



VOLUNTEER MANUAL



Table of Contents



Welcome to Waterville Creates	3
 Benefits	4
 Opportunities	5-6
 Expectations	7
 How to Sign Up	8
 Things to Know	9-10
Policies + Procedures	11-12
 Floorplan	13



ARTS EXPERIENCES FOR ALL

Thank you for volunteering!

Arts experiences for all. That's the mission of Waterville Creates (WC). With the generous donation of your time, we are able to present a broad array of dynamic exhibitions, transformative performances, concerts, plays, film experiences, educational classes, workshops, and more. Volunteers provide key support and assistance for all these programs, which in turn help build a stronger, more vibrant community. We are grateful for the energy, effort, and enthusiasm that our volunteers bring to WC!

Paul J. Schupf Art Center

93 Main Street
Waterville, Maine 04901
207.873.7000
Hours: 11am-7pm daily
Ticonic Gallery is closed on
Tuesdays and federal holidays.
Hours may vary for special events.

CONTACT

Sara Stewart

Event + Volunteer Coordinator
207.509.3363

Ed Harris Box Office

207.873.7000

*Please note, if calling outside of business hours (Mon-Fri 9am-5pm) to cancel last minute please call the Ed Harris Box Office.



Why Volunteer?

IT'S FUN AND REWARDING!

By volunteering you give back to your community while supporting events and performances at the **Waterville Opera House**, gain valuable program and exhibition experience at **Ticonic Gallery + Studios**, and support filmgoers and filmmakers from around the world at the **Maine International Film Festival**.

BENEFITS

For every volunteer shift, volunteers will receive one voucher. Vouchers can be exchanged at the Ed Harris Box Office.

Vouchers can be redeemed in the following ways:

- 1 voucher** 1 Maine Film Center movie ticket
- 1 voucher** 1 MIFF ticket
- 1 voucher** 25% discount on all WC merchandise
**one voucher per purchase*
- 2 vouchers** 1 small popcorn + soda at Maine Film Center
or a free snack + soda at Waterville Opera House
- 3 vouchers** 1 ticket to a Waterville Opera House
theatrical production

All volunteers will be acknowledged on the Waterville Creates website.





USHERS

Direct patrons to their seats and hand out program guides and playbills (if provided).

TICKET SCANNERS

Stand at your assigned post as patrons arrive to the performance. Operate a handheld ticket scanner and scan the barcode on each ticket. Tickets will either be on a cell phone, printed on paper or in the form of a QR code. If the barcode is unreadable or if the tickets are for the wrong date direct patron to the Ed Harris Box Office.

CONCESSIONS

Assignment must be approved by WOH Staff. Sell concessions during the event and at intermission (this includes alcohol) using our Square system. ID patrons for alcohol purchases if necessary. Our policy is you must ID a patron if they look younger than 35 years old. For larger events, such as concerts, Security Staff will ID patrons upon entry and provide anyone who is 21+ with an event bracelet. Restock as needed from inventory located behind the bar and in the office.

PERFORMERS

The Waterville Opera House presents 2 plays and 2 musicals each year. Auditions are open to all experience levels. Performing in a show will require 2-4 rehearsals per week, for a period of 8-10 weeks, and nightly rehearsals in the week leading up to six live performances.

STAGE CREW + PRODUCTION SUPPORT

Varies from show to show, past opportunities have included stagehands for the run of show, coordinating backstage traffic and props, a spot operator, stage/set building and lighting.

CAMP

Assist Camp Directors and Counselors in supervising children and maintaining safe conditions at camp. Assist the tour staff with any needs they may have including loading in and striking the set. Acting as a representative for the Opera House to the community.

Opportunities: Maine Film Center / Ticonic Gallery + Studios



TICKET SCANNING

Stand at your assigned post as patrons arrive to the event. Operate a handheld ticket scanner. Scan the barcode on each ticket. Tickets will either be on a cell phone, printed on paper, or traditional tickets. Direct patron to the Ed Harris Box Office if the barcode is unreadable or if the tickets are for the wrong date.

EVENT SET UP

Support MIFF pre-, during and post- festival with setup, food + beverage support, and check-in.



CLUBS

Assist the classroom instructor with prep and clean-up and support the youth participants during the art or clay activity.

CAMPS

Assist teaching artist with prep and clean up, and engage with the campers during the art or clay activity.

