



VOLUNTEER HANDBOOK



Welcome to Theatre Orangeville!

Mission

- To enrich the community with a high quality, professional theatre experience that showcases the development of new Canadian works.
- To provide youth with unique opportunities to transform their lives through the performing arts.
- To provide vibrant, engaging and creative opportunities that grow the cultural experience through community partnerships.

About Us

Theatre Orangeville is a live professional theatre located in historic downtown Orangeville. Founded in 1994, Theatre Orangeville plays a vital role in our vibrant arts community. Under the stewardship of David Nairn, Artistic Director since 1999, Theatre Orangeville has become a leader in regional theatre. At Theatre Orangeville, we continually strive to represent all persons within our unique community. This is achieved through offering diverse playbills, youth programming, and programs for people with developmental disabilities. Theatre Orangeville is not just a theatre, but a reflection of the diversity in our region.

Since its inception, Theatre Orangeville has been dedicated to almost exclusively using works by Canadian playwrights. In achieving this status, Theatre Orangeville has been proud to mount several World Premiere productions. However, to really contribute to the development of theatre in Canada, it is incumbent on us to actively foster new plays from emerging playwrights and to act as an incubator for new works. It is with great pride that Theatre Orangeville has established its New Play Development Fund (NPD Fund). The development process includes the commission of new works, hiring professionals to read and provide feedback on new scripts and holding week-long intensive workshops, typically ending with a read-through performance.

Theatre Orangeville has a strong commitment to the youth of our community. Our youth programs continue the Theatre Orangeville tradition of providing quality professional theatre as well as creative and exciting learning opportunities for local young people who have a desire to explore all the wonders that the performing arts can offer. The Theatre Orangeville Youth Academy offers young people the opportunity to participate in workshops and programming for a more in-depth theatrical experience.

Since 2008, Theatre Orangeville in partnership with Community Living Dufferin has offered the Creative Partners On Stage (C.P.O.S.) program. This program provides educational and performance opportunities for adults with developmental disabilities. At Theatre Orangeville, we are dedicated to the development of this ongoing arts based quality-of-life enrichment program.



Why Volunteer at Theatre Orangeville?

We recognize the significance of the contribution of hundreds of volunteers who continue to be the backbone of our organization. Theatre Orangeville would not exist without the support of our volunteers, who give their time, energy and expertise to help us fulfill our mandate. Volunteering at Theatre Orangeville is a fantastic opportunity to give back and help support our vibrant arts community and provides an opportunity to develop new skills or build on existing experiences and knowledge. As a Theatre Orangeville volunteer, you are an integral part of the development and production of great Canadian theatre.



Orientation & Training

We want your volunteer experience at Theatre Orangeville to be rewarding and enjoyable! We will endeavor to give you the tools and information that you need to make your contribution meaningful. Every fall we provide a mandatory orientation event to give both existing and new volunteers an overview of the season and inform you of your rights and responsibilities as a volunteer.

This orientation event will give all volunteers the chance to learn more about volunteering at Theatre Orangeville, including your specific volunteer duties. You will also have the chance to meet the Theatre Orangeville staff, should you have any further questions.

Rights & Responsibilities

As a volunteer, you are entitled to:

- Be treated as a valued member of the Theatre Orangeville staff.
- Do meaningful and satisfying volunteer work.
- Learn sufficient information about our organization and your responsibilities as a volunteer.
- Supervision, guidance, and direction.
- Have the opportunity to express your ideas and opinions.
- Receive recognition of your service.
- Refuse work you deem to be unsafe or unsuitable.

As a volunteer, you are prepared to:

- Perform your volunteer assignment to the best of your ability.
- Honour your commitment. If you are not available, you are required to notify the Volunteer Coordinator at least 48 hours before your original assignment.
- Be punctual. Be pleasant. Follow the Dress Code, if applicable.
- Accept direction, as well as provide leadership.
- Be a *Word-Of-Mouth* advocate for Theatre Orangeville.

Volunteer Position Responsibilities

<p>Performance Volunteer</p> <p>Duties Include: Ushering, 50/50 Selling, Concession, Ticket Pick-Up, Bartending</p> <p>As a Performance Volunteer, we ask you assist with a minimum of two performances per mainstage show. The House Manager will assign duties upon arrival. Performance Volunteers are requested to be at the theatre one hour before show time.</p> <p>Dress Code: Black shirt with black skirt or pants, black shoes, name tag & apron.</p>	<p>Special Events Volunteer</p> <p>Duties Include: Bartending (SMART Serve), Food Services, Live Auction, Coat Check, Sales, Ticket Selling</p> <p>Special Events Volunteers are responsible for the preparation and execution of events/galas. Duties vary depending on the type of event.</p> <p>Dress Code: Black shirt with black skirt or pants and shoes.</p>
<p>Production Volunteer</p> <p>Duties Include: Set Building, Painting, Props, Transportation</p> <p>Production Volunteers are responsible for assisting with the technical aspects of Theatre Orangeville. Special skills may be required for some aspects of this position.</p> <p>Dress Code: May require safety gear.</p>	<p>Promotions Volunteer</p> <p>Duties Include: Poster Distribution, Bag Signs, Brochure Distribution</p> <p>Promotions Volunteers are responsible for strategically posting first notice of our shows. Posters and bag signs go up in Orangeville, Grand Valley, Shelburne, Alliston, and smaller communities around the county.</p>

Absence

As a volunteer you are expected to inform the Volunteer Coordinator of an impending absence as far in advance as possible, with a minimum of 48 hours.

