



Volunteer Friends of the Chandler Center for the Arts Usher Handbook

Important Contact Information



480-782-2685 Landline ONLY

NO TEXT MSGS RECEIVED



volunteer@CCA.ChandlerAz.gov

Volunteer Login

<https://www.chandlercenter.org/support-us/volunteer>

Volgistics Username (email): _____

Volgistics Password: _____

Vic Touch PIN (last 4 to 6 digits of cell number): _____

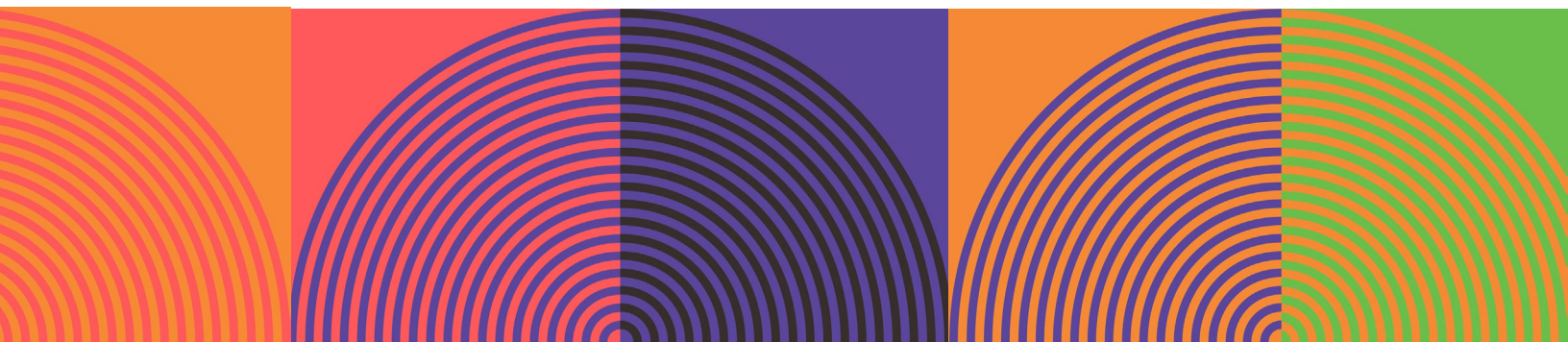


TABLE OF CONTENTS

Volunteer Usher Timeline	2
Information for All Volunteer Posts	3
Volunteer Usher Posts	4
Volunteering In-Depth	7
Steering Committee	15
General House Rules	17
Health, Safety, & Emergency Procedures	19
About Chandler Center for the Arts	21
Ticket Examples	23
General Map/Theater Layout	24

Updated: 09/10/26

VOLUNTEER USHER TIMELINE

If you are sick or feeling sick, please stay home.

Call the volunteer hotline 480-782-2685 or email Volunteer@CCA.ChandlerAZ.gov

Arrive at your scheduled call time in uniform with a flashlight and pen

Please do not arrive more than 15 minutes before your scheduled call time.

Clock Into Volgistics at the Front of House desk

We have a locking cabinet in which you can put your belongings, though we encourage you to bring minimal personal items.

Pick up a briefing sheet and review

Briefing sheet will include your position for the event along with event details.

Find your fellow volunteers who will be working the same section as you and sit or stand with them. The briefing will be in the south foyer unless otherwise noted.

During briefing, please listen, then ask questions.

The Patron Services Coordinator or House Manager will review the briefing sheet in person. We will announce any updates during this time. There is a section on the briefing sheet to document information if there is an incident in your area.

Following our briefing, stop by the Front of House desk to pick up any items you may need for your position. This might include door stops, "S" hooks, ticket scanner or clicker, evacuation flags, etc.

The time between public doors opening and house doors opening

You must be at your assigned location. Portal ushers be outside your doors.

If you need a break, just let your portal lead usher or Patron Services staff know.

During your shift and event, be kind and be alert

You are representing the values and character of Chandler Center for the Arts and the City of Chandler. Please be welcoming, courteous, and respectful to patrons, volunteers, visiting artists, and staff. Offer helpful suggestions rather than criticisms or corrections to fellow volunteers. If you have a question or concern about a procedure or another volunteer, speak to the Patron Services Coordinator.

- Is it a safety issue - Don't make assumptions - Is it in the Handbook

20-minute late seating period

Depending on the needs of the event, ALL portal and aisle ushers come out of the house to assist late patrons before proceeding to evacuation duty (*including B9*) or to watch the event. Portal usher acts as team leader and greeter, with aisle ushers assisting to seat latecomers. Late patrons may arrive at any time. Be ready to assist late patrons whether you are on evacuation or watching the event. Ushers in the foyer are the first point of contact. Be aware. Be available. Be helpful.

VOLUNTEER USHER TIMELINE

End of event

Depending on the needs of the event, portal and aisle ushers come out of the house (*unless you are assigned to the pod-split trip hazard area*) until no patrons are in your area of responsibility. Then go back in to look for any lost items. Return any found items and supplies you needed for your shift (door stops, "S" hooks, evacuation flags, ticket scanners, etc.) to the Front of House desk.

Sign out of Volgistics.

INFORMATON FOR ALL VOLUNTEER POSTS

Front of House/ Patron Services Staff

The Front of House/ Patron Services Staff includes the Patron Services Coordinator, Lead House Manager, and Assistant House Managers. Staff set up the house, foyer and signage for events. They are busy getting everything ready for the event and may be making last-minute changes as you arrive. Please do not rearrange seating or signage unless instructed by staff to do so.

To contact staff before an event, please call the Front of House desk at 480-782-2685 (landline only, no text messages) or email Volunteer@CCA.ChandlerAZ.gov . Do not call or text staff members' personal cell phone numbers regarding event concerns, unless they have given permission to do so.

If you need to reach a member of staff during an event, please call the Front of House desk. Or you may ask your portal lead usher to get their attention using the evacuation flag. If you need to speak to a member of staff in person during an event, please let your portal lead usher know that you need to leave your post temporarily.

