



**Volunteer Orientation Guide
2017-18 SEASON**

MISSION

Jefferson Center Foundation is a nonprofit center that enriches and educates diverse Western Virginia communities by producing high quality performing arts programs, by providing long and short term rental space for community partners and individuals, and by providing educational outreach.

WELCOME

Volunteers at Jefferson Center are the backbone of our success. In addition to the countless hours of committed and engaged work, volunteers also become our best advocates. We would not be able to provide the opportunities that we provide to this community without dedicated volunteers. We believe in our volunteers and we work hard to ensure they find ways to engage that keep them coming back. Thank you for all that you do in support of our vital mission.

- **Cyrus Pace**
Executive Director

THANK YOU

Thank you for being a Jefferson Center volunteer!

Volunteers are Jefferson Center's greatest asset, donating more than 4,000 hours annually, and one of our hallmarks is a commitment to an exceptional experience for all patrons.

Each year we welcome tens of thousands of guests into our performance and meeting spaces, making volunteers Jefferson Center's greatest ambassadors as well.

Every interaction, from a friendly greeting upon entry, to assisting guests with seating issues, engages members of our community in Jefferson Center's mission to provide enriching arts and education opportunities throughout the region, and beyond.

Thank you for your time, talent and dedication. We look forward to another great year!

VOLUNTEER CONDUCT

As a Jefferson Center Volunteer, I will:

- Honor Jefferson Center's commitment to serve **all** members of our community, without regard for race, gender, age, religious belief, or sexual orientation. Jefferson Center believes our community is stronger for the diversity that it encompasses.
- Be an effective and congenial representative of the Jefferson Center to all patrons, visitors and clients of the organization.
- Arrive at, or before, check-in time to receive my assignment.
- Wear the appropriate clothing.
- Know, and perform, all the duties of my assignment.
- Be proactive in greeting and assisting all patrons and guests at Jefferson Center events.
- Be familiar with the performance space, including knowing the seating around me as well as all available exit points in case of an emergency.
- Remain on duty throughout the performance to assist in late seating, act as the house's eyes and ears in case of emergency, and assist in clean-up of the house after the performance.
- Not indulge in any alcoholic beverages while on duty as a volunteer.
- Silence my phone device during the show. While volunteering, I will not use my phone, iPad, or other electronic device while working with the public.
- Enjoy the performances as I am able, realizing that I may only watch the show as space permits.

House Rules

1. **For the vast majority of Jefferson Center Presents and rental events, beverages will allowed inside the performance spaces in appropriate containers.** Water may remain in the bottles it is sold in, but other beverages – including soft drinks and ABC regulated beverages – must be in lidded, reusable plastic cups provided by the Jefferson Center bar.

House Managers will notify you in the pre-show meeting as to whether or not the reusable cups will be used during any given event.

NO FOOD IS ALLOWED IN SHAFTMAN PERFORMANCE HALL AT ANY TIME.

2. **Alcoholic drinks are NOT allowed outside of the building, or inside of the restrooms.** Our ABC event license is only good for the public areas inside the Jefferson Center. Public areas include Fralin Atrium, hallways and foyers. If patrons step outside the building, they are not allowed to take any alcoholic beverages with them.
3. **Jefferson Center is a tobacco-free facility.** The use of smokeless tobacco (i.e., chewing tobacco) and nicotine vaporizers, or “e-cigarettes” is also prohibited inside the Jefferson Center. **Smoking is allowed outside only in designated areas.** Smoking is allowed on the deck of the front steps at the Campbell Avenue entrance, and outside the main entrance on Luck Avenue. Smoking urns are available in these spaces for patrons.
4. **No audio or video recording is allowed.** This includes cameras (with or without flash), telephones with photo option, tablets, tape recorders, video cameras, etc. The actor’s union prohibits taping or photographs of any kind before, during or after the performance within the confines of the house (that includes the set and the audience.) If you see someone coming in with something suspiciously looking like a camera bag, please gently remind him or her about the rule. If you see someone using any photographic, video, or recording devices, please notify the House Manager (HM) on duty immediately. Patrons will receive a warning, after which, if they do not comply, their equipment may be confiscated for the rest of the performance, or they may be asked to leave by Jefferson Center security personnel.

****Please note** that there are occasionally exceptions where the artist or group allows photos and/or recording. The HM will announce any exceptions during the pre-performance meeting.

GENERAL VOLUNTEER INFORMATION

DRESS CODE: It is our goal to present an instantly recognizable presence to our guests and, in order to maintain a uniform and professional appearance we ask that volunteers dress in ***all black*** for events. Neat attire consisting of black pants or skirts, a black shirt or blouse and black shoes is appropriate. ***No jeans.*** Suitcoats and ties are optional for gentlemen. If you are dressed inappropriately, you will receive a warning and the HM can send you home at his/her discretion. For safety, closed-toed shoes are recommended for volunteers behind the bar.

SCHEDULING: Volunteer scheduling is currently done by email. A call for volunteers will go out to the corps at least one month in advance of the shows with all available information. However, new shows are added all the time and additional calls for volunteers may be sent out on short notice.

Confirmation of the performances you have been scheduled for will be sent to you as soon as possible. **Until you receive confirmation, do not assume that your request means you are signed up to volunteer at an event.** Once you have received confirmation, it is your responsibility to mark your calendar and be at the performance at the appointed time. You will also receive an email reminder the week of the performance for which you have been scheduled. Please respond to this remind ASAP.

If you have any questions, please contact **Kate Chase at (540) 685-2318 (or email kchase@jeffcenter.org) or India Stockton at (540) 345-2550, x1 (or email istockton@jeffcenter.org).**

You may volunteer as many times as you wish, space permitting. There is no minimum or maximum number of hours that volunteers are required to work.

