



VOLUNTEER MANUAL

- Who/What is the Seattle Symphony?
- How can volunteers support the Symphony?
- What are the benefits for volunteers?
- How do the volunteers govern themselves?
- Tell me about Benaroya Hall.
- What are the next steps?

Welcome!

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ABOUT THE SEATTLE SYMPHONY

The Seattle Symphony is one of America's leading symphony orchestras and is internationally acclaimed for its innovative programming and extensive recording history. Since September 2011 the Symphony has been led by Music Director Ludovic Morlot and in September 2019 Principal Guest Conductor Thomas Dausgaard will become the next Music Director. The Symphony is heard from September through July by more than 500,000 people through live performances and radio broadcasts and performs in one of the finest modern concert halls in the world — the acoustically superb Benaroya Hall — in downtown Seattle. Its extensive education and community engagement programs reach over 65,000 children and adults each year. The Seattle Symphony has a deep commitment to new music, commissioning many works by living composers each season. The orchestra has made nearly 150 recordings and has received five Grammy Awards, 26 Grammy nominations, two Emmy Awards and was named *Gramophone's* 2018 Orchestra of the Year. In 2014 the Symphony launched its in-house recording label, Seattle Symphony Media.

LEADERSHIP

Ludovic Morlot, Music Director
Thomas Dausgaard, Principal Guest Conductor
and Music Director. starting 2019-20 season
René Ancinas, Board Chair
Krishna Thiagarajan, President & CEO

OUR MISSION

The Seattle Symphony Unleashes the Power of Music, Brings People Together,
and Lifts the Human Spirit

OUR VALUES

Excellence ▪ Innovation ▪ Curiosity ▪ Collaboration ▪ Respect ▪ Inclusivity ▪
Integrity ▪ Service

OUR GOALS

- Strive for excellence in everything we do, building our global reputation
- Create a culture that reflects our values
- Be one of the most forward-looking orchestras in America, reflecting the energy and spirit of innovation of our city
- Achieve long term financial stability and security
- Make audience engagement and experience central to our endeavors
- Build meaningful connections with our communities

ABOUT THE SEATTLE SYMPHONY VOLUNTEERS (SSV)

The Seattle Symphony Mission could not be possible without dedicated volunteers who support all levels of the company, from volunteering behind-the-scenes to welcoming guests as they arrive to Benaroya Hall. The Seattle Symphony Volunteers contribute more than 8,000 hours of service annually, which equates to nearly \$250,000 in time and service.

SEATTLE SYMPHONY VOLUNTEERS

PO Box 21906 | Seattle, WA 98111-3906

VOLUNTEER OFFICE MEMBERS

Betsy Bosch, Maider Carrasco, David Charbonneau, Diane Gray,
Sarah Light, Elizabeth Roberts, Bonnie Seelinger
volunteer@seattlesymphony.org | 206.215.4867

VOLUNTEER BOARD OF DIRECTORS and COMMITTEE COORDINATORS

President	Stephen Guild	sguild41@gmail.com
President-Elect	Carole Rush	cerush@comcast.net
Past President	Bonnie Peterson	blp2460@hotmail.com
Treasurer	Claudia Crawford	cgcbosque@comcast.net
Secretary	Susan Amante	vamosadargracias@gmail.com
Membership	Lynn Morgan	lynmor@msn.com
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Education & Community	Shirley Jenkins	s_jenkins3610@comcast.net
Friday Matinees Greeters	Olga Sakharova	sakharovaolga@gmail.com
Member Events	Sarah Light	sarah.light@seattlesymphony.org
Newsletter	Carmen Spofford	cspofford@seanet.com
Reception Desk	Maider Carrasco	Maider.Carrasco@seattlesymphony.org
Surprise & Delight	Bonnie Peterson	blp2460@hotmail.com
Ushers	Dick Mori	rimori@outlook.com
Volunteer Office	Diane Gray	Diane.Gray2@seattlesymphony.org

STAFF LIAISON and COORDINATORS

Staff Liaison	Kathleen Shin	kathleen.shin@seattlesymphony.org
Simple Gifts	Katie Hovde	Katie.hovde@seattlesymphony.org
<i>Symphonica</i>	Joe Brock	joe.brock@seattlesymphony.org

HISTORY OF THE SEATTLE SYMPHONY VOLUNTEERS

The Seattle Symphony Volunteers have a long, rich history of supporting our Symphony, starting more than a century ago. By knowing our history, we can better appreciate the work that has brought us to the present and have a better understanding of our vision and direction for the future.

- 1903 - Seattle Symphony Orchestra founded
- 1906 - Women played an important role as volunteers as an informal group
- 1930 - Women's Committee of the Seattle Symphony - Formal volunteer group formed
- 1948 - Seattle Symphony Women's Committee - Renamed and reactivated after WWII
- 1970 - Seattle Symphony Junior Women's Association - New volunteer group founded
- 1971 - Seattle Symphony Women's Association - Name changed from Women's Committee
- 1981 - Seattle Symphony League - Name changed from Junior Women's Association
- 1993 - Seattle Symphony Associates - Women's Association & Symphony League Merge
- 1997 - Seattle Symphony Volunteer Association - Added Volunteer to name
- 2004 - Seattle Symphony Volunteers - Name shortened to better reflect our purpose

Source - Isa Nelson
Past President and
Institutional Memory

VOLUNTEER OPPORTUNITIES

These roles are arranged in order of greatest need and availability of volunteer assignments. The last two opportunities at the end of this list require additional volunteer experience:

USHERS

Provide ushering support to supplement the paid usher staff at Seattle Symphony concerts and designated events at Benaroya Hall. Required orientation is held periodically throughout the season.

EDUCATION & COMMUNITY ENGAGEMENT (EDCE)

Assist with youth, family, community and young artist programming. This includes Link Up, Side-by-Sides, Tiny Tots, Family Concerts, Community Concerts, Simple Gifts community events, Young Artist Auditions, Young Composer Workshop concert and various events in Octave 9. The concert season is September–June, and most shifts are Fridays and Saturdays.

SIMPLE GIFTS SERVICE PROJECTS

Participate in monthly service projects arranged by the Seattle Symphony in support of the Simple Gifts initiative. The Symphony partners with 72 local nonprofits across six sectors including youth, cultural, health services, social services, seniors and active military and veterans.

