

2011 Britt Volunteer Manual

TABLE OF CONTENTS

ORIENTATION

- Welcome
- Britt Festivals Mission and Goals
- Volunteer Service Requirements
- Patron Services

VOLUNTEER GUIDELINES

- What to Wear
- Volunteer Parking
- Checking In and Checking Out
- Blanket or Chairs
- Etiquette during performance
- Lateness or Cancellations
- Harassment
- Inappropriate Conduct
- Exemplary Conduct

HOUSE POLICIES

- Smoking Area
- Lawn Chair Area
- Gate Opening
- Re-entry
- Monitoring Alcohol use
- Dancing Area
- Major Donor Benefits
- Wheelchair Accessibility and Etiquette
- Emergency and Safety Procedures
- Britt Festivals Alcohol Security Plan

ON THE JOB

- Volunteer Positions
- Volunteer Booth
- Parking Attendants
- Trolley
- Ushers
- Gate 1 Ushers
- Gate 2 Ushers
- Gate 3 Ushers
- Reserved Seating Ushers
- Hill Ushers
- Cushion Renters
- Raffle Sellers
- Event Staff
- Concessions
- Clean Up
- Miscellaneous Information
- Contact Information

SERVICE IS THE OPPORTUNITY TO MAKE A DIFFERENCE IN SOMEONE'S LIFE.

WELCOME TO THE BRITT SOCIETY VOLUNTEER PROGRAM!

Britt Festivals warmly welcomes you as a volunteer! We hope that your volunteer work will be challenging and enjoyable, knowing that you are enhancing the services of one of Rogue Valley's major cultural venues.

Britt Festivals is the Northwest's premier outdoor performing arts organization, presenting concerts each summer in the disciplines of jazz, pop, folk, dance, musical theatre, country, rock, and classical music

As a valuable member of our team, you play a vital role in maintaining our high standards of patron service and program quality.

Whether you're assisting patrons on the hill, manning a booth at a special event such as the family concert, or assisting with an office mailing, please make every effort to accommodate all of our patrons. As a team member, we trust you to provide the highest level of customer service to every patron attending a Britt Festivals concert or special event.

As a volunteer, you are acting as a representative of the Britt Festivals. Again, the contribution of your time and talent is immeasurable and we are grateful for you.

BRITT SOCIETY MISSION STATEMENT

The Britt Society is organized to provide financial support and volunteer service to Britt Festivals.

BRITT FESTIVALS MISSION AND GOALS

MISSION

The Peter Britt Gardens Music & Arts Festival Association is organized to present and sponsor in Southern Oregon performing arts of the highest quality for the education, enrichment and enjoyment of all.

GOALS

- To produce an annual classical music festival and to present a wide range of performing arts experiences that serve a diverse audience.
- To improve the Britt grounds and facilities as an outstanding site for the performing arts, physically accessible to all, in harmony with the historic Jacksonville environment.
- To sustain, broaden and deepen the Association's financial base through the development of members and donors who recognize and endorse Britt's role as an educational and performing arts institution.
- To emphasize a strong commitment to audience development through: children's arts programs, life-long learning opportunities, programs to develop talent and other educational opportunities related to the art forms presented at Britt.
- To nurture and develop cooperative relationships with governmental agencies, community organizations and other cultural organizations through regular communication.

These traditions and goals are fundamental to Britt and define Britt's specific role in the cultural life of the Northwest and Southern Oregon. Britt's board of directors and staff are dedicated to preserving and enhancing these goals.

VOLUNTEER SERVICE REQUIREMENTS

All volunteers must maintain a current membership in either the Britt Society or the Britt Festivals Association.

Britt Society provides volunteer services for Britt Festivals. As a separately chartered organization to assist the Britt Festivals Association in its' fund raising endeavors, it has its own structure, meetings, membership dues, and board of directors. The Britt Society membership year is October 1 through September 30. Dues received after the two month grace period (through November 30) require a \$5.00 late fee to the following amounts.

- Active Member:
Serves year around; voting privileges. \$10.00 per person
- Sustaining Member:
Inactive; non-voting. \$15.00 per person
- Youth Member:
14 or 15 years of age; non-voting \$5.00 per person

All volunteers must be at least 14 years of age and accompanied by a parent, grandparent, or responsible adult if under the age of 16.

HOURS AND ASSIGNMENTS

The number of hours you accrued the previous year serve to establish your priority for summer assignments this year. In addition to summer hours on the hill, several winter projects require volunteer help, including special events and clerical assistance at the Britt office.

PATRON EXPERIENCE STATEMENT

At Britt Festivals, our goal is to assure that every patron has their expectations met or exceeded by our courteous staff and volunteers, by our inspiring selection of programs and activities, and by our memorable venue. Our staff and volunteers will always interact with patrons in a friendly, concerned, and helpful manner. Our programs and activities will always be planned, developed, and offered to meet the diverse needs of our community. Our venue will always be maintained to the highest standards of cleanliness, accessibility and safety. All of us, from front-line staff and volunteers to our Executive Director, will work together to provide a superior level of customer service to all our patrons. We will feel satisfied only when each and every one of our patrons feels welcome, appreciated, and eager to return to a Britt Festivals concert or event.

VOLUNTEER GUIDELINES

WHAT TO WEAR

- A clean professional appearance is important in promoting Britt's image.
- This year we're asking our ushers to wear a white shirt to be easily identified in the crowd.
- Comfortable shoes are one of the most important things about working on the Hill. With your safety in mind, please no open toed sandals.
- Bring a sweatshirt or jacket. It will come in handy for the nightly change in temperature.
- Because many patrons are sensitive to scents, we ask that you use cologne and perfume sparingly.

WHEN YOU ARRIVE

VOLUNTEER PARKING

The best place for a volunteer to park is the public lots at the bottom of the hill (off of Oregon Street) or find parking on side streets. The lot that is next to the Volunteer Center (called "the musician's lot") is only big enough to accommodate musicians, limited Britt staff, supervising volunteers, plus eight spaces for patrons with disabilities.