SIGN-IN TIMES: The call time for volunteers is, for the majority of events, *one hour* prior to curtain. This allows time for arrival, sign-in and review of assignments before the pre-show meeting.

It is essential that you arrive on time. Prompt check-in allows the HM to see if there is appropriate coverage of assignments for the event, and allows time for any changes to assignments, if necessary. The pre-performance meeting is generally held 45 minutes prior to the performance. During the pre-performance meeting HMs will share information relevant to the event, including expected number of patrons, length of performance, photo/video policy, etc. Any questions a volunteer has may be asked during this meeting. Any volunteer arriving after the pre-show meeting will be warned, and may be sent home at the discretion of the HM on duty.

ASSIGNMENT PREFERENCES: If there is an assignment you are physically unable to do (such as working the balcony due to the continued stress of walking up and down stairs), or an assignment that you are not comfortable doing (such as working concessions or handling money) please let the Volunteer Coordinator(s) know as soon as possible. We will gladly put a note on your record and schedule you away from these assignments.

If there is an assignment that we've, historically, had trouble filling (such as Merchandise or Bar Volunteer), that you are interested in doing – please let the Volunteer Coordinator(s) know so that we may schedule you here as necessary.

That said, **we cannot guarantee “preferred” assignments to every volunteer, every time.** The Volunteer Coordinator(s) work to equitably assign volunteers, rotating so that everyone has an opportunity at a preferred position.

Volunteers are assigned based on numbers of volunteers who have RSVP'd to work the event and where the greatest need of their talent may be. This means that veteran volunteers may be asked to work at Greeters during a sold-out event due to their friendliness, their knowledge of the Jefferson Center and their ability to quickly and efficiently assist patrons with questions, directions or issues.

CANCELLATIONS: In staffing for our performances, we are counting on you to be there in order to have all necessary positions covered. We understand that emergencies and conflicts come up, and that some cancellations are necessary. However, it is important that you keep your commitment unless an emergency arises. Please take the time to check your calendars to make sure that you have no previous conflicts.

If you do need to cancel, please call **Kate Chase at (540) 685-2318 (or email kchase@jeffcenter.org)** or **India Stockton at (540) 345-2550, x1 (or email istockton@jeffcenter.org)**. Please leave your name and the performance for which you are canceling.

If you fail to notify the appropriate person in a timely manner **twice** within a season, you will not be asked back.

COMPLAINTS: Unfortunately, there will be complaints - patrons don't like their seats, the auditorium is too cold or hot, the sound is too loud, etc. Be polite and attentive to their needs, but alert the HM at the first reasonable opportunity. The HM can communicate with backstage for temperature and sound adjustments, or make judgments about reseating or other matters.

NEVER, NEVER, respond in kind to abusive or rude people. Rather than escalate the situation, just say, “Let me have you speak to the House Manager,” and, if you can, diplomatically and in a low-key and calm manner get them out of the house and to the HM, usually in the corridors, so that we can help the rest of the patrons.

PATRONS REQUIRING ASSISTANCE: Please let a HM know if you need additional time or assistance to seat a patron. We'd rather hold curtain for 5 minutes to seat a person safely and comfortably than to have an accident. If house lights are down, please use your penlight to assist the patron to their seat.

VOLUNTEER SEATING: There are few assignments with guaranteed seating for volunteers. These positions include bouncers and volunteers inside the Loges. If there is seating available inside the house at a particular performance, your HMs will inform you of such during the pre-performance meeting. **Please do not leave your assignment to seek available seating in another part of the house.**

ENJOYING THE SHOW WHILE ON DUTY: As a thank you, volunteers are allowed – as space permits – to enjoy the performance that they have signed up to work. However, historically, there are usually a number of shows during any given season that sell out. The Volunteer Coordinator(s) and House Managers work to be as equitable as possible to allow all volunteers working the opportunity to see at least a portion of the show, again, **as space permits.**

If there is a particular performance that you would especially like to see, we encourage you to please purchase tickets. That way you will be able to concentrate 100% of your energy on enjoying the performance onstage.

EARNING A FREE TICKET: Volunteers are eligible, after every 20 hours of donated time, to one (1) free ticket to **select** Jefferson Center Presents shows. These shows are offered at the discretion of the Jefferson Center administration, based on expected ticket availability. The tally of hours re-sets after one year, based on a biannual cycle:

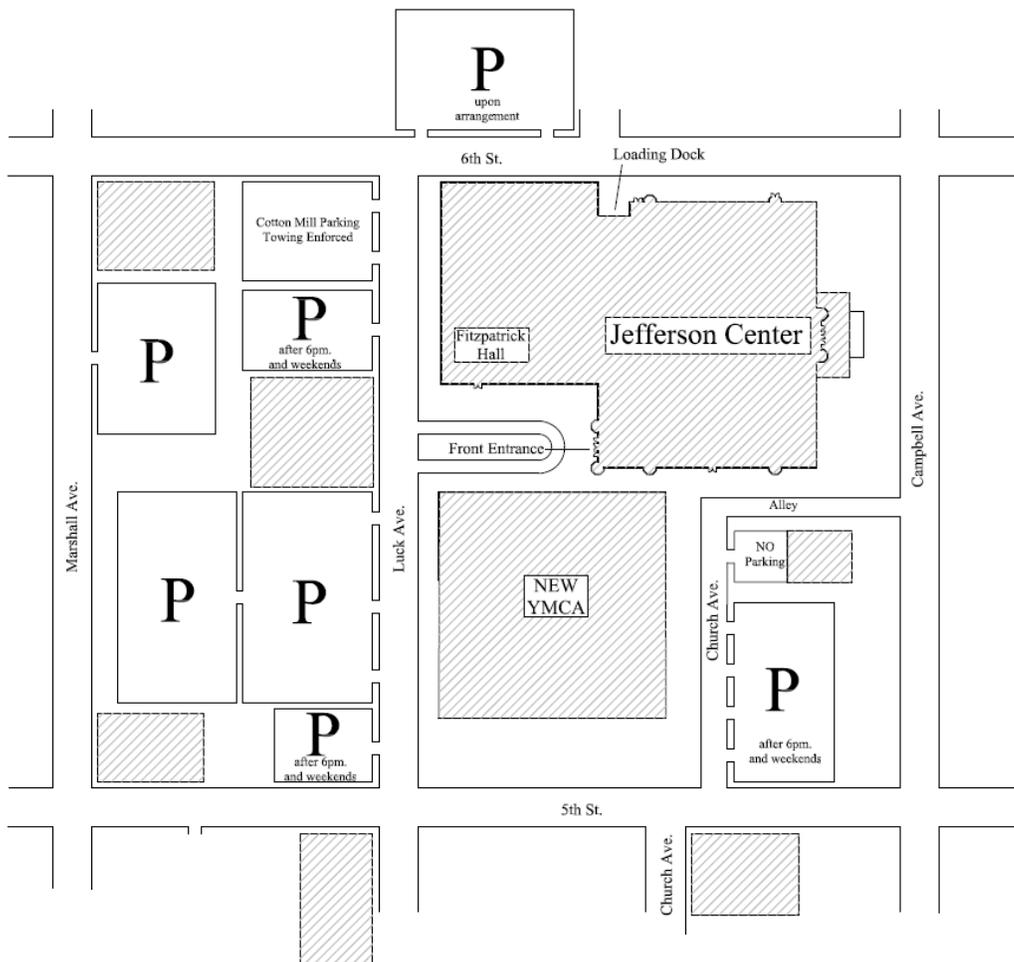
- Tickets earned in the first half of the year – January through June – must be claimed by December 31 of that year, the end of the calendar year.
- Tickets earned in the last half of the year - July through December – must be claimed by the following June 30, the end of Jefferson Center's fiscal year.

PARKING:

Parking for all Jefferson Center performances is available in either of the large lots across Luck Avenue and in the lot at the corner of Church Avenue and 5th Street, behind the Kirk Family YMCA. Limited on-street parking is also available around Jefferson Center, as permitted by posted signage.

Please be aware of the numbered lot on the corner of Luck Avenue and 6th Street. This parking lot belongs to the Cotton Mill Lofts and contains numbered spaces strictly for the use of the tenants of the Cotton Mill.

ANY UNAUTHORIZED VEHICLES PARKED IN THE COTTON MILL LOT WILL BE TOWED.



VOLUNTEER ROLES

Greeter – Greeters are, often times, the first people that patrons encounter. Greeters are stationed where there is the highest flow of traffic and make themselves available to answer questions about the event, supply directions and, sometimes, answer questions about the Jefferson Center itself.

Ticket Taker – Ticket Takers are stationed at each entry point to the performance space. Ticket Takers greet patrons while checking that they have ticket appropriate to event – is the ticket for the correct event/time/date? – and directing audience members to ushers inside.

Programs – Volunteers in this position are stationed inside the performance space to greet patrons upon entry and to provide them with a program or other written information about the event.

Usher – Ushers assist patrons upon entry to the performance space with seating issues. This may be anything from helping a first-time patron find their seat inside the hall to assisting a patron with mobility issues navigate an aisle. During the performance, ushers are asked to remain inside the House by the door to seat latecomers, as allowed, and to make sure that doors are monitored at all times.

Bouncer – Volunteers in the “Bouncer” position are stationed at the front of the house to be available, in the case of an emergency, to lead patrons out through the house front emergency exits and to make sure no unauthorized persons enter the backstage area through the house. Bouncers will be positioned in seat A15 on house left and seats A14 and A16 on house right. Prior to the show bouncers will assist with ushering in the house.

ADDITIONAL VOLUNTEER ROLES

Bar Volunteer – Bar volunteers are trained to sell and/or serve adult beverages such as beer, wine and liquor to patrons over the legal drinking age of 21. Bar volunteers may work a satellite bar serving only beer and wine, or may be trained to work the main bar serving liquor and a variety of mixed beverages. Bar volunteers work under the direct supervision of the Bar Manager and will never work an event without having a staff Bartender on duty.

There is also a need for volunteers who might be interested in working behind the bar, but not selling. For events it is a great help to have a runner to help stock supplies as we run low, or to assist bartenders by pouring beverages - especially draft beer.

Concession Volunteer – Concession volunteers sell snacks and soft drinks such as soda, water and juice at a variety of events throughout the year. Volunteers selling concessions will *never* sell adult beverages such as beer, wine or liquor while on duty.

Merchandise – Merchandise volunteers are responsible for cash and credit transactions and facilitating sales of artist souvenirs to patrons before, during and after the event. Merchandise volunteers work with representatives of the artist counting items prior to and after the event, reconciling money received with merchandise sold.

Box Office Volunteer – Volunteers will assist box office staff with tasks such as distribution of Will Call tickets, printing of tickets and directions to patrons.