ADMINISTRATIVE OFFICE SUPPORT

Administrative Support: Assist with a variety of support activities, including addressing and assembling Symphony mailings and filing.

Events Support: Assist with patron events, including event set-up and check-in.

SURPRISE AND DELIGHT *

Greet and thank new Symphony subscribers as they arrive at the Grand Lobby, welcoming them to the season with drink vouchers. A positive, friendly attitude and customer service experience are required.

AUDITIONS

Assist staff with orchestra auditions, including welcoming applicants to Benaroya Hall and escorting them between locations within the hall.

VOLUNTEER OFFICE SUPPORT *

Assist in the Volunteer Office with responding to inbound communications, maintaining the Volunteer Database and volunteer hours, updating Comp Ticket availability and ticket balance, processing New Memberships and Renewals, organizing Wine and Wisdom events, tracking Hall Tour requests and completing other tasks from the SS Volunteer Board and Committees as needed.

ARTIST AIDES *

Provide transportation for guest artists as required (e.g., to and from the airport, from hotels to rehearsals and concerts). Interviews are conducted for these positions by the Seattle Symphony staff and the AA volunteer coordinator at times when additional AA positions become available. Artist Aides must have a good driving history and a clean vehicle in excellent condition. Volunteers must also meet minimum insurance requirements and be able to carry luggage for guest artists.

FRIDAY MATINEES BUS GREETERS

Warmly greet and assist seniors and school groups attending Friday Matinees concerts. Friday Matinees occur five times each season.

SYMPHONICA, THE SYMPHONY STORE

Actively promote sales, assist customers, work the register and tidy the shop. Training provided. Evening and weekend shifts start two hours: before concerts and often include intermissions. Volunteers will need to be able to stand for two hours and be comfortable handling money and running a cash register.

DOCENTS *

Serve as Benaroya Hall tour guides for public tours. Docent positions require one year of Seattle Symphony volunteer experience and a recommendation by a SSV Board member.

VOLUNTEER LEADERSHIP *

Lead and/or assist with implementation of volunteer programs. A leadership position is a prerequisite for serving on the Seattle Symphony Volunteers Board. An additional time commitment and a strong dedication to the Seattle Symphony and the Seattle Symphony Volunteers organization are required.

* Indicates a program area that is not currently recruiting. If you're interested in volunteering in these areas, select each as an area of interest on your volunteer application. This ensures that you will be notified when the program needs additional support

USHER DETAILS

Volunteer Ushers work alongside the paid Seattle Symphony Organization (SSO) usher staff during Seattle Symphony performances and other events at Benaroya Hall. Usher orientation is required.

Volunteer ushers supporting a Symphony performance at Benaroya Hall are expected to arrive on time (1½ hours prior to the scheduled performance) to attend and participate in a pre-concert ushers huddle. Volunteers also stay after the performance to collect remaining programs for recycling and participate in a closing debrief.

VOLUNTEER USHER DRESS CODE

- White collared shirt
- Black pants or below-the-knee skirt
- Grey vest (Symphony-provided)
- Tie or scarf (Symphony-provided)
- Closed-toed black shoes

Additional details about the dress code will be provided during usher orientation.

PHYSICAL REQUIREMENTS

- Stand for a minimum of one hour at a time
- Navigate multiple sets of stairs
- Lift ten pounds
- Bend to pick up programs off floors after events

NOTES ABOUT VOLUNTEER USHERS

- Volunteers represent the Symphony in the same manner as paid ushers
- Volunteers must wear a volunteer badge and maintain a professional appearance at all times
- Volunteers welcome the audience with a smile and treat them with respect and appreciation
- Volunteers respond to questions when asked, and assist patrons as appropriate
- Volunteer ushers are scheduled for a minimum of 4 hours per shift

BENEFITS FOR VOLUNTEER USHERS

- Volunteer ushers can attend one-half of the performance in most instances, at the House Managers discretion, and depending upon the program and duties assigned
- Volunteer ushers earn a complimentary ticket for each four-hour shift they work. See the Complimentary Ticket Policy later in this document for details

EDUCATION & COMMUNITY ENGAGEMENT(EDCE) DETAILS

The Education & Community Department provides opportunities for audiences to explore music and come together as one community. Volunteers provide support in a variety of ways:

- For the three concerts listed below, volunteers help with pre- and post-concert activities, including crafts project and simple percussion instrument exploration:
 - TINY TOTS MUSIC SERIES (birth to 5 years of age)
 - FIRST CONCERTS SERIES (ages 3-6)
 - FAMILY CONCERTS (ages 6-12)
- SENSORY FRIENDLY CONCERTS are designed specifically for families with children 5-8 on the Autism spectrum and with other sensory sensitivities. These 35-minute concerts are hosted by a board-certified music therapist and feature small ensembles of Seattle Symphony musicians. Volunteers assist in directing families to the check-in table and concert space and supporting families to navigate the hall
- LINK UP is a program started in 2013 that invites students in grades 3-5 to join the orchestra in a highly interactive and engaging program developed by Carnegie Hall's Weill Music Institute. Students learn to sing and play the recorder in their classrooms. At the concert from their seats, they perform the Link Up repertoire along with the Seattle Symphony. Volunteers assist in school check in, directing schools from their buses into the concert hall and back to their buses at the end of the concert, and traffic control
- COMMUNITY CONCERTS are presented for free throughout the Puget Sound region in various neighborhood venues, schools, and prisons. These concerts aim to increase access to live performances and to bring people together to connect with their community. Volunteers welcome guests, provide programs and assist in counting the total attendance
- SIDE-BY-SIDE CONCERTS are a part of the Seattle Symphony's commitment to coach and mentor young musicians from local high schools, universities, and youth and community orchestras. These free concerts feature musicians from community and high school orchestras performing alongside their professional counterparts. Volunteers welcome guests, provide programs, usher participants backstage, support additional event needs and assist in counting total attendance
- YOUNG ARTIST AUDITIONS offer young instrumentalists the opportunity to audition live for Seattle Symphony's Music Director and receive feedback on their playing. A select number of Young Artists are invited to perform with the Seattle Symphony in a live performance the following year. Volunteers welcome audition candidates and assist them to their warm-up rooms

SIMPLE GIFTS SERVICE PROJECTS

The Simple Gifts Initiative aims to empower individuals experiencing homelessness or housing insecurity to connect with their creativity; develop deeper roots in the community through service, advocacy and collaboration; spark joy and inspire hope in individuals and communities that face disproportionate amounts of hardship and raise awareness of the homelessness crisis that is occurring in King County.

