

# Volunteer Training – 8.14.19

## Welcome and Introduction of Staff

1. Who does what for volunteers?
  - a. Grace: high-level oversight of all things Mainstage
  - b. Bailey: more hands-on with volunteer program this year
  - c. Box Office: day-to-day answering questions, adding and taking off assignments, printing schedules, etc.

## Patron Safety and Emergency Response

1. Safety is the #1 priority
  - a. All other priorities follow safety
  - b. Building a culture of safety and security
  - c. Safety is the #1 job of a volunteer
2. Fire
  - a. Find the quickest, safest path out of the building
3. Severe Weather
  - a. Take patrons to a weather shelter area, if where you are isn't one already
4. Medical Emergency
  - a. Stay with the person
  - b. Have someone nearby call 911
  - c. Have another person nearby contact a staff member
    - i. Staff is CPR/AED certified
5. Medical Non-Emergency
  - a. Stay with the person
  - b. Have someone nearby contact a staff member
  - c. Do not attempt to move someone who has fallen, or touch bodily fluids
6. See something – say something
  - a. Look for anomalies
    - i. Everyone is sitting – one person is standing
    - ii. Everyone is looking at one thing – one person is looking somewhere else
    - iii. A few individuals communicating differently (gesturing, eye contact, huddled, etc.)
  - b. Tell another volunteer to keep an eye out while you alert staff
  - c. Knock on back door of box office – they can contact staff, security, 911
7. Violence - Run/Hide/Fight
  - a. Run – get as far away as possible
  - b. Hide – only if you can't escape
    - i. Cover: provides protection from bullets
    - ii. Concealment: keeps you out of sight from the shooter
    - iii. Barricade yourself in a room, lock doors, turn off lights, close blinds
  - c. Fight – impede/distract the shooter
    - i. Throw anything you have
    - ii. Run if it becomes possible

## Renovation Projects

1. Grand Upton Hall finished in mid-September
  - a. New carpet, wall coverings, air walls, ceiling is painted black
  - b. Volunteers are welcome to attend the Grand Reopening Ribbon Cutting on September 25 at 4:30pm
2. Mainstage rigging, fire suppression, and life safety project finished in mid-September
3. Re-paving sidewalks outside Hanson Theatre and Grand Upton Hall finished in early September
4. Hanson Theatre renovations starting mid-September, finished over winter break
  - a. Living Room Series fall show(s) held on the Mainstage
  - b. Fall Play held offsite – no volunteers needed

## Sensory-Friendly Performance

1. March 2020, TBA
2. In partnership with LOGAN Autism Learning Center
3. 2 shows on a Sunday afternoon, one for a public audience and one sensory-friendly performance, but open to the public
4. Experience the show in a way that makes you comfortable
  - a. Lights aren't all the way down
  - b. Sound level is lower
  - c. It's ok to move around, make noise, leave the theater for a while
  - d. "Chill Zone" in the lobby to take a break from the theater, get extra energy out, etc.
  - e. Sensory kits with various soothing items
5. LOGAN staff on hand, and holding a special training session with volunteers about what to expect and how to interact and help guests with autism and other disabilities

## Speakers Series Format and Other Changes

1. Talked to the membership through multiple surveys, personal conversations, and a Lunch with the Director event in March to get feedback on the proposed changes. Many of the changes (or things staying the same) are a direct result of that feedback.
2. Timeline:
  - a. Dinner at 5:30pm in GUH, capped at 250. Local panel relevant to the speaker's topic.
  - b. Mainstage opens at 7pm to presentation attendees; dinner attendees move to Mainstage
    - i. Reserved seating for everyone
    - ii. Volunteers are on hand with wheelchairs to help patrons move across the building
  - c. Main presentation at 7:30pm, followed by Q&A and book signing (if applicable)
  - d. Students have Q&A in back of GUH, then come into the Mainstage if possible, otherwise GUH feed
3. Other key points:
  - a. There aren't Mainstage appetizers – the open dinner is taking the place of that experience.
  - b. The name is staying the same. This was up for debate, but member feedback was clear.
  - c. Be a positive ambassador, regardless of what your personal feelings are about the changes.
  - d. Keep in mind that there are many *new* members, so for many people, this is their first time, and talking in terms of the past means nothing.

## Volunteer Shirts

1. Two levels of dress code:
  - a. Suit: black or navy suit, plain white dress shirt or turtle neck, dark tie, dark closed-toe dress shoes
  - b. Polo: navy Mendel Center Volunteer polo, black or navy dress pants, dark closed-toe shoes
  - c. You may layer with a long-sleeve solid white, black, or navy turtleneck under, or a cardigan over
2. Vast majority are suit. Polo is for kids shows, Living Room Series, some community events, etc.
3. Dress code will be added to the online event sign-up information
4. Order forms due September 16
  - a. Men's and women's cuts – I do not have samples but I will email the size guide. They run true to size.
5. All items will be at the box office for pickup during our business hours or at shows