

# KAY MEEK ARTS CENTRE VOLUNTEER MANUAL

Thank you for volunteering at Kay Meek Arts Centre!

You are the first point of contact when guests enter the building and are a very important part of the KMAC experience. By fulfilling your roles and responsibilities and working as a team, you help us maintain high standards of guest services.

We thank you for sharing your time and interest and for helping us achieve the standards to which we aspire.

## 1. General Responsibilities for Volunteers:

- Offer a friendly welcome to guests entering the building.
- Act as a positive ambassador for Kay Meek Arts Centre.
- Be aware of safety protocols and emergency procedures.
- Take your direction from the Front of House Supervisor.
- Assist guests with any concerns; provide directions to locations within the building and answer questions. Be friendly, helpful and able to interact positively with people in any situation.
- Scan tickets, direct guests to their seats and provide them with programs.

## 2. Greeting & Positioning:

There are a few different roles that our volunteers may fill. They have been developed to provide audiences with friendly and safe access to Kay Meek Arts Centre. The actual number of volunteers and their roles is dependent on the event.

Ticket Taker – Ticket takers greet guests at the auditorium entrance and scan their tickets. They also assist with any latecomers to the performance. All ticket takers should be able to quickly direct guests to their appropriate entrance dependent on their seat number.

Usher – Ushers provide guidance and safety to guests as they take their seats. Ushers need to be able to climb up and down stairs without difficulty, to ensure a high level of customer service. Ushers also resolve any minor seating issues, and bring larger issues to the attention of the Front of House Supervisor or Box Office Manager. When available, ushers also hand out programs.

Greeters – The greeters welcome guests to the theatre, offer directions and information when asked and hand out programs when applicable.

Coat Check – The coat check is an all purposes position. The primary role is to collect coats from guests. The Coat Check volunteer may also be asked to fill in for a vacant position in an emergency.

Merchandise Salesperson – The salesperson's responsibility is to sell and track and merchandise related to the event. They may not always be scheduled in advance, and may be asked to sell the day of the performance. Salespersons need to be comfortable with money.

Concession Attendant – Concession attendants operate the concession, selling snacks and both alcoholic, and non-alcoholic beverages. Concession workers need to have their Serving it Right certification, must be comfortable dealing with money, comfortable counting stock, and able to work in fast paced environments.

### **3. Event Timeline:**

The majority of events follow a consistent pattern as follows:

- When you arrive at the Kay Meek please wait in the meeting room where you can leave your personal belongings and pick up your nametag and flashlight.
- The Front of House Supervisor will conduct a briefing which usually begins 45 minutes prior to event start, depending on event. *(Please note that the time reflected on your monthly schedule confirmations is the actual start time of your shift, at which point you need to be in the office boardroom, ready to be briefed).*
- After briefing, you will move to assigned positions, ready to welcome the public at the main entry doors and in the lobby.
- The Front of House Supervisor will give direction for the theatre doors to be opened. This timing changes from performance to performance, so it is important to wait for the Front of House Supervisor's direction. Take your directions only from the Front of House Supervisor (not the client, nor anyone else) for opening the theatre doors prior to the performance.
- At the end of the show or at intermission when the house lights go on fully and applause is ending, it's your cue to open the doors. There will on occasion be encores, so be sure that the performance has finished before opening doors.
- At the end of the show, guests are to exit the auditorium in a timely manner. They are not permitted on the stage or backstage.
- In the Grosvenor theatre, as well as the usual exits at the top, audiences may leave via the door to the right of the stage. The door leads to the

- back parking lot through the school hallway. They may NOT leave via the door to the left of the stage as this leads to backstage.
- Any guest who wishes to meet/pick up a performer may wait in the lobby or outside the stage door to do so; they are not permitted backstage.
  - Once the theatre is cleared of guests, check for garbage and lost items under the seats. There are buckets, bags, gloves and a grabber available for you to use. Please bring any larger messes to the attention of the Front of House Supervisor as well as any lost items.

Your assigned position is your position for the duration of the performance. Please return quickly to your position at intermission and following the performance so that you are available to help the public as required.

#### **4. Seating:**

Assigned Seating: Guests have their row and seat number on their tickets. Ushers guide guests to their assigned seats.

General/Festival Seating: Guests are able to take any open seat. In the event of a busy or sold out show ushers need to take a lead role in asking guests to fill in any gaps in the seats. This will ensure there will be enough seats for all parties. Encouraging a “Front to Back” policy is the best way to ensure as many seats as possible are filled.

