



WESTERN
CANADA
THEATRE



WCT's Volunteer Handbook

2020-21 Season

Updated September 23, 2020

Contents

The Role of a WCT Volunteer	4
Opportunities.....	4
Volunteer Expectations	5
Orientation	5
What to Wear	5
What to Bring.....	6
Commitment and Attendance	7
Volunteer Shift Scheduling.....	7
Volunteer Abilities:.....	11
Changes to Abilities	12
Customer Service.....	13
Service to fellow Staff & Volunteers.....	13
Service to Patrons & Clients	14
Job Descriptions	15
Pavilion Theatre.....	15
Sagebrush Theatre	15
Greeter / Ticket Taker – Pavilion Theatre	16
Servers – Pavilion Theatre	17
Bartenders – Pavilion Theatre	18
Other Volunteer Positions.....	19
Office Volunteers.....	19
Telemarketing.....	19
Production	19
Safety & Emergency Procedures – Pavilion Theatre.....	20
COVID-19	20
Workplace Safety.....	20
Every Volunteer’s Safety Role Inside the Theatre.....	21

Emergency Evacuation21

Pavilion Theatre Fire Alarm & Evacuation Procedures22

Violence or Threat of Violence23

Other Threats.....24

Appendices25

 Appendix A.....25

 Appendix B.....26

 Appendix C.....27

Frequently Asked Questions:28

 Frequently Asked (Scheduling) Questions:.....28

 Ticket Scanning Details29

 Trouble shooting the scanners29

 Sagebrush Theatre’s Hearing Assist System:.....29

 Sagebrush Theatre Map31

Welcome! And **thank-you** for joining Western Canada Theatre as a volunteer for the 2020-21 season. While this will look quite different from any season yet, we are striving to accommodate and exist in a world with COVID-19. We are thrilled that you have chosen to donate your time to the arts community of Kamloops, especially in light of the added risks and complications of a global pandemic.

The WCT Volunteer Team is an integral part of the Venue Services Department at Western Canada Theatre. The members of this department include:

Shevaun Fortune – Venue Services Director
 Morgan Benedict – House Manager
 Michelle Chabassol – Venue Services Coordinator
 Kamloops Live! Box Office Staff
 House Staff (At the Sagebrush and Pavilion Theatres)

You will find their Contact information in [Appendix A](#).

The Role of a WCT Volunteer

Our Volunteers are our most important front-line ambassadors for our organization and our clients. Your friendly smile, engaging personality and helpful manner ensure that our patrons will be sure to have a safe, positive and incredible experience from the moment they enter our doors to their departure at the end of the night.

Opportunities

While most of our volunteer opportunities are as “ushers” at our venues, there are many other opportunities to be involved in the operations of WCT and the community at large. Our volunteers are well-respected and are seen as ambassadors for the Kamloops arts & event community. Our volunteer opportunities include:

- Ushering at the Sagebrush Theatre, the Pavilion Theatre, and other locations around Kamloops
- Special WCT events (Mayor’s Gala, Turtle Race, Brewloops, fundraisers, etc.)
- WCT office support (phone campaigns, mailings, administration work, etc.)
- Production projects (sewing, painting, set construction, props, crewing, etc.)

Special, occasional opportunities will be offered to our core volunteers first before we seek others to assist us! Our most common volunteering opportunity is ushering, so that is what this manual will be focusing on.

[BACK TO TOP](#)

Volunteer Expectations

Orientation

Please note that orientation is required each year. This is important because we are always evolving as an organization and it is a good refresher after the slower summer season! In this orientation we include training on new systems & procedures, annual safety training, and a reminder of all the responsibilities we have to our patrons during an event. Once complete, each volunteer signs and submits a registration form, which officially starts your season and shift scheduling can begin!

This year with the added precautions and procedures regarding COVID-19 we will be having multiple training sessions throughout the year. *Volunteers will need to do training at both the Pavilion and Sagebrush theatres, as well as when there are new health orders and regulations.* These additional training sessions will reflect the changing nature of the pandemic.

At orientation, we will provide you with a name tag and a non-medical cloth mask to wear on each shift. Please wear your name tag and a mask from the moment you enter the venue, to the moment you leave – your colleagues find the nametag helpful to remind them who they are working with.

What to Wear

At the Sagebrush Theatre

- White blouse, shirt or sweater (short or long-sleeved, weather-dependent, must cover arm-pits)
- Black pants, dressy Capri-pants, skirt or kilt (no jeans or T-shirts, please)
- Black Shoes: Slip-resistant, low or no-heeled. Closed at the toe and without a pattern of holes.
- Black ties look very sharp, and are encouraged, but are optional.
- Non-medical mask
- Name Tag

At the Pavilion Theatre

- All black ensemble, following the parameters listed for the Sagebrush.
- It would be advisable to wear something that has pockets to hold your flashlight.
- Non-medical mask
- Name Tag

Other Venues

As a default, when working other venues we ask that you wear all black unless otherwise directed.

[BACK TO TOP](#)

- Flashlight
- Non-medical mask
- Name tag

Our other volunteering opportunities vary greatly, when volunteering outside of our regular venues you will always be informed of what you need to bring, wear, and the safety procedures specific to that location.

Seasonal

We encourage all volunteers to be thematic and have fun with outfits when the season allows! If there is an opportunity to spruce up our uniforms you will be notified with your shift confirmation or in a Volunteer Newsletter!

What to Bring

- A reusable water bottle
- Your nametag
- Your non-medical mask
- A flashlight

We will supply you with everything else you need for a shift.

