

Abstract geometric lines in the top-left corner, consisting of several thin, light brown lines that intersect to form a series of overlapping triangles and quadrilaterals.

VOLUNTEER ORIENTATION MEETING



- Use Volgistics to sign up online
- Access all documents online
- Signing In and Out for Events

VOLUNTEER UNIFORM



- White collared long sleeve shirt tucked in
- Black pants or black knee length skirt with black tights
- All-Black close-toed shoes, preferably not heels
- Black vest
- Crossties/Bow ties for BAR

PARKING

- Evenings and Weekends:
 - East Parkade (146 MacDonell Street)
- Weekdays:
 - West Parkade (110 MacDonell Street)
- Both
 - Voucher from FOH staff
 - Event parking
- Or carpool, public transit, walk; Neeve Street Parking Lot



ABSENCES/LATENESS

- Running last minute
- Last minute illness
- Call the Front of House number
- We rely on you



519-837-5662 ext. 2355



ENTERING THE CENTRE TO VOLUNTEER

- Come through the box office doors
- Look at your name on the Designation Sheet
- Pick up your vest & nametag (Coat Check)
- Pick up your flashlight (Kitchen)
- Wash your hands (as needed throughout the shift)



COAT CHECK

- Volunteer Coat Rack
- Vests
- Lockers
- Nametags
- Rubber Gloves
- VicTouch
- Designation Sheet
- Mirror/Stool
- Lost & Found
- Hearing Aid Devices
- Telephone
- Booster Seats
- ATM

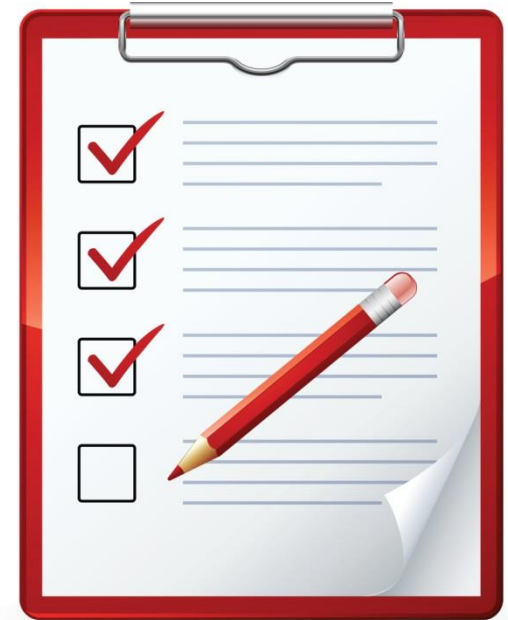
KITCHEN

- Cookies
- Stuffing programs
- BYOB or Water bottle in white fridge
- First Aid Kit/Band-Aids
- Ice machine
- Hand washing stations/sanitizing gel
- Hot beverage via Coffee Station
- Cold beverage via Bartender



END OF SHIFT

- Return borrowed materials and sign them in
- Check out via VicTouch
- Complete checklist
- Comments to FOH



POSITION SPECIFIC TRAINING



- Need to be Mentored at least once for EACH position
- Most have training sessions offered Jan/Feb and Sept/Oct.
- Usher/ticket taker training is required for all volunteers

