



# **2021 Carmel Bach Festival Volunteer Handbook**

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# Welcome!

Dear Carmel Bach Festival Volunteer,

Welcome to the Carmel Bach Festival! We hope that you are looking forward to this year's Festival as much as the staff and musicians are.

The Festival depends on a skilled group of volunteers, people just like you who want to share their time, talents and love of music. Your contribution is vital to the ongoing success of the Carmel Bach Festival's mission to celebrate the works, inspiration, and ongoing influence of J.S. Bach. There are many volunteer opportunities available and we hope you will enjoy your time as a volunteer and member of the Carmel Bach Festival family.

The purpose of this handbook is to provide you with enough information to become a successful volunteer with the Carmel Bach Festival. In this handbook you will find a summary of the season program, history of the Carmel Bach Festival, a description of volunteer opportunities and benefits, and much more. Use this information as a guide as you become not only a volunteer but also a lifelong ambassador for the Carmel Bach Festival.

Thank you for sharing your time and talents with us. We look forward to working with you this year!

Cordially,



Sandie Borthwick  
Volunteer Committee Chair



Olivia Colombo  
CBF Development Manager & Volunteer Coordinator

# Highlights of the 84<sup>th</sup> Season

We are pleased to present additional information about our live and in-person 2021 Festival, October 23—November 5 at the Sunset Cultural Center. Here are details about the Main Concert programs and tickets.

Main Concerts – Paul Goodwin, conductor, except as noted.

## **Saturdays, Oct. 23 & 30, 7:30 PM – Orchestra, Chorale and Soloists**

J.S. Bach, Der Geist hilft unser Schwachheit auf, BWV 226

George Frideric Handel, Ode for St. Cecilia's Day, HWV 76

Clara Rottsoolk, soprano, and Thomas Cooley, tenor

## **Sundays, Oct. 24, 7:30 PM & Oct. 31, 4:00 PM – Orchestra and Chorale**

J.S. Bach, Mass in B-Minor

Kyrie

Gloria

Dona nobis pacem

## **Mondays, Oct. 25 & Nov. 1, 7:30 PM – Concertmaster Peter Hanson Presents**

J.S. Bach, Brandenburg Concerto No. 3 in G Major, BWV 1048

Antonio Vivaldi, Concerto in A Minor for Two Violins, RV 522

J.S. Bach, Brandenburg Concerto No. 5 in D Major, BWV 1050

Antonio Vivaldi, Concerto No. 10 in B Minor for Four Violins, RV 580

## **Tuesdays, Oct. 26 & Nov. 2, 7:30 PM – Orchestra, Chorale and Soloists**

Henry Purcell, Dido and Aeneas, Z. 626

Clara Rottsoolk, soprano, Dido and Thomas Cooley, tenor, Aeneas

## **Wednesdays, Oct. 27 & Nov. 3, 7:30 PM – Chorale, Andrew Megill, conductor**

Songs interspersed with readings from “The Art of Courtly Love” by Andreas Cappelanus

Music from composers such as Roland de Lassus, Claude Debussy, Gabriel Fauré, Maurice Ravel, and others

## **Thursdays, Oct. 28 & Nov. 4, 7:30 PM**

Fire & Grace, Edwin Huizinga, violin and William Coulter, guitar, with guest artist, and CBF Orchestra and Chorale Musicians

## **Fridays, Oct. 29 & Nov. 5, 7:30 PM – Orchestra**

Gioachino Rossini, Overture to Il Signor Bruschino

Richard Wagner, Siegfried Idyll

Ludwig van Beethoven, Symphony No. 1 in C Major, op. 21

# Meet the Board of Directors

Cyril Yansouni, *President*  
John Young, *1<sup>st</sup> Vice President*  
Cristofer Cabanillas, *2<sup>nd</sup> Vice President*  
Patricia Eastman, *Treasurer/CFO*  
Leslie Mulford, *Secretary*  
Bob Axley  
Susan Bjerre  
Sandie Borthwick  
Anne Cardone  
Alan Carlson  
Lena Clark  
Daniel Cooperman  
Camie Eugster  
Robert Flanagan  
Jacqueline Henning  
Ben Heinrich  
Constance Irish-Hess  
Deborah Howitt  
Christine Kemp  
Susan Lansbury  
Eduardo Ochoa  
Melanie Silva  
Tim Smucker

# Meet the Volunteer Committee

The Carmel Bach Festival Volunteer Committee is responsible for working with Carmel Bach Festival staff to identify volunteer needs for the Festival. The Committee actively recruits volunteers to ensure there is a strong match for each task and assists with training volunteers, evaluating their effectiveness and reassigning volunteers as needed. The Committee also coordinates volunteer recognition events and activities and generates the volunteer newsletter. Most importantly, the Volunteer Committee identifies methods for bringing all volunteers into the communications loop so that they serve as strong advocates for the Festival.