Strong Scents

All Western Canada Theatre operations, the Sagebrush Theatre, the Pavilion Theatre, and Kamloops Live! Box Office are scent-free facilities, and we ask that you do not wear scented products such, as perfume, cologne, strong detergents, lotions, or other scented products when working a shift or attending an event at any of these locations.

- Some of our staff and ushers are highly scentsitive, if you arrive at a shift wearing a scented product the staff will ask you to try and wash it off. If it is strong enough to cause patrons or members of the crew to react, we may ask you to take a different post for the rest of the shift.

Show Calls

- It is important to arrive promptly and be ready to attend the Pre-Show talk, usually one-hour-and-thirty-minutes before the performance. There are some special events that may require earlier arrival. *You will note that this is longer than in previous years to ensure the House Manager has adequate time to train you on safety procedures, and give you time to ask any questions and feel comfortable in your duties for the shift.*
- All volunteers stay for the entire performance – and until all patrons have left the theatre.
- There are some exceptions, extra volunteers at events (i.e. 50/50 sellers) may be allowed to leave after the intermission. Volunteers should anticipate shifts be an average of 4 hours long.
- At the end of the show, and *after the theatre is empty of patrons*, when the Head Usher directs, ushers go through each row and help pick up programs, recyclables, and lost and found

items in the theatre or lobby area. BE sure to note where the lost and found items were found, so we can tag them accurately.

Parking

With parking at a premium, we ask that you leave your vehicle in these designated places:

The Sagebrush Theatre

Volunteers are asked to park on 9th Avenue below Munro or above McMurdo.

- Parking directly on Munro and McMurdo Drive is also acceptable for usher parking.
- Please note that parking in the lower lot is reserved for the technical staff of the theatre or members of the user group and is not an option.

Note: For daytime shows, be very vigilant in reading the City's street signs posted in regards to parking. There are restricted areas during the daytime hours, and please park elsewhere to avoid having your car towed! The theatre is not responsible for any parking tickets or towing charges.

At the Pavilion Theatre

We request that you park at the far end of the building, nearest Charles Anderson Stadium or on the street if you are comfortable. We will arrange someone to walk you to your car after a show if you like.

Commitment and Attendance

You are important members of our operations at events, our events rely on you to arrive on time and ready for your scheduled shift.

- Please arrive one-hour-and-thirty-minutes prior to show time, unless otherwise directed
 - Some events have special pre-show events where you may need to arrive earlier.
 - House Supervisor will give a Pre-Show talk at the shift start time in order to cover all important materials, **not when everyone arrives**. There are additional procedures to complete due to COVID-19 and it is imperative we have time to complete them.
 - Please note: if you arrive late, your assignment may be re-assigned and you may not be needed for that shift.
 - Help rearrange the House for performance use as directed.
- In order to reduce crowding, the House and the Lobby will open at the same time, so it is very important we complete all of our tasks before the facility opens one hour before the performance.

Volunteer Shift Scheduling

WCT is so fortunate to have so many volunteers and we so appreciate all the time that you donate to the organization. This sometimes means we are unable to schedule you for every event that

[BACK TO TOP](#)

you would like to work. Please keep in mind that we try and accommodate everyone's preferences, but with the massive reduction of events due to the pandemic, the number of available shifts has also been reduced.

The purpose of this section is to share with you the process of scheduling volunteers and, specifically, who is chosen for each show and why.

The Scheduling Process:

When an event is booked, the Venue Services Director contracts the renter and contracts the event. Event information is gathered by the VSD and the House Supervisor and communicated to the Volunteer Coordinator.

- The House Manager then creates a calendar of events to track this information. This includes Show title, Usher start time, Number of Ushers needed, and any event specific needs (like 50/50).
- This information is put into a calendar and sent out as a *Monthly Preview* to all volunteers.
- Approximately 2-3 weeks prior to events, a "CALL OUT" email is sent to all Volunteers to collect availability on a set amount of upcoming shows.
 - o Volunteers have 5-7 days to respond and the "due date" will be listed within the email.
 - o The scheduling process begins after the requested deadline.

The Process...

1. When there are plenty of shifts for each usher to have one or more, we go through availability and slot each volunteer into one shift to start.
- When Scheduling Ushers for events, we take the following factors into consideration:
Qualifications:
 - o Serving it Right
 - o First Aid
 - Additional Show needs
 - o 50/50 sellers
 - o Merch attendants
 - o Additional Seating
 - o Other event – specific needs
 - Limited Mobility
 - o Many of our positions require standing, lifting, walking, aiding patrons. There is always space at every show for volunteers who cannot complete those tasks, but they are limited.

2. If it happens that that everyone has one shift and spaces are still to be filled, we will then select volunteers based on:
 - a. Who has indicated they are/are not willing to do more than one shift.
 - b. Who is still available for that day, without going into double-shift days or doing an evening then a morning shift.
 - c. How many shifts each person has. We give priority to those who have had *fewer shifts* than others OR to those who did *not* receive a shift in the last call-out.
 - d. If there are still shifts available and all these processes have been gone through. We go old –fashioned and pull names from a hat!
3. If it happens that there are not enough shifts for everyone who has volunteered, we have two strategies:
 - a. Pulling names from a hat – used when the amount of shifts between ushers are somewhat even (like in September).
 - b. Look at how many shifts each person has and give priority to those who have had *fewer shifts* than others OR to those who did *not* receive a shift in the last call-out.

Shift Trading:

Once a schedule has been sent out, it has been considered final. If something comes up and you cannot make your shift after it has been assigned – here’s what you can do!