The aisles must be kept clear in case of emergency, camera tripods and personal belongings cannot be placed in the aisle. No one may sit in the aisles. Everyone MUST have a seat.

#### **5. Equipment:**

Flashlights: Flashlights are provided by the Kay Meek Arts Centre. They can be picked up and returned each shift

- Late guests are to be guided to their seats with a flashlight.
- If you see a guest leaving the auditorium and want to assist them, please stand up and guide them directly. Do not stay seated and shine the light down the stairs. This makes it difficult for the guest to see, and it illuminates the entire wall.
- Do not use your flashlight to read a program, or any other materials
- Please refrain from using flashlights on cell phones as best as possible. We encourage guests to keep their phones off, and must lead by example.

Name Tags

- A name tag will be provided by KMAC when you complete your training shifts. You are expected to wear your name tag during your shifts. Name tags should be left on the magnetic board in the office boardroom when not in use.
- If you lose your name tag, please inform the Front of House Supervisor as soon as possible.
- If you have forgotten your name tag at home or if you have lost it, please wear a “volunteer” name tag for your shift.

## **6. Parking:**

- Parking is currently available on Mathers Avenue. Please do not park in front of the fire hydrants, in front of resident's driveways or in the accessible parking directly in front of the theatre (unless you have a permit). The street is occasionally patrolled by by-law officers.
- The main parking is located behind the building, with access from Inglewood Ave.
- There is also a parking lot located past West Vancouver Secondary School on Mathers Ave, although this parking lot is off-limits during school hours.
- Disabled parking is available directly in front of the entrance on Mathers Avenue. Anyone looking to enter the building without the use of stairs should park on Mathers Ave.

## **7. Accessibility:**

Elevator: The elevator has three levels: street level on Mathers Ave, the main lobby level for the Grosvenor Theatre, concession, main washrooms and Box Office, and the lower level for the McEwen Theatre. The old elevator is no longer available.

### Wheelchairs:

- There are wheelchair spots in both theatres.
  - In the Grosvenor theatre, there is special access seating in the boxes at the back of the auditorium. They are marked as: Row T Seats 1 & 2 on the right hand side of the theatre and Row T Seats 3, 4, 5, & 6 on the left hand side.
  - For general admission events, the theatre can accommodate a maximum of four wheelchairs, depending on size.
  - The theatre seats located in the accessible section can be removed to make room for more wheelchairs.
  - Wheelchairs in the McEwen theatre can be accommodated by removing any of the seats in the front row.
- Kay Meek also has a complimentary wheelchair available upon request for guests with mobility difficulties. Please ask the Front of House Supervisor about using it.

Assisted Listening Devices: Assisted personal listening devices are available for the Grosvenor Theatre only. These are kept at the box office. Please speak to the front of house manager if a guest requests one.

Booster Seats: Booster seats are available on a first come, first served basis. They are kept in the coat check.

Babes-in-Arms:

- Children under two years of age may be admitted without a ticket for performances that are suitable. They must sit in the accompanying adult's lap. If the parents wish for the child to have their own seat, they must have a ticket.
- In the Grosvenor Theatre, patrons with babes in arms should be booked towards the back of the auditorium (Rows M through T) and on an aisle (Seats 1-6, or 26-31). This is to minimise disruption if they need to leave the auditorium mid-performance. Please inform the Front of House Supervisor if someone is not following this policy.

**8. Will Call/Box Office:**

- The Box Office is open 1 hour before a ticketed performance. If a guest needs to purchase a ticket please direct them to the Box Office.
- Will Call tickets are also available directly at the Box Office
- At times a client does not require Kay Meek to provide Will Call or Box Office and handles their own will call and ticket selling at a separate table in the lobby. The Front of House Supervisor will let you know the situation during the briefing at the start of your shift.

**9. Food/Drink/Smoking:**

- Kay Meek Arts Centre and West Vancouver Secondary School property is a smoke-free environment, without exception. If someone is looking to smoke they must cross the street to do so.
- Food and drink are allowed in the Grosvenor or McEwen Theatres with the exception of hot food. Guests who bring hot food can leave it in the coat check for the duration of the performance.
- A filtered water station is available to the public. It is located beside the concession on the main floor. Small disposable cups are also provided.
- The Courtyard area outside is not licensed so liquor is not allowed to exit the building. If you see guests drinking outside please ask that they return to the lobby.