COMMUNITY EVENTS

Assist with setup and breakdown, food + beverage support, and check-in.

Expectations



CODE OF CONDUCT

Our volunteers are ambassadors of goodwill who serve the patrons of our organization and our community. Your attention to customer service is greatly appreciated. Volunteers should act in a welcoming, courteous, and respectful manner. Every encounter with a patron should be handled with this in mind. Please consider your choice of words, gestures, and tone of voice.

UNACCEPTABLE BEHAVIOR

- Consuming alcohol or drugs before or during your shift.
- Chatting during performances. If you need to communicate something urgent, do so as discreetly as possible.
- Discussing sensitive subjects such as politics, religion, etc.
- Wearing perfumes or strongly scented products.
- Excessive cell phone use.
- Soliciting patrons for personal gain.

DRESS CODE

Our dress code is designed to facilitate the ease with which patrons can identify volunteer staff. In order to maintain a consistent and professional appearance, please observe our simple volunteer dress code for each division.

Waterville Opera House

Black and white clothing (patterns are acceptable). A WOH nametag (provided) in plain view. Please remember to return it at the end of the show. Prohibited: T-shirts, jeans, mini-skirts, athletic apparel, brightly colored athletic shoes, and any graphics with political or controversial meaning.

Maine International Film Festival

Lavender WC volunteer t-shirt and MIFF lanyard (provided).

Ticonic Gallery + Studios

WC name tag (provided) in plain view, comfortable shoes, and WC apron (provided).

PHYSICAL REQUIREMENTS

- Able to remain standing for moderately long periods of time.
- Confident on the stairs and sloped floors.
- Able to direct patrons in a darkened theatre with a flashlight.
- Able to quickly obtain assistance in matters during a medical emergency.
- Volunteers with limitations regarding job assignments need to provide this information in advance to the Volunteer Coordinator.



NEW VOLUNTEERS

APPLY

Please fill out our Volunteer Application:
watervillecreates.org/volunteer
(under “how to volunteer” section)

Once your form is submitted,
you will be able to sign up for shifts via
SignUp.com

RETURNING VOLUNTEERS

SIGN UP

You can find a link to the SignUp page on our website:
watervillecreates.org/volunteer
(under “returning volunteers” section)

SignUp pages will be created 8 weeks prior to the program date

**The Volunteer Newsletter will be sent bimonthly
with updates on current volunteer opportunities.*

Things to Know



ARRIVAL TIME + ATTENDANCE

- Please arrive promptly at the start time of your shift, stated on the SignUp page or discussed with the Volunteer Coordinator.
- We ask that you remain for the duration of the program. If you are not able to stay for the entire program, please notify the Volunteer Coordinator prior to the event.
- Volunteers will not always know in advance how long a WOH event will last when signing up. Please expect at least a 3-hour commitment for any event and some events may require 4-6 hours of service.
- Although you likely signed up for a specific job (we do take preferences into consideration), please be prepared to assist with any job that is assigned to you. This is dependent upon where the need is greatest at that particular time. We appreciate your flexibility.
- If 3 “No Call, No Shows” occur, you will be unable to volunteer for one season of events.

CHECK IN

Upon arrival please check in with a Waterville Creates staff member. If you need assistance locating a venue, please check in at the Ed Harris Box Office, located on the first floor of the Paul J. Schupf Art Center.

PERSONAL BELONGINGS

Personal belongings can be stored in the lockers on the second floor of the Paul J. Schupf Art Center across from the water fountains. (See floorplan map)

PERFORMANCE/FILM VIEWING

When volunteering for an Opera House show or MIFF screening, you are able to view the show or screening for free. Please note that you may miss the first fifteen minutes of the show or screening. The Venue Manager will dismiss you when all the volunteer duties are completed before the show or screening.

DIFFICULT PATRONS

Occasionally, you may come into contact with an upset or angry patron. It is important that their concern is addressed. Please tell the patron you will have a WC staff member assist them and inform a WC staff member immediately about the issue.

CELL PHONES

- Cell phone usage by patrons is distracting and should be kept to a minimum. If a patron is using their cellphone excessively during a performance, please ask them to put their phone away until the conclusion of the show.
- Policies concerning photography/videography/recording vary by artist, renting organization, and event. A PSA or WC staff member will inform you of this information before the event.
- If use is prohibited, it is the usher's responsibility to ask the patron to comply. Ushers can ask for assistance from a WC staff member or security staff if the patron does not comply.

