

# **VOLUNTEER WELCOME STATEMENT**

April 20, 2015

## **Welcome new team member!**

On behalf of your colleagues and the entire Ottawa Municipal Auditorium and the City of Ottawa, I welcome you and wish you every success here. We believe that each of you contributes directly to the Ottawa Municipal Auditorium's (OMA) growth and success, and we hope you will take pride in being a member of our team.

OMA understands the importance of the facility we manage to the community that owns it, and we seek to manage it in a way that serves the interests and desires of all community members. OMA is committed to an operating philosophy that provides vital and stimulating programs, dependable and innovative management, and fiscally responsible stewardship.

You are part of a team of professionals dedicated to providing the very best in services to customers passing through OMA. Our customers come to our facility for a variety of reasons... they come to business conferences to be educated and they come to events to be entertained. Whatever the reason they pass through our doors, our customers have one thing in common: they come to our facility for a memorable experience.

This handbook was developed to describe some of the expectations of our team members and to outline the policies, programs, and benefits available to eligible team members. Team members should familiarize themselves with the contents of the team member handbook as soon as possible, for it will answer many questions about volunteering at OMA

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Shonda Stitt,  
Administrative Manager

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# **Ottawa Municipal Auditorium Mission Statement**

The mission of the Ottawa Municipal Auditorium is to serve and enrich the community as a cultural, entertainment, and educational center.

OMA has a 35 foot proscenium stage and can seat up to 830 making it the ideal place for theatrical productions, concerts, meetings, & weddings. Our Exhibition Hall is perfect for receptions, or training seminars/classes. OMA is owned and operated by the City of Ottawa Kansas and has an advisory board.

## **Ottawa Municipal Auditorium Advisory Board & Professional Staff**

### 2015 - Advisory Board

Tony Brown, *Chairman*

Jeanne Stroh

Allen Campbell

Tiffany Evans

Paul Bean

John White

### Professional Staff

Shonda Stitt, *Administrative Manager*

Jesse Cox, *Crew*

## A LANDMARK OF CULTURE AND ENTERTAINMENT THE OTTAWA MUNICIPAL AUDITORIUM

The chronicles of "entertainment structures" in Ottawa are as diverse and colorful as the city itself. The Ottawa Municipal Auditorium, located at the southeast corner of 3rd and Hickory Streets, is no exception and will be forever linked in history with the likes of Samuel B. Rohrbaugh and George Washburn, with skating rinks and fatal fires.

Col. Rohrbaugh came to Ottawa in 1869, investing in city real estate and zealously building many properties. Moreover, he was public-spirited and greatly concerned with the betterment of the town. The first Rohrbaugh building was built as a skating rink in 1886, then used as a carriage factory, and finally it was converted, at considerable expense, into an attractive auditorium. It was formally opened on March 23, 1890 and proclaimed "the best in the state." Five years later, the building caught fire and burned.

Using funds of his own and \$6,000 raised by public subscription, Col. Rohrbaugh then constructed a splendid new theater just north of what is now Lamb-Roberts-Heiss Funeral Home. The Rohrbaugh, as it was named, had 1200 seats, including eight private boxes, a 62' X 40' stage, and both gas and electric lighting. It opened on January 31, 1896 and was hailed as "without equal in Kansas." Many dignitaries numbered among the 800 attending the opening. Railroads even offered special round-trip rates, and Grand Opening prices at the theater ran between \$1.00 and \$2.00.

The Rohrbaugh was Ottawa's pride and joy for years. Many attractions, such as road shows, concerts, plays, recitals, and artist series were booked. Besides the most noted performers of the day, host of famous speakers graced The Rohrbaugh stage, including presidential candidates, Senators and Congressmen. Parts of Ottawa's renowned Chautauqua were held there, along with various church, civic, club and Ottawa University activities. On October 2, 1915, The Rohrbaugh suffered the fate of many well-known Ottawa buildings when it too caught fire and was destroyed.

