



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 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 pro-rate membership dues. Dues paid after April 15 will count toward the next year. Membership dues are used to offset the volunteer operating costs.

All volunteers are required to sign a liability waiver following new volunteer orientation.

To be listed in the Membership Directory, you must join and pay your dues no later than July 1st.

Photographs are required and will be taken during Orientation throughout the year.

Membership categories are: Active and Emeritus

Emeritus Status – defines a volunteer who has served actively for 10 or more years but is no longer able to work. Exceptions require board approval. Each year, reconfirm with the membership chair that you wish to continue to be an emeritus member. Emeritus members may attend social events.

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

RECRUITMENT, ORIENTATION, PARKING

RECRUITMENT

Members are encouraged to recruit new members. Applications are available in the lobby at the Morrison Center and on the Morrison Center Volunteer website at www.velmasangels.org

VOLUNTEER ORIENTATION

New Volunteer orientation is to familiarize new volunteers with their work area, rules and regulations, and emergency procedures. You will purchase your uniform and sign a liability waiver following new volunteer orientation.

Volunteer reorientation is held every two years to keep volunteers up to date on volunteer responsibilities. You will be notified when you are due for re-orientation.

Orientation and reorientation are REQUIRED for all members. If not completed, then you will NOT be scheduled to work.



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GIFT SHOP & HEARING ASSISTANCE/COAT CHECK ORIENTATION

Gift Shop and Hearing Assistance/Coat Check provide additional job-specific training for their volunteers.

PARKING

All members receive a parking pass which can **ONLY** be used when volunteering at a Morrison Center event. If the Morrison Center Volunteer Lot is full, you need to park on the 3rd or 4th 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, visible to the parking attendant.

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

HEALTH & SAFETY PROTOCOLS

COVID Safety Protocols will be followed in accordance with the University, local and federal guidelines and are subject to change throughout the season.

DRESS CODE FOR VOLUNTEERS

Attire for women:

- Black dress pants or black skirt - knee length or longer. NO jeans, leggings, capris, crop pants, or skin-tight pants.
- White blouse / top / shirt, clean, pressed, long or short sleeved.
- Comfortable, stable shoes, **TOTALLY** black with closed toe and back. Black socks.
- Morrison Center jacket or vest, with name tag.

Attire for men:

- Black dress slacks. NO jeans.
- White shirt, clean, pressed, long or short sleeved
- Black or dark colored tie.
- Comfortable, stable shoes, **TOTALLY** black with closed toe and back. Black socks.
- Morrison Center jacket or vest, with name tag.

General:

- Black masks (Morrison Center logo or plain) will be worn per Boise State and Morrison Center expectations for the safety of patrons, volunteers, and Morrison Center staff from COVID infections. Face shields are not an acceptable option.
- Volunteers need to look professional at all times.
- The dress code permits our patrons to easily recognize a volunteer who can help them.
- Appropriate footwear will allow you to perform your duties, especially in case of an emergency or evacuation.
- Do not wear heavy scented perfume, cologne, or deodorant as both patrons and volunteers have allergies.



PROFESSIONALISM AND RESPONSIBILITY

As volunteers, we are the face of the Morrison Center and the first people the patrons see. It is important we meet patrons in a courteous and professional manner and welcome them to the Morrison Center. While patrons are in the hall, they are your priority. Stand at your position and do not visit with other volunteers. If a patron seems to need assistance, then step forward and ask if you can help. 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) performances in a six (6) month period before being eligible to work in the Gift Shop and Hearing Assistance/Coat Check.

Volunteers are expected to work various types of shows at the Morrison Center, such as Boise State performances, the Boise Phil, lectures, adult comedians, Broadway shows, and various types of music groups. Thousands of volunteer hours are dedicated to the Morrison Center and its patrons by providing ushers, ticket scanners, guides, a gift shop, hearing assistance, and coat check.

Volunteers can choose to work several times a month depending on the number of performances and personal schedule. The Morrison Center Volunteers are using the Duplie scheduling system software. You will receive notification the first of each month for the following month's upcoming Morrison Center performances. We schedule one month ahead. In September we schedule October shows, and so forth. On Duplie, you can indicate the performances you are available to work. Most months, you will need to indicate your availability through the scheduling software or notify your scheduler by the 7th of each month. Your Scheduler will make assignments to which performances you are working with the system sending you confirmation emails, reminders for your scheduled performance(s) along with notifying you if there are changes. You can always check your schedule by viewing your sign-ups in the system. If you need a copy of the instructions for using the Duplie Scheduling Software, please request them from your Scheduler. You will have a separate Scheduler for Ushers, Gift Shop and Hearing Assistance/Coat Check.