PERSONAL ITEMS & VALUABLES

It is best to keep all purses and valuables in your vehicle. Food items, jackets, sweaters & hats are to be stowed in the volunteer shed near the top of the hill (limited space). Make sure your cell phone is on silent mode.

CHECKING IN AND CHECKING OUT... YOUR APRON AND BADGE

- Once on the hill, your first stop is the Volunteer Center to check in. You'll be given an apron and a name badge to wear for the night. These items are your "ticket" to enter the grounds, as well as a way for patrons to identify you.
- Volunteer Center opens at 3:30 pm and closes at 6:30 pm.
- Please **do not** drive to the Volunteer Center, park in front and try to pick up your apron. This area is too congested and is a safety hazard for patrons and volunteers.
- Please wear your apron throughout your shift.
- Return your apron and badge to the volunteer shed at the end of your shift. By signing out after your shift, we are able to give you credit for the hours that you volunteered.
- Please leave your name badge on your apron.

NOW YOU'RE INSIDE!

MEET WITH YOUR RESPECTIVE LEADERS

We will have meetings for ushers and event staff prior to the gates opening. The Assistant House Manager (formerly known as the Head Usher) and Manager, CYA Security will attend both meetings to assure that everyone is aware of important issues regarding the performance.

All other positions are to check in with their respective chairperson or staff member to assure procedural coordination for the evening as well.

USE OF A BLANKET OR CHAIR

Many of our volunteers enjoy watching the shows when their shift is over. To ensure that our patrons who buy tickets and wait in line have the first choice of lawn seats, these guidelines are observed.

- Volunteers shall not place blankets or chairs for themselves or anyone else, prior to a concert. If you plan to sit in the audience with a friend or family member after your shift, that friend or family member must wait in line and place their blanket upon arrival, like everyone else.
- Volunteers must wait until the performance begins before placing their own blanket or chairs. Volunteer blankets or chairs should be placed behind or to the sides of the general audience (never in the front lawn area).
- Volunteers shall not put down blankets or chairs for sold out concerts because of overcrowding. Places are always available at the top of the hill or off to the side for viewing.

ON WITH THE SHOW!

As the audience arrives and once the show begins, our volunteers play an important role in the enjoyment of the concert. The following guidelines and policies have been adopted by the Britt Society Association and Britt Society Board of Directors.

- **Do not assume patrons know or understand all of the house rules. Please treat patrons as if this is the first time they have attended a Britt concert.**
- Give our guests your undivided attention. Be positive, cooperative and friendly to our guests as well as your colleagues. Do your best to promote a pleasant environment. Treat our patrons with utmost courtesy and respect.
- Keep voices down. Please refrain from talking or whispering with each other until intermissions. Background noise is annoying and generates complaints.
- No Alcohol While On Duty. Consumption of alcohol by volunteers while on duty is forbidden according to Oregon Liquor Control Commission regulations. (See Alcohol Security Plan on page 28.)

WE'RE RELYING ON YOU!

Please be on time. As a volunteer, you are now an important part of the show! The success of the festival depends on responsible volunteers who are considerate to all, by being reliable and on time. We ask that you stay in communication with us in the event that you are going to be late or must cancel.

IF YOU ARE GOING TO BE LATE FOR YOUR SHIFT:
Please call the Volunteer Center (after 3:00) at 541-899-9911

CANCELLATIONS:

If you know in advance that you cannot work:

- Please give us as much notice as possible.
- Please do not find your own replacement.
- Call the Britt office or chairperson as soon as possible. If you do not know your chairperson, contact Vicki Rosette at 541-690-3831 or vicki.rosette@brittfest.org.

CANCELLATIONS ON THE DAY OF THE SHOW OR WEEKENDS:
Please call the Volunteer Center (after 3:00) at 541-899-9911

HARASSMENT

Sexual harassment is defined by the regulations of the Fair Employment and Housing Commission as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. Sexual harassment includes gender harassment and harassment on the basis of pregnancy, childbirth, or related medical conditions, and also includes sexual harassment of an employee of the same gender as the harasser. This includes, but is not limited to, the following types of offensive behavior:

- Unwanted sexual advances
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct, including leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons, computer graphics or posters
- Verbal conduct, including making or using derogatory comments, epithets, slurs and jokes
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual
- Suggestive or obscene letters, notes, invitations or emails
- Physical conduct, including touching, assault, impeding or blocking movements
- Observing any of the above actions or behaviors even when the observer is not the direct recipient of the harassment.

Examples of sexual harassment include:

- A volunteer being dismissed or denied a job assignment because the volunteer refused to grant sexual favors or because he or she complained about the harassment.
- A volunteer reasonably resigning from his or her job to escape harassment
- A volunteer being exposed to a hostile work environment

The Association will take all reasonable steps to prevent harassment from occurring and will take immediate and appropriate action when the Association knows unlawful harassment has occurred.

INAPPROPRIATE CONDUCT

A warning will be given to volunteers who fail to comply with operating policies outlined in this manual. After two warnings have been issued, and a third warning is needed, the volunteer will no longer be allowed to participate in the Britt volunteer program.

Warnings will be given for the following reasons:

- Volunteer fails to show up for a scheduled performance
- Last minute cancellation -volunteer notifies too late to find a substitute
- Leaving early -volunteer fails to complete nightly assignment
- Failure to abide by established Britt volunteer policies
- Inappropriate conduct as determined by Britt staff and / or Britt Society Board.

A volunteer will no longer be allowed to participate in the Britt volunteer program if Britt staff and / or the Britt Society Board should determine that a single act of inappropriate conduct is serious enough to justify the decision.

EXEMPLARY CONDUCT

When a volunteer performs above and beyond the call of duty we want to show our appreciation. "Good Kid Cards" are awarded to these individuals. Recommendations for these awards come by way of staff, patrons, and volunteer supervisors. A "Good Kid Card" entitles a volunteer to an ice cream bar and / or a bag of popcorn. This is a small token of our appreciation to say thanks for extraordinary service.