Swept up in a surge of patriotism in early 1919, the City of Ottawa decided to build an auditorium dedicated to the memory of those who had died in World War I. A massive campaign led to the passage of a \$75,000 special bond issue. George Washburn, designer and architect of many of Ottawa's historic structures, began work creating a versatile building similar in appearance to The Rohrbaugh and built like Kansas City's Convention Hall. After several design modifications, builder J.L. Zollars of Independence began work at this current site. The Memorial Auditorium had a large stage and fly gallery, over 1400 seats, and a spacious meeting hall downstairs. It was dedicated in 1921.

Throughout the years, this building saw the great and near-great perform on stage. Concerts, operas, religious revivals, conventions, and high school graduations filled the yearly calendar. The community theatre was active, the American Legion met upstairs, OU students built their drama sets there, and cartoons were shown on Saturday afternoons. However, after the flood of 1951, the decay of years and high maintenance cost took their toll. With television occupying more leisure time, the Auditorium was used less and less until it was finally closed in 1974, having been declared unsafe.

No longer able to maintain the building, the city leaders began exploring the possibility of renovating or replacing the Auditorium. A citizens' advisory committee was formed, various studies ordered, and much lobbying done before taking the issue to the voters. Ottawa citizens decided by a nearly 3 - 1 margin to appropriate needed renovation and yearly maintenance funds to save the facility. The Ottawa Municipal Auditorium opened its doors on October 8, 1978 after an extensive \$680,000 renovation.

Besides various structural and cosmetic improvements, the most striking changes involved comfortable seating to 840, an enlarged orchestra pit, heightened acoustics, a lower level overhaul, and handicap-accessibility to the basement and main level. The city commission appointed an auditorium authority and a director hired to oversee operations. Besides civic events, the Auditorium became the only facility in the state to offer three separate series in performing arts, country and western, and travel films.

Today's Ottawa Municipal Auditorium is a reflection of the times. Programming has expanded for greater community outreach. Local talent and children's events receive more exposure. Financial support from area businesses, grants, and in-house fund raising helps offset increased operating and business costs. The facility remains a vital part of the community's activities, always striving to provide opportunities to enrich, to educate, and to entertain.



# GENERAL PROCEDURES AND GUIDELINES

The Ottawa Municipal Auditorium depends on volunteer service to carry out our mission. Be pleasant, smile, and actively help all patrons. If you are unable to answer a patron's question, please locate a House Manager or Manager on Duty to assist you. It is OMA's policy that every volunteer shall have an equal opportunity to serve. The following guidelines will be used to make duty assignments.

- Alcohol: No alcoholic beverages may be consumed by volunteers while on duty. Patrons may not take alcoholic beverages outside the building. If you see a patron doing so, please contact a House Manager or a Security Guard.
- Appearance: Present a neat, business-like appearance.
- Be Alert: Be alert to anything that might need attention, such as litter on the floor, medical emergencies, etc.
- Be Flexible: Be flexible regarding duty assignments.
- Be Knowledgeable: Know where to find restrooms, phones, water fountains, exits, etc. Know emergency procedures, evacuation plans, etc. Be ready in case of fire, tornado, bomb threat, or any other emergency. Each time you check in, review the emergency procedures related to your assignment.
- Cancelling: If you cannot work on a date you signed up for, please contact the Volunteer Coordinator by phone at 795-242-8810 in advance.
- Leaving Your Position: During the performance, it is important for Ushers to remain in position until you are released from duty. Lower level ushers may then sit in reserved seats Center Section, row T seats 1,2 and 11, 12. Balcony ushers may sit in reserved seats Right Section, row J seats 6, 7 and Left Section, row J seats 6, 7. If a personal emergency arises and you must leave your position, please notify a House Manager.
- Parking: You may park in any lot with the exception of the Franklin County Sherriff's department. Please keep a watch for any patron parking in that lot and politely ask them to move to another space.
- Public Interactions: Deal positively at all times with the public.
- Signing Up: You will receive monthly newsletters with copies of the event sign-up sheet for the coming month. Please complete the form, indicating your availability to work, and return a copy to the Auditorium. Only sign up for events for which you are available.

