



## KAY MEEK ARTS CENTRE VOLUNTEER MANUAL

Thank you for your interest in volunteering with Kay Meek Arts Centre!

You are the first point of contact when patrons enter the building and therefore you 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 patron services.

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

### **Benefits:**

- We are very pleased to offer two pairs of complimentary tickets to two performances a season (a total of four tickets per season). Tickets are dependent on availability. More comps may be available depending on our show, if you are looking for complimentary tickets please contact us at [volunteer@kaymeek.com](mailto:volunteer@kaymeek.com)
- Concession volunteers can receive an additional two pairs of complimentary tickets for a total of eight tickets per season, subject to availability.
- Invitation to annual 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 patron.

### **General Responsibilities for Volunteers:**

- Offer a friendly welcome to patrons 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 House Manager.
- 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.

### **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. There will be flashlights available for ushers.

### **Event Start Timeline:**

**The majority of events follow a consistent pattern as follows:**

- When you arrive at the Kay Meek please wait in the boardroom where you can leave your personal belongs and pick up your nametag and flashlight.
- The Front of House Manager will conduct a briefing which usually begins either 45 minutes on 1 hour prior to event start, dependent 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, volunteers move to assigned positions, ready to welcome the public at the main entry doors and in the lobby.
- House Manager 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 **House Manager's direction**.

### **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 patrons at the auditorium entrance and scans their tickets. They also assist with any latecomers to the performance. All ticket takers should be able to quickly direct patrons to their appropriate entrance dependent on their seat number.

**Usher** – Ushers provide guidance and safety to patrons 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 House Manager or Box Office Manager. When available, ushers also hand out programs.

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

**Coat Check/Will Call** – The coat check is an all purposes position. The primary role is to collect coats from patrons. From time to time they are asked to assist the Box Office Manager/Attendant with the distribution of Will Call tickets. 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.

**Opening/Closing Doors:**

- Take your directions only from the House Manager (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.

**Directing to Seats/Assigned and Festival seating/Flashlights/Aisles:**

- Assigned Seating: Patrons have their row and seat number on their tickets. Ushers guide patrons to their assigned seats.
- General/Festival Seating: Patrons 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 patrons 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 possible are filled.
- No one may sit in the aisles. Everyone MUST have a seat.
- The aisles must be kept clear in case of emergency, camera tri-pods and personal belongings cannot be placed in the aisle.

**Flashlights:**

- Flashlights are provided by the Kay Meek Arts Centre. They can be picked up and returned each shift
- Late patrons are to be guided to their seats with a flashlight.
- If you see a patron 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 patron 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 patrons to keep their phones off, and must lead by example.

**End of Performance – patrons exiting:**

- Patrons 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 patron 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.

**Elevators:**

The elevator access is ONLY from Mathers Avenue. The new elevator has three levels: street level on Mathers Ave, the main lobby level for the Grosvenor Theatre and Box Office, and the lower level for the McEwan Theatre. The old elevator is no longer available.

**Special Needs Patrons:**

**Wheelchairs:**

- There are wheelchair spots in both theatres.
  - In the Grosvenor theatre, there 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 McEwan 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 patrons with mobility difficulties. Please ask the House Manager 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 patron 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.

#### **10. Will Call/Box Office:**

- The Box Office is open 1 hour before a ticketed performance. If a patron 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 House Manager will let you know the situation during the briefing at the start of your shift.

#### **11. 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 is not allowed in the Grosvenor theatre. Bottled water with a cap is the ONLY beverage allowed. All other drinks/snacks must be disposed of before entering the theatre spaces.
- The McEwan theatre allows food and drink inside **only** when the riser seating has been collapsed and stored (aka "cabaret seating") and when FOH has expressly said that food and drink may go inside.
- A filtered water station is available to the public. It is located beside concession on the main floor. Small disposable cups are also provided. Patrons must consume this water prior to going into a theatre, however, because the cups are open and have no lids.
- The Courtyard area outside is not licenced, no liquor is allow to exit the building. If you see patrons drinking outside please ask that they return to the lobby.

#### **12. Photography:**

- The general rule is no photography or filming permitted. However, some rental clients may allow photography or video.
- However, **flash** photography is always off-limits.
- Check with House Manager if you are unsure.

#### **13. Cleaning up:**

- At the end of the show volunteers check for garbage and lost items under the seats. There are buckets, bags, gloves and a grabber available for volunteer use. Please bring any larger messes to the attention of the House Manager.
- Lost and Found items get logged and put away by the House Manager.

#### **14. Serving alcohol and food:**

- Occasionally we host receptions and ushers may be requested to serve beverages and light tray items.

#### **15. First Aid:**

- Volunteers, even when trained, are asked not to perform first aid. If a medical situation arises notify the House Manager or TD (Technical Director) immediately. Use your common sense, given the situation.

#### **17. Practices for Sick Volunteers**

Volunteers must notify the House Manager and stay home from work if they 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.

#### **18. Safe and Respectful Workplace**

- The 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. The KMAC will not, and employees should not, condone behavior in the workplace that is unacceptable and likely to undermine work relationships, productivity or the health and welfare of employees. The 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 an employee that the person knew or reasonably ought to have known would cause that employee to be humiliated or intimidated, but excludes any reasonable action taken by the Society relating to the management and direction of the employees or workplace.
- When an employee encounters objectionable conduct from either a co-worker, a manager, a volunteer, or a third party such as a rental client, supplier or donor, the employee should make it known to the person engaged in the conduct that the conduct is unwelcome, if the employee is comfortable doing so safely.
- If the conduct persists or the employee is not comfortable expressing objection directly, the employee must promptly report the conduct to their immediate manager. If the immediate manager is the source or has condoned the objectionable conduct, the employee must report to the Executive Director. If the Executive Director is the source or has condoned the objectionable conduct, the employee must report to the Chair of the Board of Directors.
- Depending on the nature and severity of the alleged conduct and subject to the consent of the employee, 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 employment record that states they are satisfied with the outcome.

**19. Parking:**

- The main parking is located behind the building, with access from Kings Ave or Inglewood Ave.
- There is also a parking 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.

**Final Notes:**

- Be sure to talk to the front of house manager if you are unclear about your volunteer position.
- Your shift is likely to be a 3 ½ hour to 4 hour commitment. We expect you to stay for the duration. A final reminder that Kay Meek Arts Centre supports a variety of events – professional, community and cultural.
- 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.
- Please do not consume food or drink when the public is present. ***(Food may be consumed in the office boardroom at the discretion of the House Manager.)***
- Volunteers and staff are not allowed to drink alcohol while on duty.
- Again, please do not wear perfume. This can cause problems for those with allergies or asthma.
- Finally, thank you for your support! We are happy to be working with you and providing our patrons with the very best customer service.