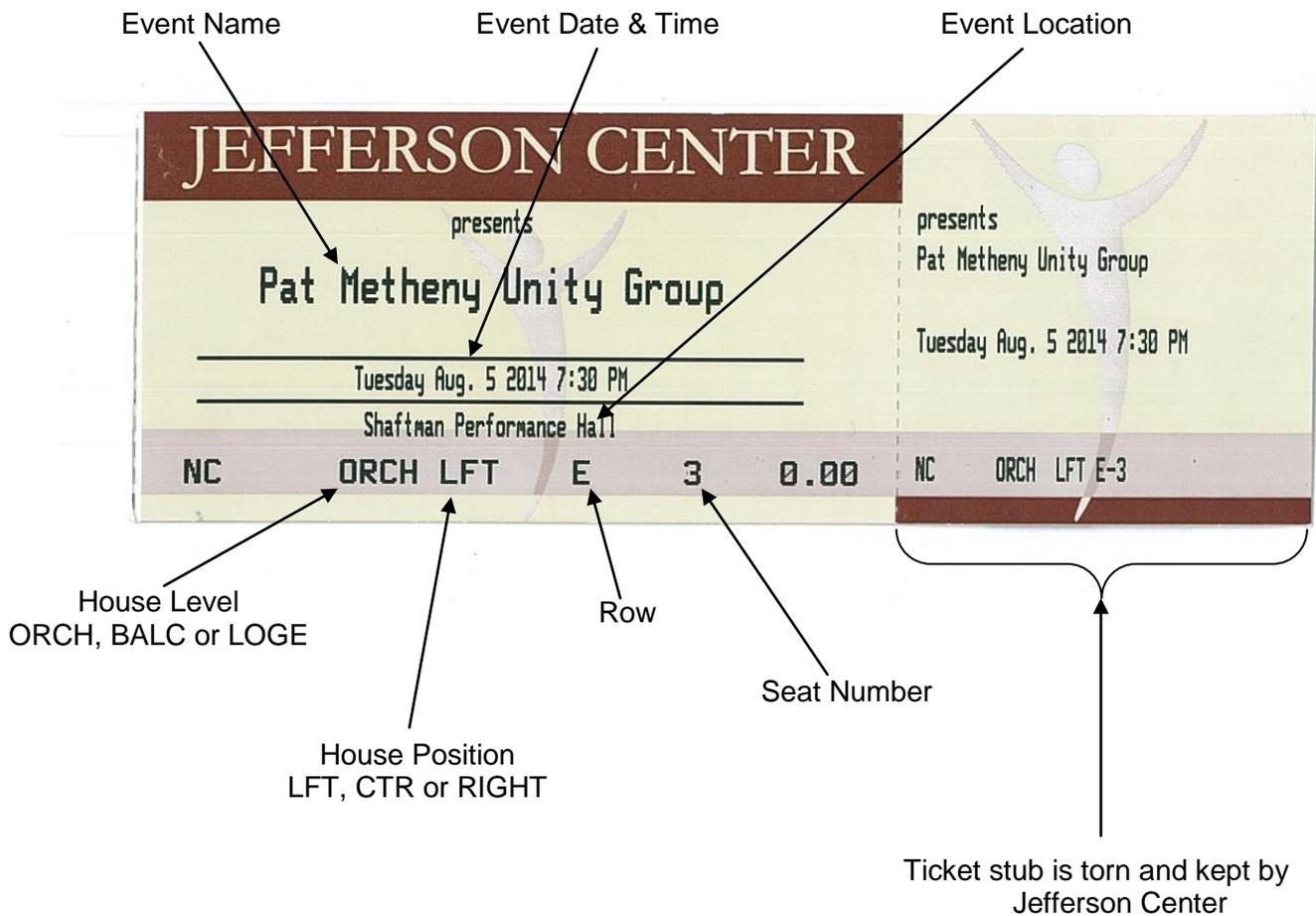
Office Volunteer – Assistance is often required during the day in the Jefferson Center main office. Volunteers often help making and answering phone calls, filing paperwork and working directly with Jefferson Center staff on a variety of projects.

Special Events Volunteer – Occasionally Jefferson Center hosts special events such as Membership Lounges, Artist Meet and Greets, and the Season Launch/Wrap Parties in conjunction with our performances. Volunteers are needed for everything from set-up, décor, and patron check-in stations to light clean-up after the event. A great opportunity to meet the public!

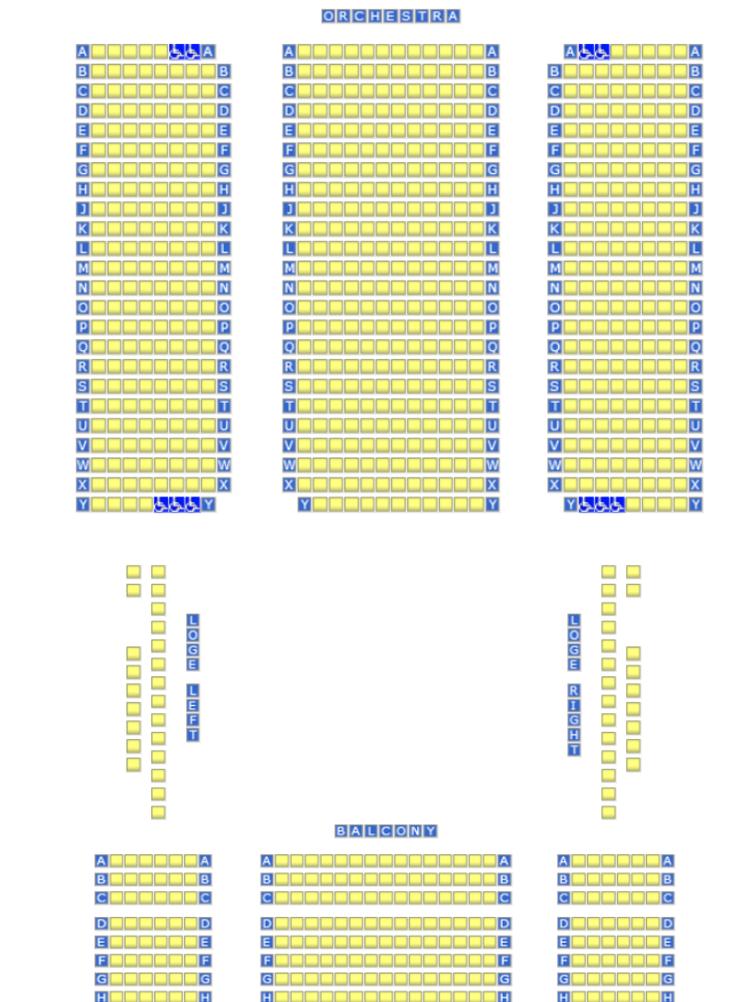
Volunteer Event Photographer – With the wide variety of events occurring both on and off campus on a daily basis, Volunteers would assist in documenting activities – such as performances, rentals and special events – of the Jefferson Center by taking photos for our archives, website, social media, reporting materials and slideshows.

