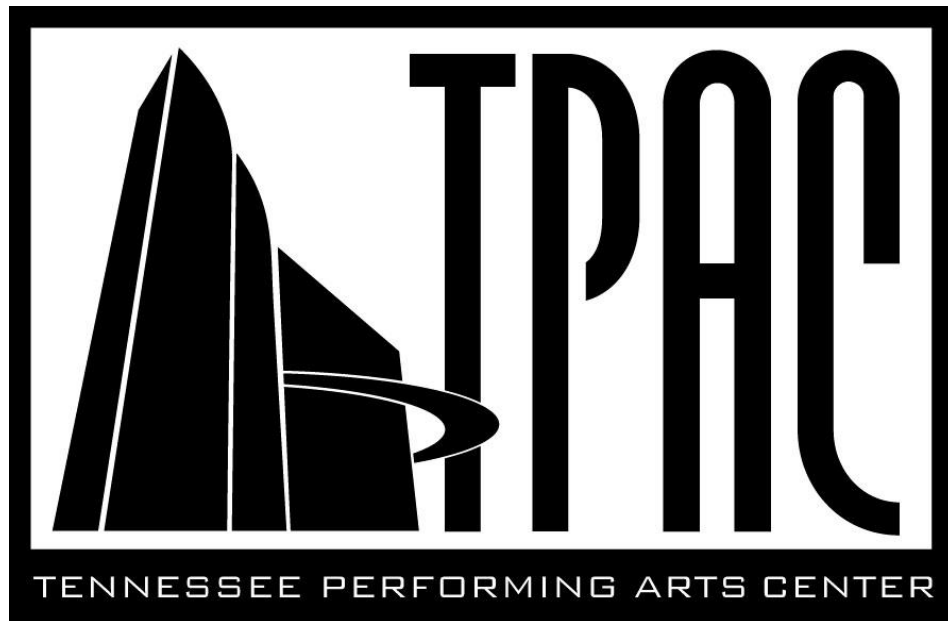


# Tennessee Performing Arts Center



## Volunteer Handbook 2011-2012 Production Season

Mary Blair

Asst. House Manager and Volunteer Coordinator  
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Tennessee Performing Arts Center's Mission Statement

**“To create a lifetime of *meaningful* and *relevant* experiences through the performing arts.”**

Tennessee Performing Arts Center's Vision Statement

**“An artistically and economically *vibrant* community where everyday life is more meaningful”**

# About this Handbook

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This handbook was designed to give you essential information about the policies and expectations of Tennessee Performing Arts Center. The handbook has been designed for easy use and quick reference. Please feel free to ask questions about its content.

TPAC reserves the right to modify the policies in this handbook. The policies described are for the 2011-2012 season.

## TPAC Volunteer Policies

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### **Professional Practices for TPAC Volunteers**

TPAC Volunteers are greatly appreciated and truly part of the TPAC Family. As each year brings a wealth of creative programming to our vast audience, new projects are offered that will develop the skills, enrich the talents, and broaden the knowledge of TPAC volunteers. The staff is supportive of volunteers, considering them fellow workers and willingly providing appropriate training and opportunities for their intellectual enrichment. In turn, volunteers **must adhere** to all standards that apply to paid staff.

### **Orientation, Training and Development**

To be considered an **Active Volunteer** for the season you must attend the Annual Summer Training. New Volunteers also must attend the New Volunteer Orientation. Failure to attend will make you **Inactive** for the season.

TPAC staff members who serve in a supervisory capacity along with Lead Volunteers will have primary responsibility for designing and delivering this training to volunteers.

### **Physical Expectations While Volunteering**

There are physical expectations on every assignment. It is important for us to know any physical limitations that would inhibit your ability to complete the assignment. It is also important to TPAC that no assignment places you in a harmful state based on any physical limitations or restrictions.

Individuals returning back to volunteer after an injury do so with a doctor's excuse and at the discretion of the Volunteer Coordinator.

