



# **Morrison Center Volunteers Handbook**

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## Table of Contents

MISSION STATEMENT OF THE VOLUNTEERS .....	1
MEMBERSHIP .....	1
RECRUITMENT, ORIENTATION, PARKING .....	1
RECRUITMENT.....	1
VOLUNTEER ORIENTATION.....	2
REFRESHMENT ORIENTATION.....	2
GIFT SHOP & HEARING ASSISTANCE ORIENTATION .....	2
PARKING.....	2
DRESS CODE FOR VOLUNTEERS .....	2
PROFESSIONALISM AND RESPONSIBILITY.....	3
PROFFESIONALISM.....	3
VOLUNTEER WORK SCHEDULING .....	3
EMERGENCY PROCEDURE, INJURY, TERMINATION .....	4
EMERGENCY PROCEDURE.....	4
ON-SITE INJURY OF A VOLUNTEER.....	5
TERMINATION OF VOLUNTEERS .....	5
PROCEDURES FOR USHER VOLUNTEERS.....	5
PROCEDURES FOR REFRESHMENTS .....	6
PROCEDURES FOR GIFT SHOP VOLUNTEERS .....	7
PROCEDURES FOR HEARING ASSISTANCE.....	7
VIEWING BOOTH AND BREAK ROOM PROCEDURE .....	7





# Morrison Center Volunteers Handbook

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## MISSION STATEMENT OF THE VOLUNTEERS

The mission of the Morrison Center Volunteers is to promote the Center and to provide volunteer support services and financial support to the Morrison Center for the Performing Arts.

## MEMBERSHIP

We have yearly dues and our membership year is from July 1 to June 30 of each year. We do NOT prorate membership dues. Dues paid after April 15 will count toward the next year. All volunteers are required to sign a liability waiver.

To be listed in the membership directory, you must join and pay your dues by no later than July 1st. Photographs are required and will be taken at orientation throughout the year.

Membership categories are:

Member - \$10                      Emeritus - \$0

Emeritus Status – defines a volunteer who has served actively for 10 or more years but is no longer able to work. Each year, please reconfirm with the membership chair that you wish to continue to be listed in the directory. Exemptions may be made as approved by the board. Emeritus members are not able to return to active member status. Emeritus members may attend the annual banquet and fall kickoff.

Inactive Status – is a temporary status caused by the inability to work short term due to illness, injury or other life circumstances. It is expected that the inactive member will return to service.

Membership dues are used for:

- volunteer events
- volunteer operating costs
- the annual donation to the Morrison Center and/or the Morrison Center Endowment Foundation
- Morrison Center Summer Children's Programs

## RECRUITMENT, ORIENTATION, PARKING

### RECRUITMENT

Members are encouraged to recruit new members. Applications are available at the Morrison Center and on the Morrison Center Volunteer website at [www.morrisoncenter.com/contact/volunteer](http://www.morrisoncenter.com/contact/volunteer).



# Morrison Center Volunteers Handbook

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## VOLUNTEER ORIENTATION

The purpose of general new volunteer orientation is to familiarize new volunteers with their work area, rules and regulations and emergency procedures. General volunteer reorientation is to update and keep volunteers current on volunteer responsibilities.

**REMEMBER: Orientation is REQUIRED for all new members.** If you don't complete this, you will NOT be called to work. **A reorientation is held every two years for ALL volunteers.** If not completed, you will NOT be called to work.

## REFRESHMENT ORIENTATION

Refreshment volunteers must attend a separate refreshment orientation.

## GIFT SHOP & HEARING ASSISTANCE

Gift Shop and Hearing Assistance also provide training to their volunteers.

## PARKING

All members receive a parking pass. It is to be used **ONLY** when you are working as a volunteer for a performance. You must produce the pass to the parking attendant. If the Morrison Center Lot is full, you must park on the 3<sup>rd</sup> or 4<sup>th</sup> floor of the Brady Parking Garage.

No matter where you park, place your pass inside on the bottom left hand corner (driver's side) of your windshield.

You may receive a parking ticket if you do not adhere to the above parking rules.

## DRESS CODE FOR VOLUNTEERS

Attire for women:

- Black dress pants / knee length or longer skirts. Please **NO** jeans, leggings, capris or crop pants, or skin-tight pants.
- All white blouse / top / shirt. Make sure your top is clean and pressed (not longer than the jackets). Please **NO** sleeveless tops. (Jackets are worn multiple times by several people, and we need to keep them as clean as possible between dry cleanings.)
- Comfortable, stable shoes, **TOTALLY** black and closed toe. Hose or black socks.

Attire for men:

- Black dress slacks. **NO** jeans.