ALL Usher Positions

- On the job training will be offered at each event for all posts. If at any time you feel you cannot handle a situation on your own, please notify Patron Services staff.
- Do not switch positions, including evacuation, unless approved by House Manager
- Help where needed to get patrons seated as quickly as possible
- Be visible at your assigned position
- Check all tickets in a group, as patrons may have seats in more than one row or section
- At intermission and end of event, return to your original post unless you have been assigned to a secondary position that prohibits you from doing so

VOLUNTEER USHER POSTS

Exterior Door Ticket Ushers (*primary option for limited mobility volunteers*)

- Must be confident using ticket scanner & interfacing with patrons
- Stand at foyer doors while on duty unless you have medical restrictions or it is after the late seating period
- Greet the patrons
- Clicker counters will be used for non-ticketed or non-scanned events
- Direct patrons to Box Office (*exterior window, not through foyer*) if there are ticket scanning issues you are unable to resolve (*no bar code, unable to scan, potential screenshot, etc.*)
- Check for correct date, time, performance and venue on ticket
- Direct patrons to correct portal
 - Consider where the patron will be sitting after the event has started
 - Late patrons with tickets marked as Portal F may be sent to Portal B if they are not ADA patrons and have seats on house left
- Direct patrons without tickets to the Box Office
- Direct unidentified client or client representatives to Front of House desk
- At least one usher must stay at the front doors through intermission to assist latecomers, unless otherwise notified
- Close doors after late seating period and check that doors are secured
- Ticket takers return to front and north doors at intermission and at the end of the event to watch for alcohol and/ or to let patrons back into the foyer
- There are 4 types of tickets: 2 Card stock (bar code or tap) and 2 Mobile (bar code or tap)
- If mobile tickets will not scan or do not show a bar code, tap the ticket icon at the top right corner of the patron's phone to refresh
- Special Ticket Situations:
 - Use a Lap Pass for children under age 3 who do not have a ticket, **ONLY** when indicated on the briefing sheet for that specific event. You may use the same lap pass for multiple scans during the same event
 - Lap pass children must sit in the parent's lap (*not in a seat or booster seat*) and their car seat must be checked at FOH desk
 - General Admission (GA) events do not have reserved seats
 - May be ticketed or non-ticketed
 - Patrons may sit anywhere, provided those seats are not marked as reserved

VOLUNTEER USHER POSTS

Portal Door/ Evacuation Usher

- Must be able to use stairs and be comfortable moving around in the dark
- Collect door stops, “S” hooks (Portal C only) and evacuation flags before going to Portals
- Be outside your Portal doors at base of steps following briefing and before the Foyer opens. On occasion, the foyer opens early, so please be ready.
- Open/ Close portal doors as directed by Front of House staff
- Direct patrons to proper aisle
- Open doors and remain at post at intermission and end of event
- Each portal usher will be the area team leader and the greeter for late patrons. All portal and aisle ushers should come outside the portal and work as a team to seat late patrons
- Between the last song and encore (if there is one) – Portal Door ushers may open the OUTSIDE portal doors first to prep for the audience exit – open the INSIDE portal doors when house lights come on
- Portal Door Ushers are Evacuation Ushers for their assigned portal (*If there are multiple portal ushers, please discuss with your portal lead usher how to split the shift, if needed*). Come out of the house to assist late patrons during the late seating period before proceeding to evacuation duty
 - FOR SELECT EVENTS: scan tickets at portals rather than at exterior doors (see *Exterior Door Ticket Ushers above for details on scanning*)
- For Bogle theater events, late patrons should be seated from the upper portals only

Evacuation Duty

- Go to your evacuation position after the late seating period, unless otherwise directed by the House Manager
- During an event, be at your designated station and be observant of the audience and theater – you are watching the audience, not the event
- Be watching for any disturbances among patrons, including camera/phone use, and report to Patron Services staff
- In the event of evacuation, direct patrons to the nearest exit, using your flag to get their attention
- You must attend Evacuation Training to qualify for this post

VOLUNTEER USHER POSTS

Inside Theater Aisle Usher

- Must be able to move up and down stairs the full length of the aisle, reading tickets, and know where to direct the patron
- Familiarize yourself with your area of coverage, especially the seating
- Following briefing and through the late seating period, be in position (*not sitting in the house*) ready to seat patrons
- Communicate with Portal Door Usher and be watching them so you are ready when they direct patrons to you
- Depending on the needs of the event, come out of the house to assist late patrons before proceeding to evacuation duty (*including B9*) or to watch the event. Aisle ushers are assisting the portal usher to seat latecomers
- After the 20-minute late seating period, Volunteers may watch the show on the lobby monitor or in back of house if there are seats for all volunteers. Otherwise only evacuation ushers may be in the house
- If you are not helping a patron, please do not stand in the portal doorways or aisles
- During intermission and end of event, one usher on each side of the house must stand near stairs between pods to ensure patrons mind the steps (*refer to photos page 14*)
- Remaining aisle ushers come out of the house until no patrons are in your area of responsibility. Then go back in to look for any lost items. Return any found items to the Front of House desk
- For Bogle events, row X is used as a cross-over aisle (no patrons seated there)
- For GA events, lower aisle ushers are to assist with ADA seating in front rows

Directional Aides

- Portal C at base of stairs or ramp, direct patrons to correct portal or side of house
- Balconies A & E at base of stairs, check patrons have balcony tickets
- Extra aisle ushers may be posted as directional aides or as north hall monitor

Balcony Ushers

- Direct patrons to seats
- Remind patrons to not lean over the balcony
- After event begins, assist late patrons for 20 minutes (longer, if necessary)
- Remain inside Balcony for evacuation

Gallery Guide

- Walk around Gallery to guide patrons and assist in answering questions
- Click visitors into the Gallery for a count, when requested by staff

Foyer Guide

- Walk around Foyer to guide patrons and assist in answering questions
- Restock program table and hand out programs

Terrace Guide

- Walk around Terrace to guide patrons and assist in answering questions
- This position is subject to weather conditions

VOLUNTEERING IN-DEPTH

Volunteers are representatives of the Chandler Center for the Arts and City of Chandler and are asked to always behave in a welcoming, courteous, respectful and helpful manner. Volunteers at the Center are identified as **Friends**. Friends of the Center are required to adhere to the policies and procedures outlined in this guidebook, unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referenced for a consistent, professional, and uniform set of expectations and procedures to be followed. A commonsense application of the principles contained in this guidebook will ensure you, our staff and our patrons have the best possible experience at the Chandler Center for the Arts.

Event Briefing/ Call Time

A pre-event briefing will be held at check-in time (call time) prior to every event. Please listen during briefing. Duties and assignments will be given; opening, closing, intermission and emergency evacuation procedures will be reviewed. Staff will review show-specific usher duties during the briefing, including any last-minute changes. If you have questions, it is appropriate to ask them at the end of briefing.