### **Scheduling**

Scheduling is generally done every 2-3 months. Volunteers receive a Schedule Sign-Up that they must return within one week. Broadway and Resident Group shows are scheduled together at the same time. All TPAC Ed programs are scheduled separately. After the schedule is complete, volunteers will receive a reminder closer to the date. *Please Note you may not receive every show you request.*

### **Absenteeism/Substitution**

Please contact Mary Blair as soon as you know you will be unable to fulfill your assignment. All positions must be filled for each show. Generally a waiting list is available and spots are quick to fill. Failure to call out is notated and taken into consideration on future schedules.

## **Last Minute Cancellations**

If you need to cancel day of, please call **615-782-4090** and leave a message as well as sending Mary an e-mail.

## **Inclement Weather**

The show must go on. Generally, shows are not cancelled due to weather. However, your safety is important to us. If you feel you are unable to drive in the conditions, please let us know asap. If a show is cancelled, an email will be sent that day letting everyone know.

## **Review**

If at any time a volunteer, TPAC staff, or the Volunteer Coordinator is in conflict over the behavior of staff or volunteers or a TPAC volunteer position, the Volunteer Coordinator has the authority to request written complaints from all parties, discuss termination of volunteer activity in specific TPAC staff area, re-train the volunteer, move the volunteer to a new position, or request the volunteer to discontinue volunteer activity with TPAC.

## **Dismissal**

Possible grounds for dismissal of the volunteer may include, but are not limited to: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of customers or co-workers, failure to abide by organization policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

## **Records**

Each volunteer is entered into the volunteer database and their subsequent activities recorded in his/her file. Volunteers are asked to notify the Volunteer Office with change of address, phone, e-mail, etc. as needed. Recorded information and documentation of time served is available upon request.

## **Parking**

There is free parking in the evening around the State Capitol, at unbagged parking meters after 6:00pm and behind the Supreme Court Building. For an up to date parking map, please e-mail Mary or visit [www.tpac.org](http://www.tpac.org).

Parking Passes are offered to those working a daytime event M-F before 5pm, and are not automatic. Please request a parking pass from Mary prior to accepting the weekday assignment.

## **Childcare**

Childcare is not provided for volunteers during volunteer activities. We ask that volunteers be at least 18 years old. Occasionally, there are activities which allow school aged children to accompany parents while volunteering. Please always check first.

## **Dress Code**

Men and Women - **Business Casual** (slacks, khakis, knee-length skirts)

Feel free to wear comfortable shoes, preferably no tennis shoes.

- Please, No Jeans
- No visible body piercings with the exception of earrings
- Please, No Overpowering Perfumes and Colognes. You will be around a large amount of people and we are not aware of their allergies, etc.
- Volunteer Name Tags must be worn at all times.

# Volunteer Benefits

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- Warm and Welcoming camaraderie between staff and volunteers
- Volunteer Vibe Newsletter
- The opportunity to see most shows when volunteering
- Great Networking
- Invitation to the Annual Volunteer Winter Potluck
- Invitation to the Annual Hats Off Luncheon (with appropriate accrued hours)
- Receive TPAC's Corporate Saver which offers Discounts to various shows
- Receive a staff discount at Food & Beverage when volunteering

## Jackson Hall Volunteering

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### Arriving for Event

- Please check in with Lead Volunteer upon arrival. If Lead is not yet present, please sit down and wait for the Lead to arrive. The Lead will take care of signing you in and assigning positions.
- Please allow Leads to assign you where needed. We all have our favorite positions but sometimes the need is greater in certain areas.
- After you have signed in and have gotten your name tag, please attend the Usher meeting on your respective floor.
- Following the Usher meeting, please get into your position.

**Note: Doors can not open until everyone is in place.** Failure to do so causes a chain reaction in delays for the night. House Management wants to open House as soon as possible, so please be in place.

### Intermission

Everyone will be assigned a task upon arrival. Pay attention as Intermission task can change from show to show.

### End of Show

Everyone is asked to stay until the show is complete. Although not common, volunteers are asked to help assist if an Evacuation were to occur.