Things to Know



GENERAL THEATRE RULES

- Aisles must remain clear of obstructions.
- Wheelchairs, canes, crutches, and walkers will be stored near the patron in most cases (when possible, place larger items in the rear right corner of the orchestra section).
- Other large items (strollers, baby carriers, large bags, etc.) that cannot be stored in the theatre can be stored elsewhere during the performance. Please contact WC Staff or the acting Venue Manager.
- Any ticketing issues should be directed to the Ed Harris Box Office (1st floor at the Paul J. Schupf Art Center).
- Children aged 3 and above must have a ticket. Children under 3 may sit on an adult's lap.
- Only water bottles, soda, and snacks purchased at WOH concessions are permitted inside the theatre.
- Alcohol is allowed in the theatre during most events. Alcohol must be in WOH or plastic cup provided at concessions.
- Alcohol purchased at WOH or MFC concessions cannot be brought down to the first floor of the Schupf Art Center.
- MFC concessions must be consumed on the second floor of the Paul J. Schupf Art Center and cannot be brought across the Sky Bridge into the Opera House.
- WOH concessions must be consumed at the Opera House and cannot be brought across the Sky Bridge into the Paul J. Schupf Art Center.
- When seats are available, Volunteers may sit in the back of the theatre. Generally, there are seats available for all volunteers, but if the event is sold out you may stand at the back of the house. Do not obstruct walkways or theatre exits.

ACCESSIBILITY/ADA SEATING

- All street-level entrances to the Paul J. Schupf Art Center are wheelchair accessible.
- The Paul J. Schupf Art Center elevator has access to the Maine Film Center cinemas as well as the WOH lobby and orchestra level of the Waterville Opera House. Please note to patrons of the Opera House that the balcony is only accessible by stairs.
- Please keep in mind, accessibility needs can include conditions other than wheelchair needs (i.e., hearing and visual impairments, using crutches due to injury, etc.).
- Designated wheelchair seating is available in all three cinemas as well as the orchestra level of the Waterville Opera House (Row O is the ADA seating, an “invisible” row that we fill with chairs and wheelchairs).

MEDICAL EMERGENCIES

- In the event of a fall, please alert a WC staff member or acting Venue Manager. Do not move an injured person and do not assist a fallen patron by helping them standing up.
- In the event a patron has experienced head trauma or is rendered unconscious, immediately call 911, be sure someone is with the patron and alert a WC staff member or acting Venue Manager
- If a patron has an accident that results in bodily injury, ask the patron if they need medical assistance. If so, please call 911 and alert a WC staff member or acting Venue Manager
- There is an automated external defibrillator located in the WOH lobby, next to the elevator.
- Please alert the acting Venue Manager if you notice a tripping hazard or other health/safety concern.
- Do not give any medication to patrons.
- Please do not touch patrons.
- Please do not assist individuals in wheelchairs moving to theatre seats.
- First aid kits are located at the Ed Harris Box Office, Ticonic Classroom, The Art of Clay Studio, 1902 Studio, WOH concessions, and MFC concessions.

Policies + Procedures



AGE MINIMUM

Volunteers must be 16 years of age or older. If 15, a parent/guardian must be present while you volunteer (with the exception of WOH theatrical productions, depending on casting of roles).

BACKGROUND CHECKS

Background checks are conducted on all volunteers who will interact with participants under the age of 18 for example, Art in the Park, WOH productions with youth, art, clay, and theatre camps, etc. Background checks need to be submitted three weeks prior to the start date of the volunteer opportunity.

SAFETY AND CONDUCT

WC is committed to providing an environment that is free of discrimination, unlawful harassment and violence. Therefore, WC prohibits and will not tolerate any form of harassment. This includes all forms of harassment, including sexual harassment and violent threats whether direct, indirect, or conditional.

EMERGENCY EVACUATION

- It is WC's intent to provide a safe workplace for all volunteers, staff, and patrons. If the fire alarm system is activated, all volunteers, staff and patrons are to immediately evacuate the building.
- In the event of an alarm test or emergency drill, an appropriate announcement will be made prior to the test/drill over the intercom system. If no such announcement is made, you must assume that the alarm was sounded for an actual emergency. In this instance, the senior manager in the building should immediately call 911.
- In the event of an actual emergency, everyone should immediately stop what they were doing, remain calm and leave their work area.
- Under any circumstances, please remember that safety to life should always come first.