A large part of this initiative is SERVICE PROJECTS, in which Seattle Symphony staff, board, musicians and volunteers provide community service to organizations that serve individuals experiencing homelessness in the Puget Sound region. Examples of Simple Gift projects include donation sorting for organizations working with youth, meal service at local shelters and caroling for seniors at a permanent supportive housing residence.

This program is run by the Education & Community Engagement staff at the Symphony. Volunteers sign up specifically for Simple Gifts Service Projects, separately from volunteering opportunities in the Education and Community Engagement programs listed on the previous page.

ARTIST AIDE DETAILS

The Symphony's Artist Aide (AA) program, in existence since 1996, uses volunteer drivers who provide transportation for guest soloists and conductors. An Artist Aide is often the first person from the Symphony a guest artist meets upon arrival in Seattle. Most of the drives are between the airport and a downtown hotel, although occasionally transportation is needed between downtown hotels and various venues at which the guest's presence is required.

As an incentive in addition to meeting and interacting with the guest artist in person, each driver gets two comp tickets to a concert at which the guest is performing, regardless of how many times the AA drives during that guest's time with the Symphony.

Basic requirements are:

- Comply with safety and Insurance mandates
 - According to Washington State law, all passengers must wear seatbelts
 - In accordance with the terms of the Symphony's insurance covering AA's, no guests of an AA (including spouses) are allowed in the car during a guest drive. There are no exceptions
 - Carry the insurance required by the Symphony and have a current driver's license
- Comply with Artist Aide guidelines which are provided annually to each AA
- Be able to carry and assist with luggage
- Maintain a good driving record without any serious violations
- Respect artist confidentiality
- Refrain from using perfume or cologne and smoking any time an artist is in the vehicle
- Let the artist set the tone in terms of conversation. Some artists prefer to rest rather than talk
- Dress in business or business casual attire
- Maintain an orderly and clean vehicle interior and exterior
- Clear any drives outside of the Symphony's rehearsal and/or performance schedule with the Artistic Coordinator

The Human Resource Department requires these up-to-date documents for all AAs:

- Copy of valid driver's license
- Consent form allowing HR to obtain a driving record from the Dept of Motor Vehicles
- Copy of proof of auto insurance coverage at a level of coverage of \$100k per person/\$300k per accident/\$100k property, as displayed on the annual auto policy's declaration page
- Information on the model and year of the car to be used

MEMBERSHIP BENEFITS

In addition to the symphonic experience, enrichment and the opportunity to work behind the scenes with staff and musicians, SSV members also enjoy the following benefits:

- **COMPLIMENTARY TICKETS** | One ticket is awarded for each 4 hours of volunteer service, and available after the first 4 hours of service. Volunteer service is documented on sign in sheets at each activity, or if the assignment has no sign in sheet, submitted by the activity coordinator via email to the Volunteer Office at the end of each month. See the Complimentary Ticket Policy below for details
- **WINE AND WISDOM** | These quarterly SSV member-only (plus their guests) events are an opportunity for volunteers to meet with each other in a social atmosphere. An educational speaker or musician gives a short program for volunteer enrichment, and beverages and food are served buffet style
- **ANNUAL APPRECIATION EVENT** | The Seattle Symphony hosts an event honoring the outstanding work the volunteers have done throughout the year
- **SSV SOUND BITES** | The Seattle Symphony Volunteer newsletter is delivered bi-monthly via email to keep volunteers up-to-date about upcoming events and SSV news
- **15% TICKET DISCOUNT** | Applies to individual Seattle Symphony tickets, when available. Benaroya Hall and Octave 9 tickets are excluded
- **15% DISCOUNT** | Discount at *Symphonica*, the Symphony store. 20% discount when volunteering at *Symphonica*

COMPLIMENTARY TICKET & VOLUNTEER PARKING

COMP TICKET POLICY

- For every four hours served, a volunteer earns one complimentary concert ticket
- Volunteers may request tickets for concerts as designated by the Symphony, and each volunteer may request a maximum of four tickets per concert
- Pick up the tickets on the day of the event at Will Call. If the tickets are to be picked up by a person other than the volunteer, indicate in the request note box: "Please hold these tickets under the name of (*the person's name*)"
- Accrued complimentary tickets (i.e., ticket credits) never expire provided a volunteer renews their membership dues by August 31 each year. If a lapse or break occurs, the volunteer forfeits all accrued ticket credits

TICKET AVAILABILITY AND REQUESTS

- The latest ticket availability can be found online at seattlesymphony.org/volunteertix. Tickets are generally posted the last week of the month before the event; and postings may be updated anytime in the month
- All ticket requests must be made online via the Volunteer Ticket Request Form, also located at seattlesymphony.org/volunteertix
- Ticket requests must be made at least 48 hours before weekend concerts and 24 hours before weekday concerts

VOLUNTEER PARKING POLICY

- Volunteers are eligible for discounted parking only when serving in a scheduled volunteer assignment at Benaroya Hall. The current discounted rate for volunteers is \$4.00.
- In order to receive the reduced rate, there are two potential scenarios:
 - **Pay upon entry:** Let the garage attendant know that you are a volunteer as you enter the garage. They may check their online list to verify
 - **Pay upon exit:** If you did not pay on entry, you will have pulled a parking ticket when entering the garage. Ask the activity coordinator of your event for a 'chaser ticket' that will grant the \$4.00 fee upon exit. On exit:
 - If there is an attendant, hand the parking ticket, chaser ticket and cash or check to the attendant
 - If there is not an attendant or paying with a credit card. stop at the machine in front of the attendant booth, insert your parking ticket, insert the chaser card into the machine which will reduce the fee to \$4.00, then insert the credit card

CONCERT ATTENDANCE WHILE VOLUNTEERING

Volunteers who are not ushers but are also supporting a performance may attend the concert under the following circumstances:

- *Symphonica* volunteers may attend the concert when they are working before the concert and during intermission
- For all others, a ticket from the Head Usher is provided

VOLUNTEER STANDARDS

All members of the Seattle Symphony volunteer organization are expected to understand and support the purpose, structure and policies of the Seattle Symphony (SSO), Benaroya Hall Music Center (BHMC) and the Seattle Symphony Volunteers (SSV), and to view their responsibilities the same way they would a paid position.