**Note:** It is notated if you leave early and it is taken into account when scheduling upcoming shows.

### Things to Remember

- While, yes, we are all excited to see the shows, we need to keep in mind that the patrons come first in providing courteous and helpful customer service.
- If you are unable to answer a question, please direct the patron to the Guest Services Podium.
- At **NO** time are volunteers allowed to sit in Theater Seats. Black, padded chairs are placed at the back of the house. If found seated in Theater Seats, HM may ask you to leave for the evening.

# ADA Accessible Seating

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- Before doors, please feel free to practice removing accessible seats, as needed. Retrieve the accessible key and caps from the Lead. Please keep in mind that there are only two accessible keys and these must be returned to the Lead following the production.
- **House Opens** The House Manager on Duty will make every attempt to greet accessible-needs patrons in the lobby and tell you which seats should be removed prior to their entering the theater. If this is not possible, Lead Volunteers will be available to assist in removing chairs. Floor Managers guide patrons with limited mobility into the theater before the rest of the audience. Floor Managers should let you know when this happens so that you may greet and attend to the guest.
- Check Accessible Patrons' tickets as they arrive and ask if they prefer to sit in the theater seat or remain in their wheelchairs.
- **Seat Removal** If a patron chooses to remain in his or her wheelchair, please remove the theater seat with the key and then cap the holes. The seat is then stored in the Accessible Restroom Area with the **back of the seat facing you**.
- For patrons wanting to sit in the Accessible Seat, please show them that the left arm of the seat is moveable (moving up), then allow their companion to assist them.  
**Note:** Due to liability issues, do not assist patrons out of their wheelchairs. If they do require additional assistance, please find a member of the house staff to assist the patron.
- Place the wheelchair in a location nearest the guest. It is important to let patrons know where you are placing their wheelchair. Then, please let them know that you are happy to return the chair to them during intermission and at the end of the performance.
- **Intermission** Please help assist with Accessible Restroom.
- TPAC cannot prevent mobile patrons from using the accessible restrooms. However, we can inform them that additional restrooms are available one level down, or on G level. If you see patrons using either a wheelchair or crutches, please move them to the front of the line.
- **End of Show** You are responsible for assisting Accessible Patrons and returning the theater seats to the correct location. Please note that these chairs have numbers and a specific place to be returned. This position must be attended until all chairs have been returned!

**Note:** Please be careful with the floor pin in the front at the base of the seat. It easily bends and breaks.

**Note:** In the instance of a wheelchair patron having a non-accessible seat, ask the Floor Manager for assistance. Please do not seat the patron until the Floor Manager finds them seating.

# Program Attendants

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- Program Attendants are generally used on the Orchestra and Tier levels with the occasional use of the Balcony.
- As a Program Attendant, please introduce yourself to the Floor Manager for the show. You will work under the Floor Manager and beside an usher during the performance.
- Please attend the Usher meeting on your assigned level as well as helping with the stuffing of programs.
- **House Opens** Greet guests and pass out programs. Ushers are at the top of the aisles to further assist.
- **Performance Begins** Please stay in position through the **first late seating** opportunity and assist house staff in greeting and seating late arriving guests. **“Assisting”** consists of providing guests with a program and leading guests seated in House Right to the Usher stationed at House Right.
  - ➔ In Orchestra – the usher is stationed at the top of the steps
  - ➔ In Tier – the usher is stationed in house Tier Right

**Once the first late seating is completed, you may sit and watch the performance in the regular volunteer section on orchestra level.**

- **Intermission** Please **move into the following positions during intermission.**
  - ➔ **Orchestra Level – Stand at 6<sup>th</sup> Ave doors.** Please watch for alcoholic drinks that might leave the building. Please politely inform guests that alcohol is not allowed outside of the building. (“I’m sorry, but alcohol is not permitted at street level. If you’d like, please take the stairs to the Tier level bridge. You may drink and smoke there.”)
  - ➔ **Tier Level – Stand at Tier Bridge doors.** Guests are allowed to take drinks onto the “bridge” area, only. Please stand at the doors leading to the Bridge and inform guests that alcohol is not allowed beyond the steps. An occasional “sweep” of the area is preferred.
  - ➔ You may return to your seat in Orchestra following intermission

