



**CHANDLER
CENTER**
FOR THE ARTS

**Friends Volunteer Hotline
480-782-2685**

Updated 6-4-2020

**Contact During Return to Service Phase
Patron Services Coordinator
Sai Powers
sai.powers@chandleraz.gov**



Chandler • Arizona

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Return to Service Training

Phase Two (City of Chandler)

- Provide scheduling of all events, programs, shows and classes
- Establish venue-specific cleaning/safety protocols
- Reach out to vendors to confirm event-specific needs can be fulfilled or if substitutes need to be found (example: equipment rental companies, hotel providers, security staffing)
- Identify alternative locations for dressing room space/outdoor performances
- Resume small events using CDC guidelines
- Train staff & volunteers on how to answer questions and concerns related to COVID-19

Phase Three (City of Chandler)

- Install protective barrier at areas of transaction
- Increase standalone hand sanitizer stations
- Encourage all patrons to bring credit/debit cards instead of cash
- Maintain a supply of disinfectant spray/wipes, face coverings, and gloves
- When Box Office returns to serving customers at the windows, implement the use of gloves for handling tickets, receipt and money exchange
- CCA to initiate events using CDC recommendations and social distancing protocols

Return to Service Plan

Chandler Center for the Arts continues to monitor daily updates and follow the guidance of the CDC and local health authorities. The procedures outlined below are subject to change based on guidance from these entities.

Physical Distancing: Patrons will be advised to practice strict physical distancing by standing at least six feet away from other groups of people while standing in lines or moving around the facility. Employees will be reminded to practice physical distancing by standing at least six feet away from volunteers, patrons and other employees whenever possible.

Hand Sanitizer: Hand sanitizer dispensers will be placed at entrances and in the lobby, green room, concessions, front of house desk, restrooms, and offices.

Signage: There will be health and hygiene reminders throughout the facility. Lobby monitor can also be used to display messages. Signage will be posted in employee areas with language on the proper way to wear masks, use gloves, wash hands, and avoid touching their faces.

Employee, Volunteer, & Patron Health Concerns:

Employees, volunteers, and patrons will be instructed to stay home if they do not feel well. Cloth face coverings for staff and volunteers will be provided for use during events. Gloves should be worn when handling food, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting products. Staff and volunteers will be trained on proper handling of face coverings and gloves.

Hygiene: When a sink is available, workers (staff and volunteers) should wash their hands for twenty seconds at least every 60 minutes. As a backup, workers may use sanitizer when a sink is not available. Workers should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

FOH

- Face coverings at all times for staff and volunteers; provide training and incorporate into briefings.
- Gloves mandatory for ticket ushers and staff; additional positions are encouraged to wear gloves if handling items on which the infection can be transmitted
- Plexiglass FOH desk (2 units)
- Hand sanitizing stations at entrances
- Prop interior doors when possible
- Staff to manage physical distancing on terrace and foyer
- Assign someone on staff to answer COVID-related questions (MOD or designee)
- Label row letters on floor to facilitate seating
- Extend lobby/house open by half an hour
- Volunteers should not touch physical ticket or patrons' cell phone
- Line control for restrooms, merch, and terrace
- Consider limiting capacity for restrooms to allow for social distancing (tape off urinals)
- Limit number of Friends to essential positions (ticket takers, evacuation, line control)
- Socially distance briefings
- Limit number of employees at FOH desk
- Radios, wheelchairs, ticket scanners, clickers, booster seats, and assisted listening devices sanitized after each use; consider eliminating practice of handing over ID as collateral
- Replace table linens after each performance

Box Office

- Gloves for staff
- Hand sanitizing station for employees
- Close interior windows
- Create social distance seating maps
- Line control
- Eliminate credit card signature
- Research touchless option for credit card payments (if Ticketmaster has a solution)

- Run one window if 6 feet cannot be observed
- Clean customer ledges hourly
- Sanitize safe, phones, cash drawers, bags hourly and at shift change
- Relax refund policies
- Encourage ticket delivery by text or email instead of will-call pickup

Concessions

- Face coverings and gloves always (different color gloves for cashiers)
- Plexiglass stations (3 units)
- Extra stanchions
- Hand sanitizing stations at payment areas (2 units)
- Line control to allow social distancing; assign staff person or volunteer to expedite line
- Dedicated cash register staff: terminals sanitized before and after each shift
- Patrons use chip reader on pedestal in front of stand; encourage cashless transactions when possible
- Cash only tipping
- Adjusted menu – 86 fountain drinks, mixed drinks; add more pre-packaged options (bottled soda, popcorn)
- Pick-up station for patrons
- Remove self-service kiosks (straws, napkins) – items available on request
- Sanitize all hard surfaces before opening, after show starts, and end of shift. Log cleaning.
- High-tops to be removed
- Sanitize servery surfaces daily (countertop, fridges, cage)
- Explore mobile ordering through Square

Marketing

- Detailed “What to Know Before You Go” setting safety expectations, opening times, seating changes, refund policies
- Sanitize pens for sign-up sheets (clean vs. used containers)
- Implement digital programs where possible
- Marketing table is not staffed

Custodial

- Face coverings and gloves; disinfectant
- Acquire personal disinfecting spray backpack for post-show disinfecting show gear and seats
- Sanitize theater seats and handrails between performances
- Sanitize dressing rooms hourly
- Clean restrooms and high-touch surfaces (trash cans, drinking fountains, handrails, door handles, etc.) hourly during the event.
- Post signage of date and time of last cleaning for restrooms, dressing spaces
- Custodians visible and actively cleaning during entire event
- Discuss HVAC with Buildings and Facilities to ensure sufficient airflow in confined spaces (dressing rooms, conference area, offices)
- Have a supply of extra soap dispensers on hand in case of touchless dispenser failures

How to Protect Yourself and Others

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Stay home if you are sick.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick.** www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html



cdc.gov/coronavirus

Cover your mouth and nose with a cloth face cover when around others



- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face cover when they have to go out in public**, for example, to the grocery store or to pick up other necessities.
 - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes



- **If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect



- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).

Proper Glove Removal



How to Wear Cloth Face Coverings

- **Who should NOT use cloth face coverings:** children under age 2, or anyone who has trouble breathing, is unconscious, incapacitated or otherwise unable to remove the mask without assistance
- **Cloth face coverings are NOT surgical masks or N-95 respirators.** Surgical masks and N-95 respirators must be reserved for healthcare workers and other medical first responders, as recommended in CDC guidance.

Wear your Face Covering Correctly

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily



How to Wear Cloth Face Coverings continued

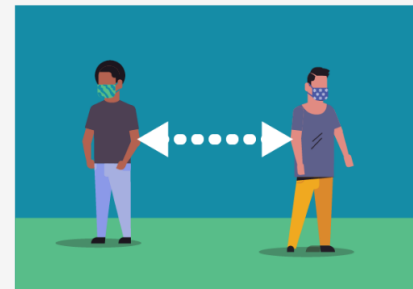


Use the Face Covering to Protect Others

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- **Don't** put the covering around your neck or up on your forehead
- **Don't** touch the face covering, and, if you do, wash your hands

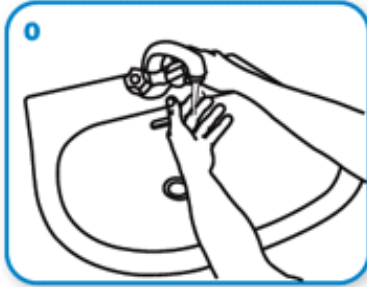
Follow Everyday Health Habits

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available

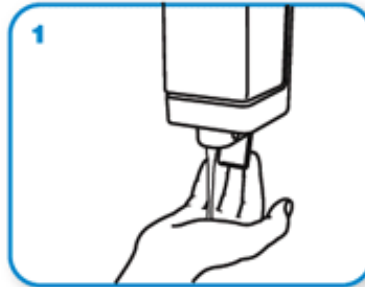


Take Off Your Cloth Face Covering Carefully, When You're Home

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine (learn more about [how to wash cloth face coverings](#))
- Be careful not to touch your eyes, nose, and mouth when removing and wash hands immediately after removing.

Proper Hand Washing

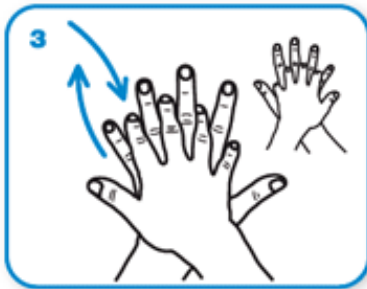
Wet hands with water



apply enough soap to cover all hand surfaces.



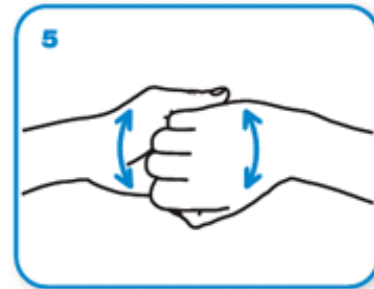
Rub hands palm to palm



right palm over left dorsum
with interlaced fingers
and vice versa



palm to palm with fingers
interlaced



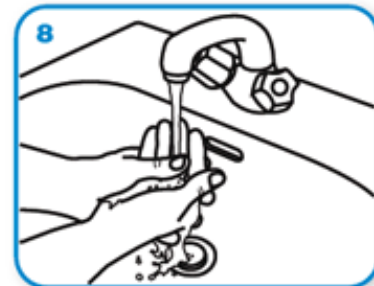
backs of fingers to opposing
palms with fingers interlocked



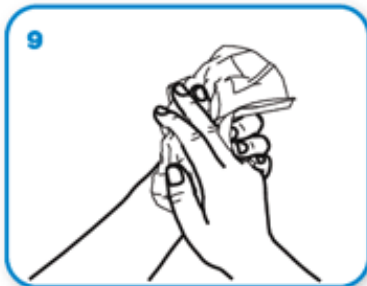
rotational rubbing of left thumb
clapsed in right palm
and vice versa



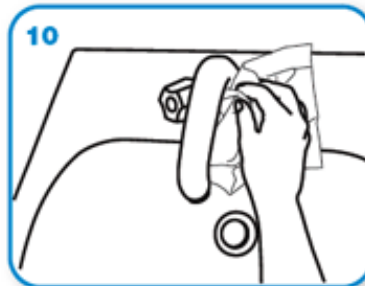
rotational rubbing, backwards
and forwards with clapsed
fingers of right hand in left
palm and vice versa.



Rinse hands with water



dry thoroughly with a single
use towel



use towel to turn off faucet



...and your hands are safe.

If you have or think you might have COVID-19,

- **IT IS IMPORTANT TO STAY HOME AND AWAY FROM OTHER PEOPLE**

Staying away from others helps stop the spread of COVID-19. If you have an emergency warning sign (including trouble breathing), get emergency medical care immediately.

I think or know I had COVID-19, and I had symptoms

You can be with others after

- 3 days with no fever and
- Symptoms improved and
- 10 days since symptoms first appeared

Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others when you have no fever, symptoms have improved, and you receive two negative test results in a row, at least 24 hours apart.

I tested positive for COVID-19 but had no symptoms

If you continue to have no symptoms, you can be with others after:

- 10 days have passed since test

Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you will be tested, you can be around others after you receive two negative test results in a row, at least 24 hours apart.

If you develop symptoms after testing positive, follow the guidance above for "I think or know I had COVID, and I had symptoms."

I have a weakened immune system (immunocompromised) due to a health condition or medication. When can I be around others?

People with conditions that weaken their immune system might need to stay home longer than 10 days. Talk to your healthcare provider for more information.

If testing is available in your community, it may be recommended by your healthcare provider. You can be with others after you receive two negative test results in a row, at least 24 hours apart.

If testing is not available in your area, your doctor should work with an infectious disease expert at your local health department to determine if you are likely to spread COVID-19 to others and need to stay home longer.

For Anyone Who Has Been Around a Person with COVID-19

It is important to remember that anyone who has close contact with someone with COVID-19 should stay home for 14 days after exposure based on the time it takes to develop illness.

Chandler Center for the Arts Vision

The Chandler Center for the Arts is Arizona's leading collaborative arts institution dedicated to reaching out to audiences of all ages with the highest quality of artistic work to continuously inspire audiences and artists to dream, to discover, to create and celebrate.

Chandler Center for the Arts Mission Statement

The Chandler Center for the Arts serves as a creative driving force, educational resource, and economic engine of entertainment vitality in Chandler by making visual and live performance arts accessible to the entire population.

About Chandler Center for the Arts

The Center is a multi-theater performing and visual arts facility that opened in 1989 and is jointly owned by the City of Chandler and the Chandler Unified School District. Serving more than 300,000 people each year, the facility is used Monday through Thursday for school arts curriculum and other school activities, and Friday through Sunday, as well as school intersessions, for City or public performances. Under this scenario, the Center represents one of the most unique arts center collaborations in the country.

The Chandler Cultural Foundation is a 501(c)(3) nonprofit corporation that is contracted by the City of Chandler to program and raise funds for the Chandler Center for the Arts and its satellite space, the Vision Gallery.

The Vision Gallery opened in 1996 in historic downtown Chandler and was used as the anchor store for the redevelopment of Downtown Chandler. In late 2010, the gallery moved to the ground floor of the Chandler City Hall complex and features more than 4,000 square feet of exhibit and classroom space.

CONTACTING PATRON SERVICES

During our Return to Service phase, any questions or concerns should be directed to Sai Powers, Patron Services Coordinator. The Friends Volunteer Hotline is 480-782-2685, or you may send an e-mail to sai.powers@chandleraz.gov.

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

ADMINISTRATION & PATRON SERVICES STAFF



General Manager
Michelle MacLennan



Assistant Manager
Terri Rettig



**Box Office
Supervisor**
Sam Ruiz



**Box Office
Associate**
Ann Marie Hermosillo



**Patron Services
Coordinator**
Sai Powers



**Food & Beverage
Coordinator**
Rob Devine



House Manager
Sharon "Red" LaRue

Assistant House Managers



Lori Palmer



Janice Rubocki



Vicki Lewis



Jenny Weintraub

Volunteer Policies

Volunteers are representatives of the Chandler Center for the Arts and the City of Chandler and will at all times behave in a welcoming, courteous, respectful and helpful manner. Volunteers of 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 referred to as needed so that a consistent, professional, and uniform set of expectations and procedures will be followed. A commonsense application of the principles contained in this guidebook will ensure that you, our staff and our patrons have the best possible experience at the Chandler Center for the Arts.

Work Schedule: The time listed in Volgistics is when Briefing starts.

You will be manually checked in instead of using the touch screen. Please do not arrive early.

If you are unsure of check in times, please refer to your schedule on Volgistics. If you are unable to be on time, please notify the Patron Services staff as early as possible. (Friends Volunteer Hotline: 480-782-2685)

Pre-event Briefing

A short pre-event briefing will be held at check-in time (call time) prior to every event. Duties and assignments will be given and opening, closing, intermission and emergency evacuation procedures will be reviewed. Staff will review usher duties during the briefing. If you have questions, it is appropriate to ask them at the end of briefing. Social Distancing will be observed during the briefing.

Breaks

Break times vary depending on the event and the post you will be working. Details will be provided per event at pre-event briefing. Patron Services staff checks with volunteers periodically. Should you need to leave your post for any reason, please alert the Patron Services staff.

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.

Recording Equipment

Policies concerning flash cameras, video cameras 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 a House Manager if the patrons do not comply. When such equipment is permitted, it must be battery operated, without electrical cord running through the aisles and must be taped down. Ushers should report any violations to the House Manager.

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, etc. must be checked at the House Manager's desk or be kept in designated areas. Wheelchairs, chairs, crutches, walkers, strollers, etc. must not be placed near 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 are generally seated in the back of the theater at appropriate points in the performance to avoid disruption to audience members.

Stroller/Infant Car Seats

Patrons must leave these items at the House Manager's Desk and will be given a claim ticket. Chandler Center for the Arts assumes no responsibility for lost or stolen items.

No Patrons Permitted on or Backstage

At times an usher will be stationed near doors leading to the green room to ensure the privacy of the performers. Patrons wishing to meet performers should be notified if there will be a public "meet and greet" following the performance. Otherwise they should be directed to the exterior green room door and instructed to wait outside.

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 rest rooms, concessions, portals, water fountains, etc.
- Know the seating layout
- Know and follow procedures
- Know how to evacuate patrons in the event of an emergency

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)

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 Box Office
- Please keep in mind, accessible needs can include conditions other than wheelchair needs (i.e. hearing and visual impairments, obesity, using crutches due to injury, etc.)
- Service dogs are always permitted
- Bariatric chairs are available upon request
- Assistive Listening Devices are available at the House Manager's desk
- Sign language interpreters are available with 10 days' notice

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 House Manager's desk.

No Ticket or Identification

Determine if the person is a patron or client. Refer all event participants to the Green Room or West door entry. (This information will be provided at the pre-event briefing.) Refer un-ticketed patrons to the Box Office. Refer unidentified clients to the House Manager's desk.

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 Patrons Service staff is available in the Foyer for all events.

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 a full 20 minutes from the start of the performance before entering unless otherwise instructed by management. Please be seated at the back of the theater at appropriate points in the performance so as not to disturb the audience according to late seating policy. You may need to give up your seat to a late arriving patron. Check with House Manager for recommended entry points.

Volunteers are not permitted to stand inside the theater for any event, including sold out events, following the 20-minute late hold.

Volunteer Post Descriptions

On the job training will be offered per event for all posts. If at any time you feel that you cannot handle a situation on your own, please notify Patron Services staff.

Exterior Door Ticket Ushers

- Must be confident in using ticket scanner & interfacing with patron
- Ticket type (Non-ticketed, General Admission, Reserve Seating, etc.) will be clarified at the pre-event briefing
- Greet the patrons
- Clicker counters will be used for non-ticketed or non-scanned events
- All Ticketmaster tickets, QR codes on smart phones, e-tickets, etc. will be scanned
- Direct patrons to Patron Services staff/Box Office if there are ticket scanning issues

- Check for correct date, time, and performance on ticket
- Direct patrons to correct portal
- Direct patrons without tickets to the Box Office
- Direct unidentified client or client representatives to House Manager's desk
- One usher must stay at the front doors through intermission to assist latecomers, unless otherwise notified
- Ushers return to doors at intermission and again at the end of the event

Programs

- Our programs may be available via a patron's electronic device for selected shows
- On-site training will be provided to assist patrons in accessing their program

Portal Door/Evacuation Usher

- Must be able to use stairs and be comfortable to move around in the dark
- Direct patron to proper aisle and give name of usher who will help (if applicable) them
- Close portal doors as directed by sound technician or management
- Open doors and remain at post at intermission and at end of event
- Portal Door Ushers are Evacuation Ushers for their assigned portal. If there are multiple portal ushers, please discuss with your usher team to split the shift if needed
- FOR SELECT EVENTS: scan tickets at portals rather than at exterior doors (see Exterior Door Ticket Ushers above for details on scanning)

Inside Theater Aisle Usher

- At this time, we will not have inside theater aisle ushers until further notice.

Balcony Ushers

- Direct patrons to seats
- After event begins, assist late arrivals for 20 minutes or longer if necessary
- Remain inside Balcony for evacuation

Evacuation Duty

- During an event, be at your designated station and be observant of the audience and theater – you are watching the audience, not the event
- In the event of evacuation, direct patrons to the nearest exit

Left Front Exit Door (B-9)

- Patrons can exit through this door but cannot get back into the theater
- Stay close to post during performance in case of emergency evacuation

Promotional and General Information Table

- At this time, we will not have promotional and general information table volunteers until further notice

Terrace Guide

- Assist guests and answer questions
- Watch lines to promote social distancing
- This position is subject to weather conditions
- Special attire for summer events; short-sleeved white dress shirts/blouses are permitted, and jackets are optional

Gallery Guide

- Assist guests to answer direction questions
- Monitor lines to promote social distancing

Concessions Guide

- Promote social distancing
- Cue guests to hold or move

Restroom Guide

- Promote social distancing
- Cue guests to hold or move
- Report any items that need attention to Patron Services staff



Meetings, Schedules, and Communication

Orientation Required before volunteering

New volunteer orientations are held regularly with a max capacity of 12 persons per session. We appreciate your assistance in recruiting new members on an ongoing basis. Volunteers who are inactive for a year must attend orientation again to become active. If a volunteer is absent for 6 months or more, a refresher training is required to sign up for an event.

Training Required for 3 months

Volunteers are asked to commit to a minimum of 1-2 events per month. (If you are a “winter visitor,” we realize this may not be possible.) New volunteers may order a name badge after working at least 6 events. All volunteers are required to attend one yearly refresher training.

Emergency Evacuation Training Required once a year

Emergency Evacuation Training is designed to provide volunteers with the tools they need to evacuate the building in case an emergency alarm is sounded.

Quarterly Friends Meetings

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

Newsletter

Friends Connection is emailed out prior to quarterly Friends meetings. With each newsletter is a list of upcoming work opportunities.

Steering Committee:

The Steering Committee shall consist of three members of the Friends elected by the Friend’s 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.

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.

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 should not assist individuals in wheelchairs who are transferring to fixed auditorium seats
- Do not allow patrons to use wheelchairs or walkers on steps

Medical Emergencies

In case of a medical emergency, immediately contact the Patron Service Coordinator, House Manager, or nearest CCA staff person on duty.

In the event of a fall when a patron states that 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 in to 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.
- The volunteer must ask a fellow volunteer to ask the Patron Service Coordinator or Patron Services staff to call 911
- Do not move the injured person
- Fill out the incident report information on your briefing sheet and turn in to Patron Services staff

In the event a patron has experienced head trauma or is rendered unconscious, **immediately contact the Patron Service Coordinator, House Manager, or nearest CCA staff person on duty.** Paramedics will be called, and a trained staff member will render aid until paramedics arrive.

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! An emergency has been detected 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.

Portal Ushers: Open doors and remain there until everyone is out of the theater. Direct patrons to the nearest exit. When the theater is empty, close the doors and exit the building.

Exterior Door Ticket Takers: Open doors and direct the patrons away from the building to the assembly points in the parking lots. When the theater is empty, close the doors and exit the building.

Ushers are to move patrons to the General Assembly Area (south east parking lot) as much as possible to not obstruct the driveways. Keep patrons away from the building and entryway to not block emergency vehicles. If people are attempting to leave in cars, request that they remain out of the way.

Signing Up for Events

Signing up for events is a paperless system. We utilize a web-based program, Volgistics, so that you may schedule yourself for events at your convenience from any computer by accessing our website:

www.chandlercenter.org, then going to the “Support Us” tab, then to “Volunteer,” then to “Volunteer Login.”

Please sign up for events through our website. After you have attended orientation, we will email instructions on how to setup your login and then schedule yourself for events. Individuals must have their own email (i.e., spouses cannot use the same email address).

Self-scheduling follows the following guidelines:

For events in:

January—March

April—June

July—September

October—December

You may schedule yourself:

at November/December Friends Meeting

at March Friends Meeting

at June Friends Meeting

at September Friends Meeting

* At this time, the touchscreen will not be available for signing up, in, or out. If it is available, one Patron Services staff member will sign you in and out.

Events will be open for signing up following the Friends Quarterly Meeting, typically one hour after the meeting has concluded.

Sign-ups are not accepted by phone, fax, email, drop off, or mail. If you are unable to sign up remotely, please sign up at the Center.

If there is an event you would like to see, we suggest that you do not sign up to work that event but instead purchase a ticket as there is no guarantee seats will be available inside the theater. The most popular events fill up quickly, so you will not be able to work the event if it is already full.

Tracking Your Hours

It is vital for the Center to track volunteer hours. 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.

Dress Code

A dress code is designed to facilitate the ease with which patrons can identify volunteer staff. 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)
- Solid black or navy dress pants or ¾ length solid black or navy skirt
- Solid black or navy suit jacket
- Dark hosiery/socks
- Black closed toe comfortable shoes

Men:

- Solid white dress shirt with a collar
- Dark tie
- Solid black or navy jacket
- Solid black, navy or gray pants
- Black closed toe comfortable shoes

Required Accessories: Flashlight, pen or pencil, nametag and a smile

Women's Handbags: You may wear a small sling/theater bag in BLACK (no colors). Or you may store handbags in file cabinets behind House Manager's desk.

- Special Attire:
Summer or matinee events: Short-sleeved white dress shirts/blouses are permitted, and jackets are optional.
School Shows: Solid Color dress shirts/blouses are permitted, rather than white.
The rest of the uniform is to be the same as listed above.

Inappropriate Attire:

- Please no polo shirts, t-shirts, mini-skirts, jeans, sports or athletic apparel
- No sweaters, bulky scarves or large jewelry
- No open toe shoes, sandals or athletic shoes
- No strong perfume – please be mindful of patrons and fellow volunteers
- No chewing gum (mints or hard candy are permissible)
- NO MOBILE PHONE USE while on duty, except for emergencies

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.

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.

The consumption of alcoholic beverages on the premises is prohibited.

Any food and beverages should be consumed only on scheduled breaks and in designated areas out of sight of patrons.

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 that 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 needs. Always bring a snack and bottled water.

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.

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 and move quickly and easily up and down stairs
- In the event of an emergency, an usher must be able to quickly obtain assistance in medical matters and assist in evacuation
- Volunteer ushers 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
- If you are unable to meet the physical requirements, the House Manager may assign you to an alternative position such as the Gallery, Ambassador/Program or Marketing/Promotional Table

Parking

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

Box Office Hours

Monday - Friday: 10am - 5pm

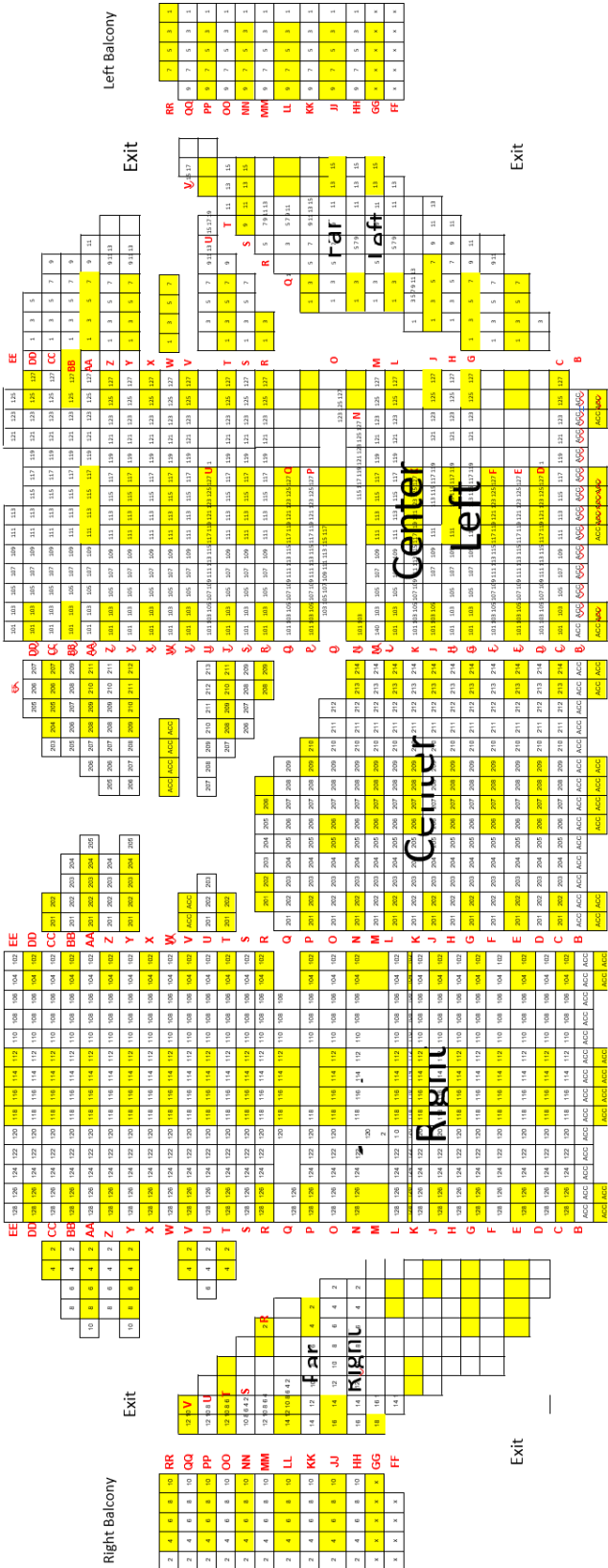
Saturdays: 12pm - 5pm (some exceptions apply)
and 1 hour prior to all ticketed events

In Person: 250 North Arizona Avenue Chandler

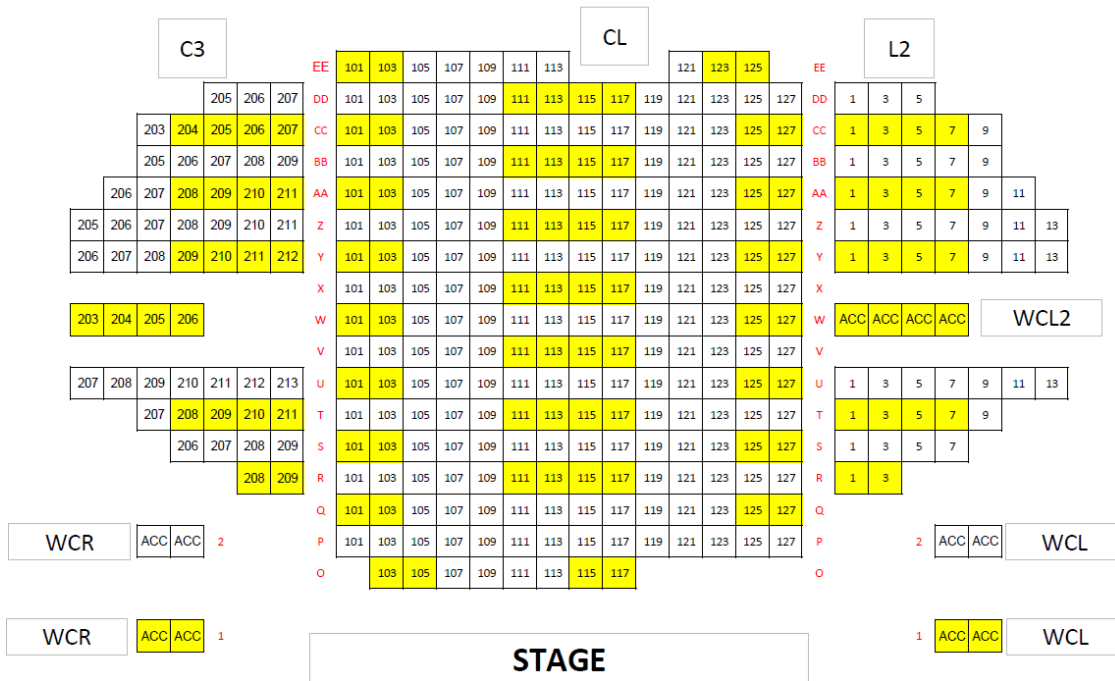
By Phone: 480-782-2680

Online: 24 hours a day: www.chandlercenter.org

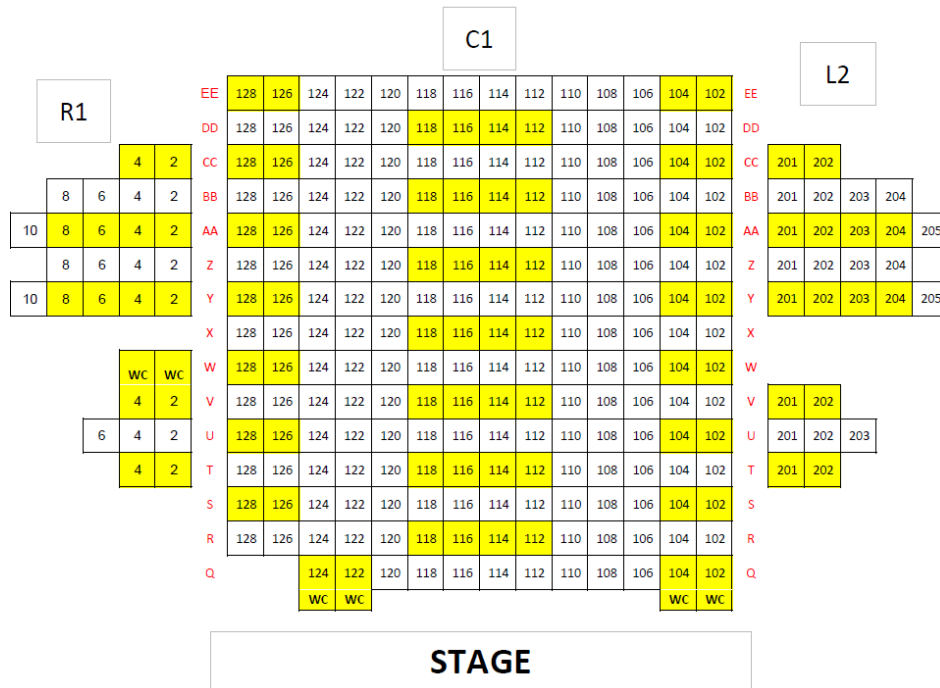
Social Distancing - 3
Capacity 480



Social Distancing Bogle Capacity 112



Social Distancing Recital Capacity 88



Volunteer Agreement Letter

I, the undersigned, do hereby acknowledge that I have received, read, and understand the policies, guidelines, and procedures outlined in my volunteer usher handbook. I understand that I have made a commitment to Chandler Center for the Arts to work as an usher.

I agree to follow the policies and guidelines detailed in this handbook when working at Chandler Center for the Arts, and willingly accept the consequences of failure to do so, which may include dismissal from the usher program at Chandler Center for the Arts.

I also willingly disclose my mailing address, email address, phone number, and name to the Patron Services Coordinator at Chandler Center for the Arts for the explicit purposes of facilitating my role as a volunteer usher. I sign this form with the understanding that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement as a volunteer with Chandler Center for the Arts.

Please note: You are not creating a "contract" with CCA by signing this form. If you volunteer at the CCA, both you and the CCA have the right to end this relationship at any time for any reason.

- *You have read this form carefully and understand it.*
- *Your signature below indicates your voluntary agreement with the above statements.*

Name _____

Address _____

Home Phone _____ Work Phone _____

Cell Phone _____ Email _____ @ _____

(Be sure to notify the Patron Services Coordinator or House Manager if your contact information changes)

May we call you as a last-minute substitute usher? Yes No

Signature _____ Date _____

Please sign and return to the House Manager at the end of orientation. You will not be permitted to work as an usher if we do not have this form on file. Thank you for your interest.

Your Copy

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CCA'S COPY