HOUSE POLICIES

HOUSE POLICIES

In the performance world, the term "house" refers to the venue as a whole. So, when we say "the house", we mean any space where the audience will be; from just inside the gates, to the top of hill. Before "house is open" we may be cleaning up, getting things in place, and there may be performers or crew on stage. But when we "open the house," the stage has been set, the house is ready and we welcome our guests into our beautiful and cheerful home for a night of entertainment. To be sure that every patron has the best possible experience, we have house policies in place. It is part of your responsibility to know and observe these policies as well as respectfully reminding our guests of these rules when necessary.

SMOKING AREA

Smoking is not allowed at anytime or anywhere within "the house", with the exception of the designated smoking area. This area is located above the picnic area at the very top of the hill and behind the short wooden fence.

LAWN CHAIR AREA

Standard size lawn chairs are not allowed in the reserved blanket area (down front) or the lawn areas behind reserved seating. There is limited space available for standard size lawn chairs on both sides of the main seating areas. There are chalked lines and posted signs to help delineate the spaces. Sand chairs and back rests are allowed in the reserved blanket area (down front) and the lawn areas behind reserved seating. However, the back legs are to be, no more than four (4) inches in length and the backrest must not extend higher than the patron's shoulders. Should someone have the wrong chair in the wrong area, gently inform the patron and please let the patron know that they may rent one of our chairs from the gift booth.

GATE OPENING

- The “early entry” member’s gate (**new this year & located adjacent to gate 1**) will open at 5:45pm on a signal from the Assistant H.M.
- Gates 1, 2 and 3 will all open at 6:00pm, also on a signal from the Assistant H.M.

RE-ENTRY

Patrons may leave the park (at all 3 gates) and be re-admitted prior to the beginning of the concert as long as their right hand is stamped by the gate usher. Occasionally, patrons (for personal reasons) may need to leave the park and then return after the concert has already begun. Starting this year, we will allow patrons to come and go through gate 1 (even after the concert has started) as long as the gate 1 usher places a hand stamp on the patron’s right hand. The patron needs to be informed that he or she must return through gate1 (only). Should a visibly intoxicated patron want to leave and then return, the gate 1 usher must first make radio contact with the Assistant H.M. This new policy is not being advertised, but when someone needs to leave the park through gate 1, we simply want to make it easier for the patron, without unreasonable hold-up.

ALCOHOL MONITORING

- It is illegal to consume or bring "hard alcohol" into the Britt grounds.
- It is illegal to remove open alcohol containers from the Britt grounds.
- It is OK for patrons to leave with a corked wine bottle.
- It is the responsibility of all volunteers to report alcohol abuse, or suspected illegal use by minors to the nearest Event Staff person.
- For more information see Britt Festival Alcohol Security Plan.

DANCING AREA

As a general rule, dancing is only allowed on the grassy area to the side of Section C; however, management may change this policy depending on nightly circumstances. Gate 2 ushers are responsible for keeping the cement area near the accessible restrooms clear at all times.

BRITT FESTIVALS COMMITMENT TO ACCESSIBILITY AND ETIQUETTE

Britt Festivals is committed to providing superb service by treating all patrons with courtesy and attentiveness while complying with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act. Our ability to understand and accommodate patrons with disabilities can make the difference between simply fulfilling legal obligations and providing a truly welcoming experience on the Britt hill.

PEOPLE WITH DISABILITIES

People don't always conform to stereotypes. Many disabilities are hidden, invisible and not easily detected. People with disabilities range from the person who has difficulty walking great distances to the person who uses a wheelchair; one who is blind and uses a guide dog to the person who cannot adjust quickly to changes in lighting conditions; someone who has age-related mild hearing loss to the person who is congenitally deaf.

NEEDS OF OLDER ADULTS

While older individuals may not need specific assistance, it never hurts to offer.

COMMUNICATION

People with disabilities want to be viewed with respect and dignity like anyone else. Use language that promotes inclusion. Give the individual your complete attention. Always introduce yourself by name and say that you work for Britt Festivals and in what capacity (e.g., staff, volunteer usher, board member, etc.)

- Always face the individual. Never carry on a conversation while standing behind someone or turn away from someone while speaking.
- Speak clearly and distinctly but do not exaggerate or shout.
- Give clear and concise directions.
- Be flexible with language. If the patron does not understand, rephrase the statement using simpler words.

OFFERING ASSISTANCE

Never be afraid to ask someone, "May I assist you?" If the offer for assistance is accepted, ask the patron, "How may I assist you?" or "What can I do to assist you?" Most people will appreciate the offer, while others may neither need nor want assistance. Nevertheless, the offer to assist is never wrong, such as:

DO Hold or stabilize wheelchairs while patrons transfer to a conventional seat.
DO Push patrons' wheelchairs to the restroom if requested.
DO Help patrons to be comfortable.

DON'T Lift or carry patrons.
DON'T Accompany them into the toilet area.
DON'T Feed or administer medication
DON'T Do anything to jeopardize your own or patrons' safety.

ACCESSIBLE PARKING

Eight spaces are available for accessible parking in the musician's lot across from the main entrance. Reservations for these spaces are made in advance through the Britt box office. Patrons with reservations receive tickets marked "HC PARKING" and must have a state issued vehicle permit.

ACCESSIBLE RESTROOMS

Unisex, wheelchair accessible restrooms are located on the south side of the pavilion. Priority for these restrooms is given to persons with disabilities waiting in line. Ushers assigned to Gate 2 shall monitor the restroom lines and assist patrons with disabilities, if needed.

WHEELCHAIR ACCESSIBLE SEATING

Maximum seating capacity for this section is 36 (18 wheelchairs plus one guest per disabled patron.) Britt provides chairs for guests; no other chairs or blankets are allowed on the pad. Seating on the pad is on a first-come first-served basis. Tickets for this area are general admission, and have a WC PAD printed before the number. If a patron arrives without a WC PAD on their ticket and space is available, please contact the Assistant H.M. for assistance.