Sandie Borthwick, *Chair*  
Olivia Colombo, *Volunteer Coordinator*  
Susan Bjerre  
Francie Blinks  
Susan Mehra  
Melanie Silva  
Gloria Souza  
Suzanne Woodard Dorrance  
Susie Woodford

# What are the Benefits of Volunteering

## **LEVEL I—Any 2021 Volunteer**

- An invitation to a special rehearsal with refreshments prior to the Festival
- Recognition in the 2022 program book
- An invitation to a party honoring our volunteers in 2022
- 10% discount at the Bach Boutique during the Festival  
(Volunteer nametag required to receive discount)

## **LEVEL II—Volunteers with 10-24 hours of service in a year**

- **All of the above benefits**
- Two vouchers for the 2022 Adams Master Class Showcase, subject to availability

## **LEVEL III—Volunteers with 25-59 hours of service in a year**

- **All of the above benefits**
- Special recognition in the 2022 program book
- Two vouchers for a chamber concert of your choice, subject to availability in 2020

## **LEVEL IV—Volunteers with 60 hours or more of service in a year**

- **All of the above benefits**
- The opportunity to receive your ticket brochure and order tickets for the 2022 season one month early starting February 1, 2022.

## **LEVEL V—Volunteers who work throughout the year or over 125 hours**

- **All of the above benefits**
- 2 vouchers to two main concerts in 2022, subject to availability

# Volunteer Expectations and Responsibilities

## Carmel Bach Festival Volunteer:

- Sign-up for your volunteer shift online through Sign Up Genius found on the Carmel Bach Festival website volunteer page.
- **Submit a liability and media release form by October 1 to the Volunteer Coordinator. If a form is not received then you will be removed from your assigned shift(s).**
- Be punctual for your volunteer duty or shift.
- **Should you need to cancel a shift, please contact the Volunteer Coordinator 48 hours prior to the start of your shift. If you are unable to give a 48-hour notice of cancellation, you are responsible for finding a replacement for your shift. Once a replacement is found, please notify the Volunteer Coordinator of the change.**
- Provide exemplary service at all times, no matter what volunteer role you take, recognizing that as a volunteer, you are an extension and a reflection of the Carmel Bach Festival.
- Be reliable and responsible in both service and communications
- Be respectful of Carmel Bach Festival staff, musicians, patrons, and your fellow volunteers.
- Communicate to the Volunteer Coordinator any issues or concerns that could affect your volunteer service or experience.
- Please do not wear any cologne, perfume, aftershave, or strong scents.
- Complete your duties as assigned and directed by Volunteer Coordinator and/or supervisor on duty.
- Be willing to learn and able to participate in orientation, training programs, and meetings as needed (you will be contacted if required).
- Understand the role of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of the volunteer role.
- Keep sensitive organizational information confidential.
- Comply with the policies and procedures of the organization.

## Carmel Bach Festival Staff:

The Carmel Bach Festival staff seeks to create a welcoming and inclusive atmosphere for all volunteers. We will support you by communicating clearly the expectations and responsibilities of the many different roles of Festival volunteers. Our goal is to match the needs of the organization with the skills, abilities, knowledge, experience, and time availability of individual volunteers. We want you to know how valued and appreciated you are to this organization.

# Dates and Deadlines

**September 3, 2021**, ONLINE SIGN-UPS ARE OFFICIALLY OPEN!

**October 1, 2021**, Liability form and proof of COVID vaccination card must be submitted to the Carmel Bach Festival office.



# Volunteer Opportunities

## Artist Transportation

Get to know our musicians! As they fly in from around the world in early July, some musicians will need a ride to and from the bus station and/or airport to their living arrangements in Carmel-by-the-Sea. There is only one pick-up date in early July and one drop-off usually the day after the Festival ends. Please note: mileage is not reimbursed.

## Main Concert COVID card check in table

Join the Carmel Bach Festival before every main concert to check COVID vaccination cards. This job requires sitting at our check-in tables and checking every ticket buyers drivers license, COVID vaccination card, and ensuring they wear a mask. Handing out wrist bands or other passes may be a possibility. If interested, you must be vaccinated and willing to interact with the general public.

