

Volunteer Handbook



Create! Inspire! Develop! Sustain!

During the Summer Season, the Theatre is open Tuesday to Saturday, closed Sunday, Monday.

What is the purpose?

Volunteers play an essential role to the theater's success. They are our ambassadors who have direct contact with many of our patrons. You can make the difference between a good and a amazing visit.



Hours?

Those volunteering in the theater are asked to commit to a minimum of two shows per spring/summer season and one show in the fall.winter season.

Note: Volunteer shifts need not be accrued in only one role. If you prefer to assist in a variety of roles, you are welcome to do so. Greeter /Ticket-Takers, Ushers, and 50/50 Draw Volunteers

Health Protocols

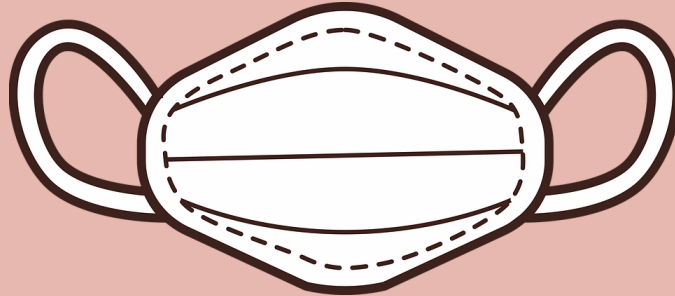
Due to health concerns, patrons are encouraged, but not required, to wear masks while inside the theatre building.

Hand Cleansing stations: Main Box Office entrance, Outside the theatre and in the Palmer Room.

Feeling Sick?

If you are not feeling well enough to attend a shift please call the box office to inform us immediately.

Phone: 519-782-4353



Volunteer Positions!

Greeter/Usher

- Greet patrons
- Scan tickets
- Inform patrons of seat location/s
- Giving other general information when applicable

Special Events

- Help with set-up and teardown during special PSFT and/or community-based events.
- Helping with at least six shows per year, (in combination with 2 shows)

Concession Assistant

- Smart Service qualifications required
- Arrive 1 hour prior to performance
- Assist with at least ten shows per year.

Bingo

- Assist with PSFT's involvement with Ontario's Charitable Gaming program (located at Jackpot City Bingo, St Thomas)
- Shift length is two hours; PSFT shirts are provided; training is provided on-line.

Student Work Experience

- If you require a record of your hours or a reference letter, we can provide those upon written request. Please indicate that you are a work experience student on the Volunteer Application Form.

Billets

- share their homes for between one to six weeks.
- Private or semi-private units (e.g., granny suite, self-contained bedroom and bath, preferable a separate entrance)
- A private bedroom in an owner-occupied home with access to a bathroom, shared cooking and living space.
- Within walking distance to the theater; if further away parking space is needed
- Internet and laundry access appreciated, if available.

Board Member

- Typically commit to a three-year term with members rotating on/off the board at the annual general meeting each December.
- Responsible for ensuring conscientious, careful, responsible oversight of the business operations of PSFT.
- Seeks members whose skill sets include management skills such as: financial, legal, business operations, volunteer management, fund raising, strategic planning, etc.
- Meets monthly from August through June with no planned meeting in July.
- Participate in a Board Committee and assist with the Strategic Plan
- Total commitment is expected to be approximately 9 hours/month.
- Attend a majority of performances throughout the year

Volunteer Policies

Dress code

- Dress standard that is business like, neat, clean and in good condition.
- Wear a solid white top/blouse/sweater/shirt with solid black bottoms, skirt/pants/trousers.



Not Suitable Clothing

- Underwear-type garments (such as camisole tops), leggings/sweats (or other exercise-wear), beach-type or cut-off shorts, clothing that reveals undergarments or is otherwise overly revealing, denims (unless black).
- Garments with slogans that may be offensive to others.

Attendance and Rescheduling

- Try your best to find a replacement if you are unable to attend your scheduled shift. If you are unable to please contact the box office at 519-782-4353 to notify them of your situation as far in advance as possible.
- Use your preferred method of contact (phone call, text or email) to provide a reminder 48 hours prior to your shift.
- Please arrive one hour prior to show time. Example for 2:00 pm matinee please arrive by 1:00 pm.

Emergency Procedures

1. Listen for instructions from the Stage Manager who will direct which exit(s) to use.
2. All staff and crew are trained and ready to respond in case of an emergency.
3. Patrons using wheelchairs, walkers, etc., will be asked to remain seated until crew and/or staff can assist them. Staff will endeavor to assist those out who are unable to exit on their own. If patrons cannot evacuate, (e.g., during a fire) inform emergency workers of their situation and location immediately upon arrival.
4. No one is to use the elevator!
5. If patrons are not to exit through your exit, you must ensure that no one does.
6. Ushers at emergency exits count as patrons leave to ensure that EVERYONE is led to safety.
7. The usher who is posted at the elevator is responsible for leading patrons into Glover Park where another head count will be done.
8. Note: Box Office Manager will count staff, volunteers and confirm patron numbers with Ushers; Stage Manager will count cast and crew.
9. Most importantly remain CALM. With your help everyone will be evacuated safely.

Patron Is Sick During Show

- An usher will assist patrons out of the theater and will inform FoH immediately. In medical emergencies FOH will call 911 if the patron is unable to do so.
- Please escort patrons from the Theatre through the doors. DO NOT USE THE ELEVATOR unless it is an extreme emergency and 911 has to be called.
- There will be a chair outside the door for the patron to sit on until staff is able to further assist

Accidents On Duty

- Should an incident or injury occur with a patron or other volunteer obtain an incident report from the Box Office Manager for completion.
- Do not discuss the incident with patrons except to check their condition and convey your concern and interest in getting assistance, if needed.