EMERGENCY AND SAFETY PROCEDURES

GENERAL SAFETY RESPONSIBILITIES

Britt Festivals makes every effort to provide a safe environment for patrons, volunteers, and staff. Volunteers are responsible for helping to prevent and eliminate conditions which could be harmful to themselves or others; therefore, the volunteer shall:

- Work carefully and comply with all safety policies
- Report unsafe conditions to the House Manager
- Report all accidents, no matter how minor
- Fill out an accident report
- Use required protective equipment or clothing

ACCIDENT REPORTS

Complete an accident report, regardless how minor the incident. Forms may be obtained from the House Manager, Assistant H.M., or Event Staff notebook on the pavilion patio. Every accident shall be reported immediately to the House Manager.

ACCIDENTS OR MEDICAL EMERGENCIES

A volunteer trained in First Aid is on duty for each performance. They will be located on a tarp in the lawn chair section above Section C and in front of the new gift booth. He

or she will be seated in a red lawn chair with "FIRST AID" printed on the outside of the backrest.

- Medical treatment by a Britt volunteer is not allowed.
- Do not call 911 until the House Manager, Assistant H.M., or Security Manager has been notified, unless it is definitely a life threatening situation or fire.

FIRST AID KITS

First aid kits are located in the box office, food booth, pavilion, volunteer center and Concession Manager's office. For extreme emergencies, the AED (automated external defibrillator) will be located in the new Gift Booth.

FIRE EXTINGUISHERS

Fire extinguishers are located in the box office, food booth, pavilion, volunteer center, gift booth and House/Concession Manager's office.

DISRUPTIVE PATRONS

All volunteers have an obligation to attend to patron's needs and enforce house rules so that everyone has a positive and enjoyable experience. Britt has a three warning system that should be used by volunteers who find it necessary to confront patrons for rude or disruptive behavior.

1. Inform the patron in a courteous manner that the patron is in violation of a house rule, or you have received a complaint about the behavior. Notify the Assistant H.M.
2. If the violation or behavior continues, inform the patron that this is a second warning and the patron may be asked to leave if a third warning is necessary. Notify House Manager, Assistant H.M., and event staff in the area if you have given a second warning.
3. Summon event staff if a third warning is necessary and explain the situation. They will then inform the patron that this is the third warning and escort the patron out of the park.

If a patron's behavior is creating a threatening situation, summon event staff immediately. Do not let a bad situation escalate because of inaction. Confrontations involving anger, abusive behavior, or expulsion from the park should only be handled by paid security staff.

NEIGHBORHOOD DISRUPTIONS

Barking dogs, carpentry, loud voices, music, people watching from outside the fence on Fir Street will cause periodic disruptions. As a volunteer, you have authority to enforce policies only within the park. Do not go into the neighborhood on behalf of Britt without proper authority. If a patron is unhappy because of the people on Fir Street talking, smoking, or drinking explain that disturbances outside the fence are out of our jurisdiction, and encourage them to voice their complaints with the City of Jacksonville.

INTOXICATED PERSONS

Britt volunteers and staff share tremendous liability and risk relative to alcohol consumption at concerts. We are responsible to ensure that excessive drinking does not disrupt the concert experience for others, and that those who consume too much alcohol do not drive. If a patron appears to be intoxicated, take the following steps:

1. Summon Event Staff to escort the person(s) from the concert area calmly, quickly and firmly. The Manager of CYA Security is authorized to call 911 for police assistance if circumstance warrants.
2. Do not let an intoxicated person drive. If the patron is asked to leave the grounds, make sure they have a designated driver. If no designated driver is available, call a cab. There are some instances where someone should stay with the person until appropriate transportation arrives. Call on the Event Staff to assist in this process.

All volunteers have the responsibility of monitoring consumption of alcohol by minors and to report any violations to the head usher or event staff. For more information refer to the Britt Alcohol Security Plan on Page 28.

EVACUATION PROCEDURE

In the event of a major emergency (pavilion fire, forest fire, earthquake, lightning strike), the house lights will come on and an announcement will be made from the stage advising the audience of the situation and proposed action plan. If an evacuation is necessary, ushers shall report to the gate or hill position where they were initially assigned to open gates and facilitate the orderly exiting of patrons. Event Staff should maintain their positions and assist patrons and/or emergency vehicle crews as needed.

BRITT FESTIVALS ALCOHOL SECURITY PLAN

1. Britt will provide a sufficient number of trained, identifiable paid security staff to patrol the event. Event staff are expected to help prevent disturbances and to monitor the crowd. They will be especially watchful for and prevent minors and visibly intoxicated patrons from consuming alcohol. All event staff will be expected to monitor alcohol consumption for Britt Festivals events by checking the identification of anyone in the crowd suspected of underage drinking, confiscating any alcohol in the possession of a minor, and confiscating any illegal alcoholic beverages or containers.
2. There will be a minimum of 5-7 event staff volunteers on duty for all concerts numbering less than 800, depending on the size and type of event. For concerts where attendance is between 800 and 1,500, a minimum of 8-11 event staff volunteers are required, depending on the size and type of event. Concerts over 1,500 in attendance require 12-16 event staff volunteers, depending on the size and type of event. During the entire course of the evening's rotation schedule, an event staff volunteer will be stationed next to the beer & wine booth, to assist with crowd control issues if the need arises, and to monitor for alcohol abuse or minors in possession.
3. Hill and reserved seating ushers will also monitor the crowd for under-age alcohol consumption and visibly intoxicated persons. Suspected abuse is to be reported to the nearest event staff volunteer or staff member in charge of front of house operations.
4. Gate ushers and event staff shall watch for excessive drinking in line before the venue opens. At every event, event staff will be posted at all three entry gates to monitor the crowd entering the grounds.
5. Non alcoholic beverages will be served in distinctly different types of containers than alcoholic beverages. All alcoholic beverages will be sold in approved containers for on-site consumption in accordance with OAR845-06-210.
6. The beer & wine booth will close no later than 15 minutes after the last intermission, or one hour before the end of the concert, whichever comes first.
7. Licensee and staff will cooperate with all law enforcement personnel.
8. Failure to operate under the security plan may result in denial of future license applications.
9. Open containers of alcohol are not to be removed from Britt grounds beyond ticket entrances.
10. It is illegal to bring "hard" alcoholic beverages into the Britt grounds. Event Staff volunteers will confiscate any illegal beverages.
11. Volunteers are strictly forbidden to consume any alcoholic beverages when on duty.

