

Volunteer Guide

Welcome to the LOH Volunteer program! This guide is your resource and roadmap to becoming an all-star volunteer. As a volunteer you are an ambassador for Lebanon Opera House. We are thankful for your time and effort in reviewing these documents and hope to support you in your journey to becoming an amazing LOH Volunteer.

LOH VOLUNTEER PILLARS:

All volunteers should:

- Take initiative.
- Treat everyone fairly and kindly.
- Be responsible and respectful.

SIGNING UP:

Volunteers register for shifts on the Lebanon Opera House website:

www.lebanonoperahouse.org/volunteer/

ARRIVALS & CANCELLATIONS:

Volunteers are expected to arrive at the listed time before the event. Volunteers must double-check sign-up information, as some events call for earlier or later arrivals.

Cancellations

If needing to cancel a volunteer shift, volunteers are responsible for reaching out a minimum of 48 hours before their scheduled arrival time.

Health & Safety:

All volunteers should remain home if sick. Volunteers should inform the Volunteer Coordinator that they will no longer be able to attend their shift. Please attempt to contact the Volunteer Coordinator at the earliest opportunity.

Volunteers are expected to follow all [LOH Health and Safety Protocols](#) in place at the time of their volunteer shift.

TYPICAL VOLUNTEER SCHEDULE:

The typical volunteer schedule includes pre-show, intermission, and post-show tasks.

See a full schedule example [HERE](#).

VOLUNTEER TASKS:

In addition to a core volunteer job, all volunteers are asked to sign-up for and complete tasks that involve tidying the auditorium, bathrooms, and lobby areas.

VOLUNTEER DRESS CODE:

What to wear:

White on top, black on bottom, closed toe shoes.

Volunteers should arrive wearing clothing and shoes that allow you to move around easily. If assigned to a job which would require walking up and down stairs/inclines or standing for long periods, clothing should allow for you to do so comfortably.

Please wear clothing that is comfortable but appropriate for a theater environment, think “business-casual”. All volunteers should follow the dress code in order to be recognized within the theater and lobby by patrons. Volunteer uniforms help calmly call attention to you and set you apart from the rest of the crowd.

For tips on what to wear, see our full clothing guidelines [HERE](#).

ACCESSIBILITY:

All volunteers should be prepared to assist patrons with accessibility needs and questions prior to (and following) performances. If uncertain, volunteers should consult with the House Manager. Volunteers should remain up-to-date with our [Volunteer Diversity and Inclusion Policy](#).

For full procedures and information regarding Accessibility and Inclusion at LOH go [HERE](#).

EMERGENCIES:

Emergency Evacuation:

All volunteers are asked to assist during any emergency evacuations. Please stay informed about LOH emergency evacuation procedures.

In the case of an emergency evacuation:

- Volunteers should proceed to the emergency exit closest to them.
- Volunteers should hold emergency exit doors open while directing patrons to the appropriate evacuation locations.

- Volunteers should help patrons remain calm and encourage people to walk when exiting the building.

Medical Emergency:

All volunteers should be informed about LOH medical emergency procedures.

In the case of a medical emergency:

- Volunteers should help the audience remain calm, reassure concerned patrons that the emergency is being handled, and provide updates about the show's continuation.
- In the case of a medical emergency, Volunteers should alert the House Manager or LOH Staff Member on duty immediately and follow the medical emergency procedure.

For full procedures and information regarding Emergency Evacuations and Medical Emergencies go [HERE](#).

VOLUNTEER SEATING POLICY:

If seats are available, volunteers may be given the opportunity to sit on or near an aisle in the rear of the auditorium (underneath the balcony overhang) during the performance. Volunteers are still considered to be “on-duty” as they help with late seating, intermission, and post-show tasks. If a patron arrives with tickets to the seat a volunteer is occupying, they will need to move to a different seat.

VOLUNTEER JOBS

Not every volunteer job is always available depending on the event, please remain flexible so that we can help provide coverage to all needed areas!

Please contact the Volunteer Coordinator if interested in volunteering for one of these opportunities.

Regular volunteer opportunities

General event volunteer

Volunteers are regularly needed at our events to help usher, scan tickets, and greet patrons as they enter the building. These volunteers comprise the core team ensuring that all events run smoothly and that patrons have the best LOH experience.

Other volunteer opportunities

LOH on Location volunteer

LOH offers many opportunities to volunteer outside of the LOH building at one of our LOH on Location events including Nexus, Hootenanny, or a silent disco. These volunteers help set-up and break down the events and interact with patrons and members of the community.

Ad hoc event volunteer

For some shows we need extra help! VIP meet and greets, pre- or post-show events, merchandise sales, post-show receptions, intermission raffles, security, assisting House Manager with specific tasks on the day of show.

Non-event volunteer

Sometimes we need extra help outside of show days! Poster distribution, data entry, letter mailings, and other administrative tasks. If there is something that you think you might be a great addition for the LOH Volunteer Program let us know by emailing volunteer@lebanonoperahouse.org

To see full volunteer job descriptions and requirements go [HERE](#).

VOLUNTEER WAIVER

All volunteers must have an up-to-date and signed waiver on file. Find the LOH Volunteer Waiver [HERE](#).

ADDITIONAL IMPORTANT GUIDES & INFORMATION:

[Interactions with Patrons & Performers](#)

QUESTIONS?

Contact the LOH Volunteer Coordinator, Molly Elsasser (she/her), at volunteer@lebanonoperahouse.org