TICKETS

Tickets are sold for all Jefferson Center Presents performances. With the number of different series shows and one-off performances happening during the year, it is important to know the information to look for to make sure a patron has tickets to the correct event. An example is provided below:

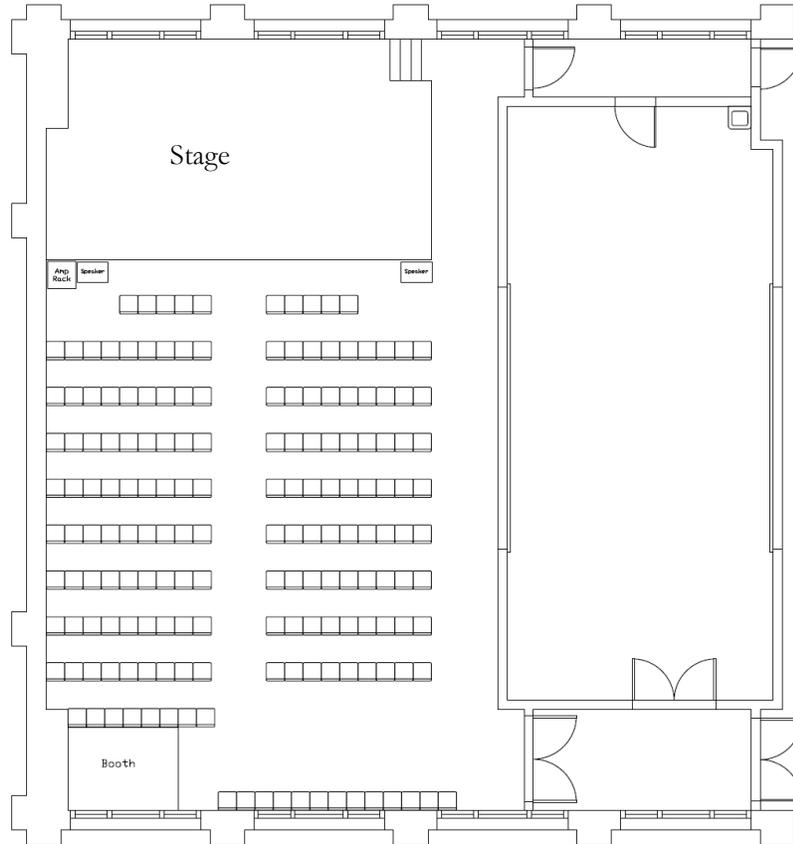


SHAFTMAN PERFORMANCE HALL



- There are 888 usable seats inside Shaftman Performance Hall.
- Seats on House Left are numbered with odd numbers. Seats on House Right are numbered with even numbers.
- Seats in the Center Section are numbered 101-112 on the Orchestra Level, 101-115 on the Balcony Level.
- There is no Seat A1 or A2 on the Orchestra Level. There is also no Seat H1 or H2 on the Balcony Level. Because the folding chairs that we use there are wider than the auditorium chairs, there is no room for an additional seat on these rows.
- When the pit is raised or lowered for a performance, we are unable to seat anyone in seats A3 & A5, or A2 & A4 as we would not have enough room to evacuate patrons in case of emergency if these seats were in place.

REHEARSAL HALL



The Rehearsal Hall is Jefferson Center’s black box theater and our most versatile performance space. Located backstage, the Rehearsal Hall is an intimate performance space, perfect for hosting smaller shows like the Jefferson Center’s Jazz Club performance series.

- With variable seating options, the Rehearsal Hall hosts beauty pageants, dances, birthday parties and meetings.
- The Rehearsal Hall holds up to 150 people in a concert-seating style set up. The preferred set up for Jefferson Center Jazz Club shows are a mix of concert style seating and bistro tables for a more relaxed atmosphere for the event.
- Shows in the Rehearsal Hall are General Admission.
- During Jefferson Center’s performance season, special events such as Membership Lounges and Artist Meet and Greets are held in the Rehearsal Hall.

PRE-PERFORMANCE TASKS AFTER HOUSE IS OPEN

GREETERS

- Take post as assigned by the HM.
- Greet patrons as they arrive and offer to direct them.
- Check their tickets and direct them to the orchestra or balcony seating as appropriate.
- Become familiar with the auditorium so you can direct them to the door they should enter. But at minimum – you need to direct patrons who hold tickets for the balcony or loge to that level.

TICKET TAKERS

- Greet patrons as they approach; check tickets for **correct performance date/time**; note location of seats and tell them, for instance, "Your seats are half-way down on the left. The usher will help you find your seats."
- Tear stub off ticket; give the rest of the ticket to the patron and put stub in the ticket box.
- Close doors when directed by HM, but allow patrons in until lights go down.
- Handle late arrivals according to specific instructions for each performance. (Some performances have different instructions for when late arrivals are to be admitted.)

PROGRAMS/PLAYBILLS

- Welcome patrons and offer each guest one program.
- Assist ushers in directing patrons to their seats when backlog occurs.
- Refer patrons with cameras, recorders, food/beverages, or other issues to the HM.