Greeting and Farewell

- Smile and greet each patron with “Good Evening” or “Welcome”
- Bid each patron “Good Night,” “Thank you for coming,” etc.
- Be patient and courteous always
- Speak clearly and make eye contact

Knowledge

- Know location of restrooms, concessions, portals, water fountains, etc.
- Know the seating layout
- Know and follow procedures
- Know how to evacuate patrons in the event of an emergency
- When giving directions, gesture with palm out, instead of pointing



VOLUNTEERING IN-DEPTH

Preparation

Always carry the following:

- Flashlight (always point at the floor, never towards patrons or stage)
- Pen and paper (for taking patrons' name & number in case of accident)

General Break Policy

If there is an intermission, you may take a break following intermission. If there is no intermission, please coordinate with other ushers in your area. Offerings from concessions will be decided per event. Wait for the green sign, which signals "go" for the volunteers. If you are on evacuation duty, ask another volunteer to collect your beverage from concessions. Enjoy your snack in the foyer, not in the house.

Cell Phone Policy

No cell phone use while you are on duty, except for emergencies. You may check your phone during your break. Remember, you are representing the Chandler Center for the Arts and City of Chandler at all times while on duty and engaging with patrons.

Accessibility

- Ticket takers are to check tickets of patrons with mobility issues to ensure they have been assigned seats they will be able to access. If not, please refer them to the Front of House staff.
- Ask patron if they want assistance. Do not grab their device or assume they need help.
- Please keep in mind, accessibility needs may include conditions other than wheelchair needs (*i.e. hearing and visual impairments, obesity, using crutches due to injury, etc.*).
- Service animals are always permitted.
- Bariatric chairs are available upon request.
- Assistive listening devices, booster seats and sensory kits are available at the Front of House desk.
- Sign language interpreters are available with 10 days' notice.

Watching the Performance

- Only volunteers assigned to evacuation duty are permitted inside the theater during performances unless there are enough available seats for all volunteers to enter and be seated without disturbing patrons.
- When seats are available, all volunteers are to wait until after the 20-minute late seating period before entering unless otherwise instructed by management.
- **Volunteers are not permitted to stand inside the theater for any event, including sold out events, following the 20-minute late seating period. It is against fire code.**

VOLUNTEERING IN-DEPTH

Signing Up for Events

After you have attended volunteer orientation, you may sign up for events. We utilize a web-based program, Volgistics. Individuals must have their own email address (i.e., spouses cannot use the same email address).

You may schedule yourself for events from any computer, tablet or smart phone:

1. Go to: chandlercenter.org/volunteer
2. Select "Volunteer Login."
3. Log in

You may sign up for as many events as you would like, unless otherwise noted. Be thoughtful of other volunteers and sign up for rental events as well as the "big shows." **If you have mobility limitations, you may sign up for one of the "Ticket Taker" spots. All other positions require you to be fully mobile, able to walk up and down stairs the full length of the aisle.** Some events may state "evacuation ushers only" on the sign-up spot. Be certain you qualify when those restrictions are noted on an event. **If an event does not appear on the Volgistics calendar, it is full.** Check back closer to the event date, when volunteers typically will cancel.

Self-scheduling uses the following timeline:

<u>For events in:</u>	<u>You may schedule yourself after the:</u>
January–March	November/December Friends Meeting
April–June	March Friends Meeting
July–September	May/June Friends Meeting
October–December	September Friends Meeting

Events will typically be open for sign-ups the next morning following the Friends Quarterly Meeting. An email will be sent when the events are open.

Sign-ups are not accepted by phone, email, drop-off, or mail. You will need to sign up online using your own computer or device.

If there is an event you would like to see, consider purchasing a ticket rather than volunteering. There is no guarantee seats will be available inside the theater for volunteers.

Tracking Your Hours

Your service hours are automatically tracked in the Volgistics system. Tracking and reporting these hours enables the Center to receive grant support for our programming. Providing accurate tallies for audits and gauging the level of community involvement in the Center is vital to our funders. Tracking your hours also enables you to receive the benefits of our Volunteer Recognition Program.

VOLUNTEERING IN-DEPTH

Dress Code

A dress code is designed to facilitate the ease with which patrons can identify volunteers. Please refer to the quarterly Work Opportunities for event-specific uniform. To maintain a consistent and professional appearance, please observe the following Friends dress code:

Women:

- Solid white dress blouse/shirt with or without a collar (NO T-Shirts), short or long sleeves
- Solid black, gray, or navy dress pants, $\frac{3}{4}$ length skirt, or culotte/gaucha pants below the knee
- Solid black or navy suit jacket, vest or cardigan
- Black closed-toe comfortable shoes
- If wearing socks/hosiery - please wear dark colored or black

Men:

- Solid white dress shirt with a collar, short or long sleeves, with or without a tie If wearing a tie, it needs it needs to be a dark necktie, bow tie or bolo tie
- Solid black or navy jacket, cardigan, vest or sweater vest
- Solid black, navy or gray pants
- Black closed-toe comfortable shoes

Inappropriate Attire:

- No mini-skirts, jeans, leggings, capri pants, sports or athletic apparel
- No t-shirts, bulky sweaters, bulky scarves or large jewelry
- No open-toed shoes, sandals or athletic shoes. *Athletic shoes with BLACK SOLES will be allowed only if medically necessary and when approved by Patron Services staff*
- No strong perfume - please be mindful of patrons and fellow volunteers
- No chewing gum (mints or hard candy are permissible)

Required Accessories: Flashlight (not your cell phone), pen or pencil, nametag and a smile

Handbags: You may wear a small sling/theater bag in BLACK (no colors). You may store handbags in cupboards behind the Front of House desk.

Summer (June to September):

Jackets, cardigans and vests are optional. The rest of the uniform is the same as listed above.

School Shows (including some children's & Kids Camp shows): Solid Color dress shirts/blouses/polo shirts are permitted, short or long sleeved, rather than white. The rest of the uniform is the same as listed above. *This is designated on the Work Opportunities.*

Management is solely responsible for determining if clothing is too revealing, unprofessional or inappropriate. Management has the right to modify dress code on an as-needed basis to allow for medical conditions, extreme heat and other considerations.