All members will:

- Work cooperatively with Symphony staff in a manner that adds value to the organization
- Endeavor to represent the Symphony as community ambassadors and members of a professional volunteer organization
- Complete an interview, submit to a background check and complete any orientation required for specific volunteer assignments
- Arrive on time. Punctuality is extremely important
- Perform assignments and responsibilities willingly and courteously
- Obey all security and safety rules of the Seattle Symphony and Benaroya Hall
- Respect confidentiality of sensitive and proprietary information
- Provide and maintain current emergency contact information

VOLUNTEER ANNUAL DUES

Volunteer dues are set by the SSV Board of Directors in conjunction with Seattle Symphony management. Dues are collected annually, aligning with the Symphony season, September to August. For new members, dues paid between September 1 and January 31 will be 100% of the Membership Level dues and give full membership benefits for the current Symphony Season, September 1, 2018 through August 31, 2019. New members joining between February 1 and April 30 pay 50% of the Membership Level dues and have full benefits for the remainder of the current Symphony Season. New members joining between May 1 and August 31 pay 100% of the Membership Level dues and have full benefits for the remainder of the current season, and for the entire following season. The current annual dues are as follows:

- Standard Membership: \$30/year
- Seniors (62 and over): \$15/year
- Students (21 and over with valid student ID): \$15/year
- Contributing Member: \$50/year

WHY DO VOLUNTEERS PAY DUES?

The dues volunteers pay make up the yearly budget that support Seattle Symphony Volunteer activities. Yearly expenses include food for member events, such as Wine and Wisdom; our office expenses (postage, printing) and our Volgistics scheduling system (the database used to track volunteer hours, which ushers have signed up for which events, etc.). Not only do we give our time, we also donate to the SSO every year toward items on their wish list or projects where our cash donation will be matched by a challenge grant. See the table below for examples from recent years:

DATE	DESCRIPTION
2012	Celeste Repair
2013	Acid Free Music Score Storage Boxes for Library
2015	Piano Refurbishment
	New Glare-Reducing Music Stand Lights
2016	Challenge Grant - General Fund
2017	Challenge Grant - Link Up
	Challenge Grant - Octave 9
2018	Challenge Grant - Give Big
2019	Challenge Grant - Give Big

DRESS CODE and PERSONAL APPEARANCE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image the Symphony presents to patrons, visitors and the public. While the Symphony appreciates individual preference, a professional approach to grooming accessories, hair styles and clothing is appropriate in a business environment. You are expected to be well-groomed and to wear appropriate business attire in the workplace.

Generally, extremes in clothing including ripped or frayed clothing, athletic wear, excessively revealing clothing, flip flops, shorts and t-shirts with large images, slogans and corporate logos (other than SSO logos) should be avoided. Anything other than discreet tattoos and body piercings may not be visible when in the workplace. Perfume, cologne and aftershave should be used in moderation, as some individuals may be sensitive to fragrances.

Where possible, reasonable accommodation may be made for a person with a disability or to accommodate a person's sincerely-held religious beliefs.

Disregarding or failing to comply with the standard of dress code/person appearance may lead to disciplinary action. Consult your Department Director of Human Resources if you have questions as to what constitutes appropriate workplace grooming and attire.

- Administrative Staff Handbook, April 2017, p. 31

Notes:

- Volunteers are expected to dress appropriately for the project assigned; for example, if your assignment is to direct buses for a Link Up project, dress for the weather. Check with the activity coordinator for dress expectations, if questions
- Volunteers are expected to wear a volunteer badge whenever working with the public or as directed by Symphony staff. All volunteer badges are to be returned at the end of each scheduled shift

SEXUAL and OTHER UNLAWFUL HARASSMENT

The Seattle Symphony strives to create and maintain a work environment where people are treated with dignity and respect. Thus, the Seattle Symphony is committed to providing an environment that is free of verbal, physical, visual and any other forms of unlawful harassment. The Symphony's anti-harassment policy applies to all persons involved in the operation of the Symphony (employees and volunteers). The Symphony will not tolerate harassment of employees or volunteers by anyone, including another Symphony employee, or a vendor or patron. In addition, the policy prohibits unlawful harassment by any employee or volunteer for the Symphony, including against another Symphony employee, or a vendor or patron.

Harassment consists of unwelcome conduct, whether verbal, physical, visual, written, non-verbal or otherwise, that is based upon an individual's protected characteristic, such

as sex, race, color, national origin, age, religion, marital status, military status, physical, sensory or mental disability, sexual orientation, gender identity or expression, genetic information, political ideology, or any other legally protected characteristic under applicable federal, state or local law and. Harassment can become unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

Examples of such harassment can include, but are not limited to:

- Verbal conduct, including derogatory comments, epithets, slurs, jokes or negative stereotyping based on a protected characteristic
- Nonverbal harassment includes display or discussion of offensive written or graphic materials that ridicule, belittle or show hostility or disrespect toward an individual or group based on a protected characteristic
- Sexual harassment is defined as unwelcome sexual advances, touching, or requests for sexual favors, or unwelcome visual, verbal or physical conduct of a sexual nature. This definition includes many forms of offensive behavior, including, but not limited to:
 - Sexually-charged, degrading, foul, lewd, or gender-based comments directed to a person of the same or different sex
 - Sexually suggestive physical conduct or behavior, such as grabbing, groping, kissing, fondling, rubbing or massaging someone, stroking someone's hair, unwelcome leering, or whistling
 - Suggestive or obscene letters or notes
 - Displaying sexually suggestive objects or pictures in person or through the Internet, email or text message

Unwelcome sexual advances (either verbal or physical), requests for sexual favors or other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for an employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with work performance or creating an intimidating, hostile or offensive work environment.

Each employee and volunteer is expected to support and follow this policy. No one should tolerate any conduct of this type and instead should express his or her discomfort directly to the offending person(s) if it is comfortable and practical to do so. In many cases, by doing so the conduct will cease. However, if an employee or volunteer is uncomfortable raising a concern directly with the offending person or if the conduct continues after first raising the concern, the employee or volunteer should report the conduct immediately to Human Resources or if Human Resources is the source of the complaint, then bring the concern to the President & CEO, Board Chair or General Counsel.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise Human Resources so the claim can be investigated

in a timely manner.

