

Front of House Manual For All Volunteers



ARONOFF CENTER
MUSIC HALL

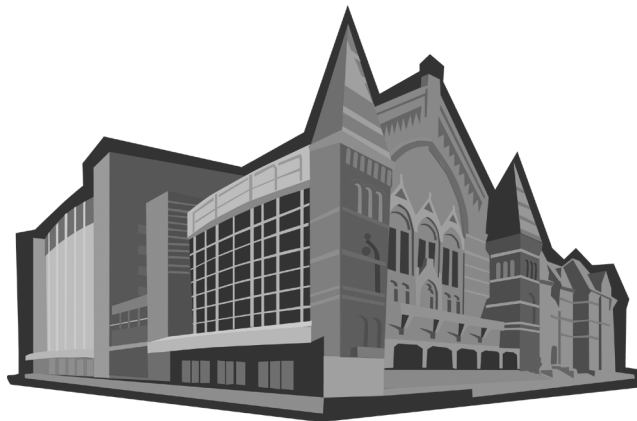
Revised: July 2024

This manual, and subsequent policies, supersedes any previous CAA manuals and policy to date.

Please see current Aronoff Center and Music Hall manuals for detailed specifics for each building



ARONOFF CENTER MUSIC HALL



www.CincinnatiArts.org

ARONOFF CENTER

650 Walnut St. Cincinnati, OH 45202

Phone: (513) 721-3344

Fax: (513) 977-4150

MUSIC HALL

1241 Elm St. Cincinnati, OH 45202

Phone: (513) 744-3344

Fax: (513) 744-3345

Volunteer Contacts

Aronoff Center Volunteer Message Line

513-977-4117

Music Hall Volunteer Message Line

513-744-3417

Security/Lost & Found, Aronoff Center

513-977-4128

Security/Lost & Found, Music Hall

513-744-3336

Volunteer Manager, Aronoff Center

513-744-4140

Volunteer Manager, Music Hall

513-744-3214

Contents

THE CINCINNATI ARTS ASSOCIATION	6
Cincinnati Arts Association Mission Statement	6
CAA Volunteer Mission Statement	6
CAA Diversity, Equity, Inclusion and Accessibility Statement	7
Cincinnati Arts Association Staff	8
Front of House Guest Service Philosophy	10
Facility Rules for Guests	11
Potential Situations and Solution	
Guests with Disabilities	16
Volunteer Department	19
Becoming a Volunteer	20
Emeritus Program	21
Usher Position Description	21
Volunteer Hour Goals	22
Volunteer Calendar	32
Event Postings	32
Event Types & Scheduling	33
Volunteer Schedule Changes	36
Volunteer Uniform Requirements	38
Volunteer Electronic Device Policy	40
FACILITY RULES FOR VOLUNTEERS	40
Electronic Devices	41
Family Contacting Volunteers	41
Theater Etiquette	42
Merchandise	42
Solicitation Policy	42
Respect	43
Access	43
GENERAL EMERGENCY INFORMATION	46
Injuries and Accidents	46
HOW TO READ TICKETS	47
Theater Term Glossary	49



650 WALNUT STREET
CINCINNATI, OH 45202-2517
CINCINNATIARTS.ORG

Welcome!

On behalf of the Cincinnati Arts Association, it is my pleasure to welcome you as a new volunteer. You are joining the ranks of nearly 700 other dedicated and talented individuals who contribute to the vital operations and administration of our organization.

The Cincinnati Arts Association strives to provide high-quality programs, guest service and first-class venues to the Greater Cincinnati community. As a volunteer, you become an active participant in, and ambassador for, these valuable services.

We are proud of our many accomplishments. On an annual basis, we engage nearly 90,000 school children through CAA's arts education programs in our venues and in the schools. The Weston Art Gallery is among the finest visual art spaces in the Tri-state and is consistently recognized for its excellence and focus on local and regional artists. Our presenting seasons bring some of the world's most exciting, diverse and intriguing artists to the Tri-state. And, our nationally-recognized, state-of-the-art facilities – Music Hall and the Aronoff Center – are the finest performing arts facilities in the region, each serving 400,000 - 500,000 guests annually.

Thank you for your commitment and for investing your valuable time with us. We are delighted that you are joining the Cincinnati Arts Association family, as we continue to bring the best of the arts to Cincinnati audiences. I look forward to seeing you at the theater!

Warm regards,

A handwritten signature in black ink that reads "Stephen A. Loftin". The signature is written in a cursive, flowing style.

Stephen A. Loftin
President and Executive Director

Welcome!

Thank you for participating in our program and assisting us in fulfilling our mission.

The impression an audience member receives upon their arrival is key. A thoughtful and respectful staff is one of the more lasting impressions guests take away from their visit to our venues. Attending a performance at the Aronoff Center or at Music Hall should carry with it a sense of occasion, a feeling of “going out on the town.” It is you who makes it possible for the guest to have a truly enjoyable event by a nice word or an extra service. It is you who brings a “Cincinnati welcome” into the theater, providing an atmosphere conducive to the fullest experience of live performance.

The Front of House Staff is composed almost completely of volunteers. The time and service you offer helps to keep the arts and entertainment alive in the theaters and within the community for you, your neighbors and visitors to the Greater Cincinnati area. Without hours of service from dedicated individuals, or the excitement you share when discussing the performances with your community, it would be difficult for many to enjoy the entertainment that is regularly presented in Music Hall or the Aronoff Center.

Thank you for being part of our volunteer team and sharing your enthusiasm for the arts with your neighbors and guests in Cincinnati. We're glad you're here!



Mykayla Kroeger, CVA
Volunteer Manager, Aronoff Center



Hope Holman
Volunteer Manager, Music Hall



THE CINCINNATI ARTS ASSOCIATION

You have joined the Cincinnati Arts Association (CAA), a not for profit organization which manages the rental use and maintenance of the Aronoff Center and Music Hall. CAA corporate offices are housed within the Aronoff Center.

The Aronoff Center is a state-owned building and CAA manages its use as well as manages the use of Music Hall (city owned). While CAA focuses on maintenance and rentals of facilities, it also strives to provide quality entertainment as a presenter, and offers an excellent education program to the region.

The purpose of the manual is to share policies, procedures and requirements for volunteers at CAA. This manual is a living document that changes can be made to as the Volunteer Department and Front of House Team sees fit. All changes to the manual will be communicated to volunteers through email and published on the Better Impact site.

Cincinnati Arts Association Mission Statement

As the region's premier promoter of the arts and entertainment, is to use its expertise as a manager, presenter, and educator to:

- Offer a broad range of high-quality performing and visual arts programs
- Develop diverse audiences
- Foster an appreciation of the arts and understanding of their forms
- Encourage the use of facilities by local and regional arts organizations

We meet our goals through our many departments. Whether we are presenting a show or marketing our clients' events to different neighborhoods, developing diverse audiences with different cultures and communities within the city, working with local schools or regional artists through our Education department, or offering volunteer guided tours of the theaters or Gallery, we are always striving to present CAA in its most positive light.

CAA Volunteer Mission Statement

Volunteers are enthusiastic hosts and ambassadors for CAA; making a connection with Aronoff Center and Music Hall guests while identifying and anticipating their needs and exemplifying our desire to serve.

CAA Diversity, Equity, Inclusion and Accessibility Statement

The Cincinnati Arts Association (CAA) is committed to actively living our mission through the lenses Diversity, Equity, Inclusion, and Accessibility. Understanding that “race” is a construct of our society, we dedicate ourselves to examining our behaviors and mindsets, practices, programs, and processes to move our organization towards an anti-racist equity culture.

CAA is intentional in developing an environment in all spaces and programs where employees, artists, volunteers, and audiences, regardless of gender, race, ethnicity, national origin, age, sexual orientation, gender identity or expression, education, body type, or disability feel valued, respected, and safe. We choose to embrace and nurture diversity, equity, inclusion, and accessibility so that all persons may thrive and creative potential is maximized.

Acknowledging the differences in each human experience, CAA’s core values ensure a commitment to a fair and just system, and an approach in which all voices are valued and heard. CAA provides equal opportunity for employment and advancement in all departments, programs, and worksites. We pledge to model diversity, equity, inclusion, and accessibility as individuals and as a team for our community and beyond by maintaining an inclusive environment with equitable treatment for all.

CAA’s Education and Community Programs

Since its inception in 1995, the Cincinnati Arts Association’s (CAA) Education and Community Programs have reached more than 1.5 million people and have promoted learning through the arts by developing opportunities that are diverse, multi-disciplinary, and accessible to all ages and cultural groups. CAA’s Community Arts mission is to educate, inspire and serve the Greater Cincinnati Region through engaging arts programs. CAA believes that all arts that are high quality need to be interactive and engaging as well as accessible and, when accomplished, impact human development and rejuvenate and nurture creativity. Through projects with artists, arts organizations and cultural institutions, CAA promotes the arts as an integral part of our community.