VOLUNTEERING IN-DEPTH

Personal Responsibility

- To maintain the best levels of customer service and patron interaction, we ask that each volunteer agree to abide by the guidelines set forth in this handbook and by our Patron Services staff.
- Volunteers are expected to be reliable in the performance of their duties. We count on your attendance and punctuality. When on break or watching a performance, volunteers in uniform are representatives of CCA.
- If you want to work a specific position, you may email your request to the House Manager at least seven days in advance. Please note that we may not be able to accommodate all requests.
- The consumption of alcoholic beverages on the premises during your volunteer shift is prohibited.
- At no time are volunteers to request, take, or accept food, beverages or other items from vendors, renters, promoters, or caterers, even if it is offered, until Patron Services staff invites you. If food, beverages, or other items are offered, please simply decline and inform the Patron Services staff. If it is determined there is enough for everyone, the Patron Services staff will invite the volunteers to partake.
- Volunteers will not always know in advance how long an event will last. Some events require volunteer services for 4-6 hours. For longer events, the Patron Services staff will schedule more than one shift of volunteers.
- Please plan for your dietary and/or medical needs. Always bring a snack and bottled water. You may get one free water/soda and popcorn (if available) from Concessions at the specific time noted at briefing. Please do not approach Concessions staff before this specified time.
- Unscheduled breaks: If you need a break during your duties, please alert a Patron Services staff member, and we will gladly ask another volunteer (or staff) to fill your post.
- Please do not use your cell phone while you are on duty, except for emergencies. You may check your phone during your break. Remember, you are representing the Chandler Center for the Arts and City of Chandler at all times while on duty and engaging with patrons.

VOLUNTEERING IN-DEPTH

Physical Requirements

There are physical requirements for ushering and working events. To ensure your safety and the safety of our patrons:

- Ushers must be able to open portal doors, move quickly and easily up and down stairs, and work the entire aisle from the portal to the stage
- In the event of an emergency, an usher must be able to quickly obtain assistance in medical matters and assist in evacuation
- Volunteers may be required to stand for moderately long periods of time
- Ushers need to be able to read tickets in a darkened theater with the aid of a flashlight
- **The House Manager will assign you to an alternative position (*limited positions are available at tickets, programs and gallery*) if you are unable to meet the physical requirements**
- If you have a physical restriction, please notify the House Manager
 - Indicate whether it is a permanent or temporary/medical restriction
 - Notify staff when you are ready to resume regular usher duties

Parking

Ushers may park in any open spot in the parking lots from 5pm on Fridays to 10pm on Sundays. For high-capacity events, the front lots will be held for patrons with accessibility needs. Accessibility placards will be required to park in the front lots during these special events.

Box Office Hours

Monday - Friday: 10am - 5pm

In Person: 250 North Arizona Avenue

Chandler By Phone: 480-782-2680

Online: 24 hours a day: chandlercenter.org

Quarterly Friends Meetings

These meetings are designed to keep volunteers informed of current issues, procedures, and work opportunities. Volunteers may sign up for the next quarter's events typically the day following quarterly meetings.

Newsletter and Work Opportunities

Friends Connection is emailed out on or after quarterly Friends meetings. Work Opportunities (list of events) are available per calendar quarter. The print copy will be provided at the quarterly meeting. A PDF copy will be emailed to all active volunteers on the date of the meeting. Events will typically be open for signing the day after the quarterly meeting.

Friends Family Tree

The Friends Family Tree is a way for volunteers to encourage other volunteers (and staff) with cards. When you know of a volunteer who needs encouragement due to hospitalization, serious illness, death in the family, etc., please notify the Steering Committee via email or the suggestion box. They will notify the Friends Family Tree coordinator, who will ask participants to send cards to that volunteer. If you would like to participate in the Friends Family Tree to *send* cards, please inform the House Manager. You do not need to be signed up as a participant to *receive* cards.

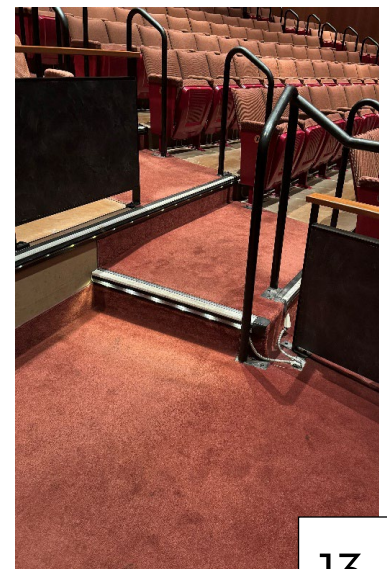
Orientation and Training

Orientation is required for anyone interested in being a Chandler Center for the Arts volunteer. Orientation/ Refresher Training will be offered 4 to 5 times per year. All volunteers are required to attend volunteer orientation/refresher training once a year to remain in Active status.

Emergency Evacuation Training

If you would like to be considered for an Evacuation Usher position, you will need to attend a separate Emergency Evacuation Training. Evacuation Training will be offered 2 to 3 times per year. This is a detailed training focused on evacuation and shelter-in-place. General evacuation guidelines will be covered in Orientation and during each event briefing meeting. To remain an Evacuation Usher, you must attend evacuation training once a year.

- Must be able to confidently navigate stairs to be assigned an evacuation position
- During training, you will be required to move up and down stairs
- If you are not comfortable with the above requirements, you may attend training for informational purposes only. You will not be assigned an evacuation position in this case.



Volunteer Recognition

Friends Appreciation Event

Each April, we celebrate the Friends of the Center with an appreciation event.

We take this time to formally recognize volunteers who have reached hour milestones and those who have volunteered 100 hours or more within the season. We also provide dinner, entertainment, and a fun evening of nothing but good vibes.

Milestone Awards

100 hours	3500 hours
500 hours	4000 hours
1000 hours	4500 hours
1500 hours	5000 hours
2000 hours	5500 hours
2500 hours	6000 hours
3000 hours	6500 hours
	7000 hours

Friends Volunteer 2 for 1 Voucher

You can earn a Volunteer Ticket Voucher that may be redeemed for two tickets to select shows in the following Chandler Center for the Arts season.

To qualify to attend the Friends Appreciation Event and to earn a 2-for-1 Volunteer Ticket Voucher, you must be an ACTIVE volunteer who has worked 20 or more event hours (*not including trainings or meetings*) within the current season. For new volunteers from the January orientation, 10 event hours will earn you an invitation to the dinner (*no ticket voucher*). Hours are calculated from March to February.

