



VOLUNTEER HANDBOOK

ABOUT THIS VOLUNTEER HANDBOOK

Thank you for your interest in Common Chord and for Volunteering!

This handbook is designed to familiarize you with our policies and procedures that apply to all Common Chord volunteers. Please use this handbook as a useful reference guide for specific situations and concerns. It is by no means all-inclusive, but can be used as a general overview. The Volunteer Manager can be contacted with any topics or questions not covered in this handbook. Common Chord may modify, delete, or amend provisions in this handbook at any time without prior notice. Common Chord maintains other written policies and procedures that are supplemental to this handbook.

Please take the time to carefully read and familiarize yourself with its content. Should you have any questions along the way, please don't hesitate to reach out to the Volunteer Manager and Director of Strategic Initiatives, Steve Ahrens, at 563/326-1333 ext 110 or sahrens@commonchordqc.org.

The two Volunteer Handbook Acknowledgment forms attached to the end of this handbook must be signed and returned. Thank you.



| | |
|---|-----------|
| WELCOME TO COMMON CHORD | 5 |
| MISSION AND VISION..... | 5 |
| AN INCLUSIVE ENVIRONMENT..... | 5 |
| COMMON CHORD PROGRAMS & OPPORTUNITIES..... | 6 |
| INTUNE MUSIC MENTORSHIP PROGRAM..... | 6 |
| JERRY BROWN ACOUSTIC MUSIC CLUBS | 6 |
| RIVERCURRENTS..... | 7 |
| SUMMER & WINTER MUSIC CAMPS..... | 7 |
| ONESOUND PIANO PROJECT..... | 7 |
| LET'S BAND TOGETHER INSTRUMENT LOAN PROGRAM | 8 |
| THE ECHO..... | 8 |
| REDSTONE ROOM..... | 9 |
| LIVE AT FIVE CONCERT SERIES | 9 |
| DAVENPORT RIVERFRONT CONCERT SERIES | 9 |
| MUSIC AT THE MARKET | 10 |
| SPECIAL EVENTS..... | 10 |
| VOLUNTEER GUIDELINES..... | 11 |
| PROFESSIONAL CONDUCT..... | 11 |
| VOLNTEER BENEFITS | 11 |
| SCHEDULING & ATTENDANCE..... | 11 |
| OFFICE CLOSURE POLICY..... | 11 |
| ABUSE AND BEHAVIOR GUIDELINES..... | 12 |
| GUIDELINES FOR VOLUNTEER BEHAVIOR..... | 12 |
| VOLUNTEER HANDBOOK ACKNOWLEDGEMENT FORM | 13 |

Dear Volunteer,

Welcome to Common Chord and thank you for your interest in volunteering!

At Common Chord, volunteers are at the heart of what we do. When you volunteer your time – an hour, a day, or once a week – you are contributing to the bigger goal: to activate the power of music to improve our community! 2024 celebrates the 20th year of Common Chord delivering critical music enrichment programming to students, especially to those less likely to receive it. It also marks twenty years of offering high quality, diverse musical concerts helping to strengthen the Quad City's creative economy.

Volunteers perform an essential function for our organization and allow us to serve even more of our neighbors. This handbook was designed to give you background on Common Chord, as well as to provide a broad overview of the many different ways you can get involved. We hope you will find this handbook helpful in answering any questions you may have about volunteer opportunities with Common Chord.

We thank you for sharing your passion, expertise, and especially your time to help make Common Chord the best it can be. Without volunteers like you, our work to advance the common good in the community would not be possible. We strive to make your volunteer time meaningful and enjoyable, and that as a volunteer you gain knowledge of and experience in what it means "to activate the power of music."

Thank you.

Sincerely,

Tyson Danner, Executive Director

WELCOME TO COMMON CHORD

MISSION AND VISION

Common Chord is an Iowa 501(c)(3) not-for-profit corporation.

Mission:

We activate the power of music to improve our community.

Vision:

We envision a community where music connects, enriches, and inspires all Quad Citizens.

Four Strategic Priorities:

Support local musicians and our music ecosystem

Advocate for the positive outcomes of music

Provide **accessible and inclusive** spaces and experiences

Create **connection and learning** through music

AN INCLUSIVE ENVIRONMENT

Common Chord is committed to providing an inclusive and welcoming environment for all staff, volunteers, participants, and guests.

We recognize that a history of oppression, marginalization, and disinvestment has resulted in ongoing disparities within our community. As a community-centered nonprofit, we work to counteract these disparities in every facet of our programs and operations.

