



Academy Center of the Arts Volunteer Policies **Updated May 2026**

1. New Volunteer Policy:

Training Requirement: We are committed to ensuring that all volunteers are well-prepared and confident in their roles. Therefore, all new volunteers are **required** to complete a training session before signing up for any events. We plan to host a new volunteer training on the second Tuesday of every month, so that new members can begin volunteering the following month. This training will equip you with the knowledge and skills needed to contribute effectively and enjoy your experience with us. Volunteers can sign up for a training on [SignUp](#) here.

2. Attendance and No-Shows:

Cancellations: We understand that life can be unpredictable, but to keep our events running smoothly, we require **cancellations to be made at least 1 day in advance**. Day-of cancellations put our team in a really tight bind, making it difficult to fill your spot and ensure everything goes as planned. If you must cancel on the same day, you are responsible for finding a replacement. If a replacement is not found, it will be considered a “no-show.” Please reach out to the Hospitality Manager by email at least 24 hours before your scheduled shift if you need to cancel.



No-Shows: If you miss a shift without notification, you'll receive a warning. A second no-show will place you on probation, and a third will result in being taken off the volunteer list for the remainder of the year. This policy will reset at the start of each new year. We want to ensure everyone's time is valued and that our events continue to run smoothly.

Probation Period: If you are placed on probation at any point in the year, you will be limited to signing up for future events for 2 consecutive months.

3. Shift Signup and Limitations:

Signup Process: We want everyone to have the chance to contribute their unique energy to our events. That's why shift spots are filled on a first-come, first-served basis. Each volunteer can sign up for a maximum of 1 spot per event. This helps ensure everyone has the opportunity to shine and share in the experience. Only one person may sign up per email address. To be added to the waitlist, click the waitlist option on the event. This option will send you an email when spots become available.

Event Limitations: We ask that volunteers sign up for a maximum of 3 events per month. This allows us to manage our resources while still offering plenty of opportunities for everybody to get involved and stay connected. One week after the events are posted, we will send an email lifting the 3-event limit. Once the month's limit is lifted, you



are welcome to sign up for as many shifts as you can handle and join us in making the most of these events.

Exceptions to the Limitation: The “3 events per month” limitation does not apply to Harrington Gallery Weekday or Weekend Hours.

4. Pre-Show and Post-Show Requirements:

Pre-show Emails: The Director of Rentals & Patron Services will include volunteers in the pre-show email that goes out to staff. These emails include detailed event information, the show schedule, and pre- and post-show information.

Pre-Show Huddle: Before each event, find the House Manager and sign in on the sign-in sheet. We will then gather together for a pre-show huddle. This is our moment to connect, share important updates, and ensure we’re all set to create something magical. Even if it is your first time or 50th time, your presence here is essential to starting off on the right foot.

Post-Show Cleaning: Our work doesn’t end when the event does. We ask that you stay until all cleaning and post-show tasks are completed. This ensures that our venue remains as welcoming and beautiful as ever, ready for the next occasion we bring to life together.



5. Emergency Protocol:

Emergencies: If an emergency arises, please alert the House Manager or designated staff member immediately. Following the emergency procedures outlined in the pre-show briefing is key to ensuring everyone's safety and well-being.

Conflict Resolution: If any conflicts or issues arise during your shift, the House Manager is your go-to for resolution. They are here to support you and ensure that any challenges are addressed with care and compassion.

6. Major Events Policy:

Eligibility for Major Events: We want our most significant events to be powered by our most passionate and experienced volunteers. To be part of these special occasions, we ask that you complete at least 50 hours of volunteer work in the weeks leading up to a major event. This is our way of recognizing your dedication and ensuring our biggest moments are backed by our strongest team. An email will be sent to these volunteers 48 hours in advance to the Sign Up Launch to ensure that these volunteers have priority.

7. Other Policies:

Dress Code: For all events, we ask that you wear a white top and black bottoms, unless otherwise specified for special shows. This dress code helps us present a unified, professional image that reflects the pride we take in our work.



Bringing Children: We love when families come together to volunteer. If you plan to bring your children to help, they must be between 7 and 13 years old and stay with you during your duties. Please let the Hospitality Manager know in advance, and remember that your children should not be counted in your volunteer "spot."

Popcorn Blowers: At each event, House Managers will decide which volunteer will use the "popcorn blower" at the end of each show.

This approach is designed with the best interests of our entire community in mind. We want to ensure that our events are successful, our volunteers are respected, and everyone's time is used meaningfully. Thank you for your unwavering dedication and enthusiasm—together, we create unforgettable experiences and foster a community that thrives on collaboration and mutual respect. Let's continue to make magic happen, one event at a time!

Sincerely,

Jadynn Blackstone Eye
Hospitality Manager
Academy Center of the Arts
600 Main Street
Lynchburg, VA 24504
jblackstone@academycenter.org