- Smoking: OMA is a smoke-free facility. Please request patrons to smoke outside the building only. The smoking area is located at the West doors.
- Treat Patrons Well: Each patron should be greeted and treated as if he/she is an honored guest in your home. Smile: the patron is our guest. Be sensitive to all patrons, and treat each with the same courtesy and helpful manner.
- Viewing the Performance: On-duty team members are expected to assist patrons for the duration of the event. Although it is nice to view portions of a performance, volunteers are assigned seats for each show. Even if you are able to watch, you must be available, accessible, and pro-actively prepared to assist patrons at all times while on duty..

## **DRESS POLICY**

Since our volunteers make the first impression on OMA audiences and guests, a dress policy has been adopted to:

- present a neat, clean, and consistent appearance. If you are representing a business, a civic group or a specific organization please coordinate and wear clothing that identifies the group or business.
- Please wear the lanyard to help provide an easy way for patrons to identify staff for assistance

The exceptions to the dress code will be indicated for the event on the monthly sign-up list. Please use the following policy for appropriate attire while volunteering:

Failure to abide by the dress code will result in disciplinary action on an individual case basis.

## **EMERGENCY PROCEDURES**

### **General Emergency Procedures**

- Stay calm. Control the energy through your voice. Make communications calm, accurate, and frequent.
- Notify a member of management of the situation.
- Do not administer first aid unless directed to do so.
- A volunteer should call 911 and notify a House Manager or member of OMA staff:
  - If you see flames from a fire.
  - If someone appears to be suffering from a heart attack.
  - If part of the building has collapsed and a person is trapped.
  - If a person has fallen from the catwalk area and is unconscious.

**Apart from these situations, consult a House Manager or member of OMA staff before alerting Public Safety (911).**

If Directed to Call Public Safety (911)...

1. Call Public Safety (911) from the nearest phone located in the Concession Stand or the Box Office.

2. Give your name, tell them you are calling from the Ottawa Municipal Auditorium (301 S Hickory), and give your location in the building.
3. Identify the type of problem or injury.
4. Describe the emergency step-by-step. How did it happen? Let them know if the area is now safe.
5. Provide any victim information you can, such as the number of injured, ill, or threatened, and their approximate ages.
6. Let them know what action, if any, you request from them.
7. Give the telephone number to be used to call you back (785) 242-8810.
8. Stay on the line, and wait for instructions.

#### If Directed to Evacuate the Building...

1. The senior staff person in the chain of command will initiate evacuation. Do not start an evacuation until you hear from that staff person.
2. Locate emergency exits.
3. Use the nearest exit.
4. As you exit, be calm and call to patrons to follow you to the nearest exit.
5. Get well clear of the entire area (minimum of 200 yards). Meet up with other team members in the parking lot directly East of the building.

#### If You Were Involved In or Witnessed an Incident...

- Help the Manager on Duty or House Manager complete an incident report as soon as possible while the information is still fresh in your mind.
- Packets are located in Box Office.
- Be very accurate, and objectively describe the incident. Don't interpret intention or emotional status. Do describe behaviors and actions.

### **Fire Procedures**

1. Call Public Safety (911).
2. If directed to do so, pull the fire alarm, if it isn't already sounding.
3. Stand at the nearest exit, and call patrons to you. Direct them to the exit. If it is safe for you to do so, stay at the exit until all patrons in your area have left the building.
4. Get well clear of the entire area (minimum of 200 yards). Meet at the parking lot East of the building.
5. See the Fire Procedures in the detailed Emergency Manual for exactly what to do.

### **Tornado Procedures**

A tornado *watch* means a tornado is possible in the area, and you should be alert to changing weather conditions. Do not initiate tornado safety procedures for a tornado watch.

A tornado *warning* means a tornado has been sighted and may be headed for the area. Initiate tornado safety procedures.