School Time Performance Series – Started in 1996, School Time consists of main stage performances given during regular school hours. Performances and presentations are designed to enhance school curricular requirements. This program serves various ages and multiple disciplines.

Artists on Tour – Started in 1997, an interactive arts program that brings the finest local teaching artists directly into schools or community centers and supports the curriculum and school schedules.

Youth Arts Programming Accessibility Subsidy – In 1997, to ensure that no one was turned away from School Time who wanted to participate, the New Audiences Ticket and Transportation Subsidy was put into place. In 2001 Artists on Tour Grants was formed to assist schools and community organizations throughout the region to bring teaching artists to work with their students.

The Aronoff Center for the Performing Arts Rental Subsidy Program began in 1996 for the sole purpose of supporting local small arts and education organizations to utilize the Aronoff Center.

Overture Awards – Launched in 1996 Overtures is a competition to recognize, encourage and reward excellence in the arts among Greater Cincinnati's high school students. Its mission is to encourage arts education as an integral part of students' education and to create an environment that encourages ongoing training in, and appreciation of, the arts. The program annually awards \$4,000 scholarships to six area students for use toward any educational need. Additionally, 18 finalists are each awarded \$1000 scholarships. Students are nominated by their schools to compete in one of six areas: Creative Writing, Dance, Instrumental Music, Theater, Visual Art, and Vocal Music

- In 2015 as part of *The Overture Awards*, the Arts Educator Award for Excellence in Arts Instruction promotes and rewards excellence in arts instruction throughout the Tri-state region – one more way CAA supports the arts in Greater Cincinnati.
- **Arts in Healing Initiative** – is a non-clinical artist in residency program with a "Focus on the Arts" to serve patients, medical staff, and families for improved health and well-being. An initiative based on the belief that exposure and participation in the arts are transformative ways developed and launched in 2015. Infusing the arts in both traditional and non-traditional settings while securing creative arts opportunities for our community to explore, discover, experience, and discuss the arts as an active part of their healing and ongoing wellness. Arts Integration through a Trauma-Informed Lens component to Arts in Healing Initiative began in 2018 through the journey program and post-pandemic continued through after school partnerships.
- **Special Projects/Community Arts Initiatives** – A significant part of what CAA's Education and Community Relations Department accomplishes can be attributed to the development of community partnerships, which enables CAA to develop youth, artist, and family workshops, performances and festivals that are held throughout the community. A key component to CAA's efforts is its Building Diverse Audiences Advisory Committee (BDAAC), which works with the education program to build cultural diversity and arts awareness in our community.

Cincinnati Arts Association Staff

President & Executive Director: Steve Loftin
Vice President, Marketing & Communications: Van Ackerman
Vice President, Development: Sarah Miller
Vice President, Education & Community Development: Joyce Bonomini
Vice President, Human Resources: Brenda Carter
Vice President, Ticketing Services: Ben Vetter
Chief Operating Officer: Bridget Benton
General Manager-Aronoff Center:
General Manager-Music Hall: Molly McGraw
Volunteer Manager-Aronoff Center: Mykayla Kroeger
Volunteer Manager-Music Hall: Hope Holman
House Manager-Aronoff Center: Grace Miller
House Manager-Music Hall: Sabreena Cheerington
Event Managers-Aronoff Center: Jenn Picone, Emma Garry, Scott Slucher
Event Managers-Music Hall: Terri Kidney, Angela Sandman, Rick Endres

Front of House Guest Service Philosophy

The focus of the Front of House team must be directed to the needs of our guests, so their experience is enjoyable and they return. Volunteers provide a key link to the guests, representing everything that the Aronoff Center and Music Hall strives for; excellent patron experiences while also keeping all guest safety at the forefront of what we do. Volunteers are expected to smile, present themselves professionally and courteously, speak positively about all events and guests, show respect to all cultures and people, and strive to make each guest's experience memorable and positive. Volunteers must provide accurate and timely information while making the guests feel special.

Staff and Volunteers of CAA who have contact with the public must always have *the guest's needs* and *CAA's reputation* uppermost in their mind. This is our guest service philosophy.

What is a Guest?

L.L. Bean says this about **guests**: *A guest is not dependent on us...we are dependent on them. A guest is not an interruption of our work...they are the purpose for it. We are not doing the guest a favor by serving them...they are doing us a favor by giving us the opportunity to do so.*

Disney found four (4) things **guests** most want, listing the most important first, which is not the order in which we typically might think:

- To feel special
- Be Treated as an Individual
- Respect their children
- Knowledgeable staff

CAA's guests include: the production companies, artists and ticketed guests. Our goal is for them to remain happy and return to our facilities often.

What is Customer Service?

"Know what your customers want, even before they do." – Disney Institute

Customer service is *customer focused*. It is an attitude of providing exceptional service that permeates every facet of an organization, radiating out to every person utilizing the facilities. This focus, which you embody when volunteering, is how the Aronoff Center and Music Hall want to be perceived. As a volunteer, you help us to achieve this goal.

Feeling special/being treated as an individual is based on the guests' perception. Staff and volunteers should always be asking *"How am I being perceived? Might someone not return because of an action I'm doing or from something I'm saying?"*

As a Volunteer, I agree to follow this Theater Etiquette:

- I will minimize my movement in and out of the theater, as well as up and down from my seat to avoid distractions.
- Comments about the show or guests will always be positive, no matter my personal opinion. I am representing CAA and the production on stage.
- Use of flashlights is for guest assistance in and out of the dark theater and emergencies; I will **never** aim the light at the stage or use it to read the program or look at a watch.
- I will refrain from whispering, except when necessary, as it is distracting and often heard by guests
- I will hold discussions longer than a sentence or two in the lobby rather than inside the house.
- I will refrain from using my cell phone in public spaces unless in an emergency situation
- I will be aware of my surroundings at all times and proactively respond to potential issues before they become issues.
- Anytime the house lights come up, I will stand and be ready to assist guests.
- Anytime a guest is in the lobby, I will stand; not leaning, ready to assist.

Facility Rules for Guests

Guests attend events at the Aronoff Center and Music Hall under the fundamental assumption that they will enjoy the performance. This assumption extends to their expectation that they will also enjoy the experience of attending the event. The entire Front of House staff (employees and volunteers) is dedicated to ensuring guests are safe and have an enjoyable experience.

Implicit in the staff commitment to deliver an enjoyable experience is a requirement that guests adhere to policies established by the building and/or the presenter. Many of these may be posted in the lobbies to alert the guests or announced from stage prior to curtain. Because all of the facility rules cannot be communicated to each guest as they enter, the Front of House staff, including volunteers, may sometimes need to share and enforce them.

Volunteers should ask guests to comply with the following rules one time and one time only and then volunteers should seek help from the paid staff (Manager on Duty, Floor Supervisor, Event Safety Staff) if the inappropriate behavior continues. If not immediately, volunteers should find the Floor Supervisor on the next floor or find an Usher Captain to radio the paid staff or contact a bartender to call for help.

CAA does not expect its volunteers to take abuse from guests, so please seek help immediately if needed.

Expectations of Guests

- Video, or audio recording devices are not typically allowed to be used inside the performance halls. These may remain with the guests, but inside a bag, coat or pocket. The Manager on Duty (MOD) will indicate exceptions if or when appropriate to you at the MOD meeting.
- Cameras may typically be used in the theaters pre-show and at intermission, but not during the performances. When you see cameras out, please approach the guests to politely remind them that no photos can be taken during the show and phones should be silenced as well. The Manager on Duty (MOD) will indicate exceptions if or when appropriate to you at the MOD meeting.
- Cellular phones, and other electrical devices should be in the off or silent mode during performances.
- Weapons of any kind are not permitted into this public assembly.
- All refreshments purchased at the Lobby Concessions are allowed in the theater, unless the production company dictates otherwise. No outside food may be brought into the lobbies or theater. The Manager on Duty (MOD) will indicate exceptions if or when appropriate to you at the MOD meeting.

- No smoking of any kind is permitted in CAA facilities unless as a part of a theatrical production.
- Nothing should be placed over front rails or box edges in the theater. This includes but is not limited to: coats, merchandise, drinks and snacks. They are fire hazards. Please actively ask that they be removed when you see them.
- Loud talking, crying babies, or disruptive guests may be asked by paid staff to leave the theater. Please inform the Floor Supervisor of continuing disruptive behavior after you have asked for it to stop. The Floor Supervisor decides on and supervises all movement of guests.
- Backstage areas are off limits to guests and volunteers.
- Everyone, including children and infants, must have a ticket to enter the theater.