MENTORING/SHADOW OPTIONS

- Observing
- Assisting
- Attempting
- Combo

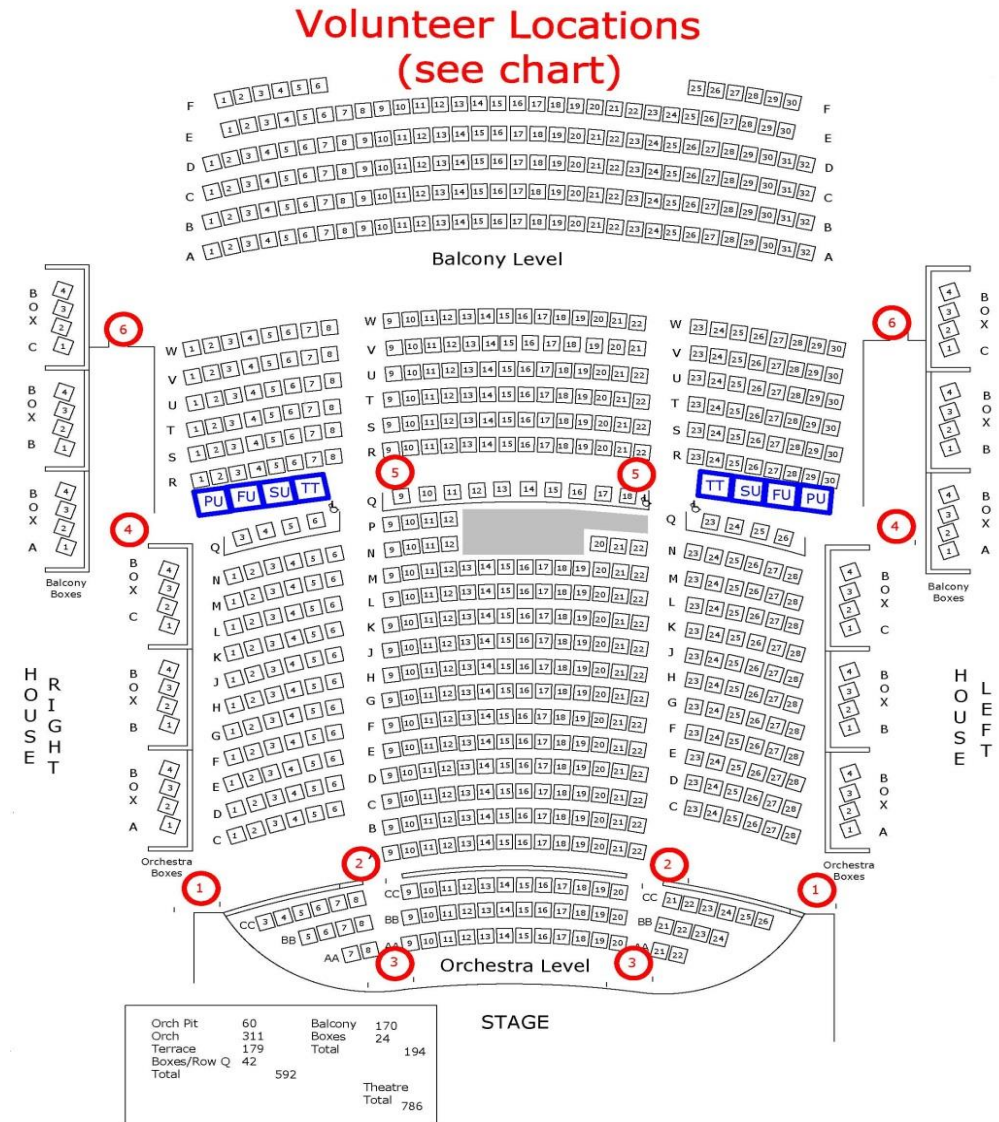


MAIN STAGE

786 Seats

Seating:

- Ticket Taker, Stage Usher, Floater Usher, Program Usher
- The Silly Flower Pots



THE STUDIO THEATRE

225 seats

“House” means the actual theatre space where patrons sit...ie Front of House team

Co-operators Hall

Seats 225
Wheelchair 3

L	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	L
K	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	K
J	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	J
H	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	H
G	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	G
F	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	F
E	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	E
D	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	D
C	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	C
B	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	B
A	W	2	3	4	5	W	7	8	9	10	11	12	13	14	15	16	17	18	19	20	W	A