USHERS

- Take post as assigned by the HM.
- Greet patrons with "May I help you locate your seat?" Some patrons know exactly where they are going, and will tell you. If this is the case, allow the patron to seat themselves.
- Check ticket stubs and direct patrons to seats. If they are not in your "area", you may direct them to the usher responsible for their seating area, or seat them yourself. Depending on the side of the house and the number of ushers, you may walk them directly to their row or guide them, using verbal instructions. For example: "Your seats are the third row down on your left, fourth and fifth from the aisle."
- Assist patrons who have mobility difficulties with seating, stairs, etc.
- Assist with seating conflicts. Most are due to patrons who accidentally sit in the wrong seats or are on the wrong level. Check the ticket stub to ensure that the patron has tickets for the **correct performance**. If the ticket is to another performance, ask the patron to return to the Box Office to resolve the situation.
- As the curtain goes up, take the assigned station at upper entrance doors and seat latecomers, as appropriate.

MERCHANDISE

- Count the number and types of artist merchandise that we'll be selling on their behalf.
- Work with House Manager to fill out the Merchandise Inventory Sheet.
- Check when you should be selling, whether the show has an intermission, and whether there will be an artist signing at the end of the show.
- Get your cash bank from House Manager to use for change. Find out if a credit card machine will be used and learn how it operates.

TASKS DURING THE PERFORMANCE

The HM will assign posts for during the performance as follows: outside of each doorway, inside each doorway, assisting patrons to seats, and at the designated seats for emergency assistance.

USHERS

- Even though the lights are down, and the show has begun, **it is still your responsibility to seat latecomers.** Guiding individuals into their seats with your flashlights, and assisting them while limiting the disturbance of other individuals already seated is *one of the most crucial responsibilities a volunteer has at Jefferson Center!*
- Monitor the doors so they are not constantly being opened and closed during the performance. This is very distracting as it sheds light and noise into the hall – especially critical on the orchestra level.
- Monitor usage of flash photography, cell phones, portable technology devices, and video cameras.
- Monitor loud, disruptive or belligerent behavior and report it immediately to a House Manager.

BOUNCERS

- Remain in your post which is usually protecting a doorway or exit.
- Be wary of individuals who are trying to get back stage without proper credentials, or no credentials at all – if needed, one of the two bouncers on the right-hand station can request a House Manager to verify or intervene.
- Assist guests in advance by instructing them where the most convenient exit is located for them to depart the Hall when the show is over.
- Monitor usage of flash photography, cell phones, portable technology devices, and video cameras.
- Monitor loud, disruptive or belligerent behavior and report it immediately to a House Manager.

NOTE: All efforts will be made for this to be equitable so that all may enjoy at least a portion of the performance.

REMEMBER: Seating inside for the hosts is as available.

INTERMISSION TASKS

ALL HOUSE VOLUNTEERS

- Assist patrons in locating restrooms, smoking area outside, concessions, etc.
- Assist HM in directing the patrons back into the theatre five minutes before the end of intermission.
- Monitor and remind patrons that no food or drinks are allowed in the performance hall except bottled water - and for patrons in the Loge seats during JCF presents shows (drinks only).
- Check restrooms and smoking area for stragglers.
- Close doors at the end of intermission.

MERCHANDISE

- Report to area before the intermission and sell merchandise until all patrons have left the area.

POST-PERFORMANCE DUTIES

ALL HOUSE VOLUNTEERS

- Open doors to Shaftman Performance Hall *as house lights go up. Please do not open doors until the house lights have gone up - even though the performance may seem to be ended. It is not over until the lights go up. Then the doors may be opened.*
- Thank patrons for coming as they depart.
- After the house is empty, go through the aisles for clean-up. Pick up programs and trash, and retrieve lost articles. Lost articles are to be given to the HM.

MERCHANDISE

- Return to the area before the show ends and sell merchandise.
- Recount the merchandise and reconcile the money with the assistance of the House Manager when all sales are final.
- Assist House Manager in finalizing merchandise process, packing merchandise, delivering merchandise, and/or whatever is needed.

IN CASE OF EMERGENCY

- **MEDICAL EMERGENCIES:** A medical emergency can constitute anything from a patron falling or becoming ill, to something more serious. If a patron in your area is in distress, please remain calm and know that help is nearby.

Please remain with the patron, sending another volunteer or, if necessary, a patron to alert the HM overseeing your area. **Make sure you tell the HM what happened. Is the emergency life threatening?** Then follow the HM's instructions, *making sure that the other patrons stay in their seats.*

The HM will assess the situation and communicate with backstage in the event that we would need to bring the house lights up, or interrupt a performance. You can help the HM by keeping the aisles clear and by keeping other patrons calm away from the scene.

If you are trained to offer first aid or CPR, please let the HM know.

Also, **never be afraid to call 911.** The address of the Jefferson Center is 541 Luck Avenue. Emergency personnel are familiar with this building, so by very calmly and clearly alerting the responders that you are at the Jefferson Center, they will be able to dispatch personnel to this location.

In the case of an accident, an incident report is required – please see the HM and be available with any information you have regarding the accident.

- **OTHER EMERGENCIES:**

Evacuation routes and procedures are in place for Jefferson Center's entire facility, including Shaftman Performance Hall (SPH). If, even after training, you are ever unsure of these exits or procedures, **please ask your HM to review with you.** We will gladly give you a walk-through of the emergency exits in your area as we want you to become, and remain familiar, with the procedures so that you are able to perform them comfortably, in a calm and efficient manner.