TRADING or REPLACING

- a. If your plans change and you can no longer work a shift, go through the Volunteer Contact list and contact your peers to find a replacement. They may be willing to trade one of their assigned shifts with you, or simply take on your shift. You can also use our Facebook group to connect with your fellow Volunteers, or to post a shift.
 - i. Facebook group name: [Western Canada Theatre Volunteers](#)
- b. When a shift exchange has been arranged, email the Volunteer Coordinator and CC the person taking your shift to confirm the swap.

Late or Cancelling

You are important! We rely on all our volunteers to arrive for their shifts on time – though we understand that sometimes life gets in the way. Please remember that with the current Health & Safety guidelines you will be required to complete a health check before entering the facility, confirming you do not have symptoms of COVID-19 and/or been in contact with anyone who has.

If you make an effort to inform us if you cannot attend your shift or are going to be late for any reason, we will not count it against you. However, if late or cancelling is becoming a regular occurrence (two or more) you will be contacted to try and reach a solution, and your selection of shifts will be impacted.

If you are going to be late to a shift

- Call or text the House Manager at (604) 855-5757 and leave a message.
- If you are on your way and will just be a few minutes late, you can call the venue. The Sagebrush Theatre front-of-house number is (250) 372-0966, and the Pavilion is 250 374-5483

If you must cancel a shift (48 hours before the shift)

If something comes up last-minute (within 48 hours of a shift), or you will not be able to successfully complete the health check at your shift, contact the House Manager by phone or email.

If you must cancel *on the day* of performance you must call the House Manager. If they do not answer your call, you can leave a message.

No-Show

No-showing for a shift is when you do not attend a shift you have been scheduled for **and** have not notified the House Manager before the shift started.

Illness

In the past you may have worked your shift with the sniffles or a seasonal cold. As you can imagine, we cannot permit anyone to enter the facility if they are exhibiting symptoms of COVID-19 or answer yes to any of the questions on the Self-Assessment ([Appendix B](#)).

Knowingly attending a shift you are not capable of doing (as described in the [Volunteer Duties and Expectations](#) section) will count as a no-show. We expect all of our Volunteers to be able to fill any role, if we do not have a chance to replace you and that position cannot be properly filled, we put our emergency procedures and safety at risk. As well as your well-being! If you are ever concerned about a shift, please just call one of the [Venue Services Staff](#) and talk with us.

[BACK TO TOP](#)

No-showing for a shift is a very serious offence, since we rely on every one of our team members to ensure the safety of our patrons.

It's also concerning! When we expect you for a shift and you do not arrive, we worry about your well-being. The House Staff will attempt to contact you when it becomes clear you will not be attending. After each no-show, our volunteer coordinator will contact you to make sure you are well, and to discuss the situation - your selection of shifts and position may be impacted.

Shift Availability

If you are unable to work for more than two consecutive months, due to extraordinary circumstances such as illness or extended vacation, please contact the House Manager to inform them of your absence. If you do not sign up for at least one shift for two consecutive months, and have not contacted the House Manager, we will assume you are no longer interested in volunteering and you will be removed from the usher list for the remainder of the season. If you're still not sure why you were/weren't scheduled, see our [Frequently Asked Questions](#).

Volunteer Abilities:

As it specifically relates to our volunteer positions, Western Canada Theatre is committed to diversity in our organization, and we welcome anyone interested in volunteering with us to do so. WCT does not discriminate and is committed to making space within the organization for all.

Specifically regarding physical abilities: we reserve positions for volunteers with a variety of abilities at every event, and we will assign specific roles to accommodate, recognizing that there are certain roles that require specific physical abilities.

Safety requirements, as they pertain to COVID-19, are not flexible at this time. We understand that some people are unable to adhere to certain procedures due to health and abilities; if this is the case for you, we will do our best to find alternate volunteering opportunities within the organization. If those opportunities do not suit your interests, we eagerly anticipate the days when we do not have to worry about a global pandemic and will happily welcome you back!

We will:

- ✓ Assign volunteers to roles according to the volunteer's physical abilities, including by assigning roles that are appropriate for "all-abilities", when those roles are available.
- ✓ Reasonably & safely accommodate a volunteer's physical abilities to the extent that we are able, within the volunteer roles available and the requirements of those positions
- ✓ Identify those roles that require specific physical abilities.

[BACK TO TOP](#)

We will never assign a volunteer to a role that they are not physically able to safely complete, however, the roles we can assign as “all-abilities” may be limited, depending on the current public health orders in place, the venue configuration, seating capacity, and event requirements.

As a venue manager, we aim to provide a safe and enjoyable experience for everyone, throughout their visit to our venue(s). To do this, we need effective safety practices & procedures in place. These practices require volunteers to be able to complete the essential tasks of their assigned volunteer role.

In the interests of safety, we ask that you are honest and forthcoming regarding your abilities and comfort level with the tasks required of any volunteer position. Anything you tell us will be kept in confidence amongst the staff team. In order to ensure the safety of all patrons, Staff, and Volunteers we are required to know if you have any difficulty with safely completing the following tasks:

- Ability to wear a non-medical face mask for the duration of your shift (3-4 hours)
- Traversing up/and down stairs throughout the shift
- Standing in one place for a long period of time
- Walking for long periods of time
- Seeing or walking in the dark
- Carrying a tray of items
- Lifting heavy winter coats
- Manipulating a ticket scanner with one hand (hand dexterity)

If you feel uncomfortable at any time with any positions you must contact the House manager before your shift so alternate arrangements can be made (see [Late or Cancelling](#)).

[Changes to Abilities](#)

We recognize that, on occasion, you may feel ill, under the weather, or otherwise unable to meet the physical requirements of all usher roles. In these cases, you must contact us immediately - please see [Illness](#) above.