STAGE

ANNUAL EVACUATION DRILLS

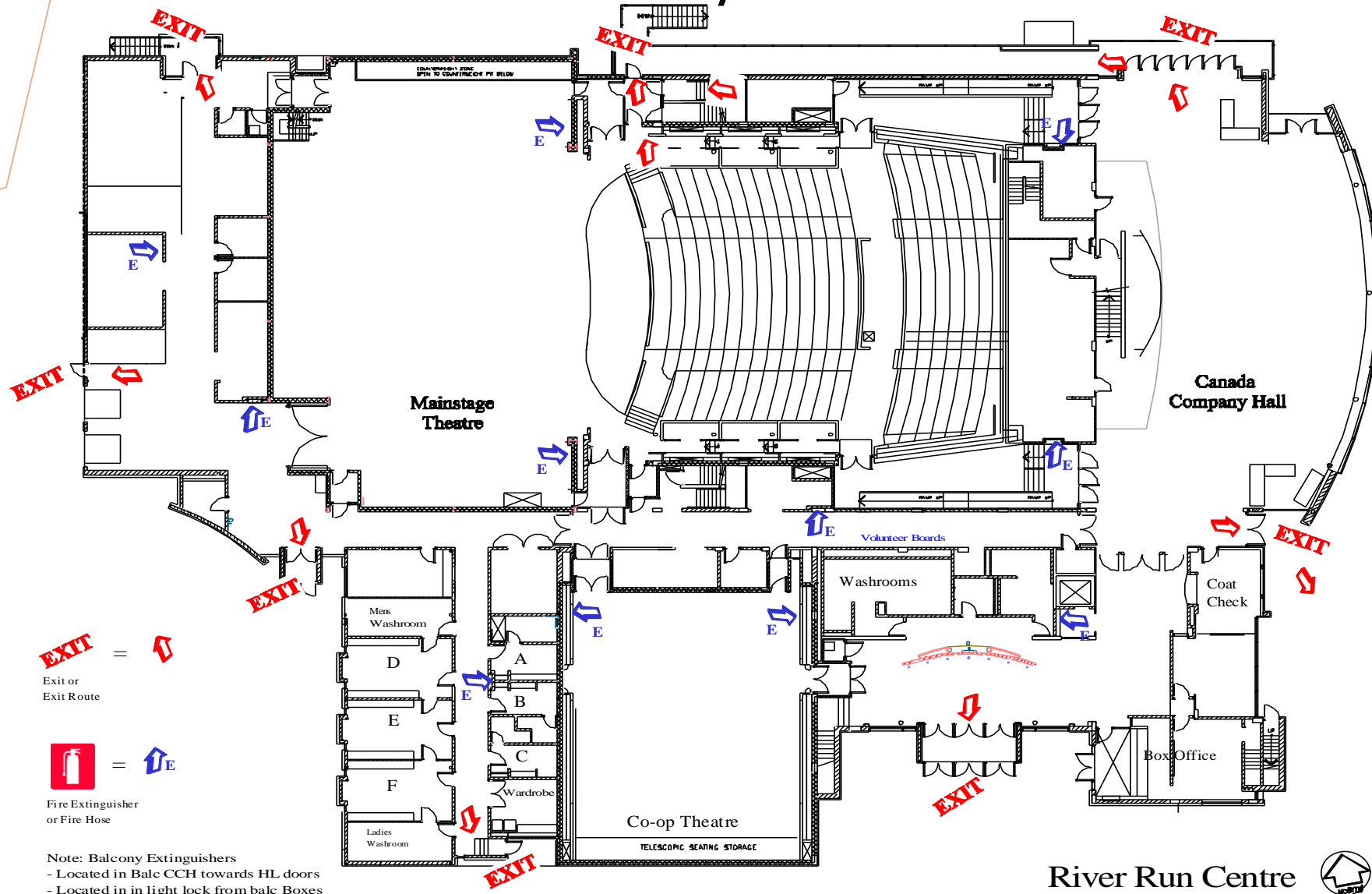
- Mandatory
- Offered in November 2023



GENERAL EVACUATION PROCEDURES

- In emergency situations, Floor Supervisors or the House Manager will provide direction.
- **Program ushers** should lead the patrons out.
(safety vests & “FOLLOW ME” signs in light lock)
- **Floater ushers** assist patrons with accessibility needs
- **Ticket takers** go to the Atrium for information to pass onto (program) usher, then go to block unsafe doors and remain until all patrons have exited, closing the doors behind them.
- **All other Positions** share information and provide directional assistance leaving with the ticket taker.