VOLUNTEER POSITIONS

No matter what your volunteer duty is for the night, all volunteers are an integral part in making a Britt concert run smoothly and enjoyable for all.

THE POSITIONS

Volunteer Booth

Parking

Trolley

Event Staff

Ushers (Circular Drive Ushers, Gate Ushers, Reserved Seating Ushers, Hill Ushers)

Cushion Renters

Raffle Ticket Sellers

Concessions (Gift Booth, Ice Cream Bars, Popcorn

Consignment (Artist Merchandise)

Clean Up

VOLUNTEER BOOTH

The volunteers working in the booth shall greet and sign-in volunteers, upon their arrival (except event staff). You are the first contact for most volunteers, on a given night, so we appreciate your warm welcome. Here are the details of your duties:

- Arrive at 3:00.
- You will be given a list of the volunteers for the evening performance.
- Prepare aprons and name badges.
- Open Volunteer Booth at 3:30.
- Check in volunteers as they arrive and give them their appropriate apron with name badge pinned in place.
- Offer an occasional break to the volunteer serving as the musicians' lot attendant.
- Other duties as directed by House Manager.
- Close Volunteer Booth at 6:30.

PARKING ATTENDANTS

These four volunteers will receive a phone call from the Assistant H.M. prior to their night of service to determine who will be doing what and arriving when.

Musicians' Lot: (4:00pm arrival time) Attendant will check permits, collect parking tickets and assist vehicles with an efficient parking plan. The lot is restricted to musicians, staff, authorized volunteers and vendors. Also, check-in vehicles with disabled patrons who have made prior arrangements through the box office (must have ticket and "state issued vehicle permit"). Any space not reserved in advance may be given on a first-come basis if the car has a DMV authorized disabled parking tag or license plate. The radio and clip-board containing the reservation list for authorized vehicles & eight accessible parking spaces should be picked up at the Volunteer Center. During classical, a second attendant is required to help direct parking. Shift is over, shortly after show begins.

NOTE: Corner of First & Fir Street will not have a volunteer stationed at this location anymore. Instead, we will place a directional sign to inform vehicles of their options at that corner. We are also eliminating the "chain" position on Fir Street.

Upper Lot (Three attendants): One attendant will be scheduled to arrive at 4:00pm, while the other two attendants will arrive at 5:00pm. The 4:00pm attendant will pick up a radio and clipboard (with parking list) and proceed to the "upper lot". The job may be slow for the first hour, but it is necessary for retrieving tickets and assisting any patrons arriving early. At 5:00pm, the other two attendants arrive, check-in at volunteer center and proceed to the upper lot. From 5:00pm until shortly after the performance begins, these three attendants will work together to retrieve tickets, remind patrons of the parking lot rules, help patrons park safely and efficiently in an odd shaped dirt parking lot. Shortly after the performance begins, these attendants will secure the lot by placing the chain and locking the lot. Shift is over, shortly after show begins.

TROLLEY

The main duties of the Trolley Volunteer are assisting our patrons on and off the trolley, helping them with coolers and blankets as needed. Our patrons appreciate a helping hand and a smiling face to greet them. You are providing a wonderful service and are true ambassadors for Britt. Once the trolley has completed its final run, your shift is over.

- Please note the start time for the concert you are working! You must give yourself enough time to check-in at the Volunteer Center and then meet the trolley in the parking lot off Oregon Street at least **2 HOURS** prior to the start of the concert. **Concert times may vary so it is important to make note of this guideline.**
- Walk down town to the parking lot off Oregon Street and wait at the footbridge for the trolley.
- The trolley picks up the first load of patrons two hours prior to the show (5:30 most nights) and you should be ready for the first run.
- Identify yourself to the driver to let them know you will be Host/ Hostess for the evening.
- Please offer to help our guests on and off the trolley with their coolers, blankets, picnic baskets and any other items they might be carrying.
- It is very helpful to the driver if you can watch for patrons who want to ride the trolley, but have already started to walk to Britt. The trolley can pull over and add riders along the way.

USHERS

The usher positions are Circular Drive, Gate 1, Gate 2, Gate 3, Reserved Seating and Hill Ushers.

Prior to the start of the season, the two Assistant House Managers will call all volunteers who have been scheduled as Ushers for 2011. We want to determine (in advance of the season) which volunteers have Britt hill experience, which volunteers do not and do some volunteers have special needs. **Our desire is that most usher volunteers are willing and able to accept any assignment given them.** The Assistant H.M. will take notes from these phone conversations and use these notes to assign usher positions the night of the performance. No longer will the 20+ Ushers receive a reminder phone call in advance of their night of their service (**except for circular drive ushers, as they come on duty at 4:30pm and therefore must be assigned this duty in advance**). When you arrive for a show, please check in at the volunteer center, pick up an apron and badge and proceed to the “usher meeting”, which takes place at 5:15pm (just inside gate 1). The Assistant H.M. will quickly assign usher positions and go over any particular issues for the evening.