## Musician Hospitality

Every summer, the Carmel Bach Festival hosts approximately 150 musicians. We provide meals and coffee for them during their breaks. Job duties include preparing and serving food, cleaning-up after each service, and providing good hospitality during your designated shift(s). In addition, there are opportunities to pick-up food. This requires you to drive to a local restaurant, pick-up a food order, and bring it to the Sunset Center Green Room backstage. Please note: mileage is not reimbursed.

## Will Call

Will Call volunteers are responsible for selling tickets before each concert at an off-site venue(s) and help patrons pick-up pre-purchased tickets at will call. A mandatory training is required and will be scheduled by the Box Office Manager.

# How to Volunteer at a Carmel Bach Festival Main Concert Located at the Sunset Center

The Sunset Cultural Center, Inc. is a non-profit organization that was formed in 2003 to manage the historic Sunset Center. The building that began as a public school in 1926 was later transformed into a state-of-the-art performing arts center with a seating capacity of 718. Under the mantle of *Sunset Presents*, they bring a wide range of world-class performances and live events to the Monterey Peninsula including global music, comedy, rock, theater and dance. Sunset Center hosts a number of outside presenters throughout the year as well.

Sunset Cultural Center is also home to a number of Historic Presenting Partners. The Carmel Bach Festival is proud to be part of this group. While the Carmel Bach Festival performs most of its main concerts at the Sunset Center and has offices on the Sunset Center grounds, the two organizations are separate. Each organization is a separately registered 501(c)(3) non-profit organization and produces its own events, concerts, and programs with separate staff, procedures, policies, and by-laws. This includes management of the volunteer programs for each organization. The two organizations work together as a team to present the Carmel Bach Festival.

Please note that if you wish to volunteer for a Carmel Bach Festival main concert performance at the Sunset Cultural Center, you **MUST** submit a Sunset Center Volunteer Application to the Sunset Center office. In addition, you must attend a mandatory Volunteer Procedure Training. The Carmel Bach Festival is not responsible for scheduling Sunset Center volunteer shifts, but will keep track of your hours served at each Sunset event or concert.

**To learn more about volunteering at the Sunset Cultural Center**, visit <http://www.sunsetcenter.org/volunteer.htm>. For all questions regarding volunteering at any Carmel Bach Festival event located at the Sunset Center, please contact [sasha@sunsetcenter.org](mailto:sasha@sunsetcenter.org) or via phone at 831.620.2047.

# Policies

## **Breaks**

With the exception of bottled water, neither food nor beverages are allowed while on duty for a volunteer assignment. Additionally please inform the Coordinator and/or House Manager-on-Duty, prior to leaving your post, before taking a break.

## **Cancellation**

If you need to cancel your participation as a volunteer for the entire year or an individual shift, please contact the Carmel Bach Festival Volunteer Coordinator 48 hours prior to the start of your shift. If you are unable to give 48-hour notice prior to the volunteer shift, you are responsible for finding a replacement for your shift. Once a replacement is found, please notify the Volunteer Coordinator of the change and provide the name and contact information of the replacement.

## **Complimentary Tickets**

If you qualify for complimentary ticket vouchers based on the number of hours you volunteered in the previous year; your complimentary ticket voucher will be mailed to you by July 1, 2022. You must have your voucher with you to claim your complimentary tickets. No other claim mechanisms can be honored. Tickets are redeemable starting July 1 and must be ordered with your voucher in the Carmel Bach Festival office. The level of voucher is awarded based on the number of hours a volunteer worked in the prior year. Please note that not all volunteer levels receive complimentary tickets. All tickets are subject to availability; see page 6 for more information on ticket benefits.

## **Code of Conduct and Dissolution**

Carmel Bach Festival Volunteers are expected to follow Volunteer Expectations and Responsibilities, page 7. If a volunteer is unable to meet these Expectations and Responsibilities, the Volunteer Coordinator will meet with the volunteer to discuss and document the issue. If the issue persists again, the volunteer will be asked to leave the Bach Festival permanently by Letter of Dismissal.

## **COVID Vaccination Status**

All 2021 CBF volunteers must be fully vaccinated and be able to show proof before their shift. Any volunteers unable to show proof of vaccination will not be able to volunteer and be removed from their assigned shift.

## **Drug and Alcohol Use**

Any volunteer under the influence of drugs or alcohol during his/her assigned shift will be dismissed immediately and receive a Letter of Dismissal.