ANTI-HARASSMENT POLICY

WC has implemented policies and procedures that promote appropriate conduct at WC events and prohibit unwanted or hostile verbal or physical interaction, including degrading or humiliating jokes, physical or verbal intimidation, slurs, rudeness, or other offensive conduct (such as non-verbal innuendo, verbal affront, undermining, withholding information, sabotage, failure to respect privacy and broken confidences) which shows disrespect towards another.

It is critical that should a volunteer find another's behavior or comments inappropriate or offensive, they should let the person know directly, appropriately and clearly. If unable to directly talk with the offender, the volunteer should inform their supervisor/program leader of the inappropriate behavior. Once an individual has been informed that their behavior is unwelcome, intimidating and/or offensive, such behavior must immediately cease, or corrective action will be taken.

Any volunteer who feels that they are a victim of workplace harassment/violence should immediately follow the complaint procedure below established by WC to enforce its firm belief in zero-tolerance. If a volunteer feels harassed, they should report immediately to their supervisor/program leader.

SEXUAL HARASSMENT POLICY

WC will not tolerate any form of harassment or inappropriate behavior towards its employees by management, co-workers, volunteers, the public, or other business contacts, including non-employees such as vendors, contractors, temporary agency employees, consultants, and/or patrons. If a volunteer feels sexually harassed by a non-employee of WC, they should report it immediately to the supervisor/program leader or Vice President.

Any volunteer who feels that he or she is a victim of harassment, sexual or otherwise, should immediately follow the established complaint procedure established by WC to enforce its firm belief in zero-tolerance.



WATERVILLE CREATES WORKPLACE HARASSMENT COMPLAINT PROCEDURE

1. Any volunteer who feels that he or she has been the victim of harassment, including sexual harassment, should immediately inform the Vice President/President of the incident. This initial report may be oral or written, but a written and signed statement of the complaint must be submitted by the complainant within two (2) days of the initial report before an investigation may proceed.
2. Upon receipt of the written and signed complaint, WC will immediately initiate the investigation by contacting the alleged offender, informing them of the nature of the complaint, and providing them an opportunity to respond to the allegations in a written and signed statement within two (2) days of this initial contact.
3. Upon receipt of the written response, WC will conduct a thorough investigation, maintaining the highest degree of confidentiality that circumstances will allow. Once the investigation is satisfactorily completed, the Vice President will review the summary of the complaint, the response, the facts as they can be determined, and the investigator's recommended action. Upon review, subject to additional investigation including personal interviews of all involved parties, WC will decide the final steps to bring the process to resolution.
4. If it has been determined that the complaint of harassment or sexual harassment is substantive, appropriate corrective action up to and including the termination of the offender's relationship with WC will be taken. Any corrective action taken at this time will be based upon the individual circumstances of the incident, and such action will be final.
5. Should a volunteer fail to follow this policy, this shall be deemed waiver of any action by WC.
6. Should an alleged offender fail to follow this policy through responding to the complaint as required, it will be considered admission of guilt and the appropriate corrective action steps will be taken.
7. WC expressly prohibits any form of retaliation against any volunteer for filing a complaint under this policy or for assisting in a complaint investigation.

STANDARDS OF CONDUCT WITH STUDENTS/PARTICIPANTS

WC serves a variety of young people in many different capacities. All volunteers are considered to have a professional responsibility for these young people. For purposes of this document, all young people served by WC in any capacity are referred to as "participants."

All volunteers of WC are expected to maintain the highest professional, moral, and ethical standards in their conduct with participants. Interactions and relationships between WC volunteers and participants should be based upon mutual respect and trust. Volunteers must understand the importance of maintaining appropriate professional boundaries. Volunteers should conduct themselves in a manner consistent with the mission of the schools and other partners. It is understood that volunteers may interact with and have friendships with participants' families outside of school. This policy is not intended to prohibit such interactions and friendships, provided that professional boundaries are maintained at all times.

The appearance of impropriety can also arise from excessive fraternization between volunteers and participants. Excessive fraternization includes both in-person contact and contact through technology and/or social media.

Violation of this policy by a volunteer is considered a breach of professional ethics and may result in disciplinary action, up to and including termination of the volunteer relationship with WC.

Floorplan



PARKING

We recommend you give yourself extra time to navigate the downtown area. Parking is available at Head of Falls, in the Concourse, and along Main Street.