Elevator Breakdown

- • Inform FoH and Box Office Staff immediately if the elevator breaks down while someone is in the elevator. A service call will be made.
- • Find out how many are inside and if they are in distress. Remain calm and encourage them that help is on the way.

Code of Conduct Policy

- **All Port Stanley Festival Theatre volunteers are expected to meet the highest standards of conduct.**
- **When in doubt about how to act in a given situation, volunteers should contact the Box Office Manager, FOH Staff or General Manager for further guidance**

This Code is organized as follows:

Providing Services

Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with dignity and respect.

Promote the mission and objectives of PSFT in all dealings with the public on behalf of the theater.

Interpersonal

Treat other volunteers, employees, donors, customers and all stakeholders with dignity and respect no matter their personal characteristics, background or values.

Refrain from engaging in any behavior that could be considered discrimination and/or harassment
Refrain from behavior that could be considered demeaning, bullying, threatening, intimidating or violent.

Do not be under the influence of, or affected by, illegal drugs, controlled substances or alcohol during working hours.

Personal Accountability

Act with honesty and integrity and with professional standards. Comply with both the letter and the spirit of any training or orientation provided to you by PSFT. Adhere to the policies and procedures of PSFT and support the decisions and directions of all Box Office and PSFT staff.

Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

Confidentiality

Respect and maintain the confidentiality of information gained as a volunteer, all computer software and files, PSFT business documents/printouts, and all volunteer, employee, member, donor and supporter records.

Diversity, Inclusion and Equity Policy

Our commitment to inclusion across race, gender, age, religion, identity, and experience drives us forward every day in allowing PSFT to Create Inspire Develop and Sustain professional Canadian theatre.

PSFT is committed to being a diverse, inclusive, and equitable workplace. We value all employees and volunteers, regardless of gender, race, ethnicity, national origin, age, sexual orientation or identity, education or disability. We offer equal employment and advancement opportunities. We seek opportunities to demonstrate diversity and inclusion and to provide an inclusive, respectful environment with equitable treatment for all.

Code of conduct violations penalty

PSFT has a zero-tolerance policy for the following:

- Harassment or discrimination of any kind, or Insubordination towards any PSFT staff, other volunteers or patrons, or any activity that interferes with our patrons' enjoyment of the theatre.

Volunteers who are found in contravention of the PSFT Code of Conduct will be removed from the Volunteer list and will be unable to volunteer again for a period of at least one year from the date of removal.

Reporting Code of Conduct Violations

Whenever a volunteer believes that they or someone else may be in violation of the Code of Conduct, they must.

- Discuss the situation with the Box Office Manager and/or the General Manager to get direction about what is required.

An appropriate investigation will promptly commence, and corrective action will be taken as required and corrective action may include disciplinary action up to and including.

- Termination of the relationship between Port Stanley Festival Theatre and the volunteer.

Confidentiality

- information will only be shared on a 'need to know' basis.
- The General Manager and/or the Box Office Manager will conduct a thorough investigation and determine what, if any, appropriate corrective action will be taken.
- At the conclusion of the investigation, the General Manager and/or Box Office Manager will share the findings with the alleged offender and what, if any, disciplinary action (up to and including termination of relationship with PSFT) has been determined.
- Any retaliation against individuals who report apparent discrimination/harassment or for participating in the reporting, investigation or complaint resolution process is also a serious violation of this policy.

Volunteer complaint procedure

- Complaints should be reported as soon as possible without interfering with the running of the performance.

Volunteer complaint about another volunteer:

A volunteer should first seek resolution of his/her complaint directly with the other volunteer, unless:

- a) the volunteer feels uncomfortable approaching the other volunteer, or
- b) the complainant has already approached the other volunteer and the complaint has not been resolved, or
- c) the complainant feels the matter is too large or serious to be discussed directly with the other volunteer.

If any of these situations apply, the volunteer should discuss the complaint with the Box Office Manager or the General Manager.

Volunteer complaint about a PSFT employee:

A volunteer should seek resolution of his/her complaint directly with the employee, unless:

- a) the complainant feels uncomfortable approaching the other employee, or
- b) the complainant has already approached the employee and the complaint has not been resolved, or
- c) the complainant feels the complaint is too large or serious an issue to be discussed directly with the employee.

If any of these situations apply, the volunteer should discuss the situation with another Box Office or PSFT staff member.

Volunteer complaint about an organizational issue:

These complaints should only be discussed with a PSFT staff member. PSFT will address it with the appropriate staff member(s) with a response provided to the volunteer within seven business days.

If all previous complaint procedures have been exhausted and the complaint is still not resolved to the satisfaction of the volunteer, the matter must be referred to the PSFT Board of Directors. The Board's decision on the issue is final.

Complaint Resolution

Once the matter is resolved to the satisfaction of the General Manager, a written report of the complaint, investigation process and final resolution will be completed and retained in the Theatre Manager's confidential files for a period of ten years.

Thank you so much for volunteering, you make all the difference and we can't wait to see how many smiles you can create from the joy of theater.

The words "Thank You" are written in a black, casual, handwritten font. The text is centered and surrounded by several short, black, radiating lines of varying lengths, creating a sunburst or starburst effect behind the words.

Thank
You

We couldn't do it without you!