We assume that, when you arrive, you are able and comfortable and capable of completing any usher role. If this isn't the case, contact us as soon as possible.

Unfortunately, due to our need to ensure safety in the theatre, if we do not know about an illness or injury, we may not be able to accommodate you when you arrive at the theatre. In this circumstance, the House Supervisor may ask you to remain in the lobby.

We recognize that our individual abilities may also be affected by our general health & illness on the day of the event. If an illness impacts your ability to complete your assigned role OR you will answer yes to the [COVID-19 Symptoms and health check](#) you must contact the House Manager and cancel your shift. Your comfort and safety and that of our patrons is of utmost importance – and we would rather you miss a shift than do something that puts you and others at risk.

Our patron safety and the safety of our Volunteers are the number one priority of Western Canada Theatre.

Customer Service

That's our game! Volunteering with Western Canada Theatre is *entirely* about customer service. As the friendly faces at all events, we create the environment and experience that a patron will have at the event they are attending. In the modern times of the COVID-19 pandemic, this section is extra important. While it is crucial to make sure our patrons are being safe and following the procedures we have laid out, we still want to create a fun and positive experience! They are choosing to spend their leisure dollars on us and we want to be sure everyone has a fun (and safe!) time.

Service to fellow Staff & Volunteers

Your fellow volunteers and WCT staff are your teammates when it comes to operating an event. Treat every person on your crew that night with empathy and respect. Remember we are all adjusting to parameters we have never had to deal with before! Examples of respectful behaviour are:

- Smiling (even behind your mask) and greeting your fellow workers as they arrive.
- Introduce yourself!
- Respect shift opening routines.
 - o There are many things happening in the minutes before the Pre-Show Chat. After you have been welcomed by the staff please keep in mind they have other duties to complete before they can give you their undivided attention.
- Being prepared and ready for Pre-Show Chats on-time.
- Being confident in your duties for the evening and asking for clarification if you need (after the Pre-Show Chat).
 - o Be a mentor! Kindly answer questions from your fellow ushers or offer your assistance if you see someone who may need it

We all need a little extra grace right now, it will be hard to remember all the things we need to do!

[BACK TO TOP](#)

Service to Patrons & Clients

Always remember that our primary duty is to our patrons & clients. Let's make sure they have a great (and safe!) experience!

- Smile, make eye contact, and warmly welcome all individuals entering the building.
- Be Pro-Active!
 - o Always be aware of what is happening and look for ways to improve patron experience
- Be where you're supposed to be!
 - o All our usher positions are important and strategic, make sure you are at your post when you need to be!
- Be mindful of personal space & physical distancing protocols. Do not touch, grab, or otherwise physically interact with a patron unless it is in self-defence. Even if a patron attending is someone in your bubble or family group, you cannot break physical distancing protocols. If we don't follow the rules it is impossible to ask the patrons to!
- If a Client or Patron asks you a question, you are welcome to respond

You represent our organization, our venues and our Clients. We ask that you be careful about what you say & do while on shift and know there are always people watching! Never speak disparagingly about an artist, performance, event, client, patron, or your fellow staff and ushers. Be professional. Remember, everyone is welcome at the theatre!

As a person who is interacting with patrons & clients you may receive comments and feedback (both positive and negative!). Please always communicate these to the House Supervisor at the show, being sure to collect as much information as possible. We keep a feedback book at the Coat Check or Bar to be used by ushers to communicate and track any patron comments. Please use it!

Be F.I.T. !

Friendly – give your response in a kind and friendly manner. Remember these are our patrons & clients and we want them to come back!

Informed – be confident your response is accurate. If unsure, ask the House Supervisor or Head Usher for clarification.

Timely – if you can't give an immediate response, communicate clearly when a response can be given and make arrangements to share the information.

Job Descriptions

Here are the job descriptions for the role of ushers, divided by venue. As these roles are created and updated we will distribute!

Pavilion Theatre

When you arrive, hang your coat in the hallway and put any personal items on the shelf above. Please do this one at a time to allow physical distancing in the small space.

The seating arrangement is always different, the House Supervisor will give you a chance to get familiar with the layout before the show begins. You may also be required to help move chairs to match the ticket sales for that night.

Due to changes in Liquor Policy around COVID-19, all ushers must have their SIR certificate.

[Greeter / Ticket Taker – Pavilion Theatre](#)

[Servers – Pavilion Theatre](#)

[Bartenders – Pavilion Theatre](#)

Sagebrush Theatre

Sagebrush Theatre positions to come when the venue is ready for audiences again.

Greeter / Ticket Taker – Pavilion Theatre

Seat Assignment: Emergency Task: Row Q Evacuation

The Greeter is the first face a patron sees when they attend an event. They are also the ones we rely on to be ready in order to open the lobby to patrons, so please head straight to your station as soon as the Pre-Show Meeting is over. Because it is closest to the doors it is more susceptible to the weather and due to COVID-19 we can't have extra sweaters on hand to be shared – so come prepared!

Role Requirements:

- Stand in one place for an hour.
- Hand dexterity to manipulate a ticket scanner with one hand
- May be subjected to extreme heat or cold due to proximity to exterior doors

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Box Office and check-in with the KL!BO attendant on duty. They will give you a ticket scanner and review with you how to use it.

During your Shift:

This will be different than you are used to! When patrons arrive, you will be stationed behind a desk with a sneeze guard to protect both you and the patrons. You will have a script to read that asks the patrons if they have any COVID symptoms and lets them know what the protocols are. You will also have to ask them to put on a mask; if they did not bring one, they will be given a disposable mask and expected to wear it whenever they are not in their seats.

