

LOH Volunteer Agreement

In performing the duties of an LOH volunteer, I acknowledge:

That I am 18 years of age or older and know of no reason, medical or otherwise, which would prevent me from performing the tasks required;

That I have acquainted myself with what is required to perform those tasks and represent that I have the skill and ability to perform them.

That I will perform the volunteer service in compliance with the standards and specifications established or approved by Lebanon Opera House and will honor the direction of Lebanon Opera House employees to suspend or terminate service.

Standards include:

- taking initiative to complete training and stay informed of opportunities
- giving 48 hours+ notice of cancellation
- adhering to dress code
- on-time arrival
- performing duties as assigned
- treating fellow volunteers, patrons and house managers with respect
- using chain of command to report any issues

I assume full responsibility for my own safety and the safety of others who might be affected by my actions or omissions. I hereby agree to release, defend, indemnify and hold harmless Lebanon Opera House, its agents, employees and officers from any and all claims of illness, bodily injury, personal injury, or property damage occurring to me or others, arising from my negligent, reckless wanton or intentional conduct while participating in this activity.



VOLUNTEER JOBS

Ushering: read ticket information (off of ticket, print at home ticket or mobile device) and lead patrons to the correct seats in the auditorium; hand program, say “enjoy the show”.

Time: arrive 1 hour prior to show start time

Skills: knowledge of all seating placement in auditorium; ability to walk up and down low-grade ramp and/or stairs repeatedly; ability to read tickets quickly; ability to know when to troubleshoot and when to pass things up the chain of command

Anatomy of the House

- Review seating chart and/or walk through house to recall where seats are how they are numbered

Anatomy of a Ticket

- Look at sample tickets to recall where information is located

Getting Ready

- Get programs (if using—check Volunteer Info Sheet for this info)
Programs may start under the stairs but live behind seat X1 or in the small alcove at the top of the balcony stairs on house right. Please Do Not Place Programs in front of any door or on the sound board platform on house right. Be aware of whether or not we are expecting wheelchairs when placing them under X101 or 110.
- Line up near house left and right doors, curving towards center doors.
- Wait for house manager to say “house is open” and doors open
- Step up to scanner in archway; the scanner will hand you the tickets or you can look at the patron’s phone. One usher should be at the elbow of each scanner.
- If patron’s tickets are in the balcony, scanner should hand them back to patron and ask them to show them to usher at top of the stairs
- Walk patron to seats, staying to the right if possible
- Hand them their tickets and a program, ask them to enjoy the show.
- Walk back immediately, staying to the left if possible.

Balcony ushering:

- Stand at top of stairs to receive patrons coming up.
- Walk patrons to seats
- Hand program and ticket back; say “enjoy the show”



- Return to post at top of the stairs.

Notes:

- We take people to their seat regardless of what door they come in and where their seat is so know the whole house. When we are short ushers we sometimes rearrange procedure to accommodate; house manager will update volunteers during the usher talk.
- Even though we don't use them, never block the center doors with anything, or block any aisle, doorway or other means of egress
- If someone is in the seat you are seating someone in, check tickets from both parties to verify they are in the correct seats and at the correct event. If unclear what issue is, go get house manager.
- Never reseat anyone—always let the house manager do that.
- Ushering for a general admission event
 - Greet, hand program as the come in
 - Be prepared to help find seats that are available
 - Other duties as assigned

Will Call: hand out pre-ordered (will call) tickets to patrons

Time: Arrive 1 hour and fifteen minutes before show, check in with House Manager; staff will call table/window for 60 minutes before show time until 15 minutes into show

Skills: need to know alphabet; speak clearly and kindly, know your options for locating tickets.

Duties:

- Get tickets from box office staff (Claire)
- Get show info from Claire if you haven't checked in with house manager
- As patrons arrive, welcome them and ask for patron's name
- Find tickets--they are organized by last name
- Hand tickets to patron

If tickets are not found:

1. Verify spelling and check last name again--maybe it was filed out of order?
2. Check first name
3. Ask if under another name (Business name? **Comp?**)
4. Check door list to see how tickets were delivered. If tickets were emailed, ask them if they have a mobile device they can search ("Your ticket order" is the subject line of the email) or they can go to the box office and have them printed.

Greeter: New for Greeters: signing in volunteers (new); assist patrons in getting to the correct door into the auditorium.