- The HM will instruct you and the audience on how to evacuate the house. There are several ways:
 - Through the two (2) main entrances to Shaftman Performance Hall through which patrons entered upon arriving and taking their seats;
 - Through the Exit on the Left of House which leads to the Fralin Atrium;
 - In the event the Fralin Atrium is blocked or has become an unsafe exit, patrons should be directed to other exits at stairwells, or to the large exit doors leading outside in front of SPH;
 - If we have patrons with mobility issues, enlist the aid of other people to evacuate them. These patrons can be taken to the nearest stairwell. Please remain with them there until otherwise instructed by Jefferson Center staff or emergency personnel. **We will find you and assist in your egress from the building.**
 - We will post ushers at each Left and Right Front of House exit to direct patrons to the correct exit. Other ushers are to calmly direct patrons to the correct exit, making sure they understand where to go.

- Balcony patrons exit from the doors to SPH through which they entered, taking the stairs to the Fralin Atrium, or, if those stairs are blocked or otherwise unsafe, they are to proceed to the stairwells marked “Exit,” in each corridor, which will take them to the street.

Whatever happens, stay calm, and make sure that everyone is evacuated safely. Staff members, including HMs will be the last to leave the building, making sure that performance spaces, public spaces and restrooms are all clear of patrons.

Please lead the patrons as far from the building as possible and await further instruction. Emergency personnel will arrive and walk through the building to determine the cause of the alarm. Once responders have determined the building is clear and free from any danger to inhabitants, you will be allowed to lead your patrons back inside so that they may enjoy the event.

For the safety of yourself and our patrons, whenever a fire alarm goes off, *ASSUME THAT IT IS BECAUSE OF AN ACTUAL FIRE.*

SHAFTMAN PERFORMANCE HALL EMERGENCY PROCEDURES

General

- There is one house manager per floor when loges or balconies are used.
- House Managers will remain in lobbies at all times.
- Seats labeled **A14, A15 and A16 should never be sold. These seats are reserved for the ushers so that they are strategically located in the event of an emergency.** It is the policy of Jefferson Center and Shaftman Performance Hall that these seats are reserved for ushers and there are no exceptions.
- There should be 2 chairs at rear of SPH near doors and 2 more in the balcony rear doors for ushers who are specifically responsible for the entrance doors in the event of an emergency.
- House managers should all have radios and flashlights.

Ushers

- In the event of a fire alarm all ushers should immediately and calmly move towards the nearest exit motioning guests to follow.
- Ushers should familiarize themselves with the nearest emergency exit routes before the performance.
- Emergency exit routes are depicted on the maps that follow.
- Backstage staff will make an announcement instructing all guests to move to the nearest exit and leave the building until the Fire Department gives the o.k. to return.
- Direct guests away from the building when you exit and as a group work your way towards one of the main entrances as long as it does not interfere with emergency personnel.
- Please remain with guests until notified it is safe to return to the building.
- Once the Fire Department is satisfied the building is safe to reoccupy, someone from the Jefferson Center Staff will make their way to each entrance around the building to notify guests that the facility is safe to reenter.

Guests Requiring Special Assistance

- Ushers should notify Front of House when guests arrive for a performance that will need special attention in the event of an alarm.
- The procedure for evacuating guests in wheelchairs, or with mobility issues, during an alarm event is to move them into the emergency stairway. (Emergency stairways are designed to protect occupants from the rest of the building during a fire.)
- Never try to take a wheelchair down stairways. If possible, someone should remain with the handicapped guest on landing above stairway while another exits the building and notifies the Fire Department of the situation immediately.
- Fire Department personnel will aid in the evacuation of persons requiring assistance once notified.

Front of House

- Front of House should direct guests towards stairways and then do a sweep of the hall and restrooms to make sure all guests have exited the building. Once they have determined the building is clear they should also exit the building and wait for the o.k. to reoccupy.

VOLUNTEERS UNDER THE AGE OF 18

Jefferson Center welcomes volunteers of all ages with an interest in serving the community.

Any volunteer under the age of 18 must have a parental consent form on file with the Volunteer Coordinator before signing up for their first volunteer shift.

Additionally, any volunteer under the age of 16 must be accompanied by a parent or guardian during volunteer orientation and for all subsequent volunteer shifts. All communication to volunteers under the age of 16, including call for volunteers, shift scheduling and reminders, notification of free tickets earned, and invitations to volunteer events will be directed to, or copied to, the minor volunteer's parent or guardian as well.

Certain volunteer activities – such as concession sales and certain special events volunteering - may be restricted due to the minor volunteer's age. Bar volunteering is restricted to volunteers above the legal age for alcohol consumption, therefore no one under the age of 21 may sell, serve or in any way handle alcohol at the Jefferson Center.

An accounting of volunteer hours can be provided, upon request, for reporting for school, college applications, scholarships, etc. Please notify Kate Chase, Patron Service Manager, if you would like a summation of your hours.

MINOR VOLUNTEER PARENTAL CONSENT FORM

By signing this form, I, the parent or legal guardian of _____, consent to the minor's participation in the volunteer activities organized by Jefferson Center.

I understand that the minor will be provided with orientation and training necessary for the safe and responsible performance of the volunteer duties and will be expected to meet all requirements of the position, including compliance with Jefferson Center's policies and procedures. I understand that my child will receive no monetary compensation for this work.

I also understand that inherent risks may be associated with volunteer activities, and will not hold Jefferson Center accountable or liable for any injuries that unintentionally result from the minor's participation, or that arise during the time spent volunteering due to any underlying physical condition.

I _____ give permission for my son/daughter, _____ to volunteer at Jefferson Center.

Parent/Guardian Signature _____ Date: _____

Parent/Guardian Phone and Email Contact: _____

In the event of an emergency please contact the following person:

Emergency Contact _____

Emergency Phone # _____

PHOTO/MEDIA RELEASE

To recognize our outstanding corps of our volunteers, we occasionally post photographs on our social media platforms (Facebook, Twitter), on our web site or in print materials. Please let us know your preference by checking the appropriate line on the options below.

