

# GTCYS Volunteer Handbook 2021-22

Thank you for your interest in volunteering for the 2021-22 GTCYS season! Volunteers like you are crucial to helping everything run smoothly. We appreciate you playing your part!

This handbook has everything you need to know about volunteering, such as where to sign up to volunteer, what to expect as a volunteer, and more. If you ever have questions about volunteering, please ask Program Assistant Katie Heilman at [katie@gtcys.org](mailto:katie@gtcys.org).

## GTCYS Mission Statement

In the conviction that music nourishes the body, mind, and spirit of the individual and enriches the community, the Greater Twin Cities Youth Symphonies provides a rigorous and inspiring orchestral experience for young musicians.

## Sign Up Genius

All volunteer sign-ups are handled through the website Sign Up Genius. The GTCYS office will send out volunteer sign-ups in advance of any event where we need volunteers via email. You do not need a Sign Up Genius account in order to sign up for a volunteer shift. If you need to delete or edit your sign up, you can do so on the sign-up page by clicking on the link “You can change your sign up,” as shown below:

Created by:  Greater Twin Cities Youth Symphonies 

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Already signed up? You can [change your sign up](#).

Time (CDT)	Available Slot
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## General Timeline

- The GTCYS office will send out volunteer needs and any relevant sign-up links in advance of the event.
- Most of the time, volunteering instructions for a shift will come from Program Assistant Katie Heilman. She will email detailed instructions to volunteers within 2 days of the event.
- Volunteers confirm that they have received instructions.
- Volunteers attend their shifts!
- Occasionally, the office will ask volunteers for feedback on how the shift went after the event has concluded. Volunteers are also encouraged to email Katie Heilman at [katie@gtcys.org](mailto:katie@gtcys.org) at any time with feedback or suggestions.

## Types of Volunteer Positions

GTCYS generally will ask for volunteers for the following types of positions:

- Concert Ushers
- Concert Audience Counters
- Rehearsal Greeters/Concert Greeters
- Office Volunteers (collate mailings, prepare ambassador packets, etc.)
- String Tuners (for Philharmonia and Sinfonia string students)
- Retreat Chaperones
- Festival Concert Chaperones
- Snack Helpers

## Parent Captains

In past years, GTCYS has appointed Parent Captains for each orchestra. Parent Captains help organize social events such as treat nights and food social nights. They also work to recruit parent volunteers for these events. Based on current COVID restrictions, GTCYS will evaluate the safety of providing food at events. Parent Captains will be determined during the fall and will begin in their roles in January, pending COVID restrictions.

## Volunteering Your Expertise

Do you have a special talent or expertise that you would like to volunteer with GTCYS? Please reach out to Katie Heilman at [katie@gtcys.org](mailto:katie@gtcys.org), and we would be happy to have your help! This could include anything such as sound/tech expertise, photography, medical experience, or any other insight you may have on a subject.

## Volunteer Code of Conduct for 2021-22

All GTCYS volunteers must be able to commit to the following:

- Arrive at volunteer shifts on time.
- Alert the program assistant in a timely manner if they are unable to make it to their shift.
- Abide by any COVID protocols in place:
  - Wear a mask during the entire shift unless instructed otherwise.
  - Sanitize hands upon arrival.
  - Stay home if they are feeling sick and alert the program assistant if a sub is needed.
- Maintain a friendly, welcoming, and professional demeanor around students and families.
- Follow any instructions provided by staff in advance of and during the shift.

## Background Checks and Child Protection Policy

Certain volunteer shifts involve more time working directly with students who are minors. Volunteers may be asked to complete a criminal background check in advance of their shift, as well as read and agree to upholding the [Child Protection Policy](#). This is first and foremost to protect our students. The office will send any relevant forms in advance of the event with instructions on how to complete and return them.