The volunteer handbook was designed to summarize the policies and procedures of volunteering at the Indianapolis Art Center. Please contact the Volunteer Coordinator, volunteer@IndplsArtCenter.org, for further information or clarification of these policies.

The Indianapolis Art Center reserves the right to modify, rescind, delete, or add to the provisions of this handbook at any time. We will attempt to provide notification of all changes in a timely manner.

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WELCOME

Welcome to the Indianapolis Art Center! We are glad that you are interested in volunteering with our organization. Volunteers play a vital role in nonprofit organizations such as ours. Day by day, volunteers help us achieve our mission by providing their time and ideas while making a positive impact on our community.

Mission
The mission of the Indianapolis Art Center is to engage, enlighten, and inspire our community by providing interactive art education, outreach to underserved audiences, support of artists, and exposure to the visual arts.

Vision
The Indianapolis Art Center aims to fulfill our mission by providing opportunities to individuals in greater Indianapolis, regardless of circumstance, to experience and engage their creativity. The Indianapolis Art Center’s mission provides access to visual arts education, and professional art exhibitions without economic, experiential, or geographic barriers.

Guest Service Promise
We believe that everyone should have access to the creative process. Therefore, it is critical that we work to remove barriers to creating art and invest in good service. All volunteers of the Indianapolis Art Center are responsible for customer service and are here to serve our guests. We promise to work with a positive attitude, to be proactive in helping others and to keep ourselves informed about Indianapolis Art Center programs and events. Furthermore, we promise to do our part in maintaining the Indianapolis Art Center’s studios, buildings, and grounds.

History
The Indianapolis Art Center was founded in 1934 as a Works Progress Administration program to serve artists during the Great Depression. Today, the Art Center inhabits a beautiful Michael Graves-designed building, which sits on a 9.5-acre stretch along the banks of the White River in the Broad Ripple neighborhood of Indianapolis. Each year, the Art Center offers hundreds of art classes, more than 50 art exhibitions in six art galleries, outreach programs that take art to underserved communities, and the Broad Ripple Art Fair.

Our Facilities
Entrance to the Art Center is always free and open to the public.

Located in north Broad Ripple Village, along the banks of the White River, the current location of the Indianapolis Art Center opened on May 31, 1996. The exterior of the building is peach, red ochre, and blue and serves as a landmark for Broad Ripple Village and North College Avenue. The building consists of two sections joined by the Churchman-Fehsenfeld Gallery. Phase I (east half) began in October 1994 and was completed in late August 1995. The west half was completed in May 1996. The building’s overall area exceeds 40,000 square feet. The east half contains the Frank M. Basile Auditorium, woodworking, glassblowing, ceramics, metalsmithing and steel and stone sculpture studios. The west half contains the octagonal-shaped Ruth Lilly Library, administrative offices, the Stan & Sandy Hurt Conference Room, a gallery preparation and storage area, studios for painting, drawing, printmaking, photography and digital arts studios.

In 2005, ArtsPark, a creativity and sculpture garden, was completed and opened to the public. In summer 2007, ArtsPark expanded to include the Nina Mason Pulliam Sensory Path, Efroymson Riverfront Garden & Canoe Launch, and additional permanent sculptures.

There are multiple exhibition spaces including the Churchman-Fehsenfeld and Clowes and Hurt Galleries, and the Basile Studio Shop, which currently serves as our Faculty Gallery.
OUR PROGRAMS

ADULT PROGRAMS

Classes and Workshops
The Indianapolis Art Center offers hundreds of classes each year in multiple 2D and 3D mediums in state-of-the-art studios. Classes are available in painting, drawing, printmaking, photography, digital art, woodworking, glassblowing, ceramics, metalsmithing, textile arts, and sculpture. The Indianapolis Art Center holds special topic rotating workshops in various lengths throughout the year in multiple mediums.

Make It Take It classes
Art adventures for everyone! These fun two-hour classes give the perfect introduction to our studios in an easygoing atmosphere. Everyone walks away with a work of art and new friends! Think it, Do it, Make It Take It, Love It.

Veterans Art Day
Since fall 2013, the Art Center has hosted Veterans Art Day, a free annual event for veterans and active military service members. The Indianapolis Art Center provides free Make It Take It classes, as well as a social hour that includes a luncheon and entertainment.

YOUTH & TEEN PROGRAMS

Classes and Camps
The Indianapolis Art Center promotes lifelong learning through hands-on art classes and activities; this is made possible by offering programs that serve a wide variety of ages, audiences, and skill levels. There are options in 2D and 3D art special topics for youth and teens in many of our art studios. The Indianapolis Art Center works to provide studio art experiences that support and foster a positive environment conducive to learning for youth and teens.