Time: arrive 1 hour and fifteen minutes prior to show time, check in with house manager; remain at post until released by HM

Skills: must know how to read all ticket formats as well as where all seats are in the auditorium. Must know location of other amenities in the building and show info for the day.

Duties:

- At front of lobby: guide patrons to will call or box office, etc.; answer questions about show.
- At bottom of stairs: sign in volunteer ushers; review patron tickets and direct to entrance closest to their seats; make sure tickets are ready for scanning.

Scanner: stand on landing to answer patron questions and make sure patrons do not enter auditorium prior to doors opening. Use Socket Scanner and Android/Google phone to scan tickets as patrons come into theatre.

Time: arrive 1 hour and fifteen minutes prior to show time, check in with house manager; remain at post until released by house manager

Skills: familiarity with mobile devices; ability to hold hands steady while aiming and pressing button to scan tickets on phones, printed and regular tickets; ability to troubleshoot basic scanning issues; knowledge of house layout so can direct patrons to seating area if needed

Duties:

- Get apron with clicker (on shelf under the house left stairs) and scanner (check with house manager if not sure where the scanner is)
- stand outside doors to auditorium to let patrons know that the house is not open
- Turn scanner on and open up Patron Ticket app; select correct show
- Position yourself in archway of door, to the left or the right so patrons can get through.
 - For phone tickets: while patron holds the phone, scan QR code and visually verify; ask patron to show screen to usher to be taken to their seats.
 - Make QR code slightly bigger and brighten screen if needed
 - For paper tickets, take the tickets from the patron, scan and verify, hand tickets to usher (reserved seating events only).
 - If patron's tickets are in the balcony, hand them back to patron (not to the usher) and ask them to show them to usher at top of the stairs
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 - Scanner likes to be 8"-12" from QR code (depends on the size of the QR code).
- If ticket or tickets are not scanning, visually verify ticket is for correct event and then click to get attendance count

Note: if an event is not ticketed, volunteers just count patrons using the clicker, one volunteer at each open door.

Ad Hoc: for some shows we need extra help: VIP meet and greets, pre or post show events, merchandise sales, post-show receptions, intermission raffles, security, balcony-blockers, assisting House Manager with specific tasks assigned by him/her on day of show. Please listen at the pre-show usher talk for any additional jobs we may have you do.

Prep and Clean up Tasks

After you sign in for your shift and get your lanyard in the lobby, make your way up the stairs (or elevator) to the landing outside the auditorium doors. To the left, you'll find an info sheet for the event, as well as a volunteer task sign up sheet. Please read the info sheet and sign up for tasks—one pre-show, one intermission, one post-show, with more assigned to you by the House Manager as/if needed.

Task Descriptions:

Pre-show:

- Prep/stuff programs if needed; sort through recycling bins to reclaim programs if performance is a repeat.
- Make sure programs are placed behind X1 and at top of balcony stairs by railing on house right.
- Help set up tables for concessions and merch in lobby if needed
- Check all bathrooms--tidy floors, tidy sinks/counter, check paper stock and report any outages to house manager, take out trash if ¾ full (stomping it down is fine, only if you are comfortable doing so)
- Check trash and recycle bins in lobby and remove/replace bags if needed
- Walk all emergency exit routes--balcony, house front right, front left--check for obstacles and unlit emergency signs
- Walk house to look for trash, check for obstacles, lift seats, refresh memory of seat placement (dependent on access to the auditorium; check info sheet or with House Manager to make sure we are cleared to enter)
- Gather for usher talk with house manager—this will either be in the back of the house or on the landing.

Intermission:

There are fewer duties at intermission, but the volunteers are still called upon to be ready and willing to help if needed.

- Security--get to position. This will be indicated on the task sign up sheet.
- Helpers—get to position. We like helpers to be at the base of stairs, landing, inside theatre to help/welcome/ask people with food to step out to finish it or put it away for duration of time in theatre



- At end of intermission, check all 3 bathrooms for paper, messes, etc. and report any issues to house manager
- If you do not have a specific duty, please remain at the rear of the auditorium by the low wall.