_____ I give permission for my child's name, photo, video image, and/or achievement(s) to be disclosed on social media, on the web site, in print materials or released to the media.

_____ I do not want my child's name, photo, video image, and/or achievement(s) disclosed on social media, on the web site, in print materials or released to the media.

Parent/Guardian Signature _____ Date: _____

GRIEVANCE PROCESS FOR VOLUNTEER COMPLAINTS

As a volunteer of Jefferson Center you may come into contact with hundreds or thousands of guest, patrons, staff, and other volunteers throughout your time here. With this knowledge, we understand that there may be altercations along the way.

Below, please find the outline for submitting a grievance as a volunteer regarding other volunteers or paid staff. Naturally we encourage all volunteers to resolve their issues with other volunteers and staff through open communications prior to submitting a grievance. However, if you are unable to adequately resolve the issue/s or wish not to confront a volunteer or staff member, then we ask you to follow the guidelines below:

- **Submit in writing a grievance of no more than 1,000 words, to the Patron Services Manager.**
- **The Patron Services Manager will then contact the other party(ies) purported to be involved to hear there side of the story.**
- **If the grievance is submitted against a staff member, the staff member will be interviewed at the earliest possible time.**
- **If the Patron Services Manager decides additional internal or external counsel is required after the interview process, it will be sought at that time.**
- **A decision will then be rendered with deciding next steps as well as a narrative explanation of no longer than 1,000 words that is final.**
- **ALL GRIEVANCES should be submitted to the Patron Services Manager.**

**SIGNATURE PAGE – NEW VOLUNTEER
(REQUIRED)**

By signing this document, I verify that I have read the guidelines and rules for being a Jefferson Center Volunteer, and I agree to abide by them and represent the organization fully to the best of my abilities.

Print Name

Date

Signature

Training Completed (Date)

Address: _____

City/Town: _____ Zip: _____

Preferred Phone #: _____ E-mail: _____

Friends or Family who also Volunteer at JCF: _____

Emergency Contact: _____

**I am interested in learning more about the following assignments and opportunities:
(please check all that are applicable, additional training may apply)**

_____ Merchandise Sales Volunteer

_____ Bar Volunteer (age 21 and up)

_____ Concessions Volunteer

_____ Box Office Volunteer

_____ Office Volunteer

_____ Special Events Volunteer

_____ Volunteer Event Photographer

PLEASE return this form during the Volunteer Orientation/Training, to the following address, OR as a scanned PDF file to:

India Stockton, Box Office (or)
Jefferson Center Foundation
541 Luck Avenue, Ste. 221
Roanoke, VA 24016
istockton@jeffcenter.org

Kate Chase, Patron Services Manager
Jefferson Center Foundation
541 Luck Avenue, Ste. 221
Roanoke, VA 24016
kchase@jeffcenter.org

**SIGNATURE PAGE – RETURNING VOLUNTEER
(REQUIRED)**

I am a returning Jefferson Center volunteer and I verify that I have read the updates to 2017-2018 volunteer manual.

Page 6 – VOLUNTEER CONDUCT (Additional language regarding diversity commitment)

As a Jefferson Center Volunteer, I will:

- Honor Jefferson Center’s commitment to serve *all* members of our community, without regard for race, gender, age, religious belief, or sexual orientation. Jefferson Center believes our community is stronger for the diversity that it encompasses.

Page 7 – HOUSE RULES (Policy change regarding beverages inside Shaftman Performance Hall)

5. **For the vast majority of Jefferson Center Presents and rental events, beverages will allowed inside the performance spaces in appropriate containers.** Water may remain in the bottles it is sold in, but other beverages – including soft drinks and ABC regulated beverages – must be in lidded, reusable plastic cups provided by the Jefferson Center bar.

House Managers will notify you in the pre-show meeting as to whether or not the reusable cups will be used during any given event.

Page 11 – EARNING A FREE TICKET (Clarification of calendar of hours earned/tickets redeemed)

- Tickets earned in the first half of the year – January through June – must be claimed by December 31 of that year, the end of the calendar year.
- Tickets earned in the last half of the year - July through December – must be claimed by the following June 30, the end of Jefferson Center’s fiscal year.

Page 12 – ADDITIONAL VOLUNTEER ROLES (Inclusion of two new volunteer roles and descriptions)

(under **Bar Volunteer** description) There is also a need for volunteers who might be interested in working behind the bar, but not selling. For events it is a great help to have a runner to help stock supplies as we run low, or to assist bartenders by pouring beverages - especially draft beer.

Volunteer Event Photographer – With the wide variety of events occurring both on and off campus on a daily basis, Volunteers would assist in documenting activities – such as performances, rentals and special events – of the Jefferson Center by taking photos for our archives, website, social media, reporting materials and slideshows.

Page 23 – VOLUNTEERS UNDER THE AGE OF 18 (New section and parental consent form)

All volunteers under the age of 18 must have a parental consent form on file. All volunteers under the age of 16 must have a parent or guardian join them at orientation and accompany them for volunteers shifts.

By signing this document, I verify that I have read the guidelines and rules for being a Jefferson Center Volunteer, and I agree to abide by them and represent the organization fully to the best of my abilities.

Print Name

Date

Signature

CONTACT INFORMATION – RETURNING VOLUNTEER

Address: _____

City/Town: _____ Zip: _____

Preferred Phone #: _____ E-mail: _____

Friends or Family who also Volunteer at JCF: _____

Emergency Contact: _____

I began volunteering at the Jefferson Center in (year) _____

**I am interested in learning more about the following assignments and opportunities:
(please check all that are applicable, additional training may apply)**

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_____ Bar Volunteer (age 21 and up)

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