1. Direct patrons to Exhibition Hall on the lower level of the building.
2. Watch for glass and flying debris.
3. Don't try to leave the building. Indoors is the safest place to be.



### **Bomb Threat Procedures**

1. Remain calm and attempt to obtain as much information as possible.
2. Use a landline phone to call Public Safety (911).
  - a. DO NOT USE CELL PHONES OR RADIOS to communicate with anyone. Use the phone located in the Business Office at the Front Desk.
  - b. Inform Public Safety of any information regarding the location, time bomb will go off, and when you received the call.
3. Walk to all other event team members and notify them not to use cell phones and radios.
4. If you are instructed to evacuate, move a safe distance away from the building (minimum of 200 yards).

### **Toxic Chemical Threat Procedures**

1. Do not touch or go near the material. Only trained professionals should deal with leaks, spills, and biological contamination.
2. Call Public Safety (911).
  - a. Ask Public Safety whether to stay or evacuate.
3. If you are instructed to stay in the building, close and seal all exterior doors and windows. Remain in the building until advised of further action by an emergency personnel, police, or fire personnel.
4. If you are instructed to evacuate, move a safe distance away from the building (minimum of 200 yards).

## **Assisting Patrons with Impairments**

### **Patrons with Hearing Impairments**

- Patrons with hearing impairments may not realize an evacuation alarm is sounding. Alert and guide patrons to the closest exit.

### **Patrons with Visual Impairments**

- Offer your arm and guide patrons to the closest exit.

### **Patrons with Mobility Impairments**

- - Take patrons to an enclosed, fire-rated stairwell.
  - If the hazard is not near the patron with an impairment, and the room is safe, staying in that location may be the best choice. Seek advisement from Public Safety (911).
  - Call Public Safety (911) and inform them of the location of the patrons.

### **Patrons with Mental Impairments**

- In an emergency, the noise and commotion may be upsetting to patrons.
- You may need to give special attention or assistance to get patrons to safety.
- If restraint is required, get a uniformed officer (someone trained) to assist you.

# HOUSE MEDICAL PROCEDURES

From time to time, emergency medical situations occur that require prompt, efficient response. As a first-line member of House Staff, it's your responsibility to set the necessary procedures into motion.

- Do not distribute medicine of any kind.
- **ALWAYS** report any injury or fallen patron to a House Manager.

## **In case of an incident:**

- Contact a House Manager or Manager on Duty.
  - Assess the situation. What is the nature of the emergency?
  - Assess the area. Assist in keeping the area clear.
  - Call 911 if incident is life threatening. Follow the procedures directed by the House Manager or Manager on Duty.

# VOLUNTEER POSITION SUMMARIES

## House Manager/Lead Volunteer

- Coordinate all volunteers on day of event.
- Distribute lanyards, flash lights, programs to their respective places.

## Ushers – Main Floor & Balcony

- Direct patrons to their appropriate entrances into the theater
- Distribute programs
- Show patrons to their appropriate seats
- Assist patrons in finding restrooms and exits
- Scan or tear the patrons' tickets
- Direct patrons to seating
- Monitor prohibited items being brought into the building
- Watch for unauthorized photography

## Concession Workers

- Set-up of supplies, Restock and take inventory
- Take orders and handle cash
- Clean up

## Runners

- Direct patrons to the Box Office if they don't have tickets
- Assist patrons in finding restrooms
- Assist Ticket Takers and Greeters
- Assist Concession workers

## Security

- Assist with the back stage
- Assist with the outside stage door area

## Ticket Sales/Box Office

- Assist with the day of ticket purchases/sales/pick of will call tickets

## Tech Load in/out

- Assist with loading in/out of sound/light equipment

### **Other Possible Volunteer Positions**

- Receptions/Parties
- Tours of OMA
- Fundraising Events
- School Outreach
- Marketing Material Distribution

*All positions are subject to change. We appreciate you being flexible, as each event has different challenges to overcome*

# DETAILED POSITION DESCRIPTIONS

## House Manager/Lead Volunteer

*Assist all volunteer.*

### **Before the Event:**

- Arrive at least 5 minutes prior to the posted Call Time to get lanyard, At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Report to your assigned position at least 15 minutes before the outside doors open, or 1 hour and 15 minutes prior to curtain. **SMILE!**

### **During the Event:**

#### *Before Performance Begins*

- Welcome all volunteers, **and** distribute programs, lanyards, and flashlights.
- Direct volunteers to their assignments.

