



# **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.

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

All volunteers are required to sign a liability waiver following new volunteer orientation. 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](http://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 annual orientation is held at the beginning of the season each year to keep volunteers up to date on volunteer responsibilities.

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



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### **GIFT SHOP & HEARING ASSISTANCE-ORIENTATION**

Gift Shop and Hearing Assistance provide additional 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 can park on the West Reserve surface lots or 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, 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 shoes, **TOTALLY** black with closed toe and back.
- 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.
- Morrison Center jacket or vest, with name tag.

General:

- Black masks (Morrison Center logo or plain) are optional.
- Volunteers need to look professional at all times.
- The dress code allows for easy recognition of a volunteer who can assist.
- Exceptions may be made to the uniform policy during extreme weather conditions.
- 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.**

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 performances. Thousands of volunteer hours are dedicated to the Morrison Center and its patrons by providing ushers, ticket scanners, guides, a gift shop, and hearing assistance.

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 7<sup>th</sup> of each month. Your Scheduler will confirm which performances you are assigned to work. The system will send you confirmation emails, reminders for your scheduled performance(s), and notifications 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.

### **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 cancel in Duplie as soon as you know you need a replacement. If it is less than 24 hours prior to the performance then contact your Scheduler. If unable to reach your scheduler then call the chair(s).

Ushers –	Sue Payne	208.342.2812
	Marylou Ragan	208.343.7143
Gift Shop –	Melissa Sunshine	208.631.8919
Hearing Assistance -	Denise Hunt	208.761.4191

### **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 certain performances. 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. The Performance Chair will announce prior to the performance how guides and scanners can view the performance that does not interfere with the patron experience. **REMEMBER: if you want to see a show, BUY A TICKET.**

## **EMERGENCY, INJURY, COMMUNICATION, 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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### **COMMUNICATION**

If you are approached by the media, refer them to the Morrison Center.

### **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 in the Founder's Room in their Morrison Center jackets or vests, 30 minutes prior to the lobby doors opening. This allows for a briefing and time to move to assigned positions prior to patrons entering the building. The lobby doors typically open between 1 and 2 hours before the performance depending on 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, 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 and guides must stay at their assigned position until they are dismissed.
- Cell phones must be turned onto silent while on duty.
- Your car keys need to be in your pocket in case of a building evacuation.
- There is no secure place to leave purses – leave them at home or in your car.



### **PROCEDURES FOR GIFT SHOP VOLUNTEERS**

Gift Shop Volunteers are required to attend an Annual Orientation. At times, Gift Shop volunteers may be asked to assist with ushering when it is warranted.

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

When the Gift Shop is open, the crew will be composed of one Captain, one Cashier, and Salesclerk(s). Gift shop volunteers will report to the Gift Shop at least 30 minutes prior to the lobby doors opening.

### **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 will arrive 30 minutes before the lobby doors open so they can attend the briefing in the Founder's room. The hearing assistance volunteer distributes booster seats when asked.

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.

### **VOLUNTEER RESOURCES**

Volunteer resource materials can be found on the website: [www.velmasangels.org](http://www.velmasangels.org)

Resources include, but are not limited to:

- Volunteer Handbook
- Curtain Call issues
- Board Minutes
- Instructions for Scheduling Software
- Volunteer Directory (redacted version)