All allegations of harassment under this policy will be promptly and discreetly investigated. To the extent possible, employee or volunteer confidentiality will be protected against unnecessary disclosure. When the investigation is completed, the Symphony will inform the employee or volunteer of the outcome of the investigation. At the end of any investigation, the Symphony will take any appropriate and effective remedial action warranted by the facts. Disciplinary action may be taken against anyone who engaged in harassing conduct, up to and including termination of employment. While the Symphony's anti-harassment policy sets forth the organization's goals of promoting a workplace that is free of unlawful harassment, the policy does not limit the Symphony's authority to discipline or take remedial action for workplace conduct that the Symphony deems unacceptable, regardless of whether the conduct satisfied the definition of sexual harassment or other types of unlawful harassment as described above.

The Symphony will not tolerate retaliation of any kind against any employee or volunteer who asserts a complaint of harassment or inappropriate conduct or who assists or cooperates in an investigation. Employees or volunteers who believe they have been retaliated against should immediately contact Human Resources or the President & CEO, Board Chair or General Counsel.

- from *Sexual and Other Unlawful Harassment policy update, January, 2018*

ACCIDENT REPORTING

Volunteers are requested to report all personal injuries to the Seattle Symphony Human Resources Manager immediately, no matter how slight the injury may appear. This is necessary for the following reasons:

- All injuries should be treated. Failure to get proper care may worsen a medical condition
- The SSO must comply with federal and state injury recordkeeping requirements
- It is imperative that management be made aware of unsafe situations in order to prevent future accidents or injuries

After seeing a physician, volunteers are requested to report directly to the Human Resources Manager. If at the time of injury, a physician's visit is not required but you later must see a physician, notify the Human Resources Manager immediately.

- adapted from *Administrative Staff Handbook, April 2017, p. 26*

Note for sections above:

- The Human Resources Manager to contact is Kathryn Osburn at 206.215.4856
- If comfortable in doing so, also report the incident to your activity coordinator. For ushers this is the Head Usher

EMERGENCY PROCEDURES

IN CASE OF EMERGENCY, DO THE FOLLOWING:

- Always take care of yourself first
- Don't worry about money or other people — staff is in place to deal with that
- Ushers will also help
- Dial "9" to get an outside landline dial tone; example: 9-911
- Dial "0" for security from any internal landline phone (not pay phones)

IF YOU HEAR THE BUILDING FIRE ALARM:

- Be alert, and evacuate the building via the designated fire exits
- Do not attempt to use the elevators; use stairs only
- When "all clear" sounds, the fire hazard has subsided; resume normal activity

EARTHQUAKE:

DURING AN EARTHQUAKE

- Drop, Cover and Hold
- If indoors, stay indoors; take cover under a desk or sturdy piece of furniture
- Hold on until the shaking stops
- Move away from windows; brace yourself; protect your head and neck
- Do not use elevators

AFTER AN EARTHQUAKE

- After shaking stops, all staff and patrons should seek refuge in the Taper Auditorium (the safest refuge in the building)
- Check for injuries. Do not use telephones or cell phones; avoid unstable areas
- Be prepared for aftershocks; once again, drop, cover and hold

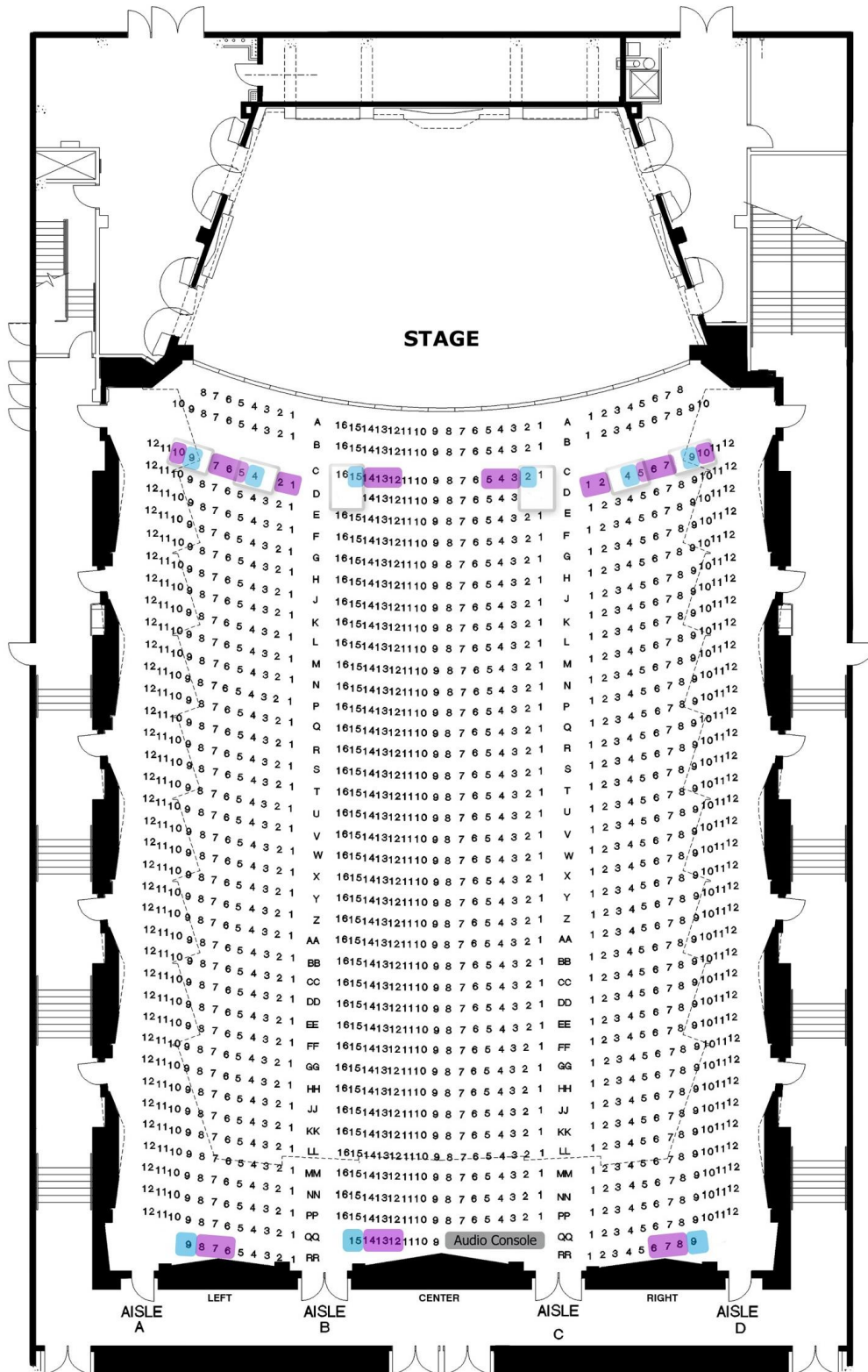
INCIDENT REPORTING/PREVENTION:

- Assault of staff or visitor – Contact both Security and Police immediately; provide a clear description of the incident and suspect
- Escort – Contact Security; escorts are always available from Security
- Lost and Found Items – Check at Security Desk
- Suspicious Behavior – Contact Security report suspicious behavior and be prepared to give a detailed description of the suspect

EMERGENCY PHONE NUMBERS:

Building Director	206.215.4802
Theater Operations Manager	206.215.4803
Security (24 Hours)	206.215.4715
Engineering (9AM–6PM)	206.336.6620

S. MARK TAPER FOUNDATION AUDITORIUM ORCHESTRA LEVEL

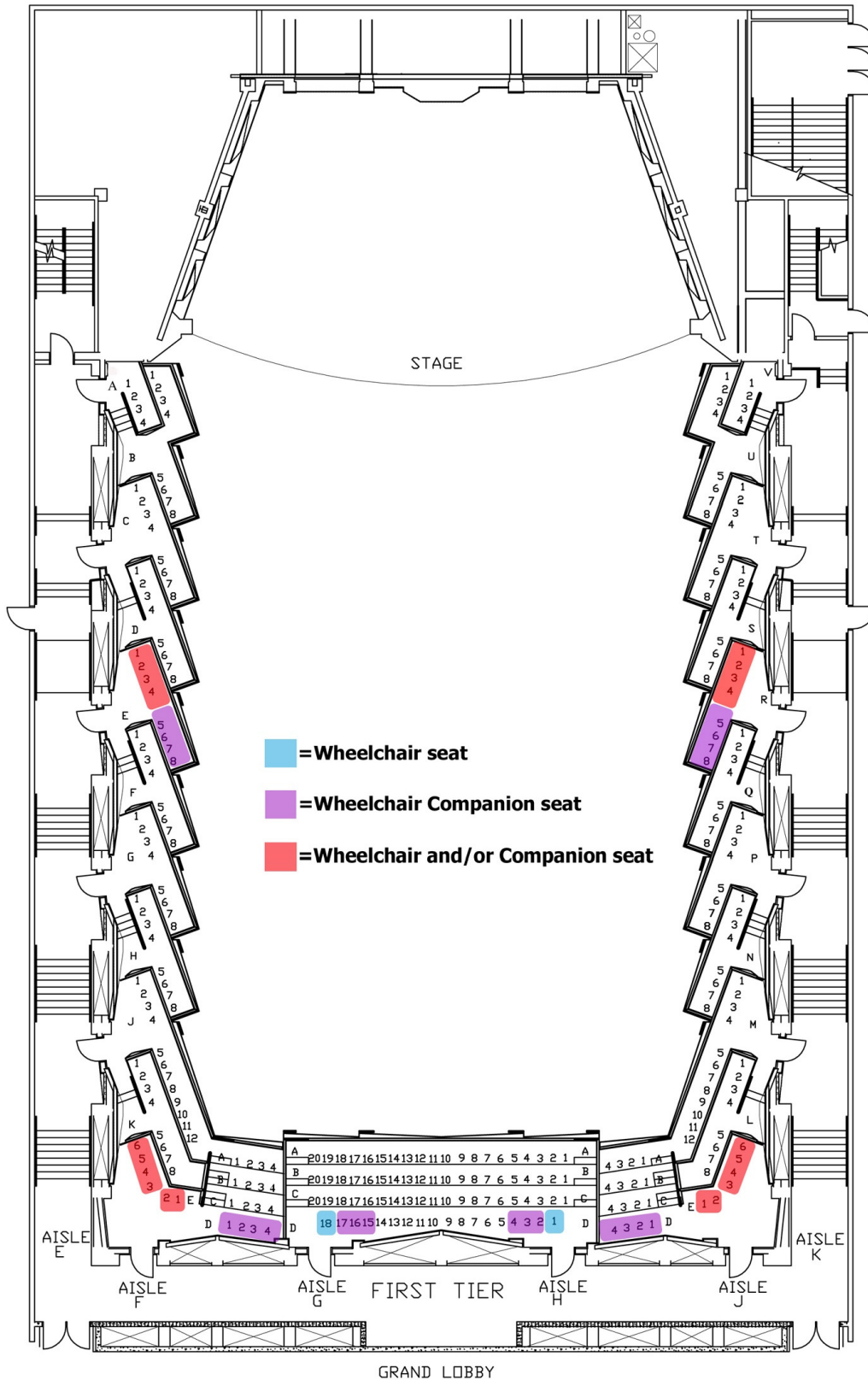


=Wheelchair seat

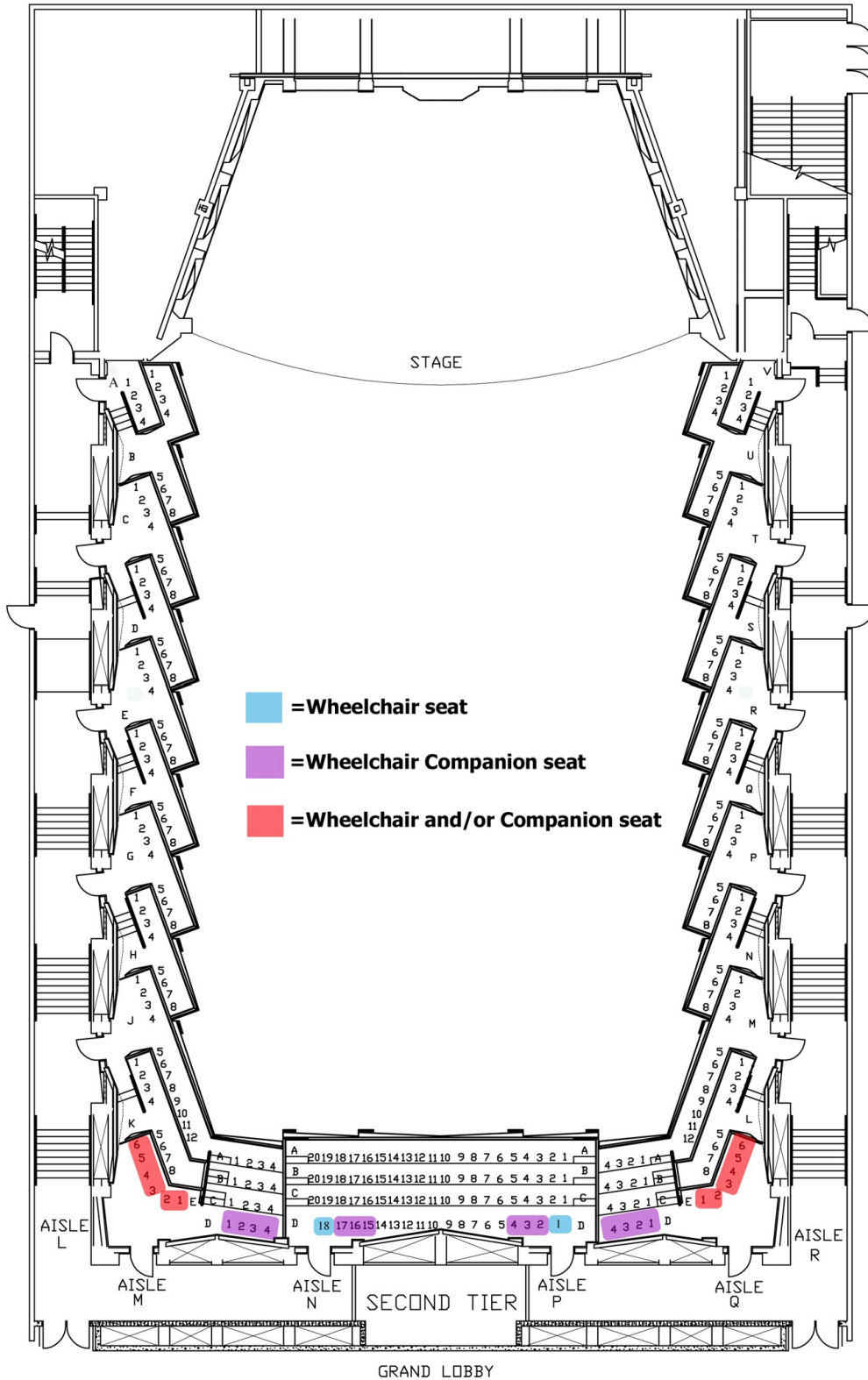
ORCHESTRA LEVEL

=Wheelchair Companion seat

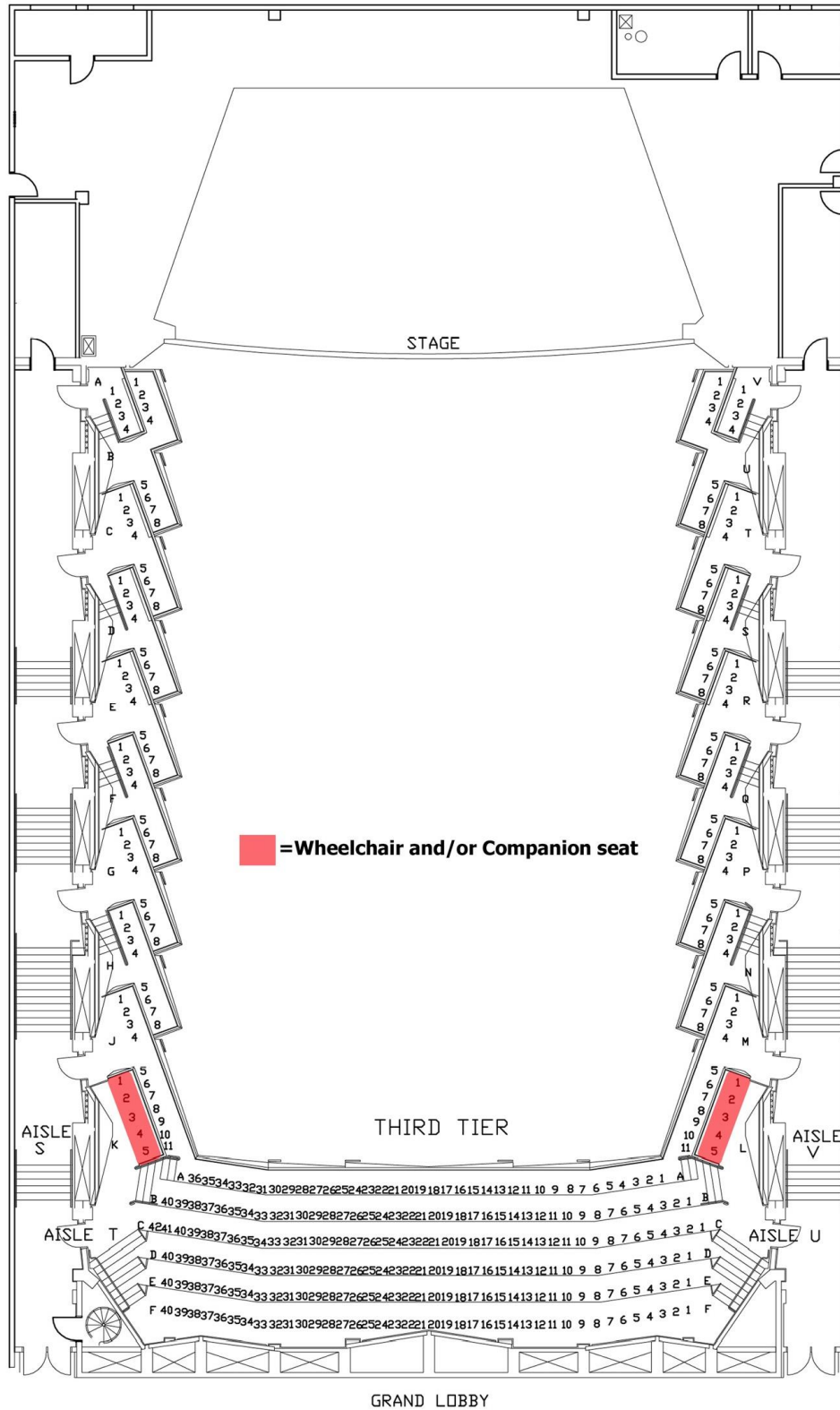
S. MARK TAPER FOUNDATION AUDITORIUM FOUNDERS TIER