SMART & SMART +
SMART (Supportive Mentoring through ART) is a unique partnership between the Indianapolis Art Center, Starfish Initiative and Big Brothers Big Sisters of Central Indiana. It is a year-long structured art program for youth between the ages of 12-18 from underserved areas of Indianapolis with an interest and/or talent in the visual arts. Youth and mentors together attend a series of specialized art classes in a variety of mediums at the Art Center. The SMART+ program (Supportive Mentoring through ART) is an advanced program for teen artists developing their artistic voice. They have ownership over the projects they choose during the year-long program. SMART+ follows an open studio format that fosters a student-driven learning environment.

Teen Art Council (TAC)
TAC is a free program for motivated, energetic, high-school-age youth who want to participate in visual art outside of the classroom and engage in the larger arts community in Indianapolis.

Members of the Teen Art Council work with peers, professional artists, and the Indianapolis Art Center to develop and deliver art projects and programs that engage teen audiences. TAC projects may include planning and executing teen-centric events at the Art Center or creating, curating, and installing art exhibits.

Teen Art Council is currently recruiting new members! If you or someone you know would like to join the Teen Art Council, contact the Youth and Teen Programs Manager at TAC@IndplsArtCenter.org or 317.255.2464 x 2370.

OUTREACH PROGRAMS

ArtReach
For the past 27 years, ArtReach has provided high-quality, year-round, community-based art education to children ages 5-18 living in underserved areas of Indianapolis. This free afterschool and summer studio art program serves approximately 1,000 youth at 26 sites annually. During their semester-long ArtReach class, students learn art making, history, criticism, aesthetics and gain valuable self-confidence, and self-expression along the way.

Art Bus
Piloted in summer 2018, Art Bus offers meaningful, eye-opening, and interactive field trips that connect young people with public art, artists, and institutions that highlight artists and makers in the Indianapolis community. Capitalizing on the Art Center’s exhibition schedule and ArtsPark as an anchor destination, Art Bus gives young people an insider’s look at the many roles of working artists today.
GENERAL INFO

PHONE
317.255.2464

ADDRESS
Indianapolis Art Center
820 East 67th Street
Indianapolis, Indiana 46220

EMAIL
Volunteer@IndplsArtCenter.org
Volunteer Coordinator/Operations Manager
Rebecca King
RKing@IndplsArtCenter.org
President and CEO
Patrick Flaherty
PFlaherty@IndplsArtCenter.org

REGULAR HOURS
Monday-Friday 9 am-10 pm
Saturday 9 am-6 pm
Sunday 12pm-6 pm

BETWEEN-SEMESTER HOURS
Monday-Saturday 9 am-6 pm
Sunday 12pm-6 pm

VOLUNTEER PHILOSOPHY

Values of Volunteering with the Art Center
• Understand the importance of art in our daily lives
• Support and knowledge of our mission
• Works as an integral part of the community

Traits of a Great Volunteer
• Support making art accessible to all
• Positive attitude
• Patient and flexible
• Dependable and responsible
• Works well and communicates with others of all ages and backgrounds

Objectives
Volunteers help drive the initiatives of the Indianapolis Art Center by increasing productivity and the quality of work accomplished alongside our staff and faculty.

The Indianapolis Art Center aims to create opportunities for volunteers to engage with our institution while building lasting relationships.

Benefits
• Being a part of the Indianapolis Art Center’s artist and student community
• Recognition for volunteers with appreciation events and swag
• Opportunities to participate in artist studio communities

Expectations and Responsibilities
• Learn about the organization and be familiar with all volunteer policies
• Familiarize yourself with our organizational programs and policies
• Facilitate a safe environment and report any issues that would impede your and/or other’s safety
• Facilitate an open learning environment; this includes welcoming questions and providing help as needed
• Be punctual for all volunteer shifts
• Be reliable and responsible; use your best judgment when making decisions
• Communicate any issues or concerns which are likely to affect your volunteer duties with your direct supervisor
• Accept guidance from the Volunteer Coordinator or supervisor
• Be willing to learn and participate in orientation, training programs, and meetings
• Understand the role of the paid staff, maintain a smooth working relationship with them and stay within the bounds of a volunteer role
• Keep sensitive organizational information confidential
• Comply with the policies and procedures of the organization

*Individual studios and programs reserve the right to have additional expectations and responsibilities for volunteers that are relevant to the opportunities in their department.
HOW TO VOLUNTEER