CIRCULAR DRIVE

As stated above, these volunteers will still receive a phone call from the Assistant H.M. prior to the day of service as their shift starts a little earlier. The circular drive ushers will maintain traffic flow, as patrons use the circular drive to drop-off individuals. These ushers will also help keep pedestrians out of traffic lanes outside gate 2 (on Fir Street). Please note that parking is prohibited in the circular drive area. Patrons in wheelchairs can use the designated ramp before the house opens. A disabled patron and one guest may enter this closed area, while others in their party must take a place in line, outside gate 2. At the end of the concert when the initial rush of foot traffic subsides, gate 2 ushers will direct patrons in wheelchairs to depart by way of the accessible ramp at gate two. Please remind these patrons to depart the same way they came in, for their own safety. Shortly after the performance has begun, your shift is over.

GATE USHERS

These ushers are located at all three gates to greet patrons, take tickets, monitor the lines, distribute programs, monitor the gates during the performance and watch for open containers leaving the grounds.

The Oregon Liquor Control Commission and Britt Festivals do not allow the removal of any type of open alcohol containers from the grounds. All alcohol must be packed or thrown away.

GATE 1 USHERS:

BEFORE THE GATE OPENS

- New this year is the “EARLY ENTRY” member’s gate located adjacent to gate 1. Gate 1 ushers will make sure that patrons are in the appropriate lines prior to the house opening. Only patrons with tickets for early entry are allowed in the early entry member’s gate. **“Early Entry Gate” is clearly printed on the upper right hand corner of the ticket.**
- Walk the lines to verify performance and date printed on the ticket, and high-light the date with a marker.
- If a patron has the wrong ticket or does not have a ticket, send him / her to the Box Office. The Box Office will do the best that they can to help, but please... make no promises.
- Prior to gate opening, hand out playbills and nightly programs to a portion of patrons waiting in line. This will allow the opening rush to go quickly. **DO NOT** insert nightly programs into the playbills.
- Due to the new size and added complexity of gate 1.....all gate 1 ushers will be required to remain for the duration of the performance. Therefore, prior to house opening, gate 1 ushers can determine between themselves a plan to give each other breaks during the course of the evening. Gate 1 must be staffed with at least two ushers at all times during the performance.

- **Watch for the Assistant House Manager's signal to open the "member's gate" at 5:45pm** and then a second signal again at 6:00pm for the regular gate opening.

AFTER THE GATE OPENS

- All patrons must have a ticket, including babies!
- Busy times are the first 30-45 minutes after the gate opens and the 30 minutes before the show starts. Please keep the gate fully staffed at these times.
- Britt Volunteers may not accept unused tickets from patrons. If a patron has a ticket they cannot use, they may turn it in to the Box Office for a tax-deductible donation.
- Patrons choosing to exit the gate prior to the beginning of the show must have their right hand stamped by a gate usher.

ONCE THE PERFORMANCE BEGINS

- Put ticket stubs in the ticket box.
- The gate must be staffed at all times with at least two ushers.
- **ANY PATRON EXITING THE GROUNDS MUST HAVE THEIR RIGHT HAND STAMPED. NEW THIS YEAR, AND ONLY AT GATE 1, (AS STATED EARLIER), PATRONS WILL BE ALLOWED TO COME AND GO DURING THE PERFORMANCE, AS LONG AS THE GATE 1 USHER STAMPS THE RIGHT HAND OF THE PATRON. HOWEVER, SHOULD A VISIBLY INTOXICATED PATRON WANT TO LEAVE AND RETURN, THE GATE USHER MUST FIRST MAKE CONTACT WITH THE ASSISTANT H.M. (This change in policy will not be advertised to the patrons but will be freely administered by gate 1 ushers.)**

END OF PERFORMANCE

- Use flashlight to direct patron flow in any dimly lit areas.
- All gate 1 ushers are needed for gate duty at the end of the performance to thank our patrons, attend to any patron needs at the gate and to watch for open beer or wine containers. Corked wine bottles are allowed.
- Remain at the gate until house is clear.

When you are finished for the evening, please check in with the Assistant H.M. If released: sign out and turn in your apron and name badge to the volunteer shed at the top of the hill.

GATE 2 USHERS:

BEFORE THE GATE OPENS

- The line at Gate 2 forms beyond the fence on Fir Street. Gate 2 ushers will move this line up after given permission by the Assistant H.M.
- Walk the line to verify performance & date printed on the ticket and highlight the date with a marker.
- If a patron has the wrong ticket or does not have a ticket, send them to the Box Office. Make no promises.
- Prior to the gate opening, hand out the playbills and nightly programs to a portion of the patrons waiting in line. This will allow the opening rush to go quickly. DO NOT insert nightly programs into the playbills.
- Patrons with disabilities should use the designated ramp before the gate opens. They need to stay in the unloading pad until you are given permission by the Assistant H.M. to move these patrons forward.
- Just prior to the gate opening and with direction from the Assistant H.M., allow the patrons with disabilities to enter through the gate. Direct patrons to wait out of the rush area (near the wide gate) until the lower lawn area is full. Patrons with disabilities may enter with one guest only.
- Moving the line: After the patrons sitting in the wheelchair accessible area enter, the Head Usher will give permission to move the line up. One or two gate ushers should assist with moving the line up to the gate; at least two ushers should remain at the gate.
- Watch for the Assistant H.M. signal to open the gate at 6:00pm!

AFTER THE GATE OPENS

- All patrons must have a ticket, including babies!
- Busy times are the first 30-45 minutes after the gate opens and the 30 minutes before the show starts. Please keep the gate fully staffed at these times.
- Britt Volunteers may not accept unused tickets from patrons. If a patron has a ticket they cannot use, they can turn it in to the Box Office for a tax-deductible donation.
- Remind patrons exiting the grounds that there is no re-entry at gate 2 after the performance begins. Please stamp the right hand of the patron.
- Put ticket stubs in the ticket box.

Wheelchair Accessible Seating Area:

- Patrons with disabilities must reserve a spot with the Box Office to sit in the reserved wheelchair pad.
- If a patron with mobility needs shows up without a ticket for this location, please contact the Assistant H.M. for assistance.