Post-show:

- If doing security, head to position before show ends
- Hold collapsible box for recycling programs (or other recyclables)
- Wait patiently and professionally for patrons to mostly clear auditorium and Lobby:
 - Walk through all seating areas to pick up trash, use broom and dustpan, gloves, etc. Return seats to upright position.
 - Take out trash and recycling in auditorium if $\frac{3}{4}$ full
 - Bathrooms (all three): wipe counters, pick up trash, wipe down counters/sinks, FLUSH. Take out trash if needed.
 - Lobby trash and recycling checked and taken out if $\frac{3}{4}$ full
 - Sweep stairs from lobby to 4th floor
 - Sweep lobby if needed

CHECK WITH HOUSE MANAGER BEFORE YOU LEAVE. Many nights the House Managers want everyone to gather for a final word before everyone leaves, ensuring everyone is pitching in to get every job done.

If you need to leave early or come late, please inform the Assistant Director via email and/or Claire in the box office.

OTHER VOLUNTEER POLICIES AND PROCEDURES

Accessibility

LOH strives to provide equal experiences for people across abilities. We also adhere to ADA rules.

If an usher takes a patron with a walker or other mobility device to their seat, the usher is responsible for making sure the patron retrieves their device at intermission and the end of the show. Walkers and wheelchairs can be placed under the stairs; if there is no room, please check with house manager as an alternate location must maintain egress requirements.

Any patron who asks for additional accommodations can be referred to the house manager.

Seating Issues

Troubleshoot simple seating issues:

Patron already in seat when you take someone there

- Double check your ticket--is it for the right date? Do you have the correct side of the auditorium? Are the letters correct (O v. Q, U v. V)
- Double check tickets of patrons already seated--they may be one seat off or be in the wrong row
- If it's still an issue, ask patrons for their patience and go get the house manager

Go straight to the house manager if:

- Patron wants to move to a different seat (you can also send these patrons to the box office)
- Patron has a service animal or needs accommodation you are unsure about
- Patron carrying a weapon
- Patron is being rude/not listening/disruptive
- Patron refuses to move out of seat that is clearly not theirs
- Complaint or concern about another volunteer/seating process

In general, we will always work with patrons to reseat them, but you need to focus on getting the folks who know what seat they have into those seats.



Dancing/Standing Policy

It is LOH policy to not ask patrons to sit down at events that are high-energy, e.g. a rock concert, as long as they are standing/dancing at their seat, behind the wall in the rear of the auditorium, or otherwise not blocking an aisle. We do ask that all patrons are courteous to those around them; any patron who complains about their view being blocked should be referred to the house manager.

Late Seating Policy

Part of ushering is helping to late seat.

- For some performances, we can keep seating and not hold anyone; for MOST shows, after the house lights are down, we wait to seat during applause or other transition, holding patrons in the rear of the auditorium until the appropriate time
- Use flashlight on your usher lanyard to look at ticket and guide patron to seat-- please aim light at floor beside or behind you.
- If seats are difficult to get to without disrupting patrons AND there are seats available in the back, inform late patrons that they will be seated in the back until intermission. At intermission, be sure to find patrons and show them to their seats.

Volunteer Seating Policy

- Seating for volunteers is always "if it's available"--you may be asked to stand.
- Look where your emergency evac position is--this will give you the general placement in the house that is ideal for you (if seats are available).
- Please sit near the aisle, under the balcony overhang. Do not sit in the front of the auditorium, even if seats are available.
- Please be ready to move for patron with a ticket for your seat.
- If patrons are blocking aisles:
 - please remind them they can stand at their seat or go to rear of auditorium, but we need to keep all aisles clear
- If photo policy is red or yellow (see volunteer info sheet for this info):
 - Be prepared to gently remind patrons that the artist has requested no photos/video (for yellow, it's only if they are holding phone up, blocking view of patrons, taking a ton of photos)
 - If patron continues taking pictures/bring obnoxious, report it up the chain

Lost and Found

Fill out a lost and found sheet (under stairs) and give item to house manager (if early in show, give to house manager or take immediately to box office as someone may claim it).



Emergency Procedures for LOH Volunteers

Evacuation:

Proceed to location noted on back of lanyard.

Assist patrons in exiting the building.

Meet up place is Colburn Park.

Medical Emergency:

Assist House Manager as needed in keeping patrons calm and out of the way of emergency responders

Medical Event:

Use best judgement to help patron—get water, chair, first aid kit.

