 20, 2023	1:30 pm – 2:30 pm
Friday, February 2, 2024	1:30 pm – 2:30 pm
Friday, May 31, 2024	5:30 pm – 6:30 pm

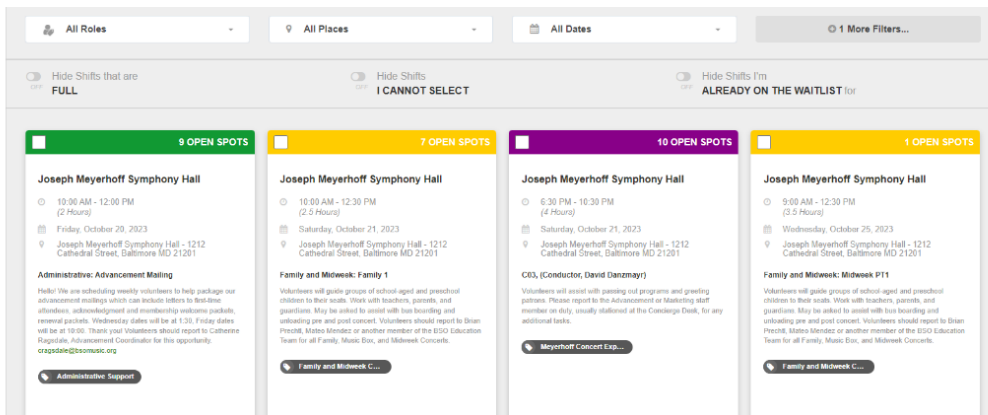
The above dates are subject to change. Formal invitations with accurate dates and times will be sent to all volunteers at least 30 days prior to the orientation via e-mail.

Step 2: Find an Opportunity and Schedule Yourself through Bloomerang

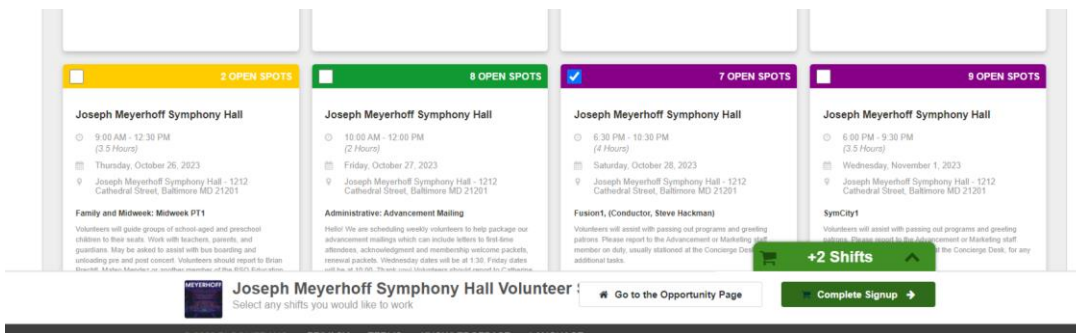
- From the Bloomerang Website or App navigate to “Sign-Up for more Shifts” feature.



- Filter the available opportunities based on date, tags, or venue.



- Select the Volunteer shifts you are interested in attending and select “Complete Sign-Up.”



Step 3: Prepare for Your Shift

Download and Utilize the Bloomerang App

The app will provide you access to your personal volunteer shift schedule, options to check-in and check-out of shifts, and sign-up for additional opportunities.

- Check-In and Check-Out using the tile in the top right corner of the app's home screen.
- View and respond to Messages from BSO Staff and other BSO Volunteers.
- View your personal volunteer shift schedule and sign-up for additional opportunities.
- Access all the current volunteer opportunity details.
- See the other volunteers on your same shift and view their contact information.

Confirm your Shift

You will receive an e-mail at least 48 hours prior to the start of your shift that will give you instructions for who to report to and where. You can also expect to receive any special details you may need to know about the opportunity. You will be asked to confirm that shift by clicking a button.

Attire

The attire for your event will depend on the opportunity, but we request that you dress for the occasion and **always** wear your volunteer name tag. We recommend wearing comfortable shoes and dressing in layers as temperatures can change drastically throughout the venues. Face masks are optional. Volunteers may use their BSO Merchandise Discount Code to purchase BSO Attire and Accessories that may be worn during your Volunteer Shifts when appropriate.

Step 4: Working Your Shift

Parking

Meyerhoff:

Metered parking around the Meyerhoff is FREE after 6:00 pm Monday – Saturday and FREE all day on Sundays. During operational hours, meters can be paid for using coins or credit cards at a rate of .50 cents - \$1.75 per hour depending on exact location.

Pre-purchase a \$15 parking voucher for the Maryland Avenue Garage online after you set-up a Guest Account [here](#).

Pre-purchase a \$5 parking voucher for the Symphony Center Garage [here](#). On-site by visiting the Patron Support Team in the Box Office during their operating hours:

Box Office Hours: Tuesday through Friday 10am-5pm
 Saturday: Noon-5pm
 Sunday: Noon-5pm (Only when concert is scheduled)

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 during performances and rehearsals.

Start and End Times

You will be asked to check in for your shift using the Bloomerang App or website. If using the app, Geo-Location Tracking has been turned on which will serve as an additional reminder to check-in/check-out based on your proximity to the venue. You are expected to remain at your shift for the entirety of the time allotted unless dismissed by a BSO staff member.

Arrival and Departure

Generally, for Concert and Concierge Opportunities, you will report to the Advancement or Marketing Staff member on duty in the Main Lobby. For Administrative Opportunities, you will report to the BSO Staff Member in the Administrative Lobby.

Emergencies and “No-Shows”

Every effort should be made to communicate with the BSO Staff Member for the shift if an emergency prevents you from arriving. “No-shows” without communication will be noted and may restrict future volunteer opportunities.

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. *Limitations: 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 Spring.

Merchandise Discount

Volunteers are encouraged to purchase BSO branded merchandise and wear during your volunteer shifts when appropriate. Volunteers may use the code BSOVolunteer15 at check-out on our new merchandise site at <https://www.bsomusic.org/shop/>

Personalized 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.

Share your Opinions and Feedback

We want to ensure you have the very best experience as a BSO Volunteer, and we have created a form that will allow you at any time to share feedback and concerns with the BSO's Volunteer Program Staff. [Click here to submit your feedback.](#) You may use this form to share details about your most recent experience, the BSO Volunteer program overall, or to anonymously share concerns about an experience with a patron or BSO staff member.

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: 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, the 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 III: 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 discreetly 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. 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

Appendix IV: 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 Bloomerang application or with the BSO 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.