# Morrison Center Volunteers Handbook

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- White shirt, clean and pressed.
- Black or dark colored tie.
- Comfortable, stable shoes, TOTALLY black, closed toe.

Volunteers may wear black, white, or maroon cardigans (either vests or sweaters).

**For safety purposes NO flip flops. NO open backed shoes or sandals. No boots of any kind.** Appropriate footwear will allow you to perform your duties, especially in cases of an emergency or evacuation.

Please do not wear heavy scented perfume or cologne as some people may have allergies.

Please wear deodorant (not heavily scented) as the jackets are worn by many volunteers.

Following the dress code of the Morrison Center Volunteers permits our patrons to easily recognize you as a volunteer who can help them.

## PROFESSIONALISM AND RESPONSIBILITY

### PROFESSIONALISM

As volunteers, we represent the Morrison Center. We are the face of the Morrison Center and the first people the patrons see. It is important that we meet patrons in a courteous and professional manner. Welcome patrons to the Morrison Center. While patrons are in the hall, they are your priority. Please stand at your position and do not visit with other volunteers. If a patron seems to need assistance, please offer your help. Please wear a smile!

### VOLUNTEER WORK SCHEDULING

**The primary responsibility of Morrison Center Volunteers is to ensure the safety of our patrons. Therefore, new Morrison Center Volunteers must usher six (6) shows in a six (6) month period before being eligible to work in Refreshments, Gift Shop, and Hearing Assistance**

Volunteers are required to work all kinds of shows at the Morrison Center, such as BSU shows, the Philharmonic, lectures, adult comedians, Broadway shows, and various types of music groups. Volunteers can choose to work several times a month depending on the number of shows and your personal schedule. Each volunteer will be assigned to a caller who contacts you either by email or telephone to schedule work assignments. You will have a separate caller for Ushers, Refreshments, Gift Shop, and Hearing Assistance.

### THE ESSENTIAL FUNCTIONS OF A VOLUNTEER\*

- Must be able to stand for up to two hours with or without breaks.



## Morrison Center Volunteers Handbook

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- Walk and be able to walk up and down stairs.
- Be able to follow and comply with directions.
- MUST be able to assist patrons in an emergency evacuation of the building.
- Possess the ability to comprehend the essential functions of the assigned position.

\*A reasonable accommodation may be provided upon board approval.

### **REMEMBER, THE SHOW MUST GO ON.**

The Morrison Center Volunteers has made a commitment to the Morrison Center to staff every show. We depend on you. If you make a commitment to work a show, we expect you to be there. Life happens, and we understand cancelations. However, make sure to notify your caller as soon as you know you need a replacement. If your caller is not available, notify the following chairpersons:

Ushers – Sue Payne	208.342.2812
MaryLou Ragan	208.343.7143
Refreshments –	
Gift Shop – Mary Christensen	208.866.2009
Marj Petrich	208.249.0488
Hearing Assistance – Denise Hunt	208.794.0758

For a full house we need 55 volunteers comprised of:

- 34 ushers
- 18 refreshments
- 2-3 gift shop
- 1 hearing assistance

### **BENEFITS OF MEMBERSHIP**

- Getting to work in the Morrison Center.
- Getting to meet and socialize with great people.
- Annual Meeting Dinner (no family members unless they are Morrison Center Volunteers).
- Fall Kick-Off.

Volunteers can get tickets at 10% off at shows with group discounts. Please go to the box office when patrons are not present and tell them you are a volunteer.

As a volunteer, you may see bits and pieces of the show. REMEMBER: if you want to see a show, **BUY A TICKET.**

## **EMERGENCY PROCEDURE, INJURY, TERMINATION**

### **EMERGENCY PROCEDURE**





# Morrison Center Volunteers Handbook

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If an emergency requires the evacuation of the building, the main responsibility lies with Ron Ujjiye, the House Manager and the Security Staff, then the ushers, then the rest of the volunteers.

The volunteers will:

- Assist patrons to leave by directing them to the nearest exit.
- Hold the doors open.
- Leave by way of the nearest exit.
- All volunteers will meet at the west end of the Brady Parking Garage.

## ON-SITE INJURY OF A VOLUNTEER

Report all injuries to the house manager of the Morrison Center.

The volunteer must fill out an incident report **immediately** for insurance purposes.

## TERMINATION OF VOLUNTEERS

If for any reason, a volunteer is unable or unwilling to comply with the Morrison Center Volunteer rules and guidelines as outlined in this handbook and other committee guidelines, they will forfeit their membership in the volunteer program and will not be called to work.

Failure to follow the rules or inappropriate behavior may cause for a volunteer to be sent home. This constitutes the verbal warning.