The manner in which theater policies are communicated to guests is critically important. Volunteers must be polite, clear, and firm while doing their best to avoid guest confusion. When a guest becomes upset, no matter what the circumstances, it is best to apologize for the situation, and immediately seek assistance from the Front of House staff.

Volunteers always are considered to be on-duty and should represent CAA in a respectful, tactful, and polite way.

General Service Guidelines

Guest service not only extends to our guests, but also to other staff and volunteers. CAA prides itself on offering excellent guest service as well as developing diverse audiences. Often CAA produces events which highlight different cultures and invites communities into the facility who may be unfamiliar with the theaters.

This also means that there will be many cultures and people within our facilities, who may be unfamiliar to volunteers. ALL guests, regardless of nationality, race, perceived sexual orientation, gender, disability or socio-economic income level are to be offered first class service while inside our buildings, regardless of individual feelings. CAA is intentionally inclusive.

There are three classifications of guest service:

- **Expected Service** is when the guests' basic expectations are met; i.e. giving accurate and complete directions with a smile.
- **Tragic Moment** is when we have guest service failure; i.e. directing someone to the wrong side of the theater for their seats, or ignoring them when in the lobby. Our goal is to avoid these at all costs.
- **Magic Moment** is where we have not only met, but exceeded the guests' expectations; i.e. helping someone who is ill until their family can be with them, or anticipating a need such as where the water fountains are if they need to take a pill. Magic Moments do not have to be large gestures, and in fact are sometimes acts that you might forget, but that the guest will

remember. Our goal is for a positive and memorable experience for all guests. At the very least we want to provide them with expected service and always strive to offer magic moments in our theater so guests enjoy their live theater experience and return again for more.

When a guest comes to you with a question that you do not know the answer to, we encourage our staff to say, "I do not know that answer but let me help you find someone who can help." We would much rather help the guest find the answer rather than declining services or making up an answer.

Remember, you may be the only staff person a guest encounters, and it is imperative that guests take away a positive experience. As a valued representative of CAA your pride in your role as a volunteer enhances the quality of entertainment and service CAA provides. These guidelines are to be followed while volunteering.

Body Language:

- Begin and end every guest interaction with direct eye contact
- Face guests when they are interacting with you
- Smile and sincerely welcome guests to the facility
- Match facial expressions to words (i.e. concern shown when concerned, etc.)
- Exhibit good posture (no slouching, no leaning on railings or walls, no crossed arms)
- Read guests body language as well; note if they are frustrated and respond suitably
- Approach those who look lost or confused and ask "May I help you?"

Appropriate Tone of Voice:

- Should be calm, sincere, and light
- Should offer a suggestion to help, rather than condemnation
- Should never infer disgust, unhappiness, sarcasm
- Should relay to guest that their concerns are being handled seriously, even if volunteer or staff person personally finds the concern superfluous
- Should express concern, respect and attention

Employ Active Listening:

- Face guest and acknowledge what is being said with a head nod, or verbal "okay"
- Restate concerns/comments so that you have understood them correctly
- Offer solutions; if you cannot offer solutions, relay that you will bring the issue to the attention of your supervisor
- Thank the guest for bringing the issue to your attention
- Afterwards, follow up to ensure guest needs are met

If you seek first to understand, it is easier to be understood. A way to do this is to employ active listening. We realize that most of your interactions with guests will not

be long enough to employ all these skills; however, we'd like you to keep these in mind when interacting with anyone at the facilities.

Another way to show respect and authenticity is to employ **T.A.C.T. (Talk After Careful Thinking)**. This allows you to think about what the guest is actually asking, without any other extraneous filters from you or the guest. Once you are sure there are no biases or filters changing how you view the guest or the question asked, then you can answer their question politely and positively.

At the end of each guest encounter, thank the guest for attending. Without the guests, there is no Aronoff Center or Music Hall.

Potential Situations and Solutions

If a guest becomes argumentative or you are unsure how to respond, find your Floor Supervisors. They are typically in their lobby unless working with a guest. If not immediately available, find the Floor Supervisor on the next floor, find an Usher Captain to radio the paid staff or contact a bartender to call for help.

In a time sensitive serious situation (ill guest/security issue) *when no one with a radio or access to a phone is available*, call over the rail to the Event Safety Staff on the marble of the P&G Hall and Music Hall Foyer to get help to you NOW (only time sensitive AND serious situations).

Whenever a guest is injured, or ill, no matter how slightly, it **MUST** be reported immediately to the MOD or Floor Supervisor. **Only the Security Desk staff will call 911** and coordinate emergency responders when necessary, and staff will complete the necessary paperwork afterwards.

Situation	Solution
Guest comes on wrong date/time	Find a Floor Supervisor to assist.
Guest does not like seat or location	Find a Floor Supervisor to assist in reseating if possible.
At curtain, guest is waiting for friends in line at Ticketing Services	Politely offer for the guest to go inside & that you will seat friends when they arrive.
Guest's seat behind large wheelchair or view obstructed	Find a Floor Supervisor to assist in reseating if possible.
Guest unable to access seat due to medical necessity	Find a Floor Supervisor to assist in reseating.

Guest (or guest's child) is loud or disturbing other guests	Politely ask the guest to quiet down; if the guest cannot quiet the child, offer a sensory bag or suggest that they move to the lobby until the child is quiet. If behavior persists, immediately find a Floor Supervisor.
Guests shown to seats and other guests already occupying seats (show has not started)	Double check date/time; then check section, row & seat on both tickets. If both are correct, leave guests at door and find Floor Supervisor immediately; if incorrect, reseat accordingly.
Guests shown to seats and other guests already occupying seats (show has started)	Double check date/time; then check section, row & seat on both tickets. If both are correct, take guests to lobby to find Floor Supervisor immediately; if incorrect, reseat accordingly.
Camera flashes or recording devices noted (some shows allow cameras; MOD will advise when allowed)	Stand close to aisle & get attention of guest to discourage use; if behavior persists, advise Floor Supervisor
Guest comments that theater is too hot or too cold; sound is too loud or too low	Advise guest you will alert staff; relay their concern to Floor Supervisor with location
Guest wants to go backstage to give flowers or note to actor	Offer to take items for them, explaining house policy. Give any items to the Floor Supervisor.
Guest spills drink, gum found on seat, or other maintenance issue noticed (broken seat, light out, etc...)	Notify Floor Supervisor; they will contact housekeeping or engineering to rectify.
Guest enters with baby in arms & only has ticket for one person	Seek Floor Supervisor; guest will need to purchase inexpensive ticket (i.e. last row of balcony) for child & Floor Supervisor can assist.
Guest drapes coat over railing or places concession items on the railing	Politely ask guest to remove items and offer to direct the guest to coat check; explain that it violates fire code.
Guest is on the phone during the show but in the middle of the row	Advise with Floor Supervisor to discuss the best option based on where the guest is located.

Guests with Disabilities

At CAA, we are committed to providing all our guests with a comfortable and enjoyable experience. We also recognize that the key to good guest service is to see the *person* with whom you are interacting and to communicate appropriately.

The Americans with Disability Act (ADA) mandates reasonable accommodations be made for all guests in public facilities. The following guidelines are a resource for you to provide every guest with quality service and attention.

At most performances in the Procter and Gamble Hall and Springer Auditorium, we have a Volunteer Access Ambassador available to assist guests with disabilities. This volunteer is on radio throughout the performance and is stationed at the accessible entrances during the go-in of the performance.

Services CAA provides:

- Accessible Entrances
- Sensory Bags available for check out at Guest Services
- Assisted Listening Devices (ALDs) available for check out at Guest Services
- Single Unit Restrooms as well as accessible stalls in public restrooms
- Volunteer Access Ambassadors-dependent on volunteer availability
- Accessible chairs in designated areas of the theaters

Important to Remember:

- Treat people how they would like to be treated.
- *Offer* to assist first and only *assist with permission*.
- Communicate clearly and straightforwardly.
- See the person who has the disability as a person, not as a disability.
- Speak to the person at their appropriate age level; avoid “talking down.” Treat adults as adults.
- Be patient and considerate. It might take extra time for a person with a disability to respond.
- Ask how you may address the guest whenever possible and speak directly to the individual, not to a companion or an interpreter.
- Introduce yourself, using a normal tone of voice.
- You should ask the guest how to best assist them, as their needs and expectations will be unique.
- If you receive a request for assistance which you cannot fulfill, be polite in explaining why you cannot help.
For instance, volunteers should not assist any guests in using the restrooms.