## Balcony Guide

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- Please go straight to the Balcony following the Usher Meeting.
- **House Opens** The Balcony ticket taker will direct patrons to you so that you may lead them to house right Balcony.
- Take a quick look at their top left-hand corner on tickets for location:
  - Tier or Loge Right patrons can access their seats from the Balcony lobby. Please direct these patrons down to the Tier Right usher.
  - Balcony right patrons access their seats by walking along the back row of the Tier. Please direct these patrons to the Balcony Right usher.
- **Performance Begins** Please stay in this position until **after late seating**, before going to your volunteer seat on Orchestra.
- **Intermission** Female volunteers may be asked to monitor and assist in the ladies’ restroom during intermission.

# Coat Check

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*(This service is offered October through March)*

- Collect the moneybag from the Lead Volunteer. Please keep the money with you at all times.
- Count the beginning bank – usually \$20 to start - and sign off on the amount using the Coat Check Log provided. The beginning bank, Coat Check log, coat check tickets and a pen should be in the bag.
- Coat Check tickets are perforated with the same number: please place the top portion through the hanger and give the lower portion to the guest. The guest will need the lower portion to claim their items.
- Collect **\$1.00** for each coat and hang it on the rack with the ticket.
- This position must be attended throughout the performance and until all the coats have been retrieved!
- Once all the coats have been claimed, return all hangers and racks to their place.
- **End of Show** Count the money with the Lead Volunteer and sign off on the amount. If no money was taken, simply place a zero in the space provided.
- If a coat is left behind and all guests have left, please leave the article with the Floor Manager.

## Notes:

- **DO NOT accept fur coats!!** Please inform the guest that you are unable to take furs. If you have **any problems**, ask the Floor Manager for assistance who may make an exception to this rule.
- Hats and umbrellas are accepted. So that each item is returned, please write down all items you have taken from a guest on the coat check stub.
- **Tier Coat Check Only:** You will leave your station only after late seating has taken place to sit in Orchestra level of Jackson Hall. **Please let ticket takers or the Floor Manager know when you leave.** The money bag should be returned to the **Tier Floor Manager** at the start of the show. You must return to the Tier coat check station **as the company is giving bows.**

## Marketing Table

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- Upon arrival, please stock and straighten the marketing table supplies from inventory stored under the table if needed.
- Greet patrons and offer them information concerning current and upcoming TPAC performances.
- **Performance Begins:** Please stay in position through the first late seating opportunity and stock and straighten the marketing table.
- **Intermission:** Please return to Marketing Table for Intermission.
- After the intermission has concluded, stock and straighten the area.

# Greeters

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- **Pre Show** You will receive a Greeter's Cheat Sheet (listing all events occurring in TPAC), and an area assignment.
- Familiarize yourself with general directions to the restrooms, telephones, Food and Beverage areas and Box Office areas. **NOTE: TPAC has a Box Office for each theater.** Please ask patrons which theater/performance they are about to see before directing them.
- Open doors for guests as they arrive. **SMILE!!!** We want the audience to feel welcome and taken care of while at TPAC.
- Direct guests with an open hand, and in the simplest terms, to the area(s).
- As the various performances get closer to curtain, inform guests of any late seating holds.
- **Performance Begins** Please remain in the lobby assisting late arrivals.
- **Intermission** Please take your position again for intermission. Points to remember:
  - Alcohol is not permitted outside 6<sup>th</sup> Avenue doors. Those who want to smoke and drink may do so out on the Tier Bridge.
  - Continue opening the doors for guests.
  - Female volunteers may be asked to monitor and assist in the ladies' restroom.

# Johnson Theater Volunteering

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## Arriving for Event

Upon arrival, please check in at the G-level security desk asking for the House Manager on Duty. The HM will meet with you and explain placement for the evening. Generally, one volunteer greets from G-level while the other is on Center Landing.