**10. Photography:**

Photography and filming restrictions are determined on a show-by-show basis. The Front of House Supervisor will advise you of the policy for the event in the pre-show briefing. Flash photography is always off-limits.

Check with the Front of House Supervisor if you are unsure about the event's policy.

## **11. Volunteer Policies:**

Scheduling: Every month, the Director of Venue Services will send out a survey that includes all of the events for the following month. Select all the shifts that you are available to volunteer for and submit the form before the deadline. Following the deadline, the Director of Venue Services will assign shifts based on the expected audience numbers and event requirements. Selecting a shift does not guarantee you will be assigned that shift.

The availability survey is usually available in the second week of the month for the following month (around April 12 for the month of May). We try to have the schedule posted by the third week of the month (around April 20 for the month of May).

If you are no longer able to do your shift: When you sign up for a shift, you are considered available for that shift. If you are no longer able to attend the shift, you are responsible for finding your replacement.

Practices for Sick Volunteers: You must notify the Front of House Supervisor and stay home from work if you are feeling ill, including such symptoms as fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath—anything that is not explained by another medical or allergic condition. Workers with any of the above symptoms may return to work when symptoms have disappeared, or when advised by their doctor.

Shift duration: Your shift is likely to be a 3 ½ hour to 4 hour commitment. We expect you to stay for the duration. Once your duties are completed, the Front of House Supervisor will release you.

### Dress code:

- Please dress in white and black professional attire. We ask that clothing be free of logos and well maintained. During winter the lobby and theatre can get cold, having a sweater or jacket on hand is recommended.
- Comfortable shoes are recommended over heels as you may be standing for periods of time.
- Please do not wear perfume; this can cause problems for people with allergies and asthma.
- Equipment: upon arrival for a shift, please put on your nametag.

First aid: Volunteers, even when trained, are asked not to perform first aid. If a medical situation arises, notify the Front of House Supervisor or Head Technician immediately. Use your common sense, given the situation.

Food and drink: Please do not consume food or drink when the public is present. *(Food may be consumed in the meeting room at the discretion of the Front of House Supervisor.)*

Alcohol: Volunteers and staff are not allowed to drink alcohol while on duty

## **12. Safe and Respectful Workplace**

- KMAC is committed to ensuring a positive and productive work environment, free from discrimination, bullying and harassment and where the dignity and self-esteem of every person is supported. Offensive or discriminatory remarks, materials, or behavior will not be tolerated. KMAC will not, and volunteers should not, condone behavior in the workplace that is unacceptable and likely to undermine work relationships, productivity or the health and welfare of volunteers. KMAC follows and promotes guidelines for health and safety standards as outlined by WorkSafe BC.
- Bullying and harassment is defined as any inappropriate conduct or comment by a person towards a volunteer that the person knew or reasonably ought to have known would cause that volunteer to be humiliated or intimidated, but excludes any reasonable action taken by the Society relating to the management and direction of the volunteers or workplace.
- When a volunteer encounters objectionable conduct from either a co-worker, a manager, or a third party such as a rental client, supplier or donor, the volunteer should make it known to the person engaged in the conduct that the conduct is unwelcome, if the volunteer is comfortable doing so safely.
- If the conduct persists or the volunteer is not comfortable expressing objection directly, the volunteer must promptly report the conduct to their immediate manager. If the immediate manager is the source or has condoned the objectionable conduct, the volunteer must report to the Director of Venue Services. If the Director of Venue Services is the source or has condoned the objectionable conduct, the volunteer must report to the Executive Director.
- Depending on the nature and severity of the alleged conduct and subject to the consent of the volunteer, the manager may first try to resolve the issue informally. If a resolution is reached informally then all persons involved must sign documentation for their volunteer record that states they are satisfied with the outcome.

## **13. Benefits:**

- We are very pleased to offer complimentary tickets to performances each season. Tickets are dependent on availability and requests must be emailed to [volunteer@kaymeek.com](mailto:volunteer@kaymeek.com).
- Invitation to volunteer recognition and other special events.
- The satisfaction that comes from making an important contribution to Kay Meek Arts Centre and to our community.
- You may be able to see the performance the day you usher, as circumstances permit. This is dependent on seating availability and special tasks/requirements that may arise. If it is important to you that you see a particular performance, we then recommend that you attend as a regular guest.