Persons who use a wheelchair or other mobility assistive device

- Keep in mind hovering around the person and offering unsolicited help indicates the assumption of inability, and most likely will upset the guest. Guests may appear to struggle in your eyes, but are doing fine in theirs.
- Do not take offense if the person declines help, politely or otherwise.
- Leaning or hanging on a person's wheelchair is an invasion of that person's body space as it is an extension of that person.
- Whenever possible, allow a person who uses a wheelchair or crutches to keep them within reach.
- Transfers into or out of a wheelchair are beyond the expectations of CAA volunteers and any requests to do so should be declined politely. You can offer a steady arm for the person to balance themselves with.
- Consider distance, weather conditions, and surfaces such as stairs, curbs, carpeting, or inclines when giving directions.

Persons with hearing loss

- Be flexible in your language. If the person has difficulty understanding you, you may try to rephrase your statement. If the difficulty persists, stop repeating and write it down legibly.
- Face the guests as often as possible and do not cover your face.
- Be a lively speaker. Use facial expressions that match your tone of voice and use moderate gestures and body movements to aid communication.
- Under the ADA, working dogs are allowed in with the guest. Avoid petting the animals unless the guest invites you.
- Sign language interpreters can be requested through the box office when purchasing tickets (must be requested at least one week prior to opening night) or sign out an Assisted Listening Device (see Guest Services day of performance). These services are free.

Persons with low vision or blindness

- Ask if help is required.
- When giving assistance, allow the person to take your arm - do not pull the guest along.
- Be alert to any steps or changes in level as well as obstacles in the path and explain the upcoming changes.
- Be alert to any changes in lighting and explain the changes.
- Use specifics such as *left or right, forward or backward*.
- Under the ADA, working dogs are allowed in the facility with the guest. Avoid petting the animals unless the guest invites you.
- Always walk on the side of the guest, away from the assisting dog.
- Guide the guest to the appropriate seat and place their hand on the arm of the seat.
- Let the person know when you are ending the conversation or moving away.

Persons with communication disabilities

- Give your complete attention to the guest.
- Avoid correcting, finishing sentences, and speaking for the person.

- Allow extra time. Give help when needed.
- Keep your manner encouraging. Maintain a gentle voice and facial expressions.
- Ask questions that require short answers or, when possible, a nod or shake of the head.
- Admit if you have difficulty understanding. Repeat what you *do* understand, then allow the person to repeat the misunderstood portion of the exchange.

Persons with developmental disabilities

- Give your complete attention to the guest.
- *Showing* is more effective than *telling*.
- Tell/show the guest what is *expected* instead of what is not allowed
- Keep your manner encouraging. Maintain a gentle voice and facial expressions.
- Exceptions to the rules should be based on reason and necessity.
- Admit if you have difficulty understanding, and ask questions.
- Repeat what you *do* understand, then allow the person to repeat the misunderstood portion of the exchange.

Volunteer Program Information

The impression a guest receives upon their arrival is key. A thoughtful and respectful staff is one of the more lasting impressions taken away from the CAA event. Attending a performance at the Aronoff Center or Music Hall should carry with it a sense of occasion, a feeling of “going out on the town.” It is the volunteers who make it possible for guests to have a truly enjoyable event.

Volunteer Department Staff

The Volunteer Department acts very much like the Human Resources Department of a large company. There are over 700 volunteers at the Aronoff Center and Music Hall, and a small staff to ensure information and benefits are communicated. One of the many roles this office serves is to make sure your volunteer experience is a positive one. With this in mind, we believe that our volunteers have the following rights:

- adequate orientation
- training and supervision
- courteous treatment from all staff members and other volunteers
- recognition for your service
- feedback regarding your participation
- opportunity to make suggestions

Personal information changes: If you have a change in name, address or phone number, please change this information on www.myvolunteerpage.com, on the My Profile tab and save it. It is important to communicate these changes to us here, as this is our main database. If help is needed in making changes, please contact the Volunteer Office.

Being a Volunteer

We recognize that all volunteers must be well trained before the necessary confidence can be exhibited to achieve good guest service. The usher-training program is incremental, which allows learning to occur over time. CAA Staff provide the information and are available to answer questions, but it is up to the volunteer to make time to learn the information.

All volunteers must complete the training program to be ACTIVE ushers:

Online Application and Digital Information Session

Interested individuals must complete an online application and view the short Information Session video prior to signing up to attend a program orientation.

Interview with Volunteer Manager

Once the interested individual completes their application and views the Information Session, it will be their responsibility to email the Volunteer Managers and set up a 15-20 minute virtual or phone interview.

CAA Program Orientation

Orientations are held throughout the Fall, Winter and early Spring. These orientations offer an overview of the commitment required of an usher, and an in-depth look at the volunteer program. At the conclusion of the orientation, the prospective volunteer can then schedule for Volunteer in Training shifts.

Volunteer In Training (VIT)

The prospective volunteer must complete three events as a Volunteer-In-Training (VIT). A VIT is paired with a training buddy (an experienced volunteer). Upon completion of these three VIT events, volunteers receive an official volunteer name badge and may schedule future events along with the rest of our active volunteers, except for Lottery events until the Emergency Procedure Training is complete.

Facility and Emergency Procedures Training

After completion of the general orientation, we hold a specific training to review evacuation routes, severe weather procedures and different emergency situations. All new volunteers must attend within 3 months of the general orientation date to remain active. Only those who have completed this training are able to work lottery events.

Active volunteers may be asked (or choose) to participate in the following:

1. Refresher training at the beginning of each season (General Orientation)
2. Mid-season training (Emergency Procedures Training)
3. Other trainings as determined by CAA staff (i.e. Disability Etiquette)

Emeritus Program

The Emeritus Program is for volunteers who are no longer active in our system. Volunteers who meet specific criteria and are extended an invitation to participate may remain involved as an Emeritus Volunteer. Only those volunteers who are invited may be designated as Emeritus.

Benefits of the Emeritus Program:

- Invitation to Volunteer Appreciation Party
- Invitation to Volunteer Invited Dress Rehearsals and volunteer social events
- Depending on years of service and lifetime hours logged, a plaque on an armrest in the theater
- Recognition on the Volunteer Year of Service Wall in the Procter & Gamble Hall Lobby

If a Volunteer is interested in joining the Emeritus Program, please contact the Volunteer Department.

Usher Position Description

Position goal: To provide excellent guest service to our guests and visitors while being an ambassador for CAA and promoting its resident companies.

Position responsibilities in performance/event capacity:

- To thoroughly understand emergency procedures and to assist in case of an emergency
- To thoroughly understand the house layout, seating charts and to correctly direct guests
- To carry out duties as assigned per performance or event; including but not limited to program stuffing and distribution, ticket taking, ushering, greeting, directing guests, working in coat-check and assisting guests with special needs
- To be available for guests before, during and after performances and events
- To report any and all problems to the Floor Supervisor

Position requirements:

- Able to work any level of any theater
- Able to be flexible in nightly position assignments
- Able to access computer regularly to schedule shifts
- Able to address guest issues in the theater quickly and effectively

- Able to show enthusiasm for guests, resident companies and for CAA consistently
- Able to offer smiling, welcoming, and accurate service to guests
- Able to work with a broad range of people and show respect for all cultures
- Able to speak and understand English and communicate clearly while instructing guests through theater spaces
- Able to read and follow directions as well as comprehend seating charts and tickets
- Able to work independently or as a team member
- Able to remain calm under pressure and seek help as needed
- Must attend all initial orientation and training sessions
- Able to arrive at call time consistently
- Able to accept constructive criticism
- Interest in performing service to the arts community

Physical demands:

- Ability to stand/be on feet for upwards of 4-5 hours
- Ability to negotiate stairs easily and lead guests down the stairs in the case of a building evacuation
- Comfortable with heights
- Ability to see and read in often dim lighting

Supervised nightly by:

Manager on Duty, Floor Supervisors, Usher Captains and Volunteer Manager

Volunteer Hour Goals

We ask all volunteers to evaluate their commitment to Cincinnati Arts Association yearly and decide which hours goal they would like to participate in. We offer an 85 hour goal (around 2 events per month) as well as a 54 hour goal (around 1 event per month). It is the volunteer's responsibility to communicate which hours goal they will be working towards each season. If not communicated, the Volunteer Department will put you in the 85 hour time goal as a default. Hour goals can be adjusted throughout the season but need to be communicated with the Volunteer Department.

Throughout the season the Volunteer Department may indicate that certain shifts will earn "*Double Hours*." These shifts are determined by what is happening in the downtown area around our facilities or the timing of the shift. All Education related shifts will be offered as "Double Hours," this can include but is not limited to: CAA Presents Education Shows, White Coat Ceremonies, graduations, etc.