COMMON CHORD PROGRAMS & OPPORTUNITIES

Common Chord is a non-profit organization creating music experiences, helping to connect Quad Citizens and building a stronger community where all can thrive. Common Chord is committed to providing inclusive, results-oriented music education programming and community initiatives that have an impact on the individual and for the larger community. Brief descriptions and the opportunities for the current Common Chord Education Programming and Community Initiatives include:

INTUNE MUSIC MENTORSHIP PROGRAM

- **Classroom Mentor**

InTune is a music mentorship program providing student-led music experiences in partnership with community centers and after-school programs throughout the Quad Cities.

Each week our artist mentors utilize music to encourage students to get *in tune* with their identities, build confidence, and envision a positive path forward in life. The program provides relevant education and long-term mentoring relationships.

InTune is currently provided at Project Renewal (Davenport), the Martin Luther King Center (Rock Island), Boys & Girls Clubs (Moline & Davenport), and Spring Forward (Moline).

A special thank you to our lead funding partner, Pierce's Promise, for their commitment and support in making InTune possible! Additional support is provided by the Hubbell-Waterman Foundation, the Regional Development Authority, and the Davenport Kiwanis club.

JERRY BROWN ACOUSTIC MUSIC CLUBS

- **Classroom Helper**

The Jerry Brown Acoustic Music Clubs provide inclusive music enrichment programs for youth and adults of **all** abilities. With a variety of partners, these programs allow participants to express themselves in new ways, help build social skills, and **have fun** in a lively, interactive environment!

This program is named in memory of Jerry Brown, a local musician who had a passion for accessible and inclusive music enrichment. We carry on his spirit of joy and music through the Acoustic Music Clubs.

Acoustic Music Clubs currently take place at The Arc of the Quad Cities, Blackhawk Special Education Center, Empowering Abilities (formerly Handicapped Development Center), and Empower House.

Special thanks to Melody Brown and Friends for supporting this program.

RIVERCURRENTS

- **Classroom Educator**
- **Helper**

RiverCurrents offers an opportunity for students to explore American music through the lens of the Mississippi River. This interactive, lively program deepens students' knowledge of music through the exploration of diverse American musical styles. Students learn about music heritage and how it influenced our community, experience the history of American music, and even write their own songs!

We provide RiverCurrents programs free of charge to schools! If you are a teacher or administrator, please contact us to learn more. Our education team can come to your school, or you can schedule a visit to Common Chord.

SUMMER & WINTER MUSIC CAMPS

- **Camp Leader**
- **Camp Counselor**

Music helps kids succeed! Through musical performance and collaboration, our students develop skills in teamwork, public speaking, creative thinking, and confidence.

In our Kidstock and Winter Blues music camps, young musicians ages 8-18 join with their peers to participate in workshops led by professional musicians, form a band with fellow campers, and put on a performance in the Redstone Room for their friends and family.

ONESOUND PIANO PROJECT

- **Musician**
- **Photo Model**

The OneSound Piano Project brings music and art to cities throughout our region, activating public spaces and creating opportunities for connection and access to music!

After two increasingly successful years, the program is returning for the 2024 season across the Quad Cities with additional venues by popular demand! Check out the Common Chord website for our OneSound Map of venues to visit & pianos to play!

LET'S BAND TOGETHER INSTRUMENT LOAN PROGRAM

- **Instrument Repair Tech**

Let's Band Together puts instruments in kids' hands, so they can learn the joy of music!

Music should be accessible to all kids – regardless of financial means. Through our free instrument loans, all students have the opportunity to experience music.

You can support Let's Band Together! We accept donations of all instruments – even ones that need repairs.

A special thank you to Pierce's Promise for their support of this program!

THE ECHO

- **Article Writer**
- **Photographer**
- **Ad Sales**

The Echo is a free online calendar and newsletter that showcases local Concerts, Artists and Venues throughout the entire Quad City region. Check it out on Facebook, Instagram, and at www.TheEchoQC.com.

In addition, the Echo Radio Hour also features these local Quad City Artists, Shows, Events and More. Tune in with your host, Ben Schwind, every Saturday at 6pm on WVIK 90.3FM or visit our website to listen to each week's episode. This is proudly presented as a partnership by Common Chord and WVIK 90.3FM.

REDSTONE ROOM

- **Greeter**
- **Information Table**

The Redstone Room, located on the second floor of our facility, features concerts by local and touring musicians of all genres. The Redstone Room is an accessible, safe concert venue that hosts a diverse array of artists and genres.