Ask the patron to place their ticket on the desk, so you can scan it. Do not touch the ticket. See the [References](#) section for examples of the three (3) ticket types we use. Do not promise customers any refunds or value returned.

At about 5-minutes to curtain, the House Supervisor will start coming around the lobby and direct you to take your seat. Return your scanner to the KL!BO and head into the theatre!

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, moving their chairs out of the assigned areas, cell phone or camera use, patrons leaving the theatre, patrons needing to be reseated, or for other emergencies. Please watch all patrons that you can see from your seat.

Intermission:

There will not be intermissions until the pandemic is under control.

Emergency Duties:

Remember there is no alarm system at the Pavilion, in case of an emergency yell for patrons to follow you. Open the door and lead people to the muster point.

Post-Show

Once all patrons have left, please help the other ushers and staff tidy the theatre.

Servers – Pavilion Theatre

Emergency Task: Lead Patrons to Muster Point

New! Due to the COVID-19 pandemic, we are required to sell alcohol exclusively by table service in order to avoid patrons lining up and causing crowding.

Role Requirements:

- Valid Serving it Right Certificate
- Spend an hour or so walking
- Hand dexterity to operate a debit machine
- Quick maths
- Comfort chatting with patrons

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Bar and check-in with the bar tender and the House Supervisor. They will give you a tutorial on how table service is offered. See [Appendix C](#)

During your Shift:

You will be assigned a section of tables. When a table is ready to order, approach the table and remove their order slip from the centre piece. Add up the total and process it on the debit machine. Staple the debit slip to the order form and take it to the bar. Go back into the theatre and monitor your tables!

The bar tender will fill the order and a staff member will take it to the table.

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, moving their chairs out of the assigned areas, cell phone or camera use, patrons leaving the theatre, patrons needing to be reseated, or for other emergencies. Please watch all patrons that you can see from your seat.

Intermission:

There will not be intermissions until the pandemic is under control.

Emergency Duties:

Lead Patrons to Muster Point

Post-Show

Once all patrons have left, help the other ushers tidy the theatre.

Bartenders – Pavilion Theatre

Emergency Task: Lead Patrons to Muster Point

New! Due to the COVID-19 pandemic, we are required to sell alcohol exclusively by table service in order to avoid patrons lining up and causing crowding.

Role Requirements:

- Valid Serving it Right Certificate
- Spend an hour or so standing behind the bar
- Quick maths
- Comfort pouring beverages

Shift Start:

Once the Pre-Show Meeting has concluded, head to the Bar and check-in with the bar tender (staff) and the House Supervisor. They will give you a tutorial on how table service is offered. See [Appendix C](#)

During your Shift:

You will be filling drink orders! Servers will bring you a drink order. You must:

1. Check the math! Make sure the server charged the correct amount.
2. The order form has a table number, put the corresponding table number on a tray
3. Fill the order. Put the appropriate glasses on a tray and fill accordingly.
4. A staff member will take completed orders to the tables.

That's it!

During the Show:

During the performance, you are responsible to watch the audience for any possible patron disruptions, medical emergencies, moving their chairs out of the assigned areas, cell phone or camera use, patrons leaving the theatre, patrons needing to be reseated, or for other emergencies. Please watch all patrons that you can see from your seat.

Intermission:

There will not be intermissions until the pandemic is under control.

Emergency Duties:

Lead Patrons to Muster Point

Post-Show

Once all patrons have left, help the other ushers tidy the theatre.

Other Volunteer Positions

Office Volunteers

Volunteers at the WCT admin office perform duties such as:

- Scanning & filing
- Answering of correspondence
- Stuffing & collating mailers
- Other duties as assigned and required

If you feel this would be an area you could assist in, please alert the Venue Services Director.

Telemarketing

Telemarketing volunteers assist with special projects for the KL!BO, WCT and our Clients. Duties could include:

- Phoning patrons to alert them to an event's date, time or venue change
- Proactively alerting patrons to deadlines for subscriptions, discounts, or offers
- Following up on previous conversations to close sales and process ticket orders & receive donations

If you feel this would be an area you could assist in, please alert the Venue Services Director.

Production

WCT's production department offers opportunities for individuals with experience in sewing, carpentry, paint, furniture, cabinetry, electrical, etc.

If you feel this would be an area you could assist in, please alert the Venue Services Director.

Safety & Emergency Procedures – Pavilion Theatre

COVID-19

Obviously, this is the topic at the top of everyone's mind! So, let's dig in:

WCT's Safety Committee is comprised of the Managing Director, the Venue Services Director, and the Production Manager. They meet weekly to assess safety protocols and keep apprised of any new health orders or procedures.

At all times WCT will follow safety guidelines that are outlined by the BC Health Authority, as well as some added precautions specific to our venues.

- All staff and volunteers must wear a non-medical face mask while in the venue, during an event.
- All patrons must wear a non-medical face mask while in common spaces at the venue. They may take them off while at their seats
- No one (staff, volunteers, or patrons) may enter the facility if they cannot successfully complete the WorkSafe BC COVID-19 Self-Assessment upon arrival at the facility. ([Appendix B](#))

After a performance begins, WCT staff and volunteers will sanitize all touch points, prior to patrons exiting the venue after the performance.

After a performance is over and patrons have exited the building, WCT Staff and Volunteers will clear and sanitize the tables and chairs in the venue, and the touch points in the facility.

Workplace Safety

- WCT is committed to providing a safe working environment for our volunteers and house staff.
 - It is the role of our House Staff (including House Supervisor, Bartender, etc.) to ensure the safety of our volunteers while on shift.
 - House Supervisors are required, and WCT encourages as many of our House Staff and volunteers to have Emergency First Aid Level 1 Training, with AED.