#### *During the Performance*

- Assist any volunteers that has questions or concerns.

#### *During Intermission*

- When intermission begins, open doors and turn on lights.
- At the end of intermission, dim the lights and close the doors.

### **After the Performance:**

- Once the performance is over and the house lights have come on, turn on lights and open the doors. **SMILE!**
- Lost and found articles are to be turned into you and you may place them in the Box Office.
- Remain in the auditorium until all volunteers have left. Assist volunteers with any questions or needs.
- Return flashlights and lanyards to the Box Office.
- Sign out.

## USHERS

*Assist patrons in locating the section in which their seats are located.*

### **Before the Event:**

- Arrive at least 5 minutes prior to the posted Call Time to get your lanyard, pick up flashlights, and get event notes before the pre-event information meeting.
- At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Report to your assigned position at least 15 minutes before the outside doors open, or 1 hour and 15 minutes prior to curtain. **SMILE!**

### **During the Event:**

#### *Before Performance Begins*

- Welcome patrons, **SMILE**, and ask to see their ticket stubs. Distribute programs.
- Direct patrons to their general area of seat assignments. Do not leave your position.

#### *During the Performance*

- If you're using a flashlight, point it downwards. Your flashlight is most effectively used to light the way. Aim the light beam toward the path you want the patron to follow, indicating steps by shining the light on the steps.
- Watch for unauthorized recording or photography. If you see a restricted device – such as a camera or other recording equipment – being used, inform patron of our house rules. If the issues continue encourage the patron to take the equipment to their vehical.
- Watch for patrons sitting on the steps or in the aisles. If you see patrons doing so, explain that this is a fire/safety hazard and ask them to move. If you have problems, contact a House Manager.

#### *During Intermission*

- When intermission begins, open your doors and stand at your assigned position.
- Be watchful of patrons on the steps. Tell them that this is a safety/fire hazard and ask them to move. If you have problems, contact a House Manager.
- At the end of intermission, when the lobby is cleared and the lights dim, close the doors.

### **After the Performance:**

- Once the performance is over and the house lights have come on, you may open your door. Stand at your assigned position and assist patrons with exiting. **SMILE!**
- After all patrons have exited the hall, pick up any dropped programs in the aisles, and return them along with all leftover programs and lost and found articles to the House Manager.
- Remain in the auditorium until all patrons have left. Assist patrons with any questions or needs.
- Remain on duty until a House Manager dismisses you.
- Return flashlights and lanyards to the House Manager.
- Sign out.

**If a Patron Complains:**

- Register complaints about the temperature or sound levels with a House Manager. Do not speak with the control board operators at any time. Assure the patron that their concern will be passed on to the appropriate person.

**Tornado Warning Procedures:**

- Facilitate the evacuation of your area of responsibility with clear directions to patrons to exit down the stairs into the lower levels of OMA.
- Once the auditorium is evacuated, follow patrons into the lower levels.
- Any patrons refusing to evacuate into the lower levels or wishing to view the severe weather must be requested to leave the premises.

**Concessions**

*Prepare and sale concessions to patrons.*

**Before the Event:**

- Arrive at least 30 minutes prior to the posted Call Time to get your lanyard and concession seed money.
- At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Report to your assigned position at least 15 minutes before the outside doors open, or 1 hour and 15 minutes prior to curtain.

**During the Event:**

*Before Performance Begins*

- Stock refreshments, count popcorn bags and prepare popcorn.
- Sell refreshments to patrons.