Steering Committee

The Chandler Center for the Arts Steering Committee serves as the liaison between the Friends (Volunteer Friends of the CCA) and the Chandler Cultural Foundation. *Refer to the Friends' Bylaws on the following two pages for more information.*

Recommendations from the Friends regarding policies or procedures should be directed to the Steering Committee who will forward those recommendations to the House Manager or Patron Services Coordinator. Suggestions will be evaluated by management based on cost, benefits, and industry standards. Follow-up and the outcome of suggestions will be added to the quarterly agenda to be reported back to the Friends.

You may share your comments on a “suggestion card” and drop it in the blue box in the volunteer cupboard or by email to: SteeringCommittee@ChandlerCenter.org

STEERING COMMITTEE & COMMUNICATION

Below are the Volunteer Friends of the Chandler Center for the Arts Bylaws for details of service:

Volunteer Friends of the Chandler Center for the Arts Bylaws

Revised July 2012

ARTICLE I - Name

The name shall be the "Volunteer Friends of the Chandler Center for the Arts," hereafter designated in the document or other organizational documents as "The Friends."

ARTICLE II - Purpose

The Friends shall serve as volunteers providing operational support at the Chandler Center for the Arts. The Friends shall carry out projects and programs approved by the Management Board of the Chandler Cultural Foundation. A commitment will be made to assist in developing the Chandler Center for the Arts as a major educational, artistic, cultural and entertainment center for the East Valley and the Phoenix metro area.

ARTICLE III - Membership

1. Membership in the Friends shall be open to all interested individuals who meet the requirements. (See policies and procedures in the Volunteer Friends of the Chandler Center for the Arts Usher Handbook document.) Membership shall be obtained by attending the Friends orientation and registering for and fulfilling volunteer commitments.
2. The Friends will assist in recruiting members on an ongoing basis.
3. The Friends will provide support services to the Center in the form of Ushers, Concessionaires, Docents, and other duties as assigned.

ARTICLE IV - Steering Committee

The steering committee shall consist of three members of the Friends elected by the Friends' general membership. The nominees shall be introduced at the first quarterly meeting of the calendar year. Once elected, the member shall serve a two (2) year term. The term commences on May 1 following the election. A Chair and Vice-Chair shall be selected by the Steering Committee following its election. After their term expires, committee members are eligible to serve an additional term after a one year interval.

STEERING COMMITTEE & COMMUNICATION

Volunteer Friends of the Chandler Center for the Arts Bylaws

The responsibilities of the Steering Committee shall be as follows:

Chair

The Chair shall preside at all meetings of the Friends, attend monthly meetings of the Chandler Cultural Foundation, and serve as a liaison with the House Manager as a spokesperson on behalf of the Friends.

Vice-Chair

The Vice-Chair shall assume the above duties in the absence of the Chair.

All Steering Committee members shall attend the monthly Chandler Cultural Foundation board meetings and the quarterly Friends meetings.

ARTICLE V-Standing Rules

1. The Friends shall meet quarterly, with the meeting times to be determined by the Center Management Staff.
2. Recommendations from the Friends regarding policies or procedures should be directed to the Steering Committee who will forward those recommendations to the House Manager. Suggestions will be evaluated by management based on cost, benefits, and industry standards. Follow up and the outcome of suggestions will be added to the quarterly agenda to be reported back to the Friends.
3. The Friends will have no vote in the activities and rules of the Chandler Cultural Foundation.

ARTICLE VI - Amendments

The Volunteer Friends of the Chandler Center for the Arts Bylaws may be amended at a regular meeting of the Chandler Cultural Foundation, providing the discussion and action is noted in conformance with posting procedures as required by the State of Arizona.

GENERAL HOUSE RULES

Aisles and Portal Entrances Must Remain Clear at All Times

City of Chandler fire codes require this to be enforced. Wheelchairs, chairs, crutches, and walkers will be stored near the patron in most cases. Strollers, baby carriers, bags, balloons, large flower bouquets or glass vases, etc. must be checked at the Front of House desk or be kept in designated areas. Wheelchairs, chairs, crutches, walkers, strollers, etc. must not be placed where they block portal entrances.

Late Seating

Late seating is at the discretion of Patron Services staff. We make every effort to seat latecomers; however, entry may be delayed or denied. Latecomers may be seated in the back of the theater at appropriate points in the performance to avoid disruption to audience members.

Illegible Tickets

If you cannot read or scan a ticket, refer the patron to the Box Office to get a reprint. An Assistant House Manager is available to assist with challenges inside the theater for Mainstage events. The Patron Services staff are available in the Foyer for all events.

Recording Equipment

Policies concerning flash cameras, video cameras, phone usage and other recording devices vary by artist and renting organization. Often union and copyright regulations prohibit the use of recording equipment. If all use of phones, cameras and videos is prohibited, it is the usher's responsibility to ask the patron to comply. Ushers may ask for assistance from Patrons Services staff if a patron does not comply. When such equipment is permitted, it must be battery operated, without an electrical cord. Ushers should report any violations to the Patrons Services staff.

Accessibility

There are no elevators to the north and south balconies in the Main Stage. There are 36 stairs to the balconies. If a patron has limited mobility, this would not be a good seating option and they should be reseated by Patrons Services staff or the Box Office.

GENERAL HOUSE RULES

Infants and Young Children

Lap passes are available for select performances; otherwise everyone must have a ticket, including infants and small children. Refer patrons without tickets for their children to the Box Office. Booster Seats are available at the Front of House desk for ticketed children only (*no lap passes*). Car seats may go in the house only if that child has a ticket (*no lap passes*). Boosters and Car Seats are for ticketed seats only.

No Ticket or Identification

Determine if the person is a patron or client. Refer all event participants/clients to the Green Room or West door entry. (This information will be provided at briefing.) Refer patrons without tickets to the Box Office. Refer unidentified clients to the Front of House desk.

Checked Items

Patrons must check in items not permitted in the house: strollers, baby carriers, bags, balloons, large flower bouquets or glass vases. These may be checked at the Front of House desk and the patrons will be given a claim ticket. Chandler Center for the Arts assumes no responsibility for lost or stolen items.

Assistive Listening Devices

Infrared assistive listening systems are installed in the Main Theater and the Bogle Theater. Assistive Listening Devices are available for use in both theaters and headsets may be used at any seat. Induction neckloops are also available for patrons who use hearing aids and cochlear implants with a “T” switch. Assistive Listening Devices are available at the Front of House desk located in the Foyer. Headsets are distributed free-of-charge on a first-come, first-served basis. A driver’s license or credit card is required as collateral.