THE ESSENTIAL FUNCTIONS OF A VOLUNTEER*

- Be able to stand up to two hours with or without breaks.
- Be able to walk including using the stairs.
- Be able to follow and comply with directions.
- Be able to assist patrons in an emergency evacuation of the building.
- Possess ability to comprehend the essential functions of the assigned position.

*A reasonable accommodation may be provided upon board approval.



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REMEMBER, THE SHOW MUST GO ON.

The Morrison Center Volunteers have made a commitment to the Morrison Center to staff every performance. We depend on you. If you make a commitment to work a performance, we expect you to be there. We recognize that there are times you have to cancel. It is your responsibility to notify your Scheduler as soon as you know you need a replacement. If your Scheduler is not available the day of the performance, notify:

Ushers – Sue Payne	208.342.2812
Marylou Ragan	208.343.7143
Gift Shop – Mary Christensen	208.866.2009
Marj Petrich	208.249.0488
Hearing Assistance/Coat Check – Denise Hunt	208.761.4191

For a full house we need 41- 45 volunteers comprised of:

- 34 ushers
- 5-6 gift shop
- 2-5 hearing assistance/coat check

BENEFITS OF MEMBERSHIP

- Getting to work in the Morrison Center
- Getting to meet and socialize with great people
- Attending the Annual Meeting
- Attending Volunteer Social Events

Volunteers can get tickets at 10% off for performances with group discounts. Check with 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

If an emergency requires the evacuation of the building, the responsibility of making sure the building is evacuated lies with the House Manager.

The volunteers will:

- Lead patrons to the nearest safe exit, open doors, and then exit themselves.
- Meet at the west end of the Brady Parking Garage once exiting Morrison Center.

ON-SITE INJURY OF A VOLUNTEER

All injuries will be reported to the House Manager of the Morrison Center. The volunteer must fill out an incident report **immediately** for insurance purposes.



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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 be cause for a volunteer to be sent home. This constitutes a verbal warning.

Steps for dismissal from the Morrison Center Volunteers:

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

PROCEDURES FOR USHER VOLUNTEERS

The ushers are to assemble on the stairs in their Morrison Center jackets or vests, 90 minutes prior to the start of the performance. This allows for a briefing then move to assigned positions before the external doors to the Center are opened 60 minutes prior to the performance.

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, and guiding patrons within the facility.

All Volunteers may sit in the Founder's Room on their breaks.

Important Rules:

- The Performance Chair oversees all volunteers during the performances.
- All volunteers must stand when there are patrons in the Morrison Center.
- No eating or drinking except in the kitchen, or Founders' Room.
- Ticket scanners, guides, and runners must stay at their assigned position until they are dismissed.
- Cell phones must be turned off while on duty.
- Your car keys need to be in your pocket in case of an emergency building evacuation.
- There is no secure place to leave purses – leave them at home or in your vehicle.

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 scheduled to work. At times, Gift Shop volunteers may be asked to assist with ushering when it is warranted.



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The Gift Shop Chairs will provide initial and on the job training including:

- Opening and closing the Gift Shop
- Displaying merchandise
- Training for cashier setting up, using, and putting away the Point-of-Sale System equipment
- Training for the Captain

Requirements for Gift Shop Volunteers:

- Be able to lift totes up to 15 pounds
- Be able to reach overhead to retrieve items in storage
- Be able to squat
- Be able to get up and down from the floor to access merchandise storage areas

Each performance will have a Gift Shop crew of five to six volunteers composed of one Captain, one Cashier, and three to four Salesclerks. Gift shop volunteers will report to the Gift Shop at least 90 minutes prior to the start time of the performance.

PROCEDURES FOR HEARING ASSISTANCE/COAT CHECK VOLUNTEERS

Hearing Assistance/Coat Check provides listening devices for those who need hearing assistance and operates the Coat Check area.

Training for hearing assistance/coat check volunteers is done at a performance.

One to two volunteers are needed at each performance to check out the hearing devices and check them back in again. Also, one to three volunteers are needed for the Coat Check area depending the show. The volunteers should arrive 90 minutes before the performance so they can attend the briefing on the stairs.

Occasionally, there is no one who needs a hearing assistance device at a particular performance, or no one uses the coat check service. In this case, the volunteer(s) may leave a half hour after the start of the performance.

VOLUNTEER RESOURCES

Volunteer resource materials can be found on the website: www.velmasangels.org

Resources include, but are not limited to:

- Volunteer Handbook
- Instructions for Scheduling Software
- Curtain Call issues
- Volunteer Directory
- Board Minutes