Your role in Workplace Safety

- Note any safety concerns or Hazards to House Staff immediately.
- Be aware of the placement of the First aid kit (behind the bar) and AED (mounted to wall by the bar), fire extinguishers, and Emergency Exits.
- In the winter, House Staff will clear accumulated snow before the lobby opens, during the first half, and again after intermission or before the show lets out. If you notice accumulated ice or snow, please alert the House Supervisor.
- Be familiar with the following emergency procedures

Every Volunteer's Safety Role Inside the Theatre

- While on shift, volunteers are our eyes and ears in the theatre.
- **It is integral to the safety of our patrons, volunteers, artists and staff that every usher is:**
 - **aware of their surroundings,**
 - **are watchful over the patrons in their area(s),**
 - **know the location of emergency equipment,**
 - **have a flashlight at the ready, and**
 - **are able to identify any situations that may occur in their vicinity or area under their watch.**
- When in the theatre, be vigilant – as a general rule, you should be watching the audience members as often as you would watch the performance in progress. Please use this as a general guide to how often you observe the patrons inside the theatre.
- Assigned seats are specifically chosen for their viewpoint of the audience and aisles. This is why it's important to sit where assigned. Please ensure you are visually scanning the area of audience you can see. You may be the only person able to see what's happening! The Pavilion has a fluid set up so your seats will always be in a different location
- Please watch for:
 - Patrons moving tables or chairs, breaking physical distancing protocols
 - Medical emergencies – a patron waving, making noise, or commotion in the seats might be evidence of a medical emergency.
 - Threats of violence – listen for loud noises, people standing in their seats or aisles, or someone moving erratically around the theatre
 - Cell phone use – look for screens, or listen for ringing or buzzing (can vary depending on the show)
 - Camera use – look for screens, video or recording devices
- We enforce cell phone and camera use – depending on the policy in effect for the event. When in doubt, please speak with the head ushers or House Staff.
- If you see something: alert the Head Usher or House Staff immediately. Be prepared to explain what you've observed.

Emergency Evacuation

EVACUATING THE THEATRE is necessary in the case of:

- Fire
- Bomb threat, Gas Leak or other Hazardous Material Situation
- Earthquake
- As directed by House Staff in event of violence threat

Pavilion Theatre Fire Alarm & Evacuation Procedures

- Any threat of fire must be treated as genuine until the Fire Official who responds to the call gives the all clear.
- There is no fire alarm system in the building
- There is a smoke alarm system
- If the smoke alarm should go off, begin immediate evacuation
- Person who notices the smoke or fire notifies the House Supervisor
- Immediate evacuation will begin
 - House Supervisor will call 911 or direct someone to call.
 - House Supervisor will contact the Technical Director using cell-phone text or other in-house communication radios
 - House Supervisor will inform two ushers to go to their doors and two ushers to begin evacuating patrons in wheelchairs
 - Technical Supervisor will notify the Stage Manager if applicable, who will start evacuating performers
 - Technical Supervisor will bring up lights and announce “Ladies and gentlemen, due to circumstances beyond our control, we need to evacuate the building. Please follow the nearest usher out of the building.”
 - Ushers have doors open and are leading patrons out, calling, “This way out please, this way out...” and lead people out to the marshalling area, into the field or behind on the pavement, dependent on weather and direction of emergency. Try to stay away from the building and traffic path of emergency vehicles.
 - Technical Supervisor will check the offices on the second floor, calling for people to evacuate the building, before exiting
 - House Supervisor will check washrooms and if safe, evacuate out the box office hallway to check lower level rooms (wardrobe and classroom) and Staff chicklet board before exiting
 - SM will check backstage, green room and staff washrooms before exiting
 - SM or user representative to check and ensure that all of the users' people are accounted for.
 - There is no re-entry into the building until the Fire Official who responds to the call gives the all clear.
 - Once outside House Supervisor will identify themselves and liaise with Fire Official
 - House Supervisor will contact Managing Director and Venue Services Director
 - Technical Supervisor will contact Artistic Director and Production Manager

Violence or Threat of Violence

- If you witness or are aware of violence or a threat of violence, please alert the Head Usher, or House Supervisor immediately.
 - Assess the situation if it is safe to do so.
 - Walk quickly to alert the House Supervisor of the situation.
- Do not intervene or implicate yourself in the situation.
- The House Supervisor will direct someone to call 9-1-1. At this point the pertinent information should be given to the police operator:
 - “I’m calling from the Sagebrush Theatre, at 1300 9th Avenue / Pavilion Theatre, 1025 Lorne Street in Kamloops BC. There is a situation happening with _____ . The person may/not have a weapon: _____ . Patrons and staff are not safe and we require immediate police presence.”
- The House Supervisor will assess the situation. If you feel it is safe to do so, please make your own assessment to assist the house staff as directed:
 - Are patrons in danger?
 - Are staff or volunteers in danger?
 - Does the performance need to be stopped and/or an evacuation undertaken?
 - If Alcohol is being served, does the bar need to be closed?
 - Where is the incident happening? Who is involved?
- Our policy is: WCT staff or volunteers do not intervene in situations where bodily harm could occur. Our role is to call the police.
- We acknowledge that every situation will be different, and the House Supervisor has ultimate authority in responding to violence in our venues. Options available include:
 - *Security Response*: If security staff are present (during performances with a Bar), they may be asked to intervene.
 - *Show Continues / Patron Eviction*: If safe to do so, House Staff may evict a patron as the show continues. This will be disruptive to nearby patrons, but is an effective way to remove a patron without disrupting the entire show. Please do not engage in a confrontation with the affected persons.
 - *Stop the Show / Patron Eviction*: We may elect to stop the show, turn on the house lights, and ask the affected persons to leave before resuming the show. In this case, please do not engage in a confrontation with the affected persons.
 - *Law Enforcement Response*: If there is a threat to others’ safety, the House Staff may elect to stop the performance to allow for law enforcement’s response.
 - *Evacuate the Theatre*: Evacuation may or may not be undertaken, at the House Staff’s discretion. At any point house staff may elect to evacuate the theatre. In this case, volunteers are to follow usual evacuation procedures, unless otherwise instructed.
- Following an incident of violence or threat of violence, please gather at the Coat Check area. An Incident report will be drafted, and anyone who witnessed the situation should make a written log of the incident with the House Supervisor.
- Staff will follow their procedure to notify the Venue Services Director & Managing Director.