Booster Seats and Sensory Kids

Patrons may check out booster seats (*maximum of 4 per patron*) and sensory kits at the Front of House desk. These items are distributed free-of-charge on a first-come, first-served basis. A driver’s license or credit card is required as collateral.

HEALTH, SAFETY, & EMERGENCY PROCEDURES

Health and Safety

- Volunteers will alert management if at any time they note a tripping hazard or other health and/or safety concern
- Volunteers are not to give medication of any kind to patrons
- Volunteers are not required to push patrons' wheelchairs
- Volunteers should not assist individuals in wheelchairs who are transferring to fixed auditorium seats
- Assisting ADA patrons is a courtesy, not a requirement
- Do not allow patrons to use wheelchairs or walkers on steps

Medical Emergencies

In case of a medical emergency, immediately contact the Patron Services Coordinator, House Manager, or nearest CCA staff person on duty. Evacuation Ushers should use their flag to get the attention of an Assistant House Manager. All other ushers in the house should connect with the Evacuation Usher.

In the event of a fall when a patron states they are not injured:

- First ask the patron if they are all right
- Do not touch or assist the person to get up
- Fill out the incident report information on your briefing sheet and turn into a Patron Services staff member

In the event a patron has an accident that results in bodily injury:

- Ask the patron if they need medical assistance
- Remain with the patron and ask another volunteer to have the Patron Services Coordinator or Patron Services staff call 911
- Do not move the injured person
- Fill out the incident report information on your briefing sheet and turn it into a Patron Services staff member

In the event a patron has experienced head trauma or is rendered unconscious, immediately contact the Patron Services Coordinator, House Manager, or nearest CCA staff person on duty. Contact a staff member in-person directly, not by phone. Paramedics will be called, and a trained staff member will render aid until paramedics arrive.

HEALTH, SAFETY, & EMERGENCY PROCEDURES

Emergency Procedures

In the event of a general alarm, the lights automatically turn on throughout the building, white strobes flash, an alarm sounds, then an automated recording announces:

"Attention! Attention! Attention! An emergency has been reported in the building. Please exit using the stairwell. Do not use the elevators."

It continues the announcement, flashing and alarming until it is reset by authorized personnel. Once the alarm is reset, the lights go back to their previous settings.

In the event of a general alarm, all ushers on duty should report to their assigned position.

Usher Positions to Assist in an Evacuation:

- Scanning/Ticket Ushers - open exterior doors & close when everyone has exited
- Aisle Ushers - assist portal evacuation usher; close portal door when your section is clear
- Balcony Aisle Ushers - close balcony portal door when balcony is clear
- Portal Ushers (including Balcony) - open portal doors; if on evacuation, lead patrons out to assembly area; if NOT on evacuation, assist the evacuation usher and close portal door when your section is clear
- Evacuation Ushers (*may be same as Portal Ushers*) - using your flag to get patrons' attention, lead patrons out to assembly area; if there is no aisle usher, let a staff person know your portal door needs to be closed after your section is clear (staff are the last people to exit)
- Portal Lead will designate one usher in their area to be the "caboose" to close the portal door
- ADA patrons needing assistance should wait in the ADA section nearest to them where staff and emergency services personnel will evacuate them once the area is clear
- Assist in moving patrons to the Primary or Secondary Assembly Areas (south parking lots) or the Alternate Assembly Area (west parking lot) so that driveways are not obstructed. Be aware the south driveway will be used by arriving emergency vehicles.
- If patrons attempt to leave in their cars, request they remain out of the way

ABOUT CHANDLER CENTER FOR THE ARTS

Located in the vibrant center of Downtown Chandler and at the core of the entertainment district, Chandler Center for the Arts is an engaging, welcoming, innovative space serving our diverse community. With three dynamic performance spaces - the 1500-seat Steena Murray Main Stage, the 350-seat Hal Bogle Theatre, and the 250-seat Recital Hall, as well as two extensive art galleries - The Gallery at CCA and Vision Gallery - Chandler Center for the Arts presents the work of today's most engaging, enlightening and relevant artists. The Chandler Center for the Arts is a truly collaborative leader. Through its partnership with Chandler Unified School District, the students of the community share the same stage as today's top artists in a relationship that fosters the performers of tomorrow.

Mission Statement

The mission of the Chandler Center for the Arts is to connect communities and inspire people to engage with inclusive and enriching arts experiences.

Supporting Organizations

Opening its doors in 1989, the City of Chandler contracts with the nonprofit Chandler Cultural Foundation to act as the programming and fundraising entity of the Chandler Center for the Arts on behalf of the City. The Chandler Center for the Arts collaboratively serves the needs of students in the Chandler Unified School District with a school arts curriculum Monday through Thursday as well as residents from Chandler and the surrounding Metro Phoenix area Friday through Sunday with performances, exhibitions and events.



ABOUT CHANDLER CENTER FOR THE ARTS

Steena Murray Mainstage

The Mainstage is the Center's largest theater. Its unique turntable seating design can allow clients to host a more intimate event with 912 seats or seat at maximum capacity of 1,508. The state-of-the-art sound system and excellent acoustics ensure an excellent experience for patrons whether they are attending a concert, dance performance, conference, or corporate meeting.

Hal Bogle Theatre

This 346-seat hall creates an inviting and intimate atmosphere for smaller concerts, dance performances, theater events, and presentations.

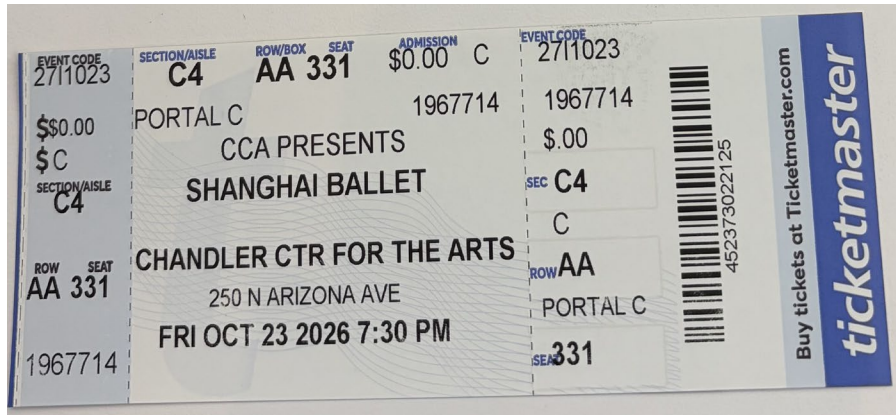
Recital Hall

The Recital Hall is a 246-seat lecture hall-style space providing optimal listening and viewing for acoustic musical recitals, presentations, and film screenings.