Types of Volunteer Opportunities

- **Studio/Classroom/Programs**: recurring role in any on or off-site programs
  - Requires application and orientation (includes background check)
- **Special Event**: one-off opportunities for fundraising events, education events, etc.
  - Requires registration through VolunteerHub and liability waiver
- **Gardening in the ArtsPark**: select dates by season for maintaining the grounds of the IAC
  - Requires registration through VolunteerHub and liability waiver
- **Group**: one-time specially scheduled opportunities for friends, families, and work groups
  - Requires reservation with Volunteer Coordinator, liability waivers for all participants

Volunteer Application

The volunteer application may be picked up from Guest Services, the Volunteer Coordinator, or any studio chair or instructor. The volunteer application must be turned in to Guest Services and a Guest Services Representative will direct the application to the appropriate department based on the volunteer’s area of interest.

Application process

- Complete and submit the Volunteer Application Form to Guest Services
- Be approved and selected for a particular job or jobs.
- Attend an orientation meeting and/or review orientation packet with IAC staff
- Receive additional job orientation and training relative to those specific assigned volunteer jobs.

Orientation

The Volunteer Coordinator will hold orientation meetings at the beginning and near the middle of each semester of classes. There will be multiple dates and times to provide options that work for individuals’ schedules. Typical meeting times will include weekday afternoon and evening options.

Once a volunteer application has been approved, and the appropriate department has contacted you with an assignment, please check the orientation schedule on our website to attend a meeting before you are set to begin an assignment. These meetings provide the volunteer with helpful information for a successful volunteer experience. If you are unable to attend an orientation meeting, please set up a time with IAC staff to review the orientation packet.

Training

For skilled roles, volunteers will receive on-the-job training from the appropriate department. General volunteer opportunities will be led by the appropriate department, but require little-to-no training, but rather instruction and guidance.

Before beginning your regular volunteer assignment(s), your supervisor(s) will discuss the following items with you:

- Job duties and expectations.
- Work dates, times, and anticipated duration of your participation.
- Training on any new skills needed to perform your assigned tasks.
- Procedures for obtaining, using and caring for needed supplies.
- Safety orientation.

Use of VolunteerHub Management Database

The Indianapolis Art Center utilizes VolunteerHub, a database that allows volunteers to view and sign up for available shifts online, receive email reminders, and allows easy communication about upcoming opportunities. Shifts will typically be available three months in advance for special event opportunities. Volunteers will be able to access the Art Center’s VolunteerHub homepage through the volunteer portion of our website. You may create a VolunteerHub account or use an existing account if one exists from previous volunteer service with our organization. If you have any questions please reach out to the Volunteer Coordinator via email.
Code of Conduct

- I will conduct myself in a respectful manner, exhibit good conduct, and be a positive role model.
- I will use all technology and studio equipment with my best judgement and to the expectations set in place by the supervisor of my volunteer assignment.
- I will provide a safe environment by not harming anyone in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
- I will respect the privacy of persons served by the organization and hold in confidence sensitive, private, and/or personal information.
- I will keep staff informed of progress, concerns, and problems within the program(s) in which I participate.
- I will work cooperatively as a team member with employees and other volunteers.
- I will keep personal opinions and actions separate from those made as a representative of this organization.
- I will not solicit or accept gratuities, gifts, or bequests for personal or professional benefit.
- I will not use or be under the influence of illegal drugs or alcohol at any time during a volunteer commitment.
- I will not discriminate individuals I come into contact with at the Art Center based on race, color, religion, sex, age, national origin, marital status, disability, or sexual orientation.

Background Check Policy

The Indianapolis Art Center requires candidates for studio and classroom volunteer opportunities to complete a background check prior to volunteer service. Possible history on a background check do not necessarily automatically disqualify a candidate from volunteering.

Any volunteer working in any of the Indianapolis Art Center’s studios or offsite classrooms on a recurring basis are required to obtain a background check and receive approval by staff.

*Volunteers that are excluded from this requirement include Broad Ripple Art Fair volunteers, group, and individual one-off volunteer opportunities.

Our volunteer background check policy helps us:
- Get insight into candidates’ background.
- Ensure we acquire reliable volunteers.
- Verify candidates’ information for accuracy.

Policies

Background Check Services

The Indianapolis Art Center uses the digital platform, Background Checks for Volunteers by TrueHire to obtain background checks. More information about this company can be viewed on their website at https://backgroundchecksforvolunteers.com.

**IMPORTANT:** The Indianapolis Art Center does not pay for background checks. The cost to process an individual background check is $12.99 and will be paid directly to the company running the background check via a secure link on the internet.

A copy of all confidential documents will be maintained on file at the Indianapolis Art Center.