Steps for dismissal from the Morrison Center Volunteers:

1. Members will receive a verbal warning to explain the problem and how to correct it.
2. Written warning by mail from the president of the Morrison Center Volunteers.
3. Dismissal from volunteers by mail from the president of the Morrison Center Volunteers.

## PROCEDURES FOR USHER VOLUNTEERS

Each usher is assigned to an usher caller who is responsible for scheduling ushers to work all shows at the Morrison Center. When your usher caller contacts you at the beginning of each month, please respond immediately.

The ushers must assemble on the stairs in their Morrison Center jackets, or vests (in the summer), 90 minutes prior to the start of the show. This allows us to complete the briefing on the stairs and move to our assigned positions before the external doors to the Center are opened 60 minutes prior to the show.

The performance usher chair will review the safety procedures before each performance. Ushers perform several important functions at each show: scanning tickets, standing at each door during performances, guiding patrons within the facility and operating the coat check.



# Morrison Center Volunteers Handbook

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Door ushers may not sit in the booth on their breaks as the booth is the only place that Refreshment, Gift Shop, and Hearing Assist volunteers can watch parts of the show.

Ushers who scan tickets, guide or coat check may sit in the booth to watch part of the shows when they are not working or relieving the door ushers.

## Important Rules:

- The performance chair is in charge of all usher volunteers during the shows.
- All volunteers must stand when there are patrons in the Center.
- No eating or drinking except in the kitchen, break room, or Founders' Room.
- Ticket scanners, guides, runners, and coat check must stay at their assigned position until they are dismissed.
- Cell phones must be turned off while on duty.
- Please keep your car keys in your pocket in case of an emergency.

## PROCEDURES FOR REFRESHMENTS

Refreshments volunteers must be in the refreshment area wearing their apron and name tags, 90 minutes prior to the start of the show so that the briefing can be completed, and the refreshment booths can be prepared for serving the patrons.

### Orientation Requirements

Refreshments volunteers must complete both the General Volunteer Orientation and Refreshments Orientation every *two* years in the same year.

### Refreshments Volunteer Jobs:

- **Refreshments captains** are in charge of refreshments for that performance. Volunteers are expected to follow instructions.
- **Refreshments callers** are responsible for scheduling refreshments volunteers to work. Every current refreshments volunteer will be assigned to a refreshments caller. Refreshments callers are not the same people as the usher, gift shop or hearing assistance callers.
- All volunteers who complete the Refreshments Orientation will receive a *Refreshments Volunteers Handbook*. At performances, refreshments volunteers can do several jobs:
  - **Booth workers** are assigned by the captains to work in a refreshments booth or the cart. Booth workers sell refreshments to the patrons.
  - **Cash counters** are responsible for their assigned booth cash, including making sure it is secure at all times.
  - **Floater**s are refreshments volunteers not assigned to work in a booth. They “float” among the booths to make sure they have the supplies, product and cash needed.



# Morrison Center Volunteers Handbook

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## Requirements of Refreshments Volunteers:

- Be able to compute total sales and make change without using a calculator.
- Be able to count and total cash.
- Be able to bend and reach.
- Be able to get up and down from the floor to stock water.
- Be able to lift up to 15 pounds.

## PROCEDURES FOR GIFT SHOP VOLUNTEERS

Gift Shop Volunteers are required to attend General Volunteer Orientation and Reorientation every two years. If your orientation is not current, you will not be called to work.

The Gift Shop will provide on the job training including:

- Handling cash.
- Using the credit card machine.
- Displaying merchandise.

Volunteers will need to lift totes up to 10 pounds and be able to get up and down from the floor to stock merchandise.

Patrons are encouraged to come behind the counter to look at merchandise and interact with the volunteers working the event.

## PROCEDURES FOR HEARING ASSISTANCE

Hearing Assistance provides listening devices for those who need hearing assistance.

Training for hearing assistance volunteers is done at a performance.

One volunteer is needed at each performance to check out the hearing devices and check them back in again. The volunteer should arrive 90 minutes before the performance so the volunteer can attend the briefing on the steps.

Occasionally, there is no one who needs a hearing assistance device at a particular performance. In this case, the volunteer may leave a half hour after the start of the performance.

## VIEWING BOOTH PROCEDURE

A clock is provided inside the viewing booth to enable volunteers to meet their respective assignments on time such as usher relief and intermission.

The booth is not soundproof, so noise MUST be kept to a minimum.



## Morrison Center Volunteers Handbook

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For some shows the production company may use one of the two booths for equipment. With only one booth available, the booth chair will split the volunteers so everyone may see half of the show. Occasionally a production company may not allow anyone to sit and view the show from the booth.