## **Grievance**

If a volunteer has an issue with a fellow volunteer, he/she should report the issue in writing immediately to the Carmel Bach Festival Volunteer Coordinator. Please be specific as to the details, date and time of the issue.

If a volunteer has an issue with the Volunteer Coordinator, the Chair of the Carmel Bach Festival Board of Director's Volunteer Committee, or a Carmel Bach Festival Staff Member, he/she should report the issue in writing immediately to the Carmel Bach Festival Executive Director. Please be specific as to the details, date and time of the issue.

## **Late Seating**

Carmel Bach Festival concerts begin promptly at the announced curtain time. In deference to the pleasure of other patrons as well as the musicians and conductor, late attendees will be seated only when appropriate breaks in the program allow. Patrons who leave the concert venue before the concert has ended will be allowed to return to their seats only when appropriate breaks in the program allow. Volunteer ushers may be asked by the House Manager-on-Duty to assist in seating late attendees.

## **Liability**

Before your first volunteer shift you must sign a liability and media release form and turn it into the Volunteer Coordinator at the Carmel Bach Festival office. As a volunteer, your services are being offered on a voluntary basis

without anticipation of financial compensation. As a volunteer, you shall indemnify and hold harmless the Carmel Bach Festival, its Board and their officers, agents and employees from and against all claims, demands, loss, or liability of any kind or nature for any possible injury resulting from your deliberate or grossly negligent actions as a volunteer.

### **Media**

If approached by a member of the press/media for comments, ticket requests, information, or concerns, please direct them to the following authorized spokespersons for the Carmel Bach Festival: Steve Friedlander, Executive Director (steve@bachfestival.org ext. 113) or Scott Seward, Director of Marketing and Communications (scott@bachfestival.org; ext. 112). Both can be reached at 831-624-1521.

### **Media/Photo Release**

The Carmel Bach Festival uses a variety of photos in promotional products, including photos of volunteers. Every volunteer must sign a media release to accept or decline permission for your photo to be taken and used in such materials. If you wish to not have your photo taken, please provide the request in writing to the Volunteer Coordinator at the Carmel Bach Festival office.

### **Name Badge**

All volunteers are required to wear the current year's Carmel Bach Festival volunteer name badge whenever working a shift. You will receive your name badge at the Volunteer Open Rehearsal. If you are working at a concert before the Open Rehearsal date, please come to the Carmel Bach Festival office to pick-up your name badge.

### **Photos and Recording**

The use of video/audio recording and/or photography equipment during performances is strictly prohibited. Should you see video/audio recording and/or photography equipment in use during a performance, please inform the House Manager-on-Duty, making sure to note the seat number and description of the operator of the equipment if possible.

### **Usher Seating**

The Carmel Bach Festival will make every effort to seat volunteers during the performance. This can only be done if there are unpurchased seats available. Please note that your first priority is serving as a volunteer and that your shift does not end when you are seated during a performance. Seating will be provided either when there is a break in your duties or when they are completed in total. The determination for open seating will be at the discretion of the House Manager-on-Duty.

# Volunteer Venue Locations

## Sunset Center

San Carlos Street at Ninth Avenue, Carmel, CA 93921  
831.620.2048 – phone  
831.624.0147 – fax  
info@sunsetcenter.org

From Points North: From Highway 1, turn right onto Ocean Ave. to San Carlos. Turn left on San Carlos to 8th.  
From Points South: From Highway 1 turn left onto Ocean Ave. to San Carlos. Turn left on San Carlos to 8th.

Pay lot entrance on 8th; lot is free after 6PM with ticket, but space is limited. Street parking also available (2-hour limit prior to 6, unlimited after). Limited disabled spaces are available in each lot. Entrance to theater is located at 9th and San Carlos.

## Carmel Bach Festival Contact Information

**Mailing Address** (U.S. Postal Service only):  
Carmel Bach Festival  
PO Box 575  
Carmel, CA 93921

**Physical Address** (FedEx, UPS, DHL, etc.)  
Carmel Bach Festival Offices  
Cottage 16  
NW Corner of 10th & Mission  
Carmel, CA 93921

**Phone:** 831.624.1521  
**Fax:** 831.624.2788  
**Email:** info@bachfestival.org  
**Website:** www.bachfestival.org

## Questions about Volunteering?

Contact: Olivia Colombo, Volunteer Coordinator  
Phone: 831.624.1521 ext. 114  
Email: olivia@bachfestival.org