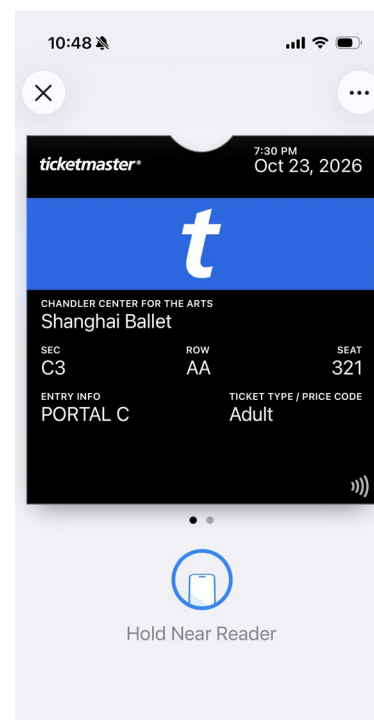
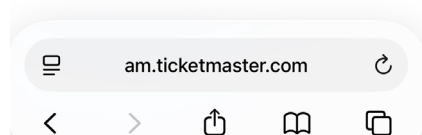
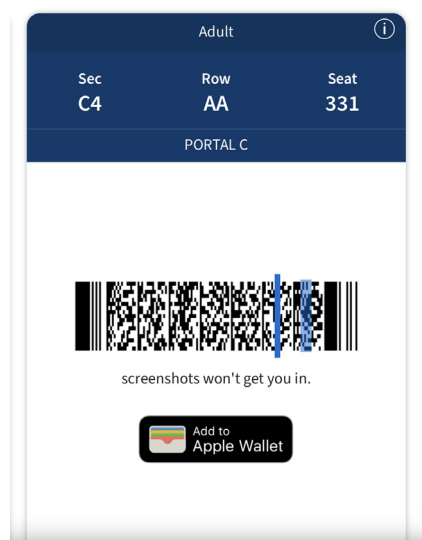
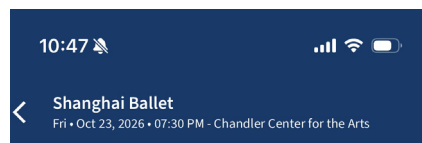