- Patrons with mobility needs may have one guest sit with them. If the disabled patron is with more than one person, the Assistant H.M. can determine if seating more than one guest is allowed.
- Offer to assist the patron and guest to the wheelchair seating area.

ONCE THE PERFORMANCE BEGINS

- Once the performance begins, there is no re-entry at gate 2. You may direct a patron to gate 1 if that patron needs to leave and come back, once the show has begun.
- Gate 2 and also the gate at the end of the ramp must be staffed at all times. Coordinate breaks with each other. You may begin breaks, once the performance is underway.
- Do not allow patrons to return to their seats until an appropriate break in the performance. Do not physically touch them, just step into the walkway with your arms out and ask them to wait until the next break in the performance.
- Gently remind patrons to help keep aisles and/or stairs clear.
- We DO NOT allow dancing in wheelchair area. Please be consistent with this policy.

END OF PERFORMANCE

- At the end of the performance (when “house lights” come up) DROP THE CHAIN SEPERATING WHEELCHAIR PAD AND FRONT LAWN AREA & OPEN THE WIDE GATE.
- Use the flashlight to help patrons exit the area.
- Gate ushers are needed for gate duty at the end of the performance :
- Direct patrons with wheelchairs and other patrons who are waiting for rides down the gate 2 ramp for their safety.
- Stand at the gates to watch for open liquor containers. Corked wine bottles are allowed.
- Remain at the gate until “house” is cleared.

When you are finished for the evening, sign out and turn in your apron and name badge to the volunteer shed at the top of the hill.

GATE 3 USHERS

BEFORE THE GATE OPENS

- Walk the line to verify performance & date printed on the ticket and highlight the date with a marker.
- You will receive the list of patrons who have reserved the use of a picnic table and you will be responsible to write names of patrons on a card, place cards in plexiglass holders and distribute to the picnic tables.
- If a patron has the wrong ticket or does not have a ticket, send the patron to the Box Office. Make no promises.
- Hand out the playbills and nightly programs. This will allow the opening rush to go quickly. DO NOT insert nightly programs into the playbills.
- The gate must be staffed at all times. Coordinate your breaks with each other.
- Watch for Assistant House Manager's signal to open the Gate at 6:00pm!

AFTER THE GATE OPENS

- All patrons must have a ticket, including babies.
- Britt Volunteers may not accept unused tickets from patrons! If a patron has a ticket they cannot use, they can turn the ticket in to the Box Office for a tax-deductible donation.
- Remind patrons exiting the grounds that there is no re-entry at gate 3 after the performance begins. Please stamp the right hand of the patron.

ONCE THE PERFORMANCE BEGINS

- There is no re-entry once the performance begins at this gate without first contacting the Assistant H.M.! **Occasionally, there may be an individual parked in the "member's lot" who may need to retrieve something from their vehicle.** Should a patron be allowed to leave, please place a hand stamp on their right hand.
- Put ticket stubs in the ticket box.
- Collect plexiglass holders for reserved picnic tables and return to where you got them pre-show.

(Gate 3 cont.)

END OF PERFORMANCE

- As the “house lights” come up, one gate usher will unlock the chain across the “members gate” and place the chain in a pile on the upper side of the entry and out of the way. The usher will communicate and coordinate this action with event staff individual that will lower the chain spanning Fir Street.
- Use the flashlight to direct patron flow in dimly lit areas after the performance.
- All gate ushers must be on duty after the performance to monitor for open liquor containers. Corked wine bottles are allowed.
- Remain at the gate until “house” is cleared.

When you are finished for the evening, sign out and turn in your apron and name badge to the volunteer shed at the top of the hill.

RESERVED SEATING USHERS

The four reserved seating ushers are located at the outside of the reserved blanket area (down front) and the reserved bench seating area (sections A, B and C). These ushers will gently enforce house rules and assist patrons in finding their proper seat assignments. The ushers working the reserved blanket area will have an added duty to check tickets and then wrist band patrons as they enter this area, therefore reducing any confusion during the course of the evening. During the performance, two ushers will be sitting at points of entry into the reserved blanket area, monitoring patrons as they come and go from this area. The other two ushers will monitor the chalked pathway (just above consignment) to hold patrons until an appropriate break in the performance. This includes not only latecomers, but those who are returning to their seats or blankets during the performance. One of these two ushers on the sidelines will periodically check on the two seated ushers to offer short breaks. Reserved seat ushers are also responsible for helping to keep the steps and aisles clear during the performance. At the end of the performance, remain in your area and assist as needed until the “house” is clear. The two seated ushers will return their chairs to a designated location at the gift booth.

Note: There will be an occasional concert recognized as a “dance concert” and therefore, the down front area **will not be sold** as a “reserved blanket area” and will be occupied on a first come first served basis, with much less formality.

HILL USHERS

Hill ushers gently enforce house rules and assist patrons as needed. Hill ushers need to be visible pre-show and during intermission. **During the performance, four of the five hill ushers will be strategically located in the upper lawn area with their own**

small identifiable tarp and their own chair (provided). You will sit in your designated spot and be the eyes and ears for your area. Two of these ushers will be sitting just above sections A and B, and will help keep the steps and aisles clear in sections A, B and C. The fifth hill usher will rotate around offering breaks to the other four ushers. At the end of the performance, remain in your area and assist as needed until the “house” is clear. Please leave the tarp in place but return the chair to a designated location at the gift booth.

CUSHION RENTERS

After picking up your apron and name badge at the Volunteer Booth, the Cushion Renter will report directly to the Concession Manager to retrieve his or her bank. As you arrive, first look for the Concession Manager near the consignment area. **If the Concession Manager appears busy with other duties, please remain patient.** Cushions are located in the shed at the volunteer break area (above the upper restrooms). You will work through the intermission, count out with Concession Manager and then be released for the evening.