Attendance Policy

Volunteers are a vital asset for the Indianapolis Art Center. Volunteers are important for providing a face to our organization in our studios and classrooms. In order to fulfill this commitment, volunteers must be on time and present for scheduled shifts.

All volunteers are expected to:
- Understand that their time commitment is a valuable part of the Art Center and a service to our students and guests.
- Arrive on time and be prepared for their volunteer shifts.
- Stay their entire shift and communicate with their supervisor beforehand if they are unable to meet this requirement.
- Attempt to get shift covered by a replacement in the event of needing to call off due to an unforeseen circumstance if unable to attend.
- Contact their supervisor at least one hour before scheduled shift if they are unable to fulfill their commitment and receive confirmation that their supervisor has received their message.
- Understand that if they cannot meet expectations disciplinary actions may be taken; including verbal and/or written warnings and re-assessment of their volunteer role or dismissal.

Violence in the Workplace Policy

The Indianapolis Art Center strongly believes that all staff and volunteers deserve a safe environment to work in.

Volunteers are prohibited from making threats or engaging in violent activities. Firearms are strictly prohibited on company property. Any instances of violence or of threatened violence must be reported to your supervisor and/or the Human Resources representative immediately. All complaints will be fully investigated.

Prohibited conduct includes but is not limited to:
- Purposefully causing physical injury to another person
- Making threatening remarks
- Aggressive or hostile behavior that creates reasonable fear of injury and/or causes emotional distress
- Intentionally damaging Art Center property or property of another volunteer
- Committing acts motivated by or related to sexual harassment or domestic violence

Substance Abuse Policy

Volunteers are not permitted to drink alcohol during working hours. Illegal drugs are prohibited at all times. Volunteers or their guests may not use, transport or possess illegal drugs at any time during working hours or in Indianapolis Art Center vehicles.

A volunteer who is under the influence of illegal drugs or alcohol during working hours may be subject to immediate dismissal.
Anti-Harassment Policy

The Indianapolis Art Center expects all volunteers to treat each other with dignity, courtesy, and respect. Harassment based on race, color, religion, sex, age, national origin, sexual orientation, disability, or any other unlawful basis is against the policies of Indianapolis Art Center. For purposes of this policy, harassment means unwelcome or offensive conduct of a discriminatory nature that affects an individual’s employment opportunities or that creates an intimidating or hostile work environment.

Sexual harassment is one type of prohibited harassment. Sexual harassment is offensive verbal or physical conduct of a sexual nature that is not welcome in the workplace and that interferes with equal employment opportunities for volunteers because of their gender. Examples of prohibited conduct include:

- Unwelcome sexual advances and/or requests for sexual favors
- Continued or repeated verbal abuse of a sexual nature about an individual or his/her appearance
- The display of sexually offensive objects or material, abusive physical contact, actions that are intimidating or threatening
- Sexually degrading comments or jokes, and any implications or threats that an individual’s participation in conduct of a sexual nature will have any effect on the individual’s employment opportunities or conditions of employment

This list is not exhaustive of possible harassment situations. Volunteers should discuss any issues with Human Resources if there is any doubt about what is inappropriate in the workplace and what actions are against this policy.

Any volunteer who believes that they have been party to harassment or discrimination in violation of Indianapolis Art Center’s Policy must promptly report such harassment to the Human Resources Manager. Complaints of harassment should be made without fear of unlawful retaliation or reprisals. All such complaints will be investigated and will be resolved on the basis of the information obtained. Any volunteer who is found to have violated the prohibition against discriminatory harassment will be subject to disciplinary action, up to and including termination of employment. Reports of harassment will be kept confidential to the greatest extent possible.

Retaliation against persons who report harassment is not tolerated. Any form of retaliation, including but not limited to derogatory comments against individuals making harassment complaints, witnesses, or any other involved volunteers is strictly prohibited. Each volunteer has a personal responsibility not to make false claims of harassment for malicious reasons or personal gain.

Suspected Child Abuse

Under Indiana law, any individual who has a reason to believe a child is a victim of abuse or neglect has the duty to make a report; therefore, each citizen of Indiana is considered a “mandated reporter.”

“No reason to believe” has been defined as “evidence that, if presented to individuals of similar background and training, would cause the individuals to believe that a child was abused or neglected.” This standard should be given a liberal interpretation. When in doubt as to whether you have “reason to believe,” make a report to your manager.

Once there is reason to believe that child abuse has occurred Indianapolis Art Center staff and/or volunteers should immediately notify their direct supervisor, who will then review the incident with the Indianapolis Art Center’s President & Executive Director. Management will then make a report in accordance with relevant state and local child abuse reporting requirements and will cooperate to the extent of the law with authority involved. The volunteer may be called upon to provide first-hand accounts and is also expected to cooperate with the law.