EVACUATION EXITS & FIRE EXTINGUISHER/HOST LOCATIONS

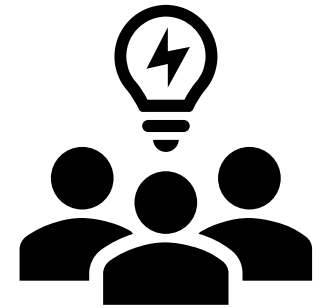


ACCIDENT/INCIDENT



- Ushers & ticket takers have specific duties
- St. John's Ambulance (W 7 & 8)
- AED machine by the coat check exit door

SCENARIO QUESTIONS!



Day 1 of a 3 day run,
patron approaches ticket
window and you notice
they have a ticket for the
wrong day:

1. DO alert the patron politely and discreetly that their ticket is for a different day.
2. DO acknowledge their feelings/concerns.
3. DO remain calm, empathetic, and kind if they become frustrated.
4. DON'T just tell them it's no big deal and let them in automatically.
5. DON'T make promises about changing their seats/letting them see the show that day, etc.
6. **DO flag down a staff member OR direct them to the box office.**

Patron begins to rant to you
about how much they hate
Mayor Cam Guthrie while you
are at the front of the
building hosting:

1. Step 1: Redirect the conversation, "So, what show are you here to see?" "Is this your first time to the theatre?" etc;
 2. Step 2: Remove yourself from the space, or the person. "Please excuse me, I have to attend to another issue."
- Note: Its okay to acknowledge how someone is feeling, without agreeing or disagreeing with what they are saying. "It sounds like you're really frustrated." "I'm sorry you haven't felt heard."

BYOB



TURN OFF
ELECTRONICS

SCENT FREE



A series of thin, light-brown lines forming an abstract geometric pattern in the top-left corner of the slide. The lines intersect to create various triangular and quadrilateral shapes.

CODE OF CONDUCT

Professional and
personal behaviour while
volunteering

CONFIDENTIAL INFORMATION

- Information that you obtain that is not available to the public
- Documents, records, finances, plans or strategies
- Personal information
- Compensation information
- Privileged information
- Even if not identified as CONFIDENTIAL

CONFIDENTIAL

PERSONAL INFORMATION

- Race, National or ethnic origin, colour, religion, age, sex, sexual orientation, marital or family status
- Medical, criminal or employment history
- Contact information
- Personal views
- Correspondence that is private or confidential



CONFLICT OF INTEREST

- Personal or private interests that may compete with the public interests of the City.
- Fulfil your duties impartially

Do NOT want:

- Appearance of impropriety
- Perception of a bias



Optics

- the way a situation, action, event, etc., is perceived by the public or by a particular group of people

FRAUD

- Intentional Deception
- Forgery or alteration of documents
- Misrepresentation of information
- Misappropriation of funds or supplies
- Unauthorized use of City property
- Improper handling or reporting of money transactions
- Any apparent violation of Federal, Provincial or local laws



PROFESSIONALISM

- Professional in your actions and appearance



- Objective in your interactions
- Ambassadors of the City and River Run Centre
- Courteous with your co-workers

COURTESY

- Improper behaviours include:
 - Gossip
 - Lack of common courtesy
 - Unsolicited remarks
 - Inappropriate jokes/pictures
 - Profanity
 - Excessive scents
 - Interrupting
 - Chatting when others are focused
 - Awareness of the duties of others
 - Lack of respect for other's opinions/personal belongings



PUBLIC CRITICISM OF EMPLOYER

- Support policies, programs and decisions of the City and River Run Centre
- Everyone is welcome to their opinion but be respectful
- Public criticism may include:
 - Letters to the editor
 - Interviews with the media
 - Negative statement to the public
 - Posts on social media



- Review your responsibilities for the specific position
- Assist others as needed
- Work as a TEAM

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VOLUNTEER LIAISON COMMITTEE

- Look for a Red Star on the nametag
- Questions or concerns
- Ideas and suggestions

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VOLUNTEER ORIENTATION MEETING

Thank you 😊