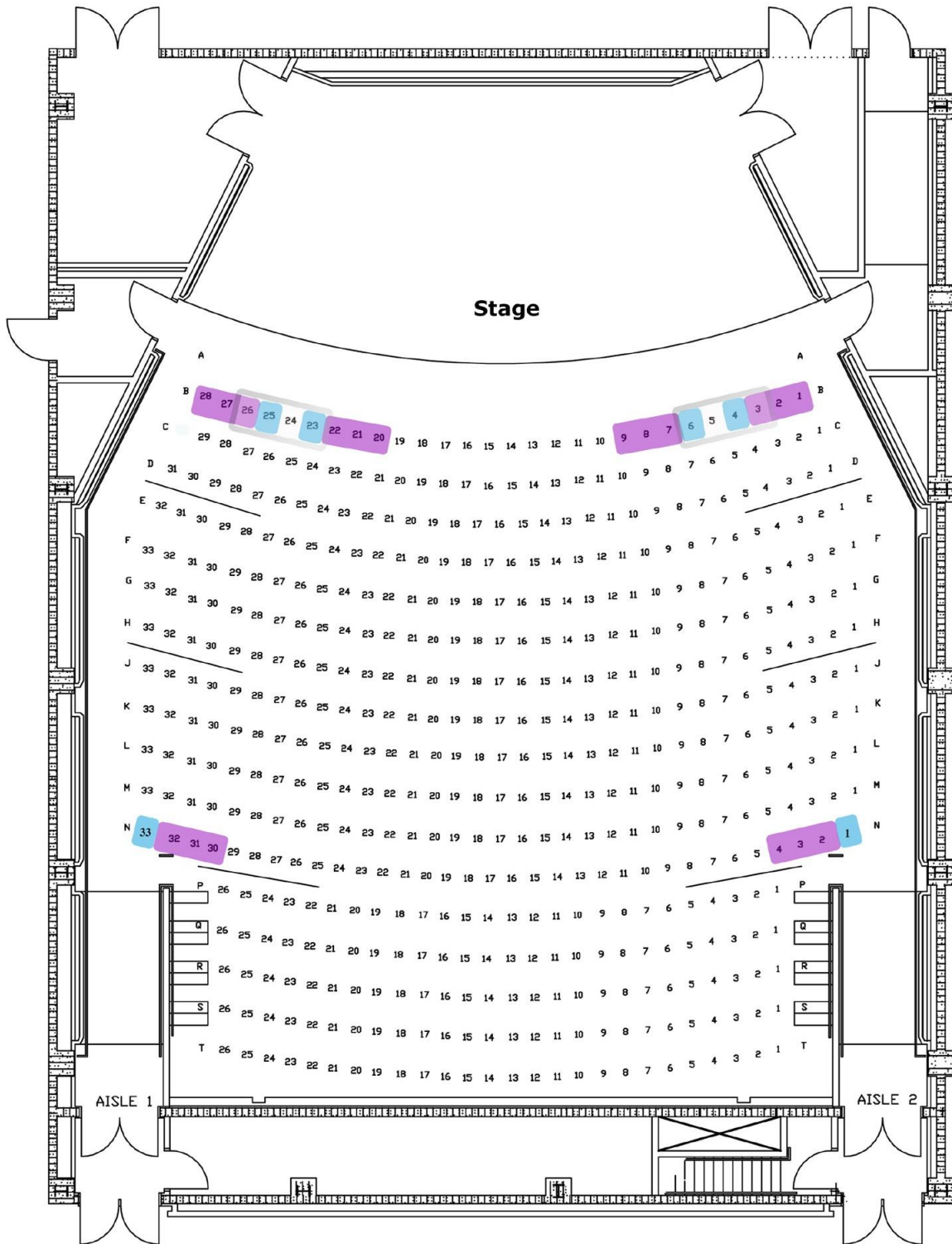
S. MARK TAPER FOUNDATION AUDITORIUM SECOND TIER



S. MARK TAPER FOUNDATION AUDITORIUM THIRD TIER



ILLSLEY BALL NORDSTROM RECITAL HALL



= Wheelchair Seat
 = Wheelchair Companion Seat

RECITAL HALL

NEXT STEPS FAQ

How long does the Membership process take after the interview?

Once all orientation interview information has been provided to the Volunteer Office (updated Profile, Background Check, Membership Type and payment), the wait is 1-2 weeks. When all processing is complete, you will be notified of your Active Status by mail.

Here's what will be happening to your paperwork:

- Your Profile updates are inserted into the Volunteer database by the Volunteer Office
- The Background Check form is submitted to the Symphony Human Resources organization
- The Membership Type information and payment are sent to the Symphony Accounting organization

What if I have additional questions after the interview, or I don't hear from the Volunteer Office in two weeks?

Contact the Volunteer Office anytime (email can be quickest). One of the following volunteers from the Volunteer Office will be in touch shortly.

Betsy Bosch, Maider Carrasco, David Charbonneau,
Diane Gray, Elizabeth Roberts, Bonnie Seelinger
volunteer@seattlesymphony.org
206.215.4867

I've received my letter and am now Active. What happens now?

- Expect to start receiving Education and Community Engagement and Administrative Office activity information and requests
- Expect information on the next Usher Orientation, if *Usher* is selected as an area of interest. After completion, expect to receive Ushering opportunities emails
- When a date is set:
 - Enter the building through the Artists Entrance on Second Avenue just south of Union Street (past the parking garage entrance) and check in at the Security Desk
 - Report for duty at the pre-arranged assignment location, sign-in and pick up your namebadge if applicable
 - Sign out at the end of the shift, record the total hours worked and return your badge
- If an assignment does not have a sign in sheet, go first to the 5th Floor Administrative Desk above the Artists Entrance to sign in on the clipboard sheet. On leaving, return to the 5th Floor Administrative Desk to sign out and record your total number of hours
- Remember that punctuality is *extremely* important. If you are unable to come in at a scheduled time, it is critical to contact the activity coordinator ASAP, so that a replacement, hopefully, can be found

**We look forward to seeing you around
soon!**