If unavailable, volunteers are encouraged to trade shifts with another Theatre Orangeville volunteer or find a replacement. We ask that you report the change in advance, so the Volunteer Coordinator knows who to expect for each position. If unable to find a replacement or trade shifts, please contact the Volunteer Coordinator.

Tickets for Service-*New*

For every 12 hours of volunteer service you complete, you are eligible to receive one ticket to a Thursday preview on the mainstage, subject to availability. Preview dates are Oct. 19/17, Nov. 30/17, Feb 15/18, Apr. 5/18, and May 3/18. Additional tickets may always be purchased at the staff rate.

As Theatre Orangeville Volunteers, you are some of our greatest advocates. As word-of-mouth ambassadors to our theatre, we encourage you to attend Theatre Orangeville productions and spread the word!

Volunteer Appreciation Night

Once a year, Theatre Orangeville hosts a Volunteer Appreciation Night to acknowledge all of your amazing help and support over the year. Volunteers are invited to join us for entertainment, awards, food, and beverages in gratitude for your hard work. We want your experience as a volunteer to be as rewarding as possible, so we encourage you to become a Theatre Orangeville Volunteer today!



Join us for Volunteer Appreciation Night on Wed. Nov. 1, 2017 at 7:30 pm at the Opera House.

Opera House Emergency Evacuation Procedure

FIRE

1. This facility is equipped with a single stage fire alarm system. Emergency Services will be alerted if this alarm is activated.
2. If an alarm is activated, the performance will stop immediately. All persons must evacuate the building. The House Manager will check the south end of the building for signs of fire, and the House Technician will check the north end.
3. If signs of a fire can be detected, the doors at that end of the building must remain closed. All fire exits are denoted by the red "EXIT" signs above them. The House Manager will inform patrons of the situation and ushers will direct patrons in an orderly manner to the stairs not affected by fire. (Please see Fire Plan to note all possible exits)
4. The elevator must **not** be used in the event of a fire. Ushers will be located at the exit of the auditorium, the landing of the staircase, and the exit of the building to safely direct patrons out of the building.
5. If there is a patron unable to use the staircase, able staff members may volunteer to assist the patron down the stairs, upon consent of the patron. If the patron is not comfortable with this option, the fire department will be notified about the patron immediately on arrival.
6. Upon evacuation, the meeting place will be in the gazebo in Alexandria Park, directly behind the town hall.
7. The House Manager will conduct a full check of the auditorium and lobby to ensure all patrons have evacuated. The House Technician and/or Stage Management will ensure performers have safely evacuated the stage area. Washrooms will be checked if it is safe to do so.
8. The House Manager and House Technician will communicate with the Fire Department to inform/update them on the situation and confirm full evacuation.
9. The House Manager will prepare a full report of the event.

MEDICAL EMERGENCY

1. In the event of a medical emergency in the auditorium, the performance will stop immediately. The House Manager and House Technician will ensure that Emergency Services have been called.
2. Staff trained in First Aid will administer as necessary.

3. This facility has two defibrillators on site, located on each floor on the east wall of the north atrium. Persons certified to use the defibrillator may do so if necessary.

4. The House Manager and House Technician will prepare a full report of the situation with paramedics.

POWER OUTAGE

1. In the event of a power outage, the performance stops immediately. The House Technician will ensure that emergency lighting is effective throughout the building, especially on exit routes.

2. The House Manager will address the patrons and explain the situation.

3. If power is restored within 30 minutes, the performance will continue. Emergency lighting operates for approximately 45 minutes.

4. If there is no restoration within 30 minutes, the performance will be cancelled. Staff will immediately direct patrons out the nearest exit.

5. The elevator will be out of service.

6. Ushers will be located at the exit of the auditorium, the landing of the staircase, and the exit of the building to safely direct patrons.

7. If there is a patron unable to use the staircase, able staff members may volunteer to assist the patron down the stairs, upon consent of the patron. If the patron is not comfortable with this option, Emergency Services will be contacted to assist the patron down the stairs.

8. Upon evacuation, the meeting place will be in the gazebo in Alexandria Park, directly behind the town hall.

9. The House Manager will conduct a full check of the auditorium and lobby to ensure that all patrons have evacuated. The House Technician and/or Stage Management will ensure performers have safely evacuated the stage area. Washrooms will be checked.

10. If a second power failure occurs after restoration, the building will be evacuated immediately because emergency lighting will not have had full time to recharge.

11. The House Technician will secure the building and the House Manager will prepare a full report of the situation.

Glossary

Backstage – the portions of the theatre used by technicians and performers where ushers rarely venture, including the stage, dressing rooms, and control booths.

Front of House – the non-technical portions of the theatre, including the house, lobbies and stairs, concession, and box office.

House – the portion of the theatre where the audience sits.

Mainstage – Theatre Orangeville productions included in their announced season programming; excludes special presentations, user groups and special events.

User Group – third-party companies who use the Theatre Orangeville stage to host their productions.