Our focus on supporting local musicians with professional performance opportunities builds our local music scene, creating new opportunities for local artists to develop their careers.

LIVE AT FIVE SUMMER CONCERT SERIES

- **Greeter / Information Table**
- **Setup / Tear down**
(For a two-hour event)

Every Summer, the Skybridge Courtyard comes alive with live music by some of our best local bands!

Join us every Friday at 5:00, June through August, to enjoy some free, fun music in a casual, family-friendly environment and start your weekend right!

DAVENPORT RIVERFRONT CONCERT SERIES

- **Greeter / Information Table**
- **Setup / Tear down**
(For a two-hour event)

New this year, in partnership with the City of Davenport and Riverfront Improvement Commission, nine concerts in various venues along Davenport's riverfront will offer a beautiful backdrop for some quality local music.

Join us at each concert location for something different each time. Admission is free. Bring the family.

MUSIC AT THE MARKET

- **Information Table**

Each weekend, we bring local musicians to the stage at the Freight House Farmers Market.

This program creates more paying gigs for local musicians, while creating a performance opportunity at one of our region's biggest cultural events. Join us every Saturday and Sunday, May through October, as we bring local music to the Common Chord Stage at the Freight House!

This program is made possible with the partnership and support of the Freight House Farmers Market and the Riverfront Improvement Commission.

SPECIAL EVENTS

- **Greeter / Information Table**
- **Solicit Sponsorships / Auction Items**
- **Audience Development**

Common Chord offers two special events each year – QC Flavor Fest and Battle of the Bosses – to raise financial support and awareness for our mission. We also periodically host Trivia Night and other “game night type” fundraisers.

In October, Join us for QC Flavor Fest as we sample the best food and drink made right here in the Quad Cities! Taste the best the Quad Cities has to offer and vote on your “favorite,” all while raising funds to support music education programming for kids.

Battle of the Bosses, which takes place in the spring each year, showcases hidden talents and community support in a spirited competition featuring ten acts of various industry and community leaders competing live on stage in the Redstone Room for the audience's vote. The ticketed event also is a fundraiser and 100% of funds raised will directly fund Common Chord's education programs, creating accessible and inclusive music experiences for youth.

VOLUNTEER GUIDELINES

PROFESSIONAL CONDUCT

As a mission-driven, community-centric nonprofit entity that provides opportunities to people of all ages and backgrounds, Common Chord takes our stewardship obligations very seriously. Volunteers should ensure that their behavior and public statements (whether made on behalf of the organization or not) reflect Common Chord's mission and values. Volunteers shall not commit any act or do anything at any time which might be reasonably considered to injure, tarnish, or otherwise negatively affect the reputation of Common Chord, including but not limited to actions or statements outside the scope of the agreement, consumption of illegal substances on Common Chord property, mistreatment of Common Chord property or equipment, or any actions or public statements contrary to Common Chord's nonprofit mission and values.

At all times, you are required to conduct yourself in a manner that is professional and appropriate to the setting. You are required to exhibit behavior that is positive and in the best interest of Common Chord.

As a volunteer of a community-based nonprofit, you should be aware that you are seen as a representative of the organization, even when you are not at work. Therefore, we encourage you to conduct yourself in alignment with the values of our organization at all times.

VOLUNTEER BENEFITS

We appreciate the commitment of time and talent made by our volunteers. All time generously provided by volunteers to our organization will be logged for individual recognition and organizational reporting purposes. Current/active Common Chord volunteers are eligible to receive various branded clothing items, free admission to selected Common Chord events, and vouchers for free soda or draft beer (limit one per event) at the Redstone Room and Skybridge Courtyard bars (for the event at which they are volunteering).

SCHEDULING & ATTENDANCE

Volunteer schedules are typically created by the Volunteer Manager once the required paperwork has been completed. Volunteers should maintain open communication regarding the schedule. If unavailable to work as scheduled, it is strongly appreciated to immediately contact the office.

We understand this is a volunteer commitment and appreciate the generosity of your time and talents. We also appreciate volunteers showing up when committed and being present and ready to work at your scheduled time. Excessive unplanned absences are disruptive, place an unfair burden on others, and are challenging for the organization.

OFFICE CLOSURE / EVENT CANCELLATION

Communication will be provided in the event of an unscheduled office closure or unanticipated event cancellation for which a volunteer was scheduled to work.