Let House Manager know so they can take charge or give further instructions.

First Aid Kit is located under balcony stairs on house left.

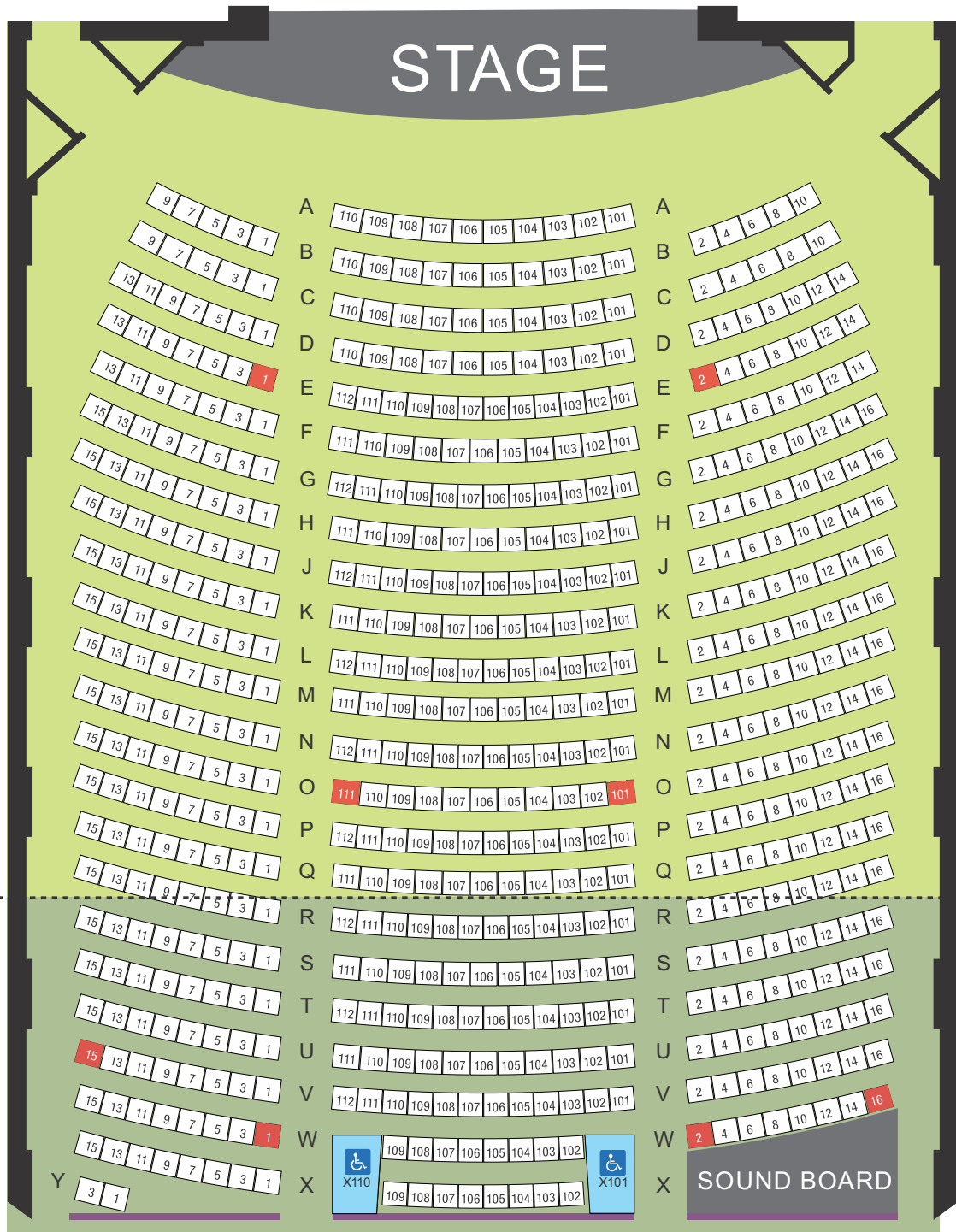
AED is located in lobby.

House Manager will provide any updates needed for the event you are working.

ORCHESTRA LEVEL
 Rows A - Y
 (# of seats: 582)

 Movable Armrest Seats

Balcony Overhang



BALCONY LEVEL
 Rows AA - LL
 (# of Seats: 221)