- Volunteers are NOT to discuss suspected cases of abuse or neglect with parents.
- It is the role of Department of Children’s Services, not the Indianapolis Art Center, nor any volunteer, to investigate suspected cases of abuse or neglect. Volunteers need not and should not seek additional information from others regarding the suspected abuse.
- In the event the reported incident(s) involve an Indianapolis Art Center volunteer or volunteer as initiator or willing participant, the Human Resources Manager must be notified immediately. The volunteer or volunteer may be immediately suspended. Reinstatement of the volunteer or volunteer may occur only after all allegations have been cleared. Whether the incident or alleged offense takes place on or off program premises, it will be considered job-related because of the nature of our programs.

Conflict of Interest

The staff and volunteers of the Indianapolis Art Center must carry their roles in a fashion that avoids actual or potential conflicts of interest. Conflict of interest means a material conflict, or the appearance of a conflict, between the private interests and official responsibilities of a person in a position of trust who can influence the actions of Indianapolis Art Center with respect to a business transaction. Staff and volunteers shall have the continuing, affirmative duty to report any personal ownership, interest or other relationship that might affect their ability to exercise impartial, ethical and business—based judgments in fulfilling their responsibilities. All staff and volunteers will complete a conflict of interest disclosure form.

The following principles shall help the staff and volunteers identify situations that present actual or potential conflicts of interest. It shall also provide the Indianapolis Art Center with a procedure which will allow a transaction to be treated as valid and binding, even though a member of the board, staff, or volunteer has a potential or actual conflict of interest with respect to the transaction. This policy is intended to supplement any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Staff and volunteers shall conduct their responsibilities with respect to contractors, suppliers, agencies, funders, members and other persons transacting or seeking to transact business in a neutral and impartial manner based upon valid business considerations the Indianapolis Art Center.
Staff and volunteers of the Indianapolis Art Center shall not seek or accept for himself, herself, or an immediate family member:

- Any gifts, entertainment or other favors relating to their positions with the Indianapolis Art Center that exceed common courtesies consistent with ethical and accepted business practices which are offered by any person or business entity that transacts or seeks to transact business with the Indianapolis Art Center.

All staff and volunteers shall exercise care not to disclose confidential information acquired in connection with such status the disclosure of which might be adverse to the interests of Indianapolis Art Center. Furthermore, staff and volunteers shall not disclose or use information relating to the business of Indianapolis Art Center for the personal profit or advantage of the staff or volunteer or their immediate family.

Confidentiality Agreement

This CONFIDENTIALITY AGREEMENT ("Agreement") is entered into by and between the Indianapolis Art Center and the undersigned volunteer of Indianapolis Art Center.

Confidential information may include, but is not limited to, the following:

- Donor profiles and gift amounts
- Personal and/or protected health information about our volunteers, contractors, students and donors
- Personnel records of others including information about income, performance, discipline, and/or termination reasons (other than information published as part of proper financial reporting and employment verifications or for the purposes of participating in wage surveys)
- Personal identification information

The volunteer agrees that confidential information will be held in confidence, be securely maintained and not disclosed to any person, agency, or organization and will only be used by a volunteer in connection with his/her job duties while in service of the Indianapolis Art Center. All confidential information in tangible form (whether in written form or electronically stored or otherwise) in the possession of a volunteer will be returned to the Indianapolis Art Center immediately upon request, without retention of any copies. All confidential information (whether in written form, electronically stored or otherwise) retained by a volunteer after his/her service with Indianapolis Art Center will continue to be subject to this Agreement. The volunteer agrees that Indianapolis Art Center has all ownership rights in, and to possession of, confidential information that may be created by a volunteer or that may come into a volunteer’s possession. The volunteer understands and acknowledges that any violation of the terms of this Agreement may result in discipline up to and including the termination of volunteer’s commitment with Indianapolis Art Center.

This Agreement shall constitute the entire agreement between the parties with regard to the subject matter hereof. No modification, amendment, or waiver shall be binding without the written consent of each of the parties.

Acknowledgement Of Handbook Review

By signing this form, I acknowledge that I reviewed the content of the volunteer handbook. I understand that it summarizes the Art Center’s volunteer guidelines and expectations of me as a volunteer. I understand that volunteering with Art Center is not for a specified term and is at the mutual consent of Art Center and myself. I agree to abide by the Policies and Procedures laid out in the Volunteer Handbook.

Please sign and date below, remove this page, and turn into the Volunteer Coordinator.

Print Name

Signature

Date