ABUSE AND BEHAVIOR GUIDELINES

ORGANIZATION POLICY

Child abuse and neglect are unlawful acts. It is against the organization's policy for any volunteer or employee, male or female, to physically, sexually, or mentally abuse or neglect any child. In accordance with this policy, Common Chord will neither condone nor tolerate:

- Infliction of physically abusive behavior or bodily injury upon children;
- Physical neglect of children, including failure to provide adequate safety measures, care, and supervision in relation to organization's activities;
- Emotional maltreatment of children, including verbal abuse and/or verbal attacks.

Common Chord reserves the right to dismiss or to exclude from affiliation any volunteer or employee implementing programs that is found guilty of child abuse or neglect or has been convicted of child abuse or neglect. The organization will consider any of the above-mentioned prohibitions as the basis for progressive disciplinary action that can include dismissal or termination. The organization believes that in order to protect the health, safety, and general well-being of participants, no person named on any state's Sex Offender Registry will be permitted to act as an employee or volunteer in any capacity for the organization.

GUIDELINES FOR STAFF/VOLUNTEER BEHAVIOR

The following rules are prevention techniques.

1. Staff/Volunteers shall avoid being alone with a client, patron, volunteer, or student under 18 years of age. To prevent this occurrence, always have two adults present. When not possible, have one staff present with several students.
2. Programs, educational activities, and student engagement should always occur in well lit and easily accessible areas. Intimate and secluded settings are to be avoided.
3. Generally avoid touching students, especially by initiating contact. Patting clients on the seat as a symbol of congratulations or encouragement, as often found in athletics, is forbidden. If a client hugs you, divert the contact so it becomes shoulder-to-shoulder rather than pelvis-to-pelvis.
4. Staff/Volunteers shall not transport students in a private vehicle or to any location other than the program site.
5. No after hours or "special" relationships during or following the student's involvement with the organization are allowed.
6. Volunteers shall not work with children without a staff member present.

Information provided by Child Welfare Information Gateway. Available online at www.childwelfare.gov/pubs/factsheets/signs.cfm

Any volunteer working with children will be required to pass a background check.

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I have received a digital or printed copy of the Common Chord Volunteer Handbook. I understand that it is my responsibility to read, understand, and comply with all the policies, procedures, and guidelines contained in the Volunteer Handbook. These general volunteer guidelines and procedures apply to all Common Chord volunteers.

- Please notify supervisor if unable to volunteer on scheduled day/time.
- Volunteers should follow the instructions of their supervisor.
- Please dress appropriately for the volunteer task. If unsure, ask.
- Volunteers must follow a code of confidentiality pertaining to any information available to them as such information is private and should not be discussed outside of volunteering.
- No one under the influence or in possession of drugs and/or alcohol will be permitted to volunteer.
- Please refrain from smoking while volunteering. Depending on where a volunteer is placed, there may be smoking breaks.
- No firearms and/or weapons of any kind are permitted at any volunteer space.
- Sexual harassment will not be tolerated. Sexual harassment includes, but is not limited to, unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Any volunteer who believes he/she has been harassed should notify his/her supervisor immediately.
- Violence, harassing behavior, or offensive speech will not be tolerated.
- Please report all accidents and/or injuries to your supervisor and/or staff immediately.

I agree to indemnify and hold Common Chord harmless against any and all claims, liabilities, damages and expense (including the expense of litigation and reasonable attorney fees) in whole or in part by reason of my negligence, gross negligence or willful misconduct, including but not limited to, personal injury or property damage incurred by any third parties as a result thereof.

I understand and accept these guidelines put forth by Common Chord. I will use my best judgment in adhering to these guidelines, and will ask Common Chord staff if any questions or uncertainties arise pertaining to these guidelines.

X _____

Volunteer / Guardian

Date



Volunteer Interest Form

Thank you for your interest in Common Chord. Please complete and return the form below and we will get back to you as soon as possible.

Name: _____

Name of Parent/Guardian (if under 18): _____

Address: _____

Preferred Phone: _____ Email: _____

What is your availability? (Morning, Afternoon, Evening, Weekday, Weekend)

What are your volunteer interests? How would you like to help out?

Classroom Mentor / Helper _____

Special Events Committee _____

Special Events Greeter _____

Echo Article Writer/Photographer _____

Concert Greeter/Info Table _____

Instrument Repair Tech _____

Office Assistant _____

Kids Camp Counselor _____

Facility Helper/Handyman _____

Other _____

Describe any activity constraints? _____

Volunteer Signature: _____ **Date:** _____