Leave of Absence: If you are unable to volunteer for a calendar month or more, you can request a Leave of Absence. The Volunteer Department will determine if a Leave of Absence is necessary based on the amount of time the volunteer will be

out, the total number of hours they have logged in the season up to that point as well as the number of upcoming shifts we have left in the season. It is important to note that a Leave of Absence can be denied and should not be used to earn end of season benefits based on hours logged in the season. A Leave of Absence may be taken for a period between 1-3 months. Volunteers on a Leave of Absence will be placed on Inactive-Short Term status. Please contact the Volunteer Office to be placed on a Leave of Absence as well as to return as an active volunteer.

If you are unable to volunteer for a period longer than six months consecutively you will be placed on “*Inactive-Long Term*” status. To return to active status, volunteers will need to contact the Volunteer Department to plan their return.

The Volunteer Department conducts an audit of volunteer hours and statuses twice a year. Mid-season, all volunteers will receive a progress report of how many hours they have done up to that point as well as at the end of every season. If a Volunteer has been marked inactive for a prolonged period of time without communication as to why, the volunteer account will be archived and the volunteer will need to contact the Volunteer Department to return.

Volunteer Benefits

On top of sharing their passion for the arts by becoming ambassadors for CAA and assisting all communities in enjoying and appreciating the arts, it is our goal to provide the following benefits for volunteers:

- **Weekly Update:** Every Wednesday, the Volunteer Department publishes and emails a weekly update with important information for upcoming events, schedule changes, a weekly review question and more.
- **Monthly Raffle:** Each week in the Weekly Update, the Volunteer Department includes a weekly review question. Volunteers who respond to the weekly review question are then entered into our Monthly Raffle. The more questions you answer, the more chances you have at winning.
- **Discounted Parking:** CAA has multiple discount programs with garages downtown for volunteers to take advantage of during their shift.
- **Volunteer Appreciation Party:** CAA staff and Board of Trustees host an annual volunteer recognition party to honor all the active Aronoff Center for the Arts and Music Hall volunteers as well as Emeritus Volunteers.
- **Invitation to Volunteer Invited Dress Rehearsals:** companies will occasionally invite volunteers to their dress rehearsals—the Volunteer Department will send an email when these are available.
- **Priority Tickets and Ticket Discounts:** Occasionally companies will provide volunteers the opportunity to purchase tickets early or at a discounted rate. The Volunteer Department will send an email with the information for the priority sale

or discount. It is important to note that the Volunteer Department is unable to assist with any ticket purchases. Volunteers will need to contact the Box Office with any questions.

- **Hours Reward System:** Hours over the required 54 or 85 hour goal are rewarded with special tiered perks within a season. A season goes from the first of September through the end of the following August. Perks are awarded at the beginning of the following season.

85 Hour Time Commitment		
Level:	Extra Hours:	Benefits:
BRONZE	20-49 additional hours (105-134 hours logged)	2 Early Event Sign Up Passes
SILVER	50 - 90 additional hours (135-175 hours logged)	2 Early Event Sign Up Passes 2 Free Parking Passes
		1 theater tour either Music Hall or Aronoff Center for 2 (does not include Aronoff backstage)
GOLD	91- 164 additional hours (176-249 hours logged)	2 Early Event Sign Up Passes 4 Free Parking Passes
		1 theater tour either Music Hall or Aronoff Center for 5 (does not include Aronoff backstage)
		2 "Call Ins" or Phone Sign Ups
PLATINUM	165 additional hours (250+ hours logged)	2 Early Event Sign Up Passes 6 Free Parking Passes
		1 theater tour either Music Hall or Aronoff Center for 5 (does not include Aronoff backstage)
		4 "Call Ins" or Phone Sign Ups
		1 Entry into the end of Season Viewing Suite Raffle at Aronoff Center 2 different winners will receive 4 tickets to a select performance

54 Hour Time Commitment		
Level:	Extra Hours:	Benefits:
Green	20-49 additional hours (74-103 hours logged)	2 Early Event Sign Up Passes

**If you find yourself logging more than this when committing to 54 hours a season, reach out to the Volunteer Department to switch to 85 hours a season*

Cincinnati Arts Association uses Better Impact as its volunteer database to track all Volunteers. When you applied to be a Volunteer you created your account. This software is where Volunteers do all their scheduling, communicating and updates of personal information.

Information that is mandatory for all volunteers to have in their account to ensure they are receiving information from the Volunteer Department:

- First and last name
- Email address
- Phone number
- Home address
- Birthday, with the year

In the case of an emergency, it is mandatory that all volunteers have the following information in their profile:

- Emergency Contact
 - First and last name
 - Relation to the volunteer

- Phone number
- Profile Photo
 - This photo should be of the volunteer only from the shoulders up
 - The volunteer can select for this photo to be public for other volunteers to see when signing up for shifts or remain private so only the volunteer on the account and the Volunteer Department can view.

All volunteer information is kept private, we will never share your private information.

Volunteer Performance

Throughout the season, Floor Supervisors, the Manager on Duty and Volunteer Managers may review volunteer's performance with them. During reviews, feedback will be given in the moment with the volunteer as well as documented for the volunteer's personal file. The Volunteer Office checks all volunteer activity records, and evaluations. If a volunteer would like to review their file, they can contact the Volunteer Department.

Volunteer Feedback: Staff is aware that we cannot see every good or questionable act. Volunteers are welcome to share their experience with the Volunteer Managers by email. When giving feedback, it is important to include names, locations, specific actions, and any witnesses when possible.

Volunteer Calendar

- All volunteers receive a digital calendar of events that is three months out and is subject to change. The link to find the calendar can be found in the Weekly Update sent on Wednesdays or here: www.tinyurl.com/CAAcalendar
- Weekly updates are emailed to let volunteers know of any changes to the events calendar or irregular event posting dates.

Event Postings

- All postings will occur at 12pm, noon, unless otherwise specified by the Volunteer Department.
- All postings will occur on weekdays. There will be no postings on the weekend, major holidays, or days with matinees.
- Aronoff Usher Captain and Access Ambassador shifts will post at 12pm, noon, the first Tuesday of the month and be three months out (September shifts will post the first Tuesday of June).

- Aronoff Guest Service shifts will post at 12pm, noon, the first Tuesday of the month for the upcoming shifts (October shifts will post the first Tuesday of the month).
- Music Hall Ushering Events will post at 12pm, noon, the first Wednesday of the month for the upcoming month (October shifts will post the first Wednesday of September).
- Aronoff Ushering Events will post at 12pm, noon, the first Thursday of the month for the upcoming month (October shifts will post the first Thursday of September).

Event Types & Scheduling

Typical/Standard Events:

- All events will be available on www.MyVolunteerPage.com.
- Volunteers will receive a 4 hour minimum for these shifts. If a shift goes over 4 hours, the appropriate amount of time will be logged.
- Sign Up Process:
 - Log into your volunteer account
 - Look under the “Opportunities” tab and select calendar view or list view
 - Select the opportunity you are interested in
 - Check the date and time of the event and compare with your personal schedule to make sure it aligns with your calendar
 - Click “sign up”
 - After you have signed up, the shift will appear in your “Schedule” tab
 - No later than 10 days before your shift, you must confirm that you will be there by clicking “confirm” under the “Schedule” tab.
 - If you do not confirm by 10 days, the Volunteer Department will remove the shift from your schedule and open it up to other interested volunteers.
- In order to accommodate all 700 volunteers, we ask that volunteers only sign up for one event per show run for the first week that it has posted. Multiple sign-ups for a show within the first week of posting will be removed at the discretion of the Volunteer Department. After one week of being posted, volunteers may sign up for as many shifts per show as they would like.
- Volunteers must have completed their New Volunteer Orientation and Volunteer in Training shifts to complete these shifts.

Double Hour Events:

- These events are determined by the Volunteer Department depending on different events happening in the city that could affect our locations as well as timing.
- All Education related events such as, but not limited to: graduations, white coat ceremonies, CAA Presented Education Shows will be logged as double hours

- The sign up process is the same as typical/standard events.
- Volunteers must have completed their New Volunteer Orientation and Volunteer in Training shifts to complete these shifts.