*During the Performance*

- If you are running low on certain items restock them at this time.
- If you need items that are located in the basement and are unable to get them please ask a Runner for assistance.
- If you have problems, contact a House Manager.

*During Intermission*

- When intermission begins, you will be busy so be prepared to help patrons in a timely manner.

### **After the Performance:**

- Depending on the size of the audience you may be required to remain open during the entire performance. If it is a small audience you will be able to close the concession stand after the intermission.
- Clean up the concession stand doing the dishes, put away the candy, popcorn and take inventory.
- If items are out or are running low please advise the House Manager of what items will need to be purchased before the next event.
- Remain on duty until a House Manager dismisses you.
- Return lanyards and concession money to the House Manager.
- Sign out.

### **Runners**

*Assists House Manager, ushers and concessionaires.*

### **Before the Event:**

- Arrive at least 15 minutes prior to the posted Call Time to get your lanyard.
- At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Report to your assigned position at least 10 minutes before the outside doors open, or 1 hour and 15 minutes prior to curtain.

### **During the Event:**

#### *Before Performance Begins*

- Help with handing out lanyards, flashlights, programs or with ticket sales.

#### *During the Performance*

- If the ushers need anything or have any questions they are to get the runners assistance so they will not have to leave their positions
- If you have problems, contact a House Manager.

#### *During Intermission*

- When intermission begins, you will need to be on hand to assist with concessions, patrons, ushers or House Manager.

### **After the Performance:**

- Remain on duty until a House Manager dismisses you.
- Return lanyards and concession money to the House Manager.
- Sign out.

## **Security**

*Secure the areas of the building during events.*

### **Before the Event:**

- Arrive at least 30 minutes prior to the posted Call Time to get your lanyard.
- At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Report to your assigned position at least 15 minutes before the outside doors open, or 1 hour and 15 minutes prior to curtain.

### **During the Event:**

*Before Performance Begins, During and After Events*

- Make sure only authorized personal is allowed backstage, on stage or by event buses..

### **After the Performance:**

- Remain on duty until a House Manager dismisses you.
- Return lanyards and concession money to the House Manager.
- Sign out.

## **Ticket Sales**

*Secure the areas of the building during events.*

### **Before the Event:**

- Arrive at least 30 minutes prior to the posted Call Time to get your lanyard and ticket seed.
- At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Report to your assigned position at least 15 minutes before the outside doors open, or 1 hour and 15 minutes prior to curtain.
- Sell event tickets
- Assist patrons in picking up will call tickets.

### **After the Performance:**

- Remain on duty until a House Manager dismisses you.
- Return lanyards and concession money to the House Manager.
- Sign out.



### **Tech Load In/Out**

*Assists in loading the event sound/lights for events.*

#### **Before and After the Event:**

- Arrive at least 30 minutes prior to the posted Call Time to get your lanyard.
- At Call Time, report to the Box Office to sign in, note your assignment, and attend the pre-event briefing.
- Heavy lifting and stair climbing will be part of this position.
- Loading in sound equipment, musical instruments and loading them out at the end of the event.

#### **After the Performance:**

- Remain on duty until a House Manager dismisses you.
- Return lanyards and concession money to the House Manager.
- Sign out.

## **VOLUNTEER RECOGNITION PROGRAM**

All volunteers who have donated 20 or more hours to OMA will be recognized at the annual Volunteer Recognition Party.

Each year an outstanding volunteer is awarded Volunteer of the Year. The candidates for volunteer of the year are chosen for the following criteria:

- **Special Acts of Service:** recognition of a staff member, patron, or other volunteer. If a volunteer is reported doing a special deed, they can be acknowledged through our “Caught in the Act” box.
- **Staff Recommendations:** OMA staff will also have the opportunity to acknowledge special deeds performed by volunteers.
- **Hours:** The volunteer coordinator will look at the number of hours accumulated by each volunteer over the previous year.