

ACT Volunteer Code of Conduct

Albany Civic Theater recognizes that no ACT sponsored event or activity can be successful and rewarding for all participants involved without a Code of Conduct and recourse for violations of this code.

Harassment-Free Environment

Albany Civic Theater respects the rights of everyone to be free from conduct considered harassing or coercive. Harassment in a broader sense includes, but is not limited to:

- Inappropriate or insulting remarks, gestures, jokes, innuendoes or taunting about a person's body, color, gender, gender identity, sexual identity, racial or ethnic background, place of birth, citizenship, ancestry, creed, or ability.
- Unwanted questions or comments outside the boundaries of consent or production content, that is known or reasonably ought to be known to be unwelcome/unwanted, offensive, intimidating, hostile, or inappropriate.
- Posting or displaying materials, articles, or graffiti, etc. which may cause humiliation, offense, or embarrassment outside the parameters of the production. For example, a production about pornography, violence, racism, etc. may utilize related images on stage, but such images are not appropriate for open display in dressing rooms, bathrooms, etc.

Conflict Reporting Policy

We have detailed the conflict reporting path to address concerns that volunteers may have to resolve their conflict. If you are in a production, you are welcome to consult with or seek the support of your Production Liaison at any level of this process.

- **Level One** – A complaint that can be resolved through conversation with the parties involved.

In the event that you experience or observe conflict or other harassment at ACT, you are encouraged to attempt resolution yourself by directly communicating that the words or behaviors are not welcomed and must stop. We encourage you to do this verbally or in writing if you feel safe to do so.

- **Level Two** – If uncomfortable with the direct communication at Level One or if the behavior continues, please inform one of the following managers that oversees your volunteer position:

- o Production Director/Assistant Director
- o Stage Manager
- o House Manager

- o Volunteer Manager

- o Any other managers that volunteers might be assigned to in their volunteer capacity

If complaints are against the directors or managers, or cannot be resolved after their involvement, then proceed to the next level.

- **Level Three – For Volunteers in a Production** (all other volunteers skip to Level Four)

- o Production Liaison (if you haven't already consulted with them)

All complaints reaching this level should be reported to Production Liaison. The Liaison should report to the ACT Board of Directors, even if no further action is needed.

- **Level Four – ACT Board of Directors**

These people should be considered the final level of the path, capable of resolving issues that have not been resolved prior to reaching this stage. They are strongly advised to consult with each other and review legal or other implications of any decision.

You may expect a prompt investigation which may be brief, due to the time-limited and sometimes urgent needs during theatrical productions. False harassment claims and retaliation will not be tolerated.

Following an investigation, appropriate action may include, but is not limited to: no disciplinary action, education, an apology, termination from current ACT involvement, termination from all future ACT involvement, or other corrective action. The complainant and the subject will be informed, where appropriate, of the findings of the investigation.

Volunteer Use of Theater-Related Social Media

ACT recognizes that in certain circumstances, managers, staff members or volunteers may have legitimate reasons to access or use social media on behalf of ACT. ACT is the sole owner of all ACT social media accounts, including Facebook, Twitter, Instagram, and other accounts used by ACT for business purposes or otherwise. Staff members/volunteers who have legitimate business needs to access or use social media on behalf of ACT must seek approval from the ACT Publicity Coordinator or designee before such access or use. When using social media on behalf of ACT for business-related reasons, staff members/volunteers should remember the following:

- a. Volunteers should disclose that they are a representative of ACT and identify their position.
- b. Volunteers should represent ACT accurately, avoiding misstatements or typographical errors. If a misstatement or error is made, it should be corrected as soon as possible.

c. Volunteers may not publish information, including pictures, logos, links or other information about ACT's partners, vendors, or patrons without their express written consent.

d. Volunteers are prohibited from using social media at any time to engage in discrimination, unlawful conduct, threatening violence, harassment, vulgarity/obscenity or defamatory statements toward or about ACT, its patrons, volunteers, or other staff members.

If a volunteer has questions or concerns about any content to be published or posted on behalf of ACT, the volunteer must confer with the Publicity Coordinator or ACT President before publishing the content.

Personal Use of Social Media at the Theater

Volunteers are strongly discouraged from accessing personal social media accounts on ACT-owned computers and laptops, or through ACT's network. Theater board members/managers should not use their theater email address(es) for accessing personal social media accounts.

a. ACT has the right to access and review use of personal social media accounts that are logged in on ACT computers or other devices, property, or through ACT networks. Volunteers have no expectation of personal privacy with respect to such use.