Other Threats

PATRON OR STAFF EXHIBITING COVID-19 SYMPTOMS

If during the course of an event a person in the venue begins exhibiting symptoms of COVID-19, we are required to remove them from the building.

BOMB THREATS, GAS LEAK or other HAZARDOUS MATERIAL THREAT

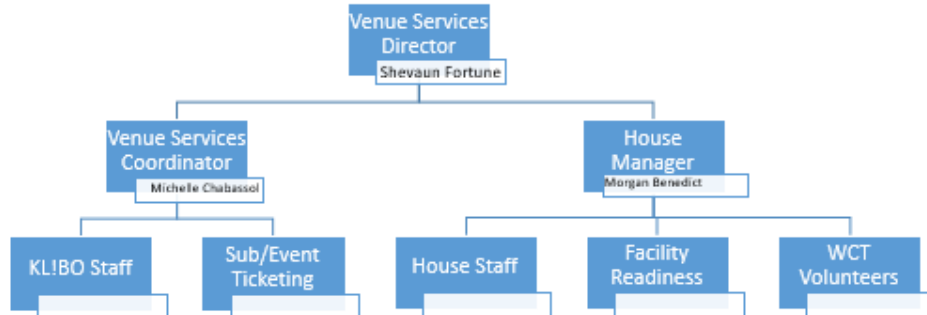
As with fire, proceed with evacuation as directed above

EARTHQUAKE or EARTH MOVEMENT Drop, cover and hold on. Once the tremors have stopped, proceed with evacuating the building. Proceed cautiously out of the building and away from the possibility of falling debris, (especially glass, ceiling tiles and furniture), out into an open area. At that point, assist with patrons and colleagues as you are able.

Appendices

Appendix A

Venue Services Department



Venue Services Director:
Ultimately responsible for:

Organizing and leading volunteer training

General management, hiring and directing of the Venue Services Department.

Sagebrush Theatre

- Bookings/rentals
- Contracts
- Staff
- Safety

Pavilion Theatre

- Bookings/Rentals
- Contracts
- Staff
- Safety

Kamloops Live! Box Office

- Ticketing Contracts
- Staff
- Developing client base

Venue Services Coordinator

- Event set-up and management for ticket sales
- Supports KL!BO staff in general ticketing operations
- Subscription management for KSO and WCT

KL!BO Staff
Kelly McCallum
Grayson Norsworthy
Jane Harestad
Grace LaBossiere
Susan Thompson

House Manager

- General responsibility for the operations of the Sagebrush and Pavilion Theatres
- Ordering Concession Items
- Communicating with promoters re: event needs
- Manages the volunteer corps of WCT.
- Schedules ushers for all events at the SBT, Pav, and offsite events if any

House Staff
Nicolle Dupont
Jake Kopytko
Bert Keeper
Amanda Breuer
Kelly McCallum

Name	Role	Email	Phone
Shevaun Fortune	Venue Services Director	shevaun@wctlive.ca	778 471-9056
Morgan Benedict	House Manager	morgan@wctlive.ca	250 372-0966 x 601 (office) 604 855-5757 (mobile)
Michelle Chabassol	Venue Services Coordinator	michelle@wctlive.ca	778 471-9049
Evan Klassen	Managing Director	evan@wctlive.ca	778 471-9051
James MacDonald	Artistic Director	james@wctlive.ca	778 471-9050
Pavilion Theatre	<i>*Answered Monday – Saturday, noon – 5pm & one hour pre-show.</i>		250 372-3216
Sagebrush Theatre	<i>Answered one-hour pre-show</i>		250 372-0966

Appendix B

COVID-19 Symptoms and health check

Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have any of the following symptoms:
 - Fever
 - Chills
 - New or worsening cough
 - Shortness of breath
 - New muscle aches or headache
 - Sore throat
- Have travelled outside of Canada within the last 14 days

If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.

Appendix C

Table Service at the Pavilion

- 1.** Patrons are seated at their table.
At their table there will be order forms for all concession and bar items.
The patrons will fill out their order form and place the form in the centerpiece
Of the table.

- 2.** Each server will be assigned a section of tables during the preshow chat.

- 3.** Once a table has put their order form in their centerpiece, the server of that section will approach the table. The server will make sure that if alcohol is being purchased that the patron is of legal drinking age and ID as necessary. The server will then add up the total of their order and process the payment on the debit machine.

- 4.** After the order has been processed, the server will staple the receipt to the order form and take it to the bar.

- 5.** The bar tender will place the table number on the tray & fill the order, making sure all items in the order are placed on the tray with a corresponding table number.

- 6.** When the order is ready a staff member will take the order back to the appropriate table, and return the tray back to the bar.

Frequently Asked Questions:

What time does the lobby open?

As a rule, the Lobby is open one-hour prior to any show. If the opening time is different the information will be explained on the KL!BO ticket sales page.

Can I buy tickets at the door?

Unless the event is sold out, patrons can always buy tickets at the door from the KL!BO one-hour prior to opening.

For more WCT FAQ, COVID-19 Updates, info on Pay-What-You-Can matinees, and other tidbits please see our website.

COVID-19 Updates: <https://www.wctlive.ca/covid19.htm>

PWYC: <https://www.wctlive.ca/paywhatyoucan.htm>

Special Performances: <https://www.wctlive.ca/specialperformances.htm>

Frequently Asked (Scheduling) Questions:

1. I was available for FIVE shifts this time and was not scheduled. Why is that?

Please be remember that what you do not see is the amount of ushers who have *also* given availability for the same dates as you. If only 11 ushers are available for a specific show, then those 11 ushers are guaranteed to get it. But on the flip side, if 80 ushers are available for the exact same 5 shows, then there are going to be some who get nothing – even though they were available for 5 shifts. This is especially important to remember when looking at the Pavilion shows as we only schedule 5 ushers.

2. How many shifts is “normal” to receive each month?

We ask that you commit to one shift per month – 12 in total – and, as such, one per month can be the assumed “norm.” Often, it will be more but rarely will it be less.

3. Why do you not always give priority to those who are low in shifts?

We *do* give priority to those who have completed fewer shifts, but ultimately availability dictates who gets the shifts. We also track track this information so that if you didn’t get the shift this time, you hopefully will the next time.

4. Some people get multiple shifts! How does that happen?

Again, availability. The Volunteers who have the most availability get the most shifts. Also those who are on the “last minute” list tend to get more shifts because you could get called at the last minute for a shift you were not already assigned to.

5. I didn’t get my benefit because YOU didn’t schedule me!

Our priority is to fill our schedules and make sure everyone gets a shift whenever possible. We ask that you complete 1 shift per month – if you are available, you will achieve this. We strive to

schedule one shift per person that is available in every single callout. But, as stated above, it is not always possible.

Ticket Scanning Details

All three ticket types have a barcode. Using the ticket scanner, scan the barcode on each ticket. A green checkmark will appear on the screen and you will hear a “happy beep”. If you get a red X and a “sad beep”, it means there is an error. Direct the patron to go to the box office for assistance, do not direct them to enter the facility.

1. Ticket Types

1. KL!BO Printed Ticket



2. A mobile E-Ticket

3. A Print-At-Home ticket (this is the same as an e-ticket, but the patron has printed it on paper)

Trouble shooting the scanners

If you get a **STOP** message, the scanner will show one of the following errors:

1. The ticket has already been used
2. The ticket is for a different show/date/time
3. The ticket was exchanged at some point for a new ticket (lost, seat change, etc.)
4. It is also possible that you “double scanned”. If you pressed the button twice by accident instead of holding, it will show the ticket as used. If you believe it was your error, you may welcome the patron into the facility.

If the system there are scanning issues, the House Supervisor or KL!BO staff may advise you to:

- Verify the validity of the ticket by hand. If it is a physical KLBO printed ticket, proceed to remove and retain the small stub with the barcode on it, for future scanning, and welcome the patron into the theatre. The patron should keep the portion of the ticket that has the Section/Row/Seat# on it.
- If it is a “Print at Home” ticket, you **MUST** still scan these tickets for entry. Do not rip or retain any portion of these tickets.
- If the tickets will not scan, please refer them back to the box office.

Sagebrush Theatre’s Hearing Assist System:

- The Sagebrush Theatre has 12 sets of hearing assist devices. Each set contains:
 - 1x Belt Pack
 - 1x Headset
- The belt pack may accept a second set of earphones (1/8” diameter plug) that the patron may provide themselves.

- Devices are reservable in advance of the performance by calling the Kamloops Live! Box Office.
- Devices are distributed at the Coat Check. Customers are instructed to hand over a piece of photo ID, with their name printed on it, in exchange for the pack & headset. They get the ID back when they return their device.
- Devices are numbered #1-12.
- When checking out a device:
 - Check that the device has not been pre-reserved. The box office will provide us with a list of pre-reserved devices and the patron's names.
 - Start with the lowest # device.
 - Get the patron's ID, and place in the holder according to the number device assigned. Note the patron's name on the list beside the number device you are giving out. Please note the patron's phone number.
 - Check that the device is turned on (they should automatically turn on)
 - Check that the device is working (can you hear anything through the system? If you are giving out the device before the house opens, you may not be able to hear anything except static). Check that the volume controls work.
 - If the patron has their own earphones to plug in, attach the earphones to the device for them. Please be gentle when plugging in earphones.
 - Please remind the patron:
 - To turn off their hearing aid when using the system. Very important.
 - Please take care of the device and be gentle with the headphones. (You may want to show the patron how to put on the headphones.)
 - Please keep the device on their person throughout the performance, including intermission. Please do not put the device on the floor, between seats, into the bathrooms, or anywhere it might get damaged.
- Patrons should keep the device with them throughout the performance, including intermission. Lost/found devices should be returned to the coat check immediately.
- When returning a device:
 - Ensure that the belt pack and earphones are both being returned.
 - Get the customer's photo ID and return it to them.
 - Return the device back to the charger (it will automatically turn off and charge as appropriate).
- If the customer doesn't return the device, please don't give back their photo ID.
- If the customer does not return the device at the end of the night, inform the House Supervisor, who will contact the patron to arrange for its return.

Sagebrush Theatre Map