RAFFLE SELLERS

After picking up your apron and name badge at the Volunteer Booth, the Raffle Sellers will report directly to the Concession Manager for a briefing, acquiring banks and raffle tickets. As you arrive, first look for the Concession Manager near the consignment area. **If the Concession Manager appears busy with other duties.....please remain patient.** You will work through the intermission, count out with Concession Manager and then be released for the evening.

EVENT STAFF

Event Staff personnel will receive an “Event Staff Manual” at the orientation designed specifically for these volunteers. However, below are some basic guidelines of event staff duties for all volunteers to know.

1. Guard all pavilion entrances, including the stage, to prevent any unauthorized entry.
2. Monitor alcohol consumption on the grounds in accordance with O.L.C.C. guidelines.
3. Assist ushers in crowd control and patron disturbances.
4. Patrol the house and fence lines.
5. Maintain visibility in the concession, consignment and box office areas and be available for staff and volunteers who handle cash.
6. Assist with traffic control in the circular drive and on Fir Street after concerts.
7. Enforce the following rules and procedures:
 - Allow no one to enter the pavilion without an authorization pass and / or Britt staff identification. Any exceptions require Britt management approval.

- Allow no patron on stage at any time. If this occurs, immediately escort the person from the stage.
- Escort anyone suspected of entering the grounds without a ticket to the box office to buy a ticket.
- Leave house rule enforcement to ushers, except when requested by ushers or as described in this manual.

CONCESSIONS

Concession volunteers need to be at work stations no later than 5:30pm. When arriving for your shift, check in with your chairperson.

ICE CREAM CART(S)

As this manual is being re-written, it has not been determined whether we will have one or two ice cream carts this year. Locating two level and suitable locations with power has proven problematic. For now, one ice cream cart will be located by the lower restrooms.

Volunteers obtain banks from the ice cream booth chairperson. The ice cream cart(s) will stay open during first act and through intermission for maximum sales. It is being planned to have volunteers walk through the audience (pre-show / intermission) selling packaged ice cream products (have not found appropriate ice cream carriers as of yet). After intermission, return supplies to the storage location (yet to be determined).

Volunteers collecting money will count out their original bank, nightly earnings, and write amounts on the “turn in sheet” (leaving small bills for the next performance). Then turn in the nightly earnings and paperwork to the chairperson. The chairperson will then turn in the original banks, nightly receipts, register tapes, deposits and paperwork to the Concession Manager for sign off.

POPCORN CARTS

Volunteers obtain banks from the chairperson and will be assigned to work at the popcorn machine and/or walk through the audience (in teams of two) selling popcorn from a shoulder strap carrier. The one and only machine will be set up by lower restrooms. Volunteers should try to be ready for intermission with a full supply of popcorn; however, the popcorn machine cannot be operated during certain performances, because of noise. At the end of intermission, clean the machine, inside and out following the printed instructions. Return supplies to the storage location and secure the machine where it was found.

Volunteers collecting money will count out their original bank, nightly earnings, and write amounts on the “turn in sheet” (leaving small bills for the next performance). Then

turn in the nightly earnings and paperwork to the chairperson. The chairperson will then turn in the original banks, nightly receipts, register tapes, deposits and paperwork to the Concession Manager for sign off.

GIFT BOOTH

Volunteers need to familiarize themselves with items for sale, prices and location of all merchandise. The gift booth usually closes during a performance and re-opens at intermission. Since intermission generates most sales, volunteers must be ready to work before intermission begins. At closing, be mindful to work quietly as all booth volunteers shall help clean and organize booth for the next performance. Chairperson is responsible for all banks, nightly receipts, register tapes, deposits and paperwork to turn into the Concession Manager.

CONSIGNMENT / ARTIST MERCHANDISE

Volunteers help set-up and count in all “artist merchandise” prior to house opening. The consignment area is located near the pavilion tunnel entrance and adjacent to gate 1. You will sell items throughout and after the performance. After patrons have gone, you will help re-count all “artist merchandise” and help re-pack items. This has the potential of being a long shift. Concession manager will work closely with these volunteers to help balance out the evening. By contract with the artists, Britt Society receives a commission on sales for providing this service.

CLEAN UP

The clean up crew reports for duty at 6:00 pm. You may pick up your apron earlier, but your sign-in time will be 6:00 pm. Upon arrival, check in with your Cleanup Chairperson. Meet at the volunteer break area, located above the upper restrooms. The majority of the work takes place during intermission and the 30-45 minutes after the performance. Duties during the concert and intermission include emptying trash, replacing can liners and replacing paper products in restrooms as needed. Duties after the concert include picking up trash under the reserved seats, emptying garbage & recycling, picking up and stowing cushions & rented chairs, folding reserved tarps and turning in lost and found items to the Concession Manager's office. Sign-out and turn in apron (with name badge attached) at end of your assignment (volunteer shed).

MISCELLANEOUS INFORMATION

LOST AND FOUND

Lost & found items should be brought immediately to the Concession Manager's Office (located up at the food court area).

Unclaimed items are taken to the Britt office in Medford.

RECYCLING

Bins for glass, plastic & can recycling will be placed around the hill

AUTOGRAPHS

Autographs are not allowed while volunteers are on duty and in uniform (Britt event staff shirts or Britt aprons). If you want an autograph, please check out, change clothes and wait in line with Britt patrons.

ATM

An ATM is located up the hill in the new food court area.

VOLUNTEER DISCOUNTS

Gift Booth 10% -Does not apply to Festival posters or artist consignment items.

Popcorn -\$1.00 per bag

SEE YOU ON THE HILL!

We are committed to do everything we can to make your volunteer experience a positive one. Your time and energy is invaluable to Britt Festivals. We are looking forward to a really, really, really great 2011 season.

Thank you so much for being a major part of the Britt experience.

Bow Seltzer, Volunteer Coordinator / House Manager.....541-690-3842 or
bow.seltzer@brittfest.org

Vicki Rosette, Britt Office Manager.....541-690-3831 or
vicki.rosette@brittfest.org