TICKET EXAMPLES

Physical Tickets



Mobile Tickets



House Left
Portals A/B/C

Event: _____
Date: _____
Time: _____

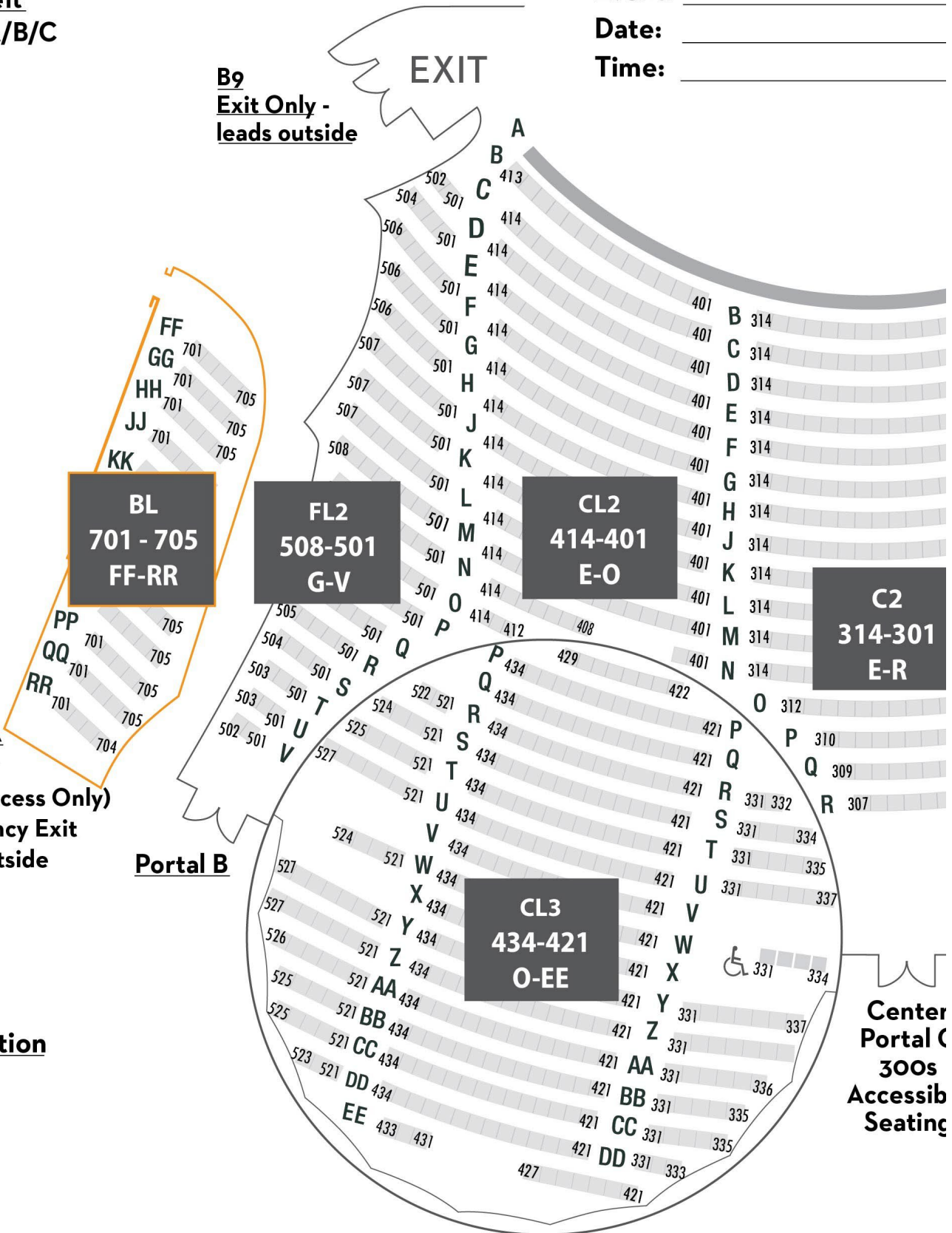
B9
Exit Only -
leads outside

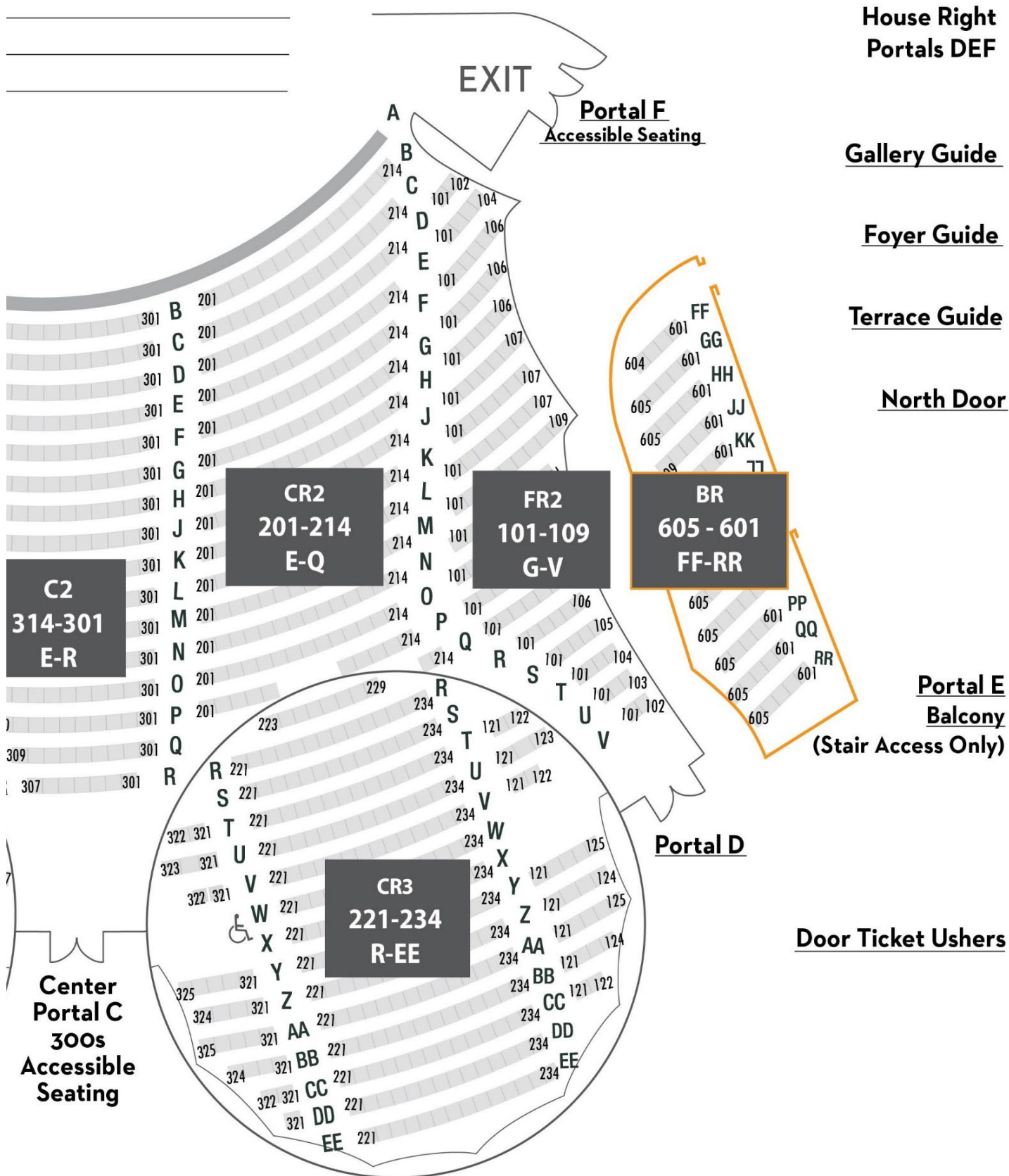
EXIT

Portal A
Balcony
(Stair Access Only)
Emergency Exit
leads outside

Portal B

Evacuation







CCA Glossary of Theatrical Terms

This glossary provides common theatrical and venue-related terms you may hear while volunteering at the Chandler Center for the Arts. Understanding this vocabulary helps ensure clear communication, smooth operations, and a safe, welcoming experience for all patrons and artists.

House: The seating area of the theater where the audience sits.

Front of House (FOH): All public-facing areas of the venue, including the lobby, seating areas, aisles, concessions, and restrooms.

Tech / Production: The staff and systems responsible for lighting, sound, video, staging, and technical operation of an event.

Back of House (BOH): Non-public areas used by staff and performers, such as backstage, dressing rooms, green rooms, the scene shop, and production offices. Also houses CHS Dance and Drama classrooms.

Foyer: The main lobby or entrance area where patrons gather before performances and during intermission. It can also be used for events, receptions and performances.

Box Office: The location where tickets are sold, distributed, or resolved for patron service issues; also, a Gallery programed by Chandler Public Art and used as another event/reception space.

Main Stage / Bogle Theatre / Recital Hall: The three formal performance spaces in the CCA.

Terrace: Outdoor public gathering area adjacent to the Foyer, often used before events or during intermission. It can also be used as an event space.

Base of Stage: The area directly in front of the stage, often monitored for patron safety and performer access.

Aisles: Walkways between seating sections that must remain clear for patron movement and emergency egress.

Evacuation Positions: Pre-assigned volunteer locations in each performance space used to observe the audience during shows and from which the Evac Ushers would guide patrons safely during an emergency evacuation.

Hospitality: Services focused on welcoming, assisting, and caring for touring artists and their creative company members during their engagement at the CCA.

House Left: The left side of the theater from the audience's perspective when facing the stage.

House Right: The right side of the theater from the audience's perspective when facing the stage.

Green Room: A backstage space where performers wait, prepare and relax before and after a performance.

Concessions / Bar: The area where food and beverages are sold to patrons.

South Foyer: Area where usher pre-event briefing meetings are held.

North Door: The most accessible entrance into the CCA and into the Mainstage. We try to have it open as often as possible.

Portals: The doorways into the performance spaces. Labeled A - F for the Mainstage.

B9 Exit: A Mainstage emergency exit and a passageway to the Green Room / Back of House areas located down House left; also, an evacuation position. There is a wheelchair lift in the B9 vestibule used to move patrons using mobility devices (i.e. wheelchairs, scooters, walkers) from the House level to the Backstage areas.

Pods: Gigantic turntables with fixed seating that create flexible seating configurations in our performance spaces. Primarily they create seating for the Bogle and Recital Hall spaces.

NOTES:

