



# Volunteer Manual

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## MISSION

The mission of the Vail Valley Foundation is to enhance and sustain the quality of life in the Vail Valley through leadership in athletic, cultural and educational endeavors.

## VISION OF VILAR

The vision for VILAR is to strive for diversity and excellence in providing artistic, entertainment, and educational activities in a year-round, non-profit performing arts venue for the benefit of Vail Valley residents, visitors, and strategic partners.

## VILAR BACKGROUND

The Vilar Performing Arts Center (VILAR) is a 530-seat theatre and visual arts gallery/donors lounge in the center of Beaver Creek, Colorado. VILAR is at the core of performing arts in this world-renowned ski resort and throughout the Vail Valley. Each year, it offers over 60 performances by local, national, and internationally recognized musicians and performing artists, and serves as a rental-based venue for over 50 community and educational events. The theatre is acknowledged by audiences and performers alike as an intimate, state-of-the-art facility with exceptional acoustics. Many acts of corporate and individual generosity have contributed to its success since the initial capital campaign began in 1996, and today, reliable annual contributions from strategic partners, including the Beaver Creek Resort Company (BCMC), Beaver Creek Metro District (BCMD), and the Vail Valley Foundation (VVF), are vital to its ongoing activities. Generous patron and underwriting support, ticket sales, and endowment distributions are also critical to the success of the VILAR.

VVF, which has sole operational control of VILAR, works closely with its board-created VILAR Committee and in conjunction with a separate non-profit foundation that owns the theatre facility. In practice, VILAR functions largely as a stand-alone entity in terms of its physical space, staffing, theatre operations, programming, financial accountability, donor base, vision and goals. VVF acts as an umbrella organization (and financial partner), providing administrative, HR, IT, board governance, public relations and oversight functions, which results in efficiencies of scale beneficial to the VILAR. In turn, VILAR's well-established reputation for excellence in the performing arts directly supports the mission of VVF while raising VVF's standing in the Vail Valley.

## VOLUNTEER SERVICE STANDARDS

A volunteer agrees to:

- Consider volunteer work as a serious professional commitment and view the position as valid and important.
- Represent the VILAR in an appropriate, professional, and responsible manner at all times.
- Act as a member of the VILAR team when working with other volunteers and staff.
- Follow the position descriptions and accept supervision and direction.
- Be prompt and reliable in reporting to work and follow through on all commitments.
- If unable to work a scheduled shift due to illness or an unexpected reason, notify the Box Office Manager, Andie Cott, at (970) 748-6650 or Justin Brown via email at [jbrown@vvf.org](mailto:jbrown@vvf.org)
- Communicate with the House Manager to resolve any problems or concerns.

## ORIENTATION

Twice a year, volunteer orientation sessions will be held. Many subjects will be covered in this meeting including VILAR management expectations, evacuation of the audience, fire drills and theater policies. In order to ensure the safety of our guests, volunteers, and staff, you must attend these sessions to continue volunteering.

## SIGN-UP PROCESS

Typically, you will be required to sign-up for a minimum of 8 shows during the winter season and 6 shows during the summer/fall season. In addition, of the shows required per season,

- a maximum of 2 shows can be as Ticket Scanner;
- a minimum of 2 shows must be as a Captain; and
- a minimum of 2 shows must be a Family, STARS, and/or Community show.
- accommodation can be made for volunteers only in the valley for a single season of the year

Each season sign-up will be done on a self-serve basis using VicNet. The initial sign-up for the season will be done in two or more waves. The volunteers who are classified as “Tier 1” will go first, followed by “Tier 2”, “Tier 3” and so on.

When sign-up for the season begins, you will receive an email with the shows available. Each of the shows will be identified as either Prime, Family/Community/STARS or other. During the initial sign-up period you can sign up for as many shows as you want but with a limit of 2 Prime shows.

You will be notified when the initial season sign-up is complete, at which time VicNet will be open to all volunteers to sign-up for any and all remaining opportunities.

Finally, during the season additional volunteer opportunities may be added to the schedule. An email will go out to all volunteers and the positions filled on a first -come, first-served basis.

## **VOLUNTEER TIER RANKING SYSTEM**

VILAR Volunteers are categorized into four tier groups, with Tier 1 as the highest priority tier, with earliest access for sign-up and Tier 4 as the lowest priority tier, with last access for sign-up. Tier categories will be reviewed and updated by VILAR staff and House managers twice per year (once before the winter season and once before the summer/fall season). Volunteers will be notified of their tier group before each season sign-up period.

Tier groups are identified and assigned based on a combination of factors, all taken into account when reviewing and updating volunteer tier assignments: number of volunteering years at VILAR (seniority), total volunteering hours completed, volunteering hours completed in the last 12 months, fulfillment of volunteer requirements in the last 12 months (captain, scanner, community/family/STARS, etc.).

## **VOLUNTEER PARKING**

- Free buses are available by the covered bridge year-round.
- Free parking in all lots during summer/fall season.
- Parking in the Elk and Bear Lots is free after 1pm (during winter).
- Please use St. James and Ford Hall for parking whenever possible, leaving Villa Montane parking available for guests, especially in winter.
- Free parking will be provided to volunteers who have morning or afternoon shifts during the winter season (when the village lots will be full), please park in Elk Lot and use the shuttle to Vilar, alerting the attendant to your volunteer status when you arrive.

As of December, 2023 Beaver Creek has installed a new parking payment system. There are minor changes to the process for volunteer access/entry, but parking will still be validated (complimentary) in Villa Montane and Ford Hall lots. Additional information follows.

### ***PARKING - WHAT'S NEW?***

*-Beaver Creek has updated the parking system in the Villa Montane and Ford Hall parking lots (and the lower lots as well). **Parking for VILAR volunteers will continue to be complimentary at each performance.***

### ***HOW DO I ACCESS FREE PARKING?***

*-Follow these easy steps:*

1. ***Tell*** the parking attendant in the booth that you are volunteering for a VILAR event.
2. ***Scan*** your credit card [***YOU WILL NOT BE CHARGED***]. This step opens your “parking session” which the attendant will then validate as you enter.
3. ***Scan*** the same credit card on your way out [***YOU WILL NOT BE CHARGED***]. This step closes your previously validated “parking session” and the gate will open, letting you exit free of charge.

## ***ADDITIONAL PARKING INFORMATION***

*-Parking subject to availability*

*-Parking attendant can assist directly with any additional parking-related questions or issues*

## **DRESS CODE**

The required attire for volunteer ushers is black slacks or skirt (clean and pressed), black closed toe shoes, dark socks or hose, tucked in white collared long-sleeve shirt or turtleneck (clean and pressed) and your VILAR vest and nametag (personal nametags will be issued once you have successfully completed one (1) year of volunteer service to the VILAR). Please no blue jeans, shorts, or prints of any kind on your shirt or pants. Shawls, sweaters, etc. in a neutral color may be worn as long as your vest is on the outside and your nametag visible. Please ask the House Manager about any specific concerns. Exceptions will be determined on a case-by-case basis.

***Volunteers who arrive without the proper uniform may be asked to leave for the evening.***

## **ROLES PERFORMED**

You may fill many different positions as a volunteer. It is not as simple as just letting people in the door or seating them. The various positions are described in greater detail below. There are also important general rules set forth in this manual. It is your responsibility to familiarize yourself with these rules and to perform the requirements of each position.

Many of our audience members are from out of town. They will need help finding their seats, restrooms or wanting information on future performances. The handicapped may especially need our help in getting to seating areas. However, do not just assume a handicapped person needs assistance - please ask first.

## **HOUSE POLICIES**

Part of your job is helping us enforce these policies in order to allow the rest of the audience to enjoy the performance.

### **No Flash Photography (Camera Phones and Recording Devices on a Case-by-Case Basis) -**

If an audience member comes in with this equipment, advise them of the house policy. Most people will be happy to oblige. The Front of House Manager will advise you if there is an exception to the rule. Please ask if you are unsure.

**No Outside Food/Drinks Allowed in the Theater** - Again, a smile and friendly reminder is normally all it will take. Food sold at the VILAR concession areas are permitted inside the theater. No outside food or beverage should be allowed into the lobby areas and should be stopped by the ticket scanners or upper lobby captain. This includes bottled water unless sealed.

**Empty water bottles are permitted and can be refilled at the water bottle fillers in the lobby.** This is both a safety issue and a liquor license issue.

**No Backpacks or Large Bags Allowed in the Theater** - Large bags and backpacks are not allowed in the theatre. The only bags permitted inside are a small clutch type purse no larger than 5" x 8". Some shows (such as mid-day children's shows) will allow bags and backpacks. The Front of House Manager will let you know if this is the case but please do not advertise this.

**No Sitting or Standing in the Aisles** - This is very important as having patrons seated in the aisles is a fire code violation. Please help these customers find a seat or a place to stand that is not in a fire lane.

**No Feet on Chairs or Woodwork** - Advise them not to put their feet on the furniture or woodwork.

**No Placing of Items on Acoustic Shelves** - During certain performances, the wall curtains will be lifted to reveal the acoustic shelves. Under no circumstances should items be placed on these shelves.

**No Smoking Inside or Drinking Outside** - Some people may not have seen the sign that it is a smokeless facility. A gentle reminder is usually all that is needed. Ashtrays are located outside the building, but patrons are not permitted to take alcoholic beverages outside since that would violate our liquor license. Outside liquor is also not permitted inside the building.

**Cell Phones Must be Silenced and Pagers Turned Off During the Performance** - The Executive Director usually advises patrons of this requirement during the curtain speech, but it may be necessary to remind them.

## SEATING

**Latecomers** - Latecomers are (almost) never seated in their ticketed seats until intermission or a break in the program. It is important that we start the show on time and at the same time we want to get our late customers in as soon as possible. There are several methods by which to handle this depending on how full the house is and the performance itself. Sometimes the performers have specific instructions that must be followed.

**House Not Sold Out** - This is the easiest to resolve. If the house is not sold out, you may seat people in the back of the theatre or in the balcony. At intermission, they may move to their seats. It is extremely distracting and disrespectful to the rest of the audience and to the performers to seat latecomers in their ticketed seats at other times.

**House Sold Out** - Not as difficult as it sounds. Hold the audience member outside the auditorium until there is an appropriate break in the music or performance ("between numbers"). Normally, it is not a problem to seat people between breaks in the music for the first five or ten minutes. Later than ten minutes, bring the person in and offer them a stool or seat (do not offer an "usher" chair) or to stand in the back of the auditorium. **Do not try to move them to their ticketed seat.** Again, it shows a lack of respect for the rest of the audience (who were timely)

and the performer to be seating people during the show. For persons more than twenty minutes late the House Manager reserves the right to refuse seating until intermission.

On rare occasions the performer allows seating latecomers “at any time” or sometimes requires “no late seating”.

## CHILDREN

A noisy child is one of the most difficult problems for a volunteer. Crying babies need to be removed, as do chatty children. Normally if you smile, address the parent, and advise them that the child is disturbing the rest of the audience, the parent will take some action to stop the problem. Children must remain in their seats. If children are running about, advise them to return to their seats. Especially be cautious of this in the balcony. None of us wants a child to take a fall. Be aware that children crying, laughing, and shouting in the lobby is also a problem as the sound carries into the auditorium.

## STARS PERFORMANCES

If you are assigned to work a STARS performance, the job duties will differ from normal performances. Each volunteer will then be tasked with a position. It helps to physically motion each child to their seats for the best efficiency. At the end of a STARS performance, students that rode on a bus are asked to remain in their seats until their school is called. Before children begin to exit, please be sure that all of the auditorium doors are open. The remainder of the children that arrived in private vehicles will depart at this time.

*\*Parking is free in the Elk and Bear lots after 1pm (all parking in summer is free). If you work an early show in the winter, when the village lots will be full, you will receive free parking in the Elk and Bear lots for your morning and/or afternoon shift. Let the attendant know you are a volunteer when you arrive to park, then ride the free shuttle up to VILAR.*

## ALCOHOL

- Alcohol will stop being served at least 30 minutes prior to the scheduled end of the show.
- Beer will not exceed 19oz per serving and wine will not exceed 12oz per serving.
- All guests that look 30 years or younger will be ID'd to confirm they are 21 years or older.
- If they are asked for an ID and they do not have it, no matter their age, we cannot serve them.
- All ushers and personnel are responsible to monitor exits to ensure that alcohol is not removed from the premises. Alcohol cannot be brought in from outside the theater either.

## PROHIBITED ITEMS

“All bags and persons entering the venue are subject to search. VILAR management reserves the right to refuse entrance to any item deemed a potential safety or security risk or with the potential to be a distraction to the event being held”.

- All outside food and beverages (empty water bottles are allowed)
- Bags and backpacks and other oversize items (nothing larger than a 5” x 8” clutch style purse).
- Marijuana and drugs without a prescription
- Audio or video recording devices, GoPros, professional cameras or cameras with removable lenses (no professional photography), selfie sticks
- Weapons of any kind, or items construed as weapons.
- Open flame, Laser pointers
- Pets (service animals exempt)
- Emotional support animals are NOT allowed. If someone says they have a service animal, you are ONLY permitted to ask, “What task is your animal trained to perform?”
- Noise-making devices or bullhorns
- Signs/flags/banners
- Fireworks, Drones
- Any additional items security determines could potentially distract from the audience’s safety and enjoyment.

## EMERGENCY PROCEDURES

During an emergency, you will be asked to assist the VILAR staff in evacuating or searching the building. Because of this, you must be physically able to lead the audience members up the stairs and out of the building, including the four flights at the front of the house. In case of an emergency, it is imperative that you remain calm and know your job. If you lead in a calm manner, the audience will follow your lead and remain calm also! Never take responsibility for an injury and never speak to the media. First Aid kits are located in the mailroom in the upper lobby and the House Managers office. Report all incidents to the Front of House Manager!

**Active Shooter** - An active shooter is an individual, or multiple individuals, who are actively engaged in killing or attempting to kill people in a confined and populated area.

### *RUN/HIDE/FIGHT*

- Initial response: accept that this is happening. Trust your gut instinct.
- Quickly assess the most reasonable way to protect your own life.
- Remain calm and remember that guests and other employees are likely to follow the lead of the staff and ushers during an active shooter situation.

### *RUN*

- If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate whether or not others agree to follow.
- Leave your belongings behind. Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

### *HIDE*

- If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
  - Be out of the shooters view.
  - Provide protection if shots are fired in your direction (i.e. an office with closed/locked door).
  - Not trap or restrict your options for movement.
- If the active shooter is nearby:
  - Lock the door.
  - Blockade the door with heavy furniture.
  - Silence your cell phones, pagers and radios.
  - Turn off others sources of noise (radios, televisions).
  - Hide behind large items (i.e. cabinets, desks).
  - Remain quiet.

### *FIGHT / Take Action against the active shooter:*

- As a last resort, if evacuation and hiding out are not possible: Remain calm.
- Dial 911, if possible, to alert police to the active shooter's location. If you cannot speak, leave the line open and allow the dispatcher to listen.
- If your life is in imminent danger:
  - Attempt to disrupt and/or incapacitate the active shooter.
  - Act as aggressively as possible against him/her.
  - Throw items and improvise weapons. Yell.
  - Commit to your actions.

### *When the police arrive:*

- The first officers will not stop to help injured persons. Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers.
- Keep hands visible at all times. Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

### *Routine Security*

- All personnel and volunteers are required to wear a name badge during their shift to identify themselves as authorized VILAR representatives.

- All personnel and volunteers are expected to participate in monitoring restricted areas for unauthorized persons.
- Doors to the auditorium will remain locked if an event is not in progress. Doors will be unlocked no more than thirty (30) minutes in advance of the show start time.
- VILAR is not responsible for volunteer/guest lost or stolen items.
- VILAR may authorize forced entry into any locked compartment (i.e. lockers) if it is deemed necessary for VILAR safety and/or security.

### *Emergency Lockdown*

- A lockdown of a building is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat.
- This procedure is used when it may be more dangerous to evacuate than stay inside.
- By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.
- If guests want to leave, you cannot stop them unless opening a door would create danger for everyone else inside.
- Please provide them with the information that you know so they may make their own informed decision. Direct them to exit the facility at the safest location based on the situation.
- Compile and maintain a tracking sheet for all who've been accounted for and onsite.
- Allow for the consideration of helping non-guests and employees who are seeking refuge. All who enter the VILAR must be accounted for.

## **SUSPICIOUS ACTIVITY**

All personnel and volunteers are responsible to report suspicious activity including what or who you saw, when you saw it, where it occurred and why it is suspicious.

- **Unusual items or situations:** A vehicle is parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.
- **Eliciting information:** A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
- **Observation/surveillance:** Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

## **DISRUPTIVE GUESTS**

If a staff member should encounter a guest, or guests, that are behaving contrary to the policies of the VILAR, (e.g. disturbing other guests, intoxicated, fighting, etc.), DO NOT argue or become confrontational with the individual(s).

- Notify FOH Manager who will assist and call 911 as necessary.
- Never put your hands on anyone.
- Do not say or do anything to incite the situation.
- Take notes about what is happening so that a report can be written by the HM later on.

It is essential that a person will be asked to leave who:

- Is using or threatening violence or breaking the law.
- Is disturbing the enjoyment of other guests.
- Is disorderly or not abiding by premises rules.
- Is using disgusting, profane, or foul language.

*To be clear: You are NOT responsible for this removal.* This is simply what to look out for. If you see this behavior, a HM or VILAR staff member should be alerted, and they will take it from there.

### **CROWD CONTROL**

- Prevent congregation of guests in aisles.
- Request guests to move away from an emergency situation.

### **SECURITY INCIDENT RESPONSE**

In any event which poses an immediate threat to VILAR staff, guests, artist and artists crews/friends and/or VILAR property, local law enforcement will be notified immediately by HM or AHM calling “911”. When reporting an emergency, remember:

- Be articulate in the description of the act, its potential, severity, weapons involved, description of suspects, and the specific location of the incident.
- Do not minimize a situation. It is better to have a quick response by police personnel instead of a “routine call” response.
- No personnel or volunteers should ever put themselves in jeopardy or lay hands on any person. **NEVER ATTEMPT TO PHYSICALLY REMOVE ANYONE!**

### **MEDICAL EMERGENCY**

*The following is for your reference ONLY. We are not asking or requiring that you put yourself in harm’s way in any way, shape, or form. The following is simply advice so that you can be prepared to protect yourself if an emergency were to occur and to assist others if you are comfortable.*

- Remain calm. Your remaining calm will help keep the victim calm.

- Stay with the victim, if possible, no matter how minor it may seem. You might witness crucial changes in the victim's condition.
- Do not move the victim, unless safety dictates the need.
- Assign someone to call 911.
- Notify the House Manager to your location.
- Disperse any crowd that may have gathered.
- If the person is having a cardiac arrest, CPR trained personnel should begin CPR procedures.
- Attempt first aid ONLY if trained, qualified, and comfortable.
- Obtain a “Medical Emergency Info Form” from the FOH Manager’s office of Box Office and fill it out as best you can.
- If a guest offers assistance and in your judgment is qualified to render aid, (e.g. a medical or emergency response professional) it is appropriate for that person to assist. Colorado protects such professionals from liability under the Good Samaritan Act.
- Clear a path for the Fire Department/EMS and keep crowds from gathering.

## **MISSING CHILD**

A missing child is defined here as anyone under the age of 18. In the case of a missing child please follow these steps:

- Know the difference between a missing child and a lost child. (ex. They went to the bathroom and haven’t been back to their assigned seat but the parent does not seem frightened or extremely concerned. In this case look to see if maybe the child is still in the restroom or if the child went back in the theatre and sat in the back row before calling on the radio. VS. The child was by the parent’s side near the concessions stand and only a moment later the child is nowhere in sight and the parent expresses severe concern.)
- ALWAYS check the bathrooms before calling on the radio.
- Obtain a “Missing Child Info Form” from the FOH Manager’s office or the Box Office and fill it out to the best of your ability.
- Find the HM or other VILAR full time staff with a radio and give them the info sheet.
- Available VILAR full-time staff ONLY will then move to all exits and will attempt to delay any departure of a child matching that description, if they are accompanied by someone other than a parent or legal guardian. However, VILAR Staff are not to engage in an aggressive confrontation or attempt to physically restrain anyone. If they are not able to stop a child matching that description from leaving the building, call law enforcement. Make sure to write down a detailed description of the person accompanying that child during the departure.
  - FOH Manager and Operations Director- UL Front Doors
  - F&B Manager-Loading Dock Doors
  - Any VILAR Full Time Staff Available-Door to Ice Rink by Loading Dock
  - Any VILAR Full Time Staff Available -Door to Ice Rink by Alice Hallway
- Any additionally available VILAR full time staff and available volunteers (those that are not necessary inside the theatre and at least one must stay in the UL and LL) will search for the child. (Bathrooms, kitchen, Alice hallway, etc.)
- If the child is found and was simply lost, reunite them with their parent or guardian.
- Call on the radio that the child was found.
- If the child is not located within 10 minutes, call law enforcement.

## **FIRE**

When fire is discovered:

- Activate the nearest fire alarm.
- Notify the local Fire Department by calling 911.
- If the fire alarm is not available, notify the site personnel about the fire emergency by radio.

Upon being notified about the fire emergency, occupants must:

- Leave the building using the designated evacuation routes.
- Move quickly away from the front entrance of the facility and assemble in the designated evacuation area (Plaza).
- Remain outside until you have been told by a VILAR full time staff member that it is safe to reenter.

Fight the fire ONLY if:

- The Fire Department has been notified.
- The fire is small and is not spreading to other areas.
- Escaping the area is not possible by backing up to the nearest exit.
- The fire extinguisher is in working condition and personnel are trained to use it.

## **EVACUATION**

- If you notice a fire and the alarms have not gone off, immediately notify a full-time staff member with a radio or pull the alarm.
- If an alarm has gone off, follow the evacuation procedure per usual.
- Once lights start flashing, an announcement will be made *“Ladies and gentlemen, it is necessary to interrupt this event. Please assist us by evacuating the facility in an orderly fashion. Ushers will direct and assist you to the nearest available exit. We will provide more information shortly, and the event will be resumed as soon as we are able.”*
- Direct everyone in a calm voice and emphasize the importance of remaining calm and exiting in a single file.
- Ushers assist with evacuation by directing guests to exits from assigned stations.
- Ushers who are assigned to special needs guests are asked to assist them and their companions to the nearest exit or Area of Refuge.
- Ushers exit the venue only after ensuring that their assigned area is clear.
- Head Ushers will make a final check and when clear will shut theatre doors. They will alert the House Manager and then exit themselves.

*Note: if fire is in lower lobby, all must exit at stage right and left and up exit stairs.*

**Where You Are Located at the Time of the Alarm Tells You What You Should Do:**

**Captain (UL):** When alarm sounds, immediately go to the upper lobby, do not hold open the two leaf doors. Be available to assist the opening and closing of exit doors. DO encourage the exiting guests to stay calm, check in with VILAR staff before leaving the Upper Lobby, and to proceed around the building to the plaza level upstairs.

**Captain (LL):** Position yourself by the merchandise, if any, and let guests know they can purchase merchandise when the theatre is deemed safe to re-enter. If there is no merchandise, position yourself by the stairs and make sure all guests exit through the UL.

**Head Usher (LL):** When alarm sounds (flashes), go immediately to the separation point of the Orchestra and Parterre. Let everyone know that those in front of you will exit toward the stage and those behind you will exit toward the lobby. Direct everyone in a calm voice and emphasize the importance of remaining calm and exiting in a single file.

**Ushers by the Stage:** When alarm sounds (flashes), collapse your stool and place it on stage. The usher closest to the exit should immediately go to the exit door and lead guests outside. The usher closest to the audience should walk to the center of the front row and direct guests to split down the center exiting right and left. Remind them to follow single file out of the building and up to the plaza level. When everyone is out, the usher directing traffic follows all to the plaza. DO NOT PROP OPEN DOORS. Anyone who cannot physically exit the building up the stairs should be left in the “Area of Refuge” just inside the exit doors on stage right or left. They should be told that someone will come and assist them to the exit and that fire personnel will be able to talk to them through the “squawk box” on the wall. (Do not press the button, it will not do anything. Simply wait for someone to start talking to you.)

**Ushers at Rear of House:** When alarm sounds (flashes), the usher closest to the door should calmly lead the audience members single file up the grand staircase and out the front doors. (HR exit up the left side of the stair and HL exit up the right side.) The usher closest to the box should go down and tell those guests to leave through the LL. If there are additional volunteers available, they should position themselves in the lobbies and the stairway to keep the audience calm and in a single file. Everyone should follow the last audience member out and away from the building. (HR should go out the doors nearest stairway and HL should go out the doors nearest May Gallery.)

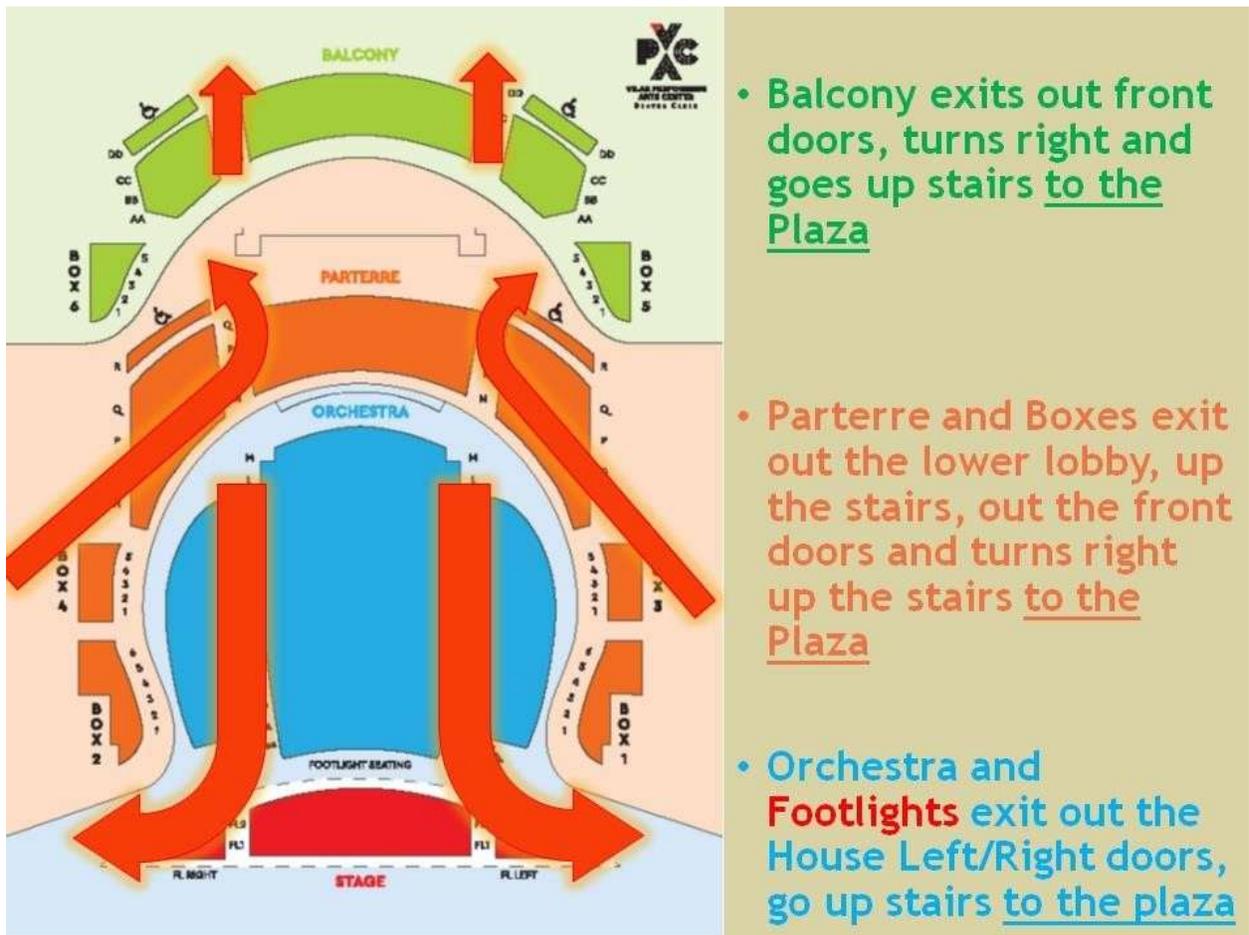
**Ushers in the Balcony:** When alarm sounds (flashes), the volunteer closest to the rear doors should calmly lead the audience members single file out the front doors. DO NOT PROP DOORS. (HR should use the revolving and leaf door on the right and HL should use the loading doors next to the May Gallery). Any other volunteers should position themselves between exiting lines of audience or between exiting lines of balcony and the other exit doors (These are to be used by Orchestra and Parterre patrons). All volunteers should follow the last balcony members out of the lobby and away from the building.

**Coat Check:** When alarm sounds (flashes), immediately go to the upper lobby coat check location and stand in front of the coat check table. Politely but emphatically let the patrons know that they cannot have their coats at this time. Exiting the building for their safety and protection is of the utmost importance. Exit the building with all other volunteers and move away from the building.

**All Other Positions:** When alarm sounds (flashes), immediately exit the building and assist in moving the audience in a calm manner away from the building as they exit.

**THE MEETING SPOT FOR ALL GUESTS AND VOLUNTEERS IS THE PLAZA.** Note that all building occupants are required by law to evacuate the building when the alarm sounds.

**FIRST AID KITS ARE LOCATED IN THE MAILROOM AND IN THE GREEN ROOM HALLWAY NEXT TO THE REFRIGERATOR.**



### General Rules

- Arrive and be fully prepared (i.e., take care of all personal needs including donning your vest with nametag) to perform your duties no later than 60 minutes before show time.
- *It is important to be prompt so that assignments can be efficiently made, programs can be stuffed, and meetings can be held prior to the patrons' arrival.*
- If you fail to sign in, you may not receive credit for volunteering.

- Refrain from communicating with production personnel with personal, audience, or event-related suggestions – these items can be passed along to the house manager.
- Read the information regarding the show on the white board in the volunteer room.
- Keep the door to the volunteer room closed when patrons are in the lobby.
- Carry a pencil in your pocket for double seatings and ear plugs for loud shows. At the end of the show, empty vest pockets completely and return all items to the volunteer room.
- All ushers must carry a flashlight during the show and must return it to the volunteer room at the end of the show.
- Flashlights should only be used to help patrons. When using your flashlight inside the theater, please remember to point it down so as not to shine it in the eyes of patrons or performers. Also, remember to point the flashlight behind you when taking latecomers to their seats. The flashlight should never be used to check the time, read the program (or a book or newspaper) or to search for something lost.
- Do not open the theater doors (even if they are unlocked) until the HM gives the OK.
- If magnetized doors will not stick, notify HM immediately so that we might get a door stop.
- Please do not socialize when you should be working.
- Once the show has started, please DO NOT TALK (even to patrons) when you are in the theater, except in an emergency. You should not have to speak with patrons inside the theatre even when they have arrived late. This discussion should be had in the lobby.
- Unless approved, no volunteer should be sitting in audience seats during the show.
- Give all lost and found items to the House Manager or the Assistant House Manager.
- When necessary (before the show or during intermission), advise patrons that they may not take alcoholic beverages out of the VILAR.
- Volunteers should sit or stand in the rear of the theater and be prepared to assist patrons (whether late arriving or just leaving to use the facilities).
- Volunteers may not eat or drink (water being the exception) while volunteering until all patrons have left the theater except when invited by House Manager or VILAR staff to the kitchen. On nights when there is food or drink served by waiters, refrain from accepting some even when offered.
- Volunteers should refrain from going into the kitchen unless invited by the VILAR staff or House Manager.
- If you need to leave a performance early, please speak with the House Manager. Check in with the House Manager before leaving any show.
- Please do not come to the VILAR to volunteer if you are impaired due to illness, injury, or the consumption of alcohol or drugs (including prescription drugs) as such impairment could result in liability to you and the VILAR in the event of an accident.
- Please do not come to the VILAR to volunteer if you have not been assigned to work that day.
- Please do not bring family members to performances, assuming that they can sit in the back with you to watch a show.
- Do not remove vests or leave the performance until the HM has given you the OK to do so.
- Occasionally you will be invited to attend a performance as a guest of the VILAR. You may be invited to attend alone or with a significant other. For this purpose, a significant other is a spouse or “special friend or close relative” (if you do not have a spouse or your spouse is ill or out of town). You must attend an invited performance with your guests; you may not send your guests alone.

- The VILAR provides an environment that is committed to be free of discrimination or harassment. If you believe that you have been discriminated against or harassed by a VILAR staff member or volunteer, provide a complaint to the House Manager as soon as possible after the incident.

## **GENERAL VILAR INFORMATION**

### **Website**

[www.vilarpac.org](http://www.vilarpac.org)

### **Mailing Address**

Vilar Performing Arts Center  
PO Box 3822  
Avon, CO 81620

### **Physical Address**

Vilar Performing Arts Center  
68 Avondale Lane  
Beaver Creek, CO 81620

### **Phone Numbers**

(970) 748-6650 Box Office Manager  
(970) 845-8497 Box Office

### **VILAR Staff**

Justin Brown, Director of Operations  
Andie Cott, Box Office Manager

Cameron Morgan, Executive Director  
Owen Hutchinson, Artistic Director  
Tess Reinhold, Programming & Artist Relations Manager  
Erik Brown, Director of Infrastructure and Special Projects  
Shane Huebner, Production Manager  
Cheyenne Mendoza, Technical Director  
Dean Davis, Facilities Manager  
Lauren Gary, Director of Ticketing  
Ruthie Hamrick, Director of Marketing  
Kenneth Howell, Food & Beverage Manager

John Merritt, House Manager  
George Nimmo, House Manager  
Alan Lewis, House Manager  
Earl Hartman, House Manager  
Russ Jones, House Manager  
Tom Russo, House Manager

## Position Descriptions

### *Captain*

- Prior to leaving for the evening, make sure program holders are full.
- Direct guests and answer questions.
- After intermission, remove inserts from programs and recycle.
- During the performance, maintain a presence in the lobby and assist guests with late seating.
- UL Captain takes over scanning duties for latecomers.
- UL Captain will stamp the hand or inside wrist of those that want to leave the venue and then return. Also watch for alcohol leaving the theatre and prohibited items entering the theatre.
- Guests must show their hand stamp and ticket to reenter the show.
- UL Captain monitors entrance watching for oversize bags and outside food and beverage.
- LL Captain, after start of performance and after intermission, check restrooms and report any problems to HM or AHM.
- LL Captain must watch merchandise during the performance.
- UL Captain must oversee, and staff if needed, coat check during the performance.
- Seat latecomers as directed by HM, do not hand them off to the inside usher. Head Usher will replace you in the lobby until you return.

### *Head Usher*

- Remain at door, read ticket and direct patrons to proper usher.
- At door 3 ensure someone is up front near the stage to make sure no one goes through the door to enter the backstage/green room area
- Keep volunteers facing the guests, standing straight, hands out of pockets, and smiling
- Hold a preshow meeting at your post and assign the remaining ushers to their positions and seats on your side and make sure they know where they are going in an emergency, based on where they are sitting.
- Watch the theater for any problems from your assigned spot and notify House Manager or Assistant House Manager of any problems that you cannot handle yourself.
- Be alert and available to seat latecomers if the Captain is not able. Monitor the LL when Captains enters the theatre to seat latecomers.
- When seating latecomers or if patrons have to exit during the performance, ensure that one set of doors is closed before the next set of doors is opened to make sure that no light “bleeds” into the theater.

### *Usher*

- Take direction from the Head Ushers.
- Escort guests to their seats. Provide them with programs.
- Be alert to distinction between rows D and O/G and Q. Also distinguish row aa in orchestra from row AA in the balcony.
- Watch out for double seating. Follow guidelines from HM if double seating occurs.
- During the performance, watch for any issues outlined in Volunteer Manual and discussed in HM meeting.
- Make sure the aisles are clear at all times.
- Provide booster seats when necessary.

- Watch for guests recording or video violations, unruly guests, disruptive children and people beginning to congregate in aisles.

#### *Scanner*

- Take a scanner and position yourself at the front doors as soon as possible after arriving.
- Please move guests through the line quickly, the greeter can provide information on seat location, restroom location, event information, etc.
- When scanning ticket, if it comes up red then verify show date and time on ticket before redirecting them to the box office or calling HM to assist.
- If guests do not have tickets, politely redirect them to the box office windows outside (not the interior window). For security reasons, everyone inside the building should have a ticket.
- Direct guests to their proper door according to their ticket.
- Watch for backpacks, large bags and outside food and beverages.
- Scanners may not leave until released by UL Captain, HM or AHM. This will typically be about 10-15 minutes after the performance begins.

#### *Coat Check (MG and UL)*

- Check coats until at least 15 minutes after beginning of the show.
- Issue separate check slips for hats and other items.
- Assume normal usher duties during the performance.
- Return to coat check at intermission and end of show.
- Make sure all items have been picked up before closing down. If it is well after the show, alert the HM and they will place the items in lost & found.
- Give the tip money to the HM or AHM before leaving.

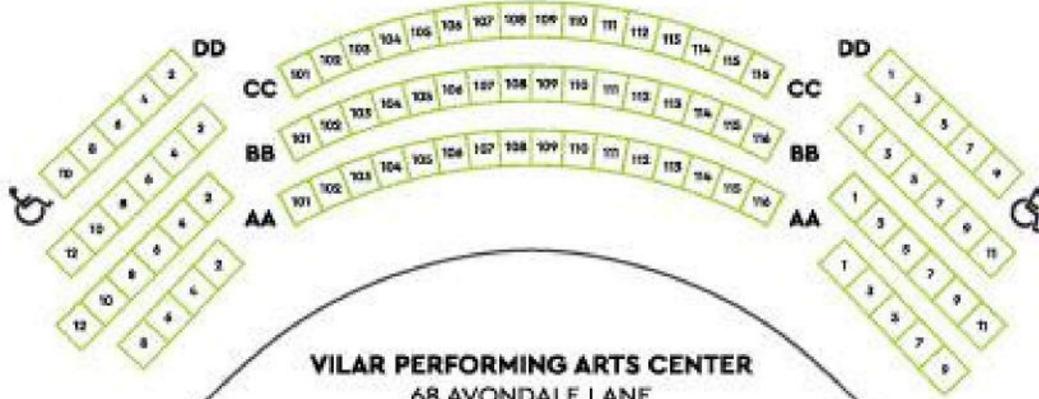
#### *Elevator*

- Greet guests that need elevator and bring them down to LL before shows. If they are seated in ADA seats in front of house, take them down to the “Alice in Wonderland” hallway and direct them to their seats, only if house is open.
- At end of performance, assist guests in coming back up to LL or UL.
- Alert HM if ADA seating is needed and not provided.

#### *Merchandise Sales - (as needed, on a case-by-case basis, consult with HM/staff)*

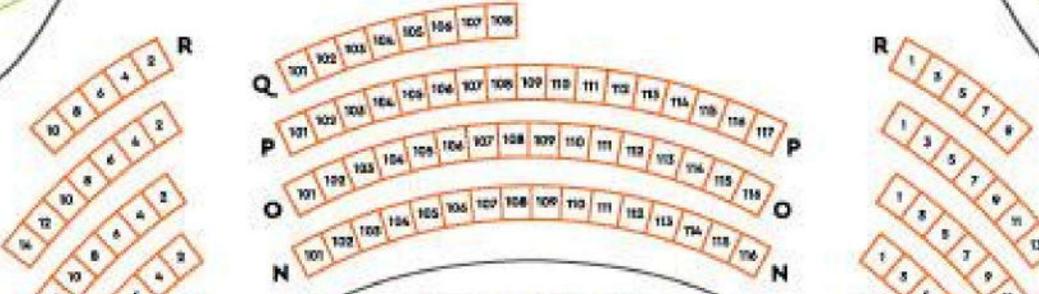
- Take inventory of goods being sold if HM or VILAR Artist Manager is not available to do so.
- Reconfirm cash in bank (\$150).
- Know the price of each item, established by the artist or tour manager, and make sure there is a pricing sign available to guests (HM or artist rep will provide).
- Sell merchandise.
- Make sure cash is being watched by the Captain at all times during the show.
- Take inventory after the show (If HM or VILAR Artist Manager is not available to do so) and re-count the cash bank.
- Meet with HM or VILAR Artist Manager to settle the accounts and track sales and split with provided merchandise worksheet.

**BALCONY**

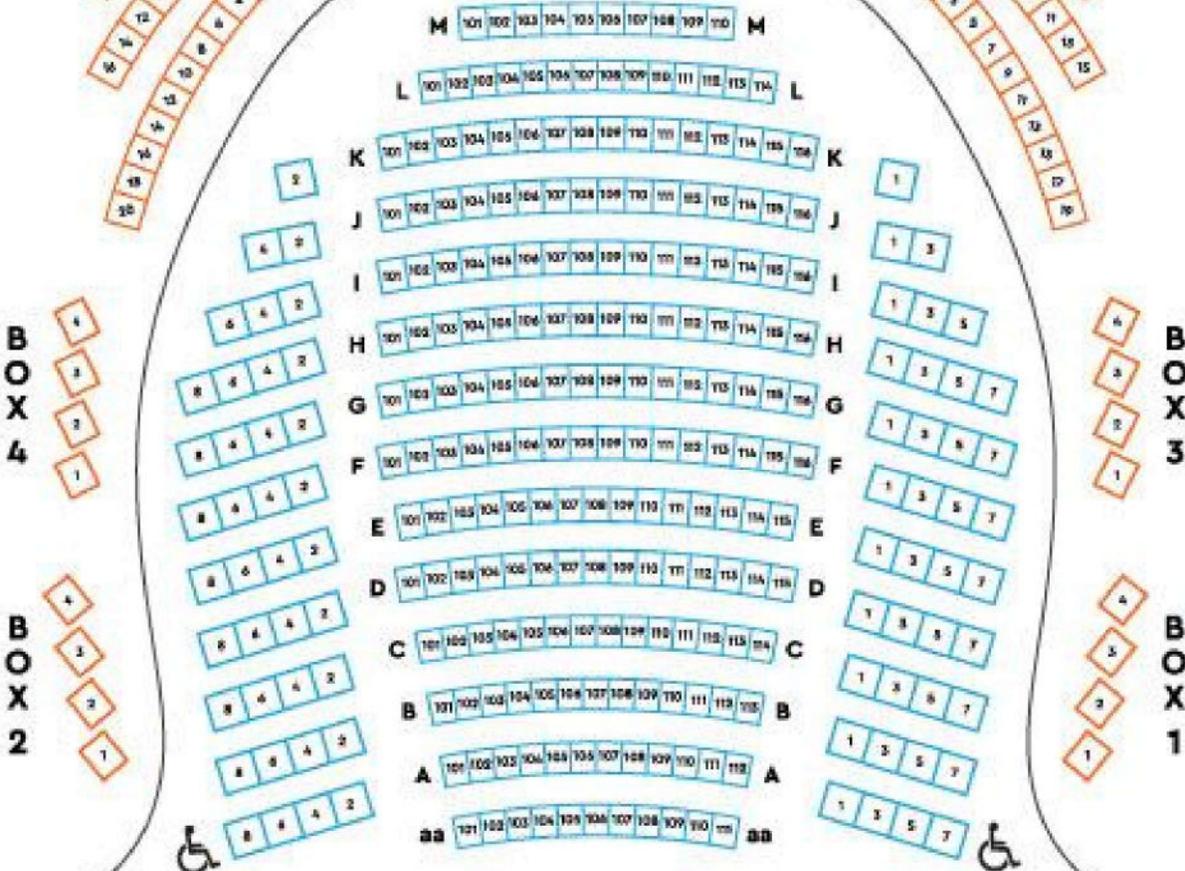


**VILAR PERFORMING ARTS CENTER**  
68 AVONDALE LANE  
BEAVER CREEK, CO  
970.845.8497

**PARTERRE**



**ORCHESTRA**



**STAGE**

I, \_\_\_\_\_, have read, and fully understand, the Volunteer Manual provided. I agree to follow all rules and regulations described in this manual. I understand and accept that the Vilar Performing Arts Center may let me go at any time, for any reason. Similarly, I am free to leave at any time for any reason. I further understand that revisions to the Volunteer Manual may occur that will be communicated through official notices and that revised information may supersede, modify, or eliminate existing policies.

Sign \_\_\_\_\_

Date \_\_\_\_\_