## Pre show

Greet guests and direct them to the box office and Johnson Theater. Five minutes before the show please make your way to Johnson Theater. Generally, the HM will come and take your position. Please return nametags to the FM for the night.

## Intermission

Occasionally, there will be a duty during Intermission but for the most part you are finished after the pre-show.

## Things to Remember

- Johnson Theater Box Office is located on G-Level (TPAC's Main Box Office)
- Johnson Theater is located on Level B on the elevator.
- Alcohol is not permitted outside.
- Restrooms are located in Johnson Lobby.
- Food & Beverage are located in Johnson Lobby.
- Generally, most shows do have a late seating hold. Check with the HM that night.

# EMERGENCY PROCEDURES

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In the event of an emergency, we do not want to react in a manner that would cause a panic. If you remain calm, then the guests will stay calm. Volunteers will not be responsible for assisting the house department during an emergency, unless asked by the Floor Manager, the Event Technical Director or House Management. The following guidelines are given as procedural information.

## **Medical Emergency**

- 1) If a guest is injured, no matter how slightly, it **MUST** be reported to your Floor Manager.
- 2) As soon as a medical emergency is identified, notify a Floor or House Manager. They are trained in first aid and will make the call for 911, if necessary.

**DO NOT** discuss accidents with anyone other than your supervisor.

**DO NOT** indicate that TPAC is responsible for anyone's injury.

**DO NOT** indicate that TPAC will pay for anyone's medical bills.

**DO NOT** attempt to get help by screaming or shouting for assistance.

## **Fire or Fire Alarms**

- 1) If you see fire, make sure guests are safe and notify a Floor Manager or one of house management immediately with the location and size of the smoke/fire.
- 2) If an alarm is registered in the building, strobe lights will flash and an announcement will be coming from the small alarm speakers. An alarm may or may not mean there is an emergency. **DO NOT** evacuate any of the audience by an alarm. Wait for instructions over the speakers from the Event Technical Director or a Supervisor.
- 3) Event TD and House management will make an evacuation decision based on our Emergency Procedures criteria.
- 4) The Fire Marshal will give an "all clear" for the guests to return. When the "all clear" is given (by radio or personally), assist guests in returning to their seats.
- 5) The performance will resume as quickly as possible.
- 6) Refer all questions to House Management. Do not make casual observations or comments regarding cause of alarm.

# Volunteer Code of Ethics

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As a volunteer representing the Tennessee Performing Arts Center, your conduct and interaction with staff, other volunteers and the public is expected to always be professional and courteous. By volunteering, you are making a commitment to carry out, to the best of your abilities, the tasks you have pledged to perform.

The Volunteer Code of Ethics clarifies the expectations and principles for the Tennessee Performing Arts Center volunteers. Should a volunteer display unprofessional, dishonest or disrespectful behavior or exhibit a lack of self discipline, the volunteer will be asked to leave the premises. Such behavior could be grounds for termination of volunteer status.

As a Tennessee Performing Arts Center volunteer, I pledge to:

## **Respect**

- Respect others even though I may not agree with them
- Display courtesy, sensitivity, consideration and compassion
- Use good judgment in recognizing the scope of authority of paid staff members

## **Quality**

- Perform all tasks to the best of my ability
- Ask for help when needed

## **Self Discipline**

- Recognize my limitations and those of others
- Hold myself accountable for the commitments I undertake

## **Communication**

- Recognize I communicate both verbally and non-verbally
- Listen to the needs of others
- Advise TPAC Volunteer personnel of relevant information regarding the Patron/ Guest and my involvement at the Center

## **Commitment**

- Recognize that commitment comes from within
- Respect that paid and non-paid staff count on me to honor my commitment

## **Welfare**

- Value my role in the growth of this organization
- Strive to promote a positive environment

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Volunteer Printed Signature

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Volunteer Signature

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Date

**Please Sign and Return by Thursday, September 1, 2011**

**TPAC**  
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Nashville, TN 37243

**FAX:** 615-782-4001  
**Email:** mblair@tpac.org

