MCTOS Handbook Code of Conduct

As a volunteer with MCTOS you are expected to maintain ethical and professional conduct while on our premises, during volunteer shifts or activities, and/or when representing our organization in the community.

This Volunteer Code of conduct aims to clearly communicate the required standards of behavior while volunteering with MCTOS. We expect our volunteers to act respectfully, honestly, and ethically while fulfilling their responsibilities, and in their interaction with our staff, fellow volunteers, and community members.

Introduction:

MCTOS is a 100% volunteer run organization. As such our volunteers are critical to upholding our mission:

- The Motor city Theatre Organ Society is dedicated to the preservation, use, understanding, and enjoyment of the theatre pipe organ, and the promotion and presentation of classic films and arts.

Obligations and Expectations:

Volunteers are expected to follow the ethical standards outlined in this code of conduct. Moreover, they are expected to uphold MCTOS' mission and vision and maintain a professional image while representing the organization in public.

- MCTOS' Core Values are historic preservation, education, integrity, volunteerism, diversity, artistic appreciation and sustainability
- Our vision is to:
    - Provide quality, diverse opportunities for shared artistic experiences for all.
    - Enable participation in the creation, understanding, and appreciation of the arts in our historically preserved theatre.
    - Sustain an environmentally responsible framework, which serves as an anchor and catalyst for neighborhood development.

In return, volunteers should expect the following:

- Training in the area(s) they volunteer
- Discounts on Classic Movies Series Events and Theatre Organ Events
- Free popcorn and bottled water when concessions is open during an event

Racism Discrimination, Harassment and Bullying:

MCTOS has a zero-tolerance policy for racism, discrimination, sexual harassment, and bullying of any kind. This includes harassment based on sex (including sexual harassment, gender harassment, and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital

status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation.

Behaviors that will not be tolerated include but are not limited to:

- Offensive physical actions such as lewd gestures
- Statements meant to humiliate a person publicly or individually
- The use of racial slurs or 'jokes'
- Sexually explicit communication that is either written or spoken
- Any unwelcome physical contact with other volunteers or patrons
- Any unwanted sexual attention
- Harassment due to a person's race, color, gender, identity, religion, language, medical condition, age, culture, national origin, gender expression, disability, marital status or sexual orientation

If you witness these behaviors, you are required to notify ?????????????????? immediately. If you engage in any of these behaviors you will receive prompt disciplinary action and/or termination.

Attendance

As a volunteer we depend on you to honor your commitments and perform your duties to the best of your abilities. We understand that periodically certain situations/illnesses/emergencies may prevent you from completing a scheduled shift. Please inform your team captain as far in advance as possible for scheduled absences (vacations, holidays etc.) and preferably before your shift starts for unscheduled absences (illness, injury, emergency).

Confidentiality

During the course of their duties, volunteers will likely have access to, deal with, or become aware of confidential information and circumstances surrounding those we serve. This information must be kept strictly confidential. No operating statistics or operational information of any kind is to be given to anyone outside the Organization by any individual in the organization other than the President or Vice-President. Any breach of confidentiality will result in disciplinary action up to and including the termination of volunteer services.

Dress Code/Personal Hygiene

It is important that volunteers dress appropriately for their volunteer role so that they can fulfill their responsibilities safely and comfortably. We ask that you refrain from wearing clothing that displays obscene language or offensive material while representing our organization and that you maintain an appropriate standard of hygiene.

Drug, Alcohol and Tobacco Use

Volunteer activities must be conducted without the influence of alcohol or illicit drugs. The use, possession or distribution of drugs, drug paraphernalia or alcohol; the solicitation of drugs or alcohol by volunteers are prohibited while on MCTOS' premises.

While medical and recreational marijuana use is legal in Michigan, we are under no obligation to accommodate its use in our offices, at our events or on our premises.

If alcohol is served during a volunteer event, rental or business function volunteers are expected to conduct themselves in an appropriate and professional manner. The Event Manager is prohibited from consuming alcohol during events/rentals.

Tobacco use (including vaping) is prohibited inside our buildings. These products may only be consumed in designated smoking areas and disposed of responsibly.

Teamwork & Communication

Volunteers are expected to communicate respectfully and honestly when interacting with staff, other volunteers and the community.

Email Etiquette - Email communication style affects how people view your professionalism and reveals your general work ethic and ability to pay attention to detail. Emails should be written with the same level of care as business letters.

- If assigned an organization email address use that for organization emails.
- Use a clear subject line to note the purpose of the email.
- Avoid using all uppercase or lowercase letters in the subject line to prevent the email being sent to Junk.
- Avoid informal salutations unless you know the person well.
- Use full first name unless they prefer a shortened or nickname.
- Review the To, Cc and Bcc fields so you only send a response to the necessary people. Use 'Reply' instead of 'Reply All' when possible.
- Avoid using humor in your emails – what you find amusing the recipients may not.
- Use bold or italic text sparingly. Avoid emojis and lots of exclamation marks as it may be perceived as unprofessional.
- Keep your message short and to the point.
- Emails can easily be shared – if you are not comfortable with the contents being shared with others it is best not to send the information electronically.
- Never use an email to comment on another person's character or abilities or to convey private thoughts or information.
- Proofread and be conscious of the 'tone' of your email as it can be misinterpreted without the nonverbal cues given during face-to-face discussions. Try reading it out loud to see if it comes across as abrupt before hitting 'Send'.

Health and Safety

To protect our volunteers, staff and the public we request that everyone observe safe work habits and be aware of the safety of others. Activities posing safety risks to you or others are to be avoided. It is the responsibility of every volunteer to report unsafe conditions to their Team Leader or Event Manager.

MCTOS follows all city/county or state mandated health requirements.

MCTOS prohibits the possession or use of dangerous weapons on organization property including surrounding areas (sidewalks and parking lots) under the ownership of MCTOS in order to ensure a safe premises free of violence. A license to carry a weapon does not supersede this policy.

Dangerous weapons include firearms, explosives, knives and other items that might be considered dangerous or that could cause harm. Volunteers are responsible for making sure that any item in their possession is not prohibited by this policy.

MCTOS reserves the right at any time and at its discretion to search personal vehicles, containers, briefcases, purses, backpacks, packages and people entering the property as well as lockers, desks and other areas for the purpose of determining whether any weapon is being or has been brought on to the property or premises in violation of the policy.