Lottery Events:

- These events are typically very popular limited engagements in the Procter & Gamble Hall, Springer Auditorium and Jarson-Kaplan Theater. While Lottery Events in the Fifth Third Bank Theater, Wilks Studio and Music Hall Ballroom are rare, they can happen and will be at the discretion of the Volunteer Department.
- While there is no limit to the number of Lottery Events you can sign up for and be selected for, the Volunteer Department does track the amount of events you have done.
- Sign Up Process:
 - o Events will post with the rest of the month's events
 - o Volunteers will "sign up" for the lottery when it posts but will not see the event listed under their "Schedule" tab.
 - o Three weeks before the event, the Volunteer Department will randomly select the number of volunteers needed for the event, email the selected volunteers with a deadline to confirm their shift.
 - o If you can no longer work the event or are not interested in volunteering after being selected, decline the shift. Do not look for a sub as the Volunteer Department will fill the open spot with another volunteer who has entered the lottery.
 - o Once the deadline to confirm the shift has passed, the Volunteer Department will delete unconfirmed shifts and start the process again to fill the remaining spots. This process will continue until all spots are filled.
 - o Buddies: If you volunteer with another person, "buddy," you must alert the Volunteer Department at the time of signing up that you would like to be paired together for the selection process. Volunteers who do not communicate they would like to work together before the lottery has been selected will not be guaranteed a spot for both parties. The Volunteer Department limits the number of "buddies" on a shift to 5 for all Procter & Gamble Hall and Springer Auditorium events and 1 pair for Jarson-Kaplan events.
 - o If something comes up last minute and you are unable to make your shift, follow the process for finding a sub.
- Volunteers must have completed their New Volunteer Orientation, Volunteer in Training shifts as well as the Emergency Procedures Training that the Lottery Event is taking place in.

Bring a Friend Events

Occasionally, we offer Bring a Friend Events where a trained volunteer can bring a friend to their shift. These shifts serve as a recruitment method for the Volunteer Department and are typically very popular. If we are having a Bring a Friend Event, the Volunteer Department will alert the Volunteers in the Weekly Update on what the

event is as well as the approved dates and showtimes. Not every performance is a Bring a Friend and it is imperative that you reserve a spot with the Volunteer Department as the spots are limited. In order for a volunteer to Bring a Friend, the following criteria must be met:

- Volunteer must have completed their Volunteer in Training shifts at the building the Bring a Friend Event is happening.
- Volunteer must be in good and active standing
- Volunteer must be able to attend the training and shift with the “friend”
 - The training shift will start a half hour before the scheduled time for trained volunteers
- The “friend” must be over the age of 16
- The “friend” must be in the proper volunteer uniform, following all the same requirements of a volunteer
 - The Volunteer Department will have vests, ties and nametags for “friends” to borrow
- The “friend” must read and sign the Theater Etiquette form as well as the Media Authorization and Liability form
- The “friend” must adhere to all volunteer rules and policies while onsite for their shift

Those who have not confirmed 10 days prior to the event date for which they are scheduled will be removed (i.e. on the 5th unconfirmed ushers will be removed for the 15th)

Volunteers are responsible for creating their schedule and checking the website, especially prior to coming downtown, for correct arrival times, scheduled events and available events. *The office will not schedule any usher over the phone.*

Back Up List

If there are no available spaces on an event, don't give up. You can:

1. Mark yourself as “add me to the backup list” in the box on the top left of each event dates/times page. The office will email those marked usher's first for cancellations.
2. Check the schedule on www.myvolunteerpage.com regularly. If someone declines the event, you may be able to pick up opened shifts.
3. Shifts may open up all the time, and most likely 10 days before the event shift.

When signing-up for events, remember that only active, fully qualified volunteers may volunteer at performances. There may be times when your qualification levels are lowered, depending on your communication and activity level.

Early Scheduling

The Volunteer Department does have rewards for Volunteers who go above and beyond the call of duty and some of them involve early sign ups.

Early Event Sign Up Passes can be earned through end of season hour benefits as well as other ways the Volunteer Department communicates. An Early Event Sign Up Pass allows volunteers to schedule and confirm for any event, provided the following are met:

- The Volunteer Department receives the pass at least 1 weekday before the event is posted
- The pass is received before the pass expiration date, listed at the bottom of the pass
- The pass is received no earlier than four (4) months prior to an event posting
- The event is not already filled with early sign ups

Some general guidelines to using Early Event Sign Up Passes

- If used for a Lottery event, the pass guarantees a confirmed spot for the shift. When the event is posted, it will show as confirmed in your schedule.
- Passes can be scanned and emailed or mailed to the Volunteer Department. The pass must be completely filled out in order to be used.
- Once a volunteer receives an Early Event Sign Up Pass, the volunteer is responsible for keeping track of the pass. **Requests for replacements of lost passes will not be honored.**
- If a volunteer cancels the event for any reason, the Early Event Sign Up Pass will not be returned.

Call Ins are like Early Event Sign Up Passes but you do not have to wait for the 4 months prior to posting time to use the early sign up. The timing of using the call-in is up to the individual. To use the call-in, the volunteer will either call or email the Volunteer Department and communicate the show and time you would like to use the early sign up for. Remain aware that some events fill quickly with any early sign ups and call-ins do not supersede, but fall within, scheduling procedures. These sign ups do expire on the last day of the season (August 31st).

The Volunteer Department does limit the amount of early sign ups that can be used for each event depending on the theater.

- Procter & Gamble Hall: 20 maximum
- Springer Auditorium: 20 maximum
- Jarson-Kaplan Theater: 5 maximum
- Fifth Third Bank Theater: 2 maximum
- Wilks Studio: 2 maximum

Usher Schedule Changes

We understand that there are times when volunteers cannot make a shift they are scheduled for. If you have confirmed your shift, we are expecting you to be at the shift. If something comes up and you cannot do the shift, follow the instructions to find a sub.

Instructions for Finding a Sub:

1. Log into Better Impact.
2. Go to the “Contact” tab.
3. Send an email to the “CAA Volunteer Sub Requests (Cincinnati Arts Association)” group.
 - a. In the subject of the email put: “Sub Needed <date>”
 - b. In the message of the email put a message similar to: Hello everyone, I am looking for a sub to cover my shift at the <shift location> on <insert date> for <show name> with a call time of 6pm. If you are available, please contact me through email at <insert your email> or by text at <insert your number here>.
4. Wait for responses and confirm with someone that they will take your shift
5. Alert the group that you have found a sub by sending another email with a message like: <Hello, I have found a sub for <insert show name> on <date and time>, thanks to <insert name of person taking your place>.
6. Call the sub line for the appropriate building and let them know of the schedule change.

Phone numbers to communicate schedule changes:

Aronoff: 513.977.4117 ext. 4

Music Hall: 513.744.3417

Changes to schedules must be called in, email changes will not be accepted.

Volunteers should not use the email function to look for or “fish” for spots on shifts that they did not get a spot on. Volunteers found abusing the sub email will be removed from the sub group.

No Shows and Cancellations

The Volunteer Department monitors the call-offs and no shows that a volunteer does throughout the season. If the Volunteer Department sees a pattern and the number is excessive the volunteer will be contacted to discuss attendance and next steps could include only being able to “day of” sign ups or a break from the program until the timing works better for both parties schedules.

Arriving for Your Shift

CAA could not possibly function without a Front of House volunteer staff. Thank you in advance for your promptness and courtesy.

All volunteers must arrive *and* “check in” no later than the time stated on the “start time” on www.myvolunteerpage.com for the given event. The arrival time varies for each event but is usually 1 - 1 ½ hours before curtain. Volunteer check-in will begin 30 minutes before the “start time” of the shift. Volunteers will not be able to access the facility and Volunteer areas before check-in time has started. The MOD meeting starts within 5-minutes of your stated call time and imparts critical information you must retain to assist guests accurately; it is fundamental that you be on time to participate in the meeting. If you have arrived after the “check-in” time, the MOD has the authority to send you home.

Arrival times are set based on pre-performance needs to allow volunteers ample time to:

- Receive specific instructions about the evenings’ events within the facility
- Participate in stuffing programs
- Become familiar with floors and assigned positions (reviewing seating layout as well as emergency exits)
- Perimeter typically opens one hour prior to curtain and volunteers must be in position

If you are going to be late, it is important that you notify the volunteer information line as soon as possible so that we know to expect you. Please leave your first and last name as well as cell phone number so we may return your call. If you have not called and arrive late, you may be unable to work.

Aronoff Center: 513-977-4117 ext 4 or **Music Hall:** 513-744-3417

Please keep in mind the Front of House Staff reserves the right not to accept a volunteer who arrives late.

Volunteer Uniform Requirements

It is very important to note that there is never an exception to this dress code. If you need to make accommodations, you must contact the Volunteer Department before your shift. If you arrive for your shift without the proper attire, you may be dismissed from the shift.

Provided by Volunteer:

- Solid deep black dress pants or skirt.
*Not permitted: Jeans, anything with rivets or exposed zippers, cargo pants, leggings, athletic wear, leather material, capri pants, shorts, skorts.
Skirts should come to the top of the knee or longer*
- Volunteers may choose to wear a belt, all belts must be solid black or brown
- Solid bright white collared dress shirt or blouse.

Must button to the collar to accommodate a traditional men's style tie. It must be ironed and worn tucked in. Sleeves may be short, three-quarter, or long but must cover the armpits (no sleeveless). Shirts must be free of any colored detailing. A white turtleneck or t-shirt may be worn underneath.

Not permitted: Polo-style shirt

- Volunteers may choose to wear a solid black sweater, cardigan, or blazer for warmth
- Solid Black shoes.

Must be free of any colored detailing, including the stitching, laces, and sole.

Must be safe on steps and standing for long periods of time

Not permitted: Open-toed shoes, open-back or sling-back shoes, classic Croc-style clog with holes.

Volunteers may choose to wear socks/hosiery that should be solid black/white/skin-toned.

- Watches or Smart watches are acceptable, provided they are on silent and reduced screen brightness.
- Up to 3 pins may be worn, in addition to the name badge.
Pins must be CAA or arts-related, like the pins associated with Broadway shows or resident companies, or the years of service stars. American flag pins are permitted.

Provided by CAA:

- Black Vest: CAA will provide a black vest to all volunteers after their orientation date. These vests must be kept clean, ironed and tidy. An additional vest can be purchased through the Volunteer Department.
- A green zipper tie must be worn at all times.
The tie should go under the collar of the shirt and be worn close to the neck.
- A CAA name badge with your first name must be worn at all times. If lost, a replacement badge can be purchased from the Volunteer department.
- A single bulb flashlight that is pocket-sized and bright enough to see in the dark theater.

It should only be used when escorting guests in the theater, or in case of emergencies. The beam should always be pointed to the floor and never pointed at the stage or in the face of guests. It should not be used to read programs or watches.

Multiple-bulb flashlights are not permitted.

- Pronoun Pins: all volunteers are encouraged to wear a pronoun pin with your preferred pronouns next to your CAA issued nametag.
The Volunteer Department has pronoun pins available for all volunteers. These pins do not count toward the three pin maximum.

Grooming:

- Hair should be neat and tasteful.
- Clothing should be professional looking: neat, ironed/pressed, tucked in

- Perfume can be problematic for guests, staff and other volunteers and should be kept to a minimum.
- Makeup and jewelry should be professional and subtle.
- Facial piercings are limited to no more than one.
- If tattoos are visible, must be non-offensive. No face tattoos are permitted.
- Good general hygiene is required.

Prohibited Items:

- Fanny packs or bags
- Hats or bandanas
- Sunglasses
- Pins or buttons unrelated to CAA/the arts
- Opera glasses/binoculars
- Barrel flashlights with 7-9 LED bulbs
- Exterior hanging keychains
- Food or beverage
- Gum

Volunteer Electronic Device Policy

Electronic Devices:

To maintain the highest awareness of guest needs and to model excellent theater etiquette for our guests, volunteers are prohibited from using any personal electronic devices while on shift during performance or events. Volunteers are permitted to stow their personal cell phones on their person, as long as no portion of the phone is in view (I.e., cannot be sticking out of vest pocket, back pocket, etc.) Volunteers should be intentional in checking their electronic devices while in the Volunteer Workroom prior to the preshow MOD (Manager on Duty) meeting, setting them to Do Not Disturb or off—vibrate mode is not permitted, cell phones must be set to complete silent mode. If volunteers are found to be using their electronic devices or have them out in view while on the floor, they will immediately be sent home without exception. Any disruption to the show or guest experience caused by electronic devices is grounds for dismissal from the volunteer program in its entirety. Smartwatches are permitted to be worn while on the floor if they are set to Do Not Disturb, including the screen being dimmed while worn.

*Electronic devices include but are not limited to cell phones, iPads, Kindles, laptops, headphones or earbuds, video games.

Family Contacting Volunteers:

Recognizing that family members or caregivers may have to call volunteers when they usher a performance or event, volunteers may share the security number with family or caregivers: **AC**: 513-977-4128 and **MH**: 513 744-3336. This can be called when the volunteer is required by family and they request the volunteer by name sharing that they are a volunteer. Security will contact the Floor Supervisors who will then find the usher receiving the call.

FACILITY RULES FOR VOLUNTEERS

Smoking:

No smoking of any kind is permitted in CAA facilities unless as a part of a theatrical production.

Drinking and Eating:

The volunteer workroom, and/or drinking fountains are the only place volunteers are allowed beverages.

- Alcohol, bars, and concessions in the lobbies are for guests only.
- Alcohol consumption and being under the influence while volunteering is grounds for immediate dismissal.

Volunteers may bring food prior to the MOD meeting or use the vending machine in the area to eat in the volunteer workroom. This is the only place a volunteer is permitted to eat anything, unless the Floor Supervisor has relayed special circumstances about the event.

- Gum chewing is prohibited.

Weapons:

Weapons of any kind are not permitted. This includes concealed carry when volunteering.

Breaks:

If you must take a break (less than 10 minutes) please inform your supervisor, and have another volunteer cover your position for you.

Restrooms:

At the Aronoff Center, restrooms are available to volunteers prior to the MOD meeting near the Jarson Kaplan on the street level. At Music Hall, restrooms are found in the back of the office and to be used pre/post show. Once up on the floor, volunteers must be in place to allow the perimeter to open on time. If a break is needed, volunteers must ensure their position is covered by another volunteer or Floor Supervisor before leaving for the restroom. Volunteers should avoid high traffic times (pre-show and intermission) and wait until all guests are finished using the facilities and avoid standing in line with guests.

Merchandise

Volunteers are welcome to purchase merchandise from the show vendors. However, each vendor and show operate differently and that is something we have no control over. There are some basic parameters which must be followed.

When a volunteer is actively serving during a performance they may make purchases at the time that the Manager on Duty will specify at the beginning of the evening. Discounts are only offered at certain times. It is important to only make purchases when the Manager on Duty has specified.

Guests purchasing merchandise should always go before CAA staff and volunteers.

Visitor Policy:

Friends or relatives will need a ticket to attend a performance and can only be in guest approved spaces.

Performance Attendance:

Volunteers must have a ticket to see a show, unless ushering. "Sneaking in" to a performance is grounds for immediate dismissal.

Access:

Volunteers are welcome in all areas of Front of House and the volunteer area. However, the following areas are off limits to volunteers and guests: all stages, backstage areas, dressing rooms, backstage corridors, and production offices. Being in an unauthorized location is grounds for immediate dismissal.

Tips:

Tips are graciously accepted from guests and are expected to be turned into the Floor Supervisor. Tip money goes into the volunteer party fund.

Solicitation Policy:

CAA volunteers are prohibited from distributing literature or written material of any kind, other than materials authorized by CAA. Unauthorized solicitation is prohibited.

Respect:

CAA involves volunteers and serves guests inclusive of many different communities, gender expressions and cultures. Therefore, a respectful tone, attitude and choice of words should be extended to all volunteers, staff and guests, regardless of personal opinions. Comments made by any member of the Front of House staff which are interpreted in a negative manner will not be tolerated.

Volunteer Dismissal Policy

Dismissal of a volunteer will occur only as a last result and will generally take place following progressive disciplinary actions where possible. Immediate dismissal of a Volunteer may occur in serious cases and is within the discretion of the Volunteer Department.

Grounds for volunteer dismissal may include, but are not limited to the following:

- Failure to abide by organizational policies and procedures
- Gross misconduct
- Theft of property or misuse of CAA equipment or materials as well as accessing restricted areas such as backstage, on stage or off limits corridors
- Disrupting performances/events
- Being under the influence of illegal drugs or alcohol while performing volunteer duties
- Failing to perform volunteer duties as agreed
- Breach of confidentiality or intentionally spreading misinformation
- Behavior or communication that intentionally disrupts daily operations
- Being verbally or physically aggressive or disrespectful to other volunteers, staff or guests
- Imposing personal, religious or political views on others as well as telling sexist, racial, ethnic jokes or slurs
- Repeated violation of volunteer policies/procedures

As a general rule, CAA expects each staff member and volunteer to act in a mature and responsible manner at all times. However, to avoid any possible confusion, some of the more obvious unacceptable behaviors are noted below.

- Leaving the facility early without being released by a supervisor
- Spreading rumors and/or malicious gossip; engaging in behavior designed to create discord and lack of harmony
- Observed or reported rudeness or disrespect to anyone on CAA property
- Excessive late arrivals or no-shows
- Leaving assigned position or failing to be at assigned position
- Presenting self unprofessionally in manner, dress or attitude

The Volunteer Department will investigate and document all performance concerns and incidents which may serve as grounds for dismissal. Volunteers may be offered the opportunity to meet with the Volunteer Department to provide the Volunteer's account of the incident or perspective on the situation.

Where appropriate, the following action may occur and will always be documented:

- Verbal warning
- Written warning
- Suspension
- Dismissal

All parties of the Volunteer Department up to the President/CEO may dismiss a volunteer (acting as Volunteer Manager in the absence of the Volunteer Department).

A formal notice of dismissal will be sent to the Volunteer following the dismissal via mail or email.

General Emergency Information

Our volunteers are trained in emergency procedures and the leaders in evacuations. Guest, Staff and Volunteer safety is a top priority at CAA. Specific Emergency Information for each building can be found in the building specific manuals.

Injuries and Accidents

In case of an accident, or serious illness, see to the guest's immediate safety first. Make sure that the guest is not in danger of being trampled by other persons, or in danger of causing further injury to themselves or others. Then get, or send for, a Floor Supervisor or the MOD.

Your Floor Supervisor is typically in the lobby of your floor. If they are assisting another guest and are not easily found in the lobby, you have three options:

1. Go to another floor to find Floor Supervisor or Usher Captain with a radio to get immediate help on your floor
2. Have the bartender on your floor call Security to get the Floor Supervisor and other staff to you.
3. In a time sensitive serious situation (ill guest/security issue) *when no one with a radio or access to a phone is available*, call over the rail to the Event Safety Staff on the marble of the P&G Hall or the foyer in Music Hall to get help to you NOW (only time sensitive AND medically serious situations).

Make sure everyone is clear that help is needed immediately for an ill guest.

Whenever a guest is injured, or ill, no matter how slightly, it **must** be reported immediately to the MOD or floor supervisor. **Only the Security Desk staff will call 911** and coordinate emergency responders when necessary, and staff will complete the necessary paperwork afterwards.

HOW TO READ TICKETS

Certain events will not be scanned. Correctly reading the ticket and properly directing the guest is an important part of the job of all front of house staff.

Important information on a ticket (please note ticket colors & stock will change periodically)

1. **EVENT NAME.** This is located in the middle of the ticket. Make sure the event name corresponds with the event name that you are working.

2. **EVENT DATE/TIME,** located at the bottom of the ticket. It is listed by day, month, date, and year. Time of event is listed closely after the date.

You may encounter some guests who come to the right event on the wrong date. And because we have three theaters in operation at the Aronoff Center, as well as Springer Auditorium at Music Hall, some will come on the right date but to the wrong theater. Please make sure that you are checking all the information on the ticket.

Once you've confirmed the right NAME and DATE/TIME, direct them to enter the theater and to their seats (refer to House Maps for Specific Locations)

A. **SECTION name** refers to the level of the theater.

- a. The section name is located on the top line of each ticket.
- b. The large theaters have different section names:
Procter & Gamble Hall: orchestra, loge, balcony, & boxes on all three levels
Springer Auditorium: orchestra (terrace- rear of orchestra), balcony, and gallery
Jarson-Kaplan Theater: orchestra, balcony 1, balcony 2, & boxes on all three levels
5/3 Bank Theater: Seating is general on one level; there are no sections.

B. **ROW letter** refers to the rows of seats in the theater.

- a. Located directly after the section name on the top line of each ticket.
- b. Row letter tells how far from the stage a guests' seat will be
- c. All theaters skip row I but run consecutively otherwise.
Springer Auditorium: orchestra begins with AA and runs through Y, balcony & gallery begin with row A and run consecutively.
Procter & Gamble Hall: orchestra begins with AA and runs through Z, Loge & balcony begin with row A and run consecutively.
Jarson-Kaplan Theater: all three levels begin with row A, boxes are AA-EE on both sides of theater and will be listed R Box AA 2 or as L Box AA 2.
5/3 Bank Theater: Seating is general with no labeled rows.

C. **SEAT number**

- a. The seat number is located directly after the row letter on the top line of each ticket.
- b. The seats read from house left to house right, as you face the stage.

Springer Auditorium: starts with 101, after an aisle break re-starts with 201, another aisle break re-starts with 301. Box seats located on the South (101 and on) and North (301 and on) sides of the Orchestra. The Balcony and Gallery levels begin with 101 and continue with sections/aisle breaks between 201, 301, 401, 501, 601 through 701.

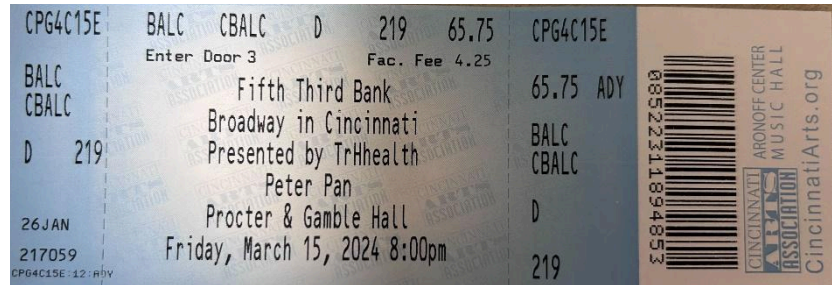
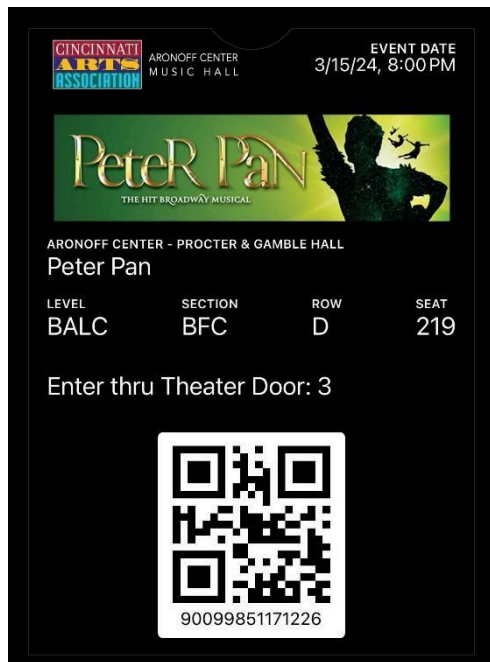
Procter & Gamble Hall: starts with 101, after an aisle break re-starts with 201, another aisle break re-starts with 301. Continuous rows with no aisles breaks are numbered continuously from 101. Box seats are numbered 1-4.

Jarson-Kaplan Theater: starts with 1 in all rows, box seats numbered 1-10.

5/3 Bank Theater: Seating is general with no seat numbers.

Guests appreciate and expect a confident answer when they have questions about finding their way. Good guest service means knowing how to quickly and correctly read a ticket and direct guests accordingly.

Ticket Examples:



Theater Term Glossary

There are many terms that are used in the theater that seem foreign to many new volunteers. Here's a list of some of the most commonly used terms to help you acclimate to the language of the theater:

Backstage: the area behind and to either side of the stage, not visible to the audience. Backstage includes all technical areas, dressing rooms, hallways and performance-related areas.

Curtain: The time at which a performance is scheduled to begin.

Floor Supervisor: The paid staff representative(s) of CAA who supervises the activities of the volunteers during performances; there is typically one per floor.

Front of House: All public areas outside the performance hall, including lobbies, ticket office, restrooms, concession areas, etc..

Guest: Any visitor, with a ticket or not, within our facility (our home).

Hold: Delay in the curtain time, because the lobby is still full of guests, or the company needs to hold back the original curtain time.

Hold on the House: Delay in opening the house for guest seating.

House: The area inside the performance hall that includes all audience seating areas between the doors and the front edge of the stage.

House Directions: when in the House, looking at the stage, your left is **House Left (HL)** and your right is **House Right (HR)**.

House Staff: House Manager, Manager on Duty (MOD), Floor Supervisors and volunteers.

Manager on Duty (MOD): The Cincinnati Arts Association representative on duty and person responsible for all Front of House (FOH) activities in any part of the building.

Opening House: Opening the doors of the theater to allow the audience members to take their seats.

Perimeter: The invisible barrier the ticket takers create, preventing guests from entering the lobbies; this does not include the house.

Production Company: The company which presents the performance within the theater (Cincinnati Ballet, Contemporary Dance Theater). Cast, crew, props, wardrobe are already created, staged and rehearsed elsewhere and brought to our theaters.

Seating Hold/Late Seat Hold: occurs at the beginning of the performance (usually) as dictated by the company producing the show. Front of House Staff is not allowed to admit anyone (staff, volunteers or guests) into the house or allow them to leave

during seating holds. This means the Front of House staff cannot open or close doors during seating holds, at any time.

Stage Directions: Directions from the performer's perspective, standing on stage and facing the house. **Stage Left** is the performer's left and **Stage Right** is the performer's right. *Downstage* is moving toward the audience and *Upstage* is moving away from the audience.

Stagehands: The backstage crew who do all the technical work on a production (lighting, sound, sets, props and wardrobe). All stagehands are members of the International Alliance of Theatrical Stage Employees Union (I.A.T.S.E.).

Stage Manager: The person responsible for communication and coordination of all backstage and onstage activities during rehearsal and performance times. Typically travels with the show.

Will Call: Tickets which are held at the ticket office for guests who have already paid for them.