

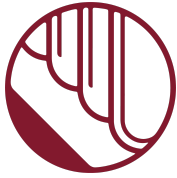


RAISING THE CURTAIN
FOUNDATION

**VOLUNTEER
POLICY HANDBOOK
2025**

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Dear RCTF Volunteer,

Thank you for giving your time and energy to the RCTF Volunteer Program at the Newhall Family Theatre for the Performing Arts (NFT). You play a vital role in the smooth operation of many performances and events, which could not happen without your participation.

We are grateful that you have volunteered to help ensure that our patrons enjoy their experience when attending a show and receive the best possible customer service while they are here.

In the following pages, you will find updated information about policies and procedures, including expectations of volunteers, job descriptions and duties, sign-up methods, appropriate attire, RCTF rules and safety guidelines, and volunteer incentives and recognition. Please contact me if anything is unclear or if you need further clarification or information.

Because there is always room for new ideas and improvements, please feel free to share any thoughts that could improve our volunteer program. We greatly appreciate the commitment you have made to the RCTF, and we want you to enjoy being a volunteer.

Thanks again for your gift of time and for being part of a volunteer team that works hard to ensure a pleasant and memorable experience for its patrons.

I look forward to getting to know each of you and having many successful seasons at the Newhall Family Theatre for the Performing Arts.

Sincerely,
Terrance

RCTF Volunteer Coordinator

Volunteer Qualifications and Requirements

Volunteer Qualifications:

- Must be at least 16 years of age
- Must be able to commit one (1) year to RTCF Volunteer Staff
- Must be able to walk up and down stairs and/or stand freely for periods of up to two hours or longer
- Must be willing to interact with patrons, staff, and other volunteers in a courteous and friendly manner
- Must be well groomed
- Must be able to keep calm during emergencies
- Must be able to accept authority and follow directions in a professional manner
- Must be able to work with a diverse group of patrons, staff, and volunteers

RTCF management reserves the right to determine who is accepted as a volunteer. Those who do not meet the requirements or violate policies or procedures will not be eligible.

Volunteer positions for the RTCF include, but may not be limited to, selling concessions, serving as ushers, lobby greeters, box office staff, social media/marketing coordinator, House Manager, Volunteer Coordinator, assisting with other duties pertinent to incoming production, such as stuffing programs. Members of the RTCF staff may be asked to help at special events.

Time Requirements:

Most shows occur in the evenings and on weekends; however, events and performances occasionally occur during weekdays. Dates and times are given far in advance, and ushers sign up to work the shows that meet their schedules.

Ushers and all theater house volunteers must report to the NFT a minimum of one hour before most shows. This allows time for the theater house volunteers to receive their assignments for the performance/event and learn show details and any special circumstances before the lobby doors open a half hour prior to the show/event. On occasion there will be team meetings a day or two prior to the event you are volunteering for. These meetings are required and dates and times will be given in advance.

Because our volunteer ushers are critical to our programs' efficient and organized operation, we count on you to be here when scheduled and on time. Once a theater house volunteer has signed up for a show, it is their responsibility to contact the Volunteer Coordinator via phone at XXXXXXXX or email at XXX@YYYY if they are unable to work the event for any reason. Giving at least a 24-hour notice is preferable to allow time to find a replacement.

Contact Information:

Show schedules, meeting dates, recognition events, and other information are provided to volunteers via email. We must maintain current and accurate contact information for all volunteers. Each volunteer is responsible for ensuring that any changes in contact information, including mailing address, email address, and phone numbers, are reported to the Volunteer Coordinator at XXXXXX or XXXXX@YYYY. Volunteer contact information will be kept confidential.

Sign Up Methods

There are several ways to sign up to volunteer for shows/events for Raising the Curtain Foundation. Whatever sign-up method you choose, please be sure you can work the entire shift. Please check that you have signed up for the correct date and time that you wish to work, as some shows have multiple performance dates and times, with some having two performances on the same day. Also, please include your first and last name so we can accurately keep track of your volunteer hours.

Once you have signed up for a performance, please assume you are scheduled to work on that date unless the House Manager contacts you. You will only be contacted if the staffing is full for a particular program you signed up for or if you signed up for repeat performances for which other ushers requested to volunteer.

Staffing schedules will be posted online at www.XYZ and {in the HM office on the bulletin board to the left of the door as you enter.} A reminder for those scheduled to work: notification will be sent to email addresses about one week before each performance.

How to Sign Up:

1. In the House Manager's Office: Schedules will be available for sign-ups approximately one month in advance. The House Manager's office opens two hours before each event, so you may sign up at events you are already ushering.
2. Complete Your Application: [Fill out our PDF form](#), and email it to volunteer@raisingthecurtainfoundation.com.
3. Review the Handbook: Familiarize yourself with our [Volunteer Handbook] to learn more about roles, expectations, and opportunities.
4. Hear from Us: Once we receive your application, our Volunteer Coordinator will get in touch to guide you through the next steps.
5. The house manager will receive your sign-up sheet and add your name to the volunteer list for the shows you wish to work on.
6. Email: This signup method is available anytime. Simply email your selections for volunteering to the House Manager at tlund@newhallsd.com. Be sure to include the date and times of the shows you are choosing. A monthly newsletter, including upcoming show dates and times, will be emailed to those with email addresses.

7. Phone: This signup method is available anytime. Call the Usher Information Line/House Manager's Office at 661-362-5306. Please clearly state your name, phone number, and the dates and times of your show selections.

Please note: If you do not have email capabilities, the monthly newsletter, including upcoming show schedules, will be sent to you via regular mail at the beginning of the month, on the same day email notifications are sent.

Volunteer Usher Job Description and Duties

You will be assigned to work at a specific station when volunteering for an event at the NFT. Your assignment will be given to you during the RTCF staff meeting held 30 minutes before the opening of the lobby doors. Each position has its job description delineated below. However, there are certain responsibilities and expectations that apply to all volunteers, regardless of their show assignments.

Responsibilities of all Raising the Curtain Foundation volunteers:

- As RTCF volunteers, you are first and foremost the "face" of Raising the Curtain Foundation and the Newhall Family Theatre--the first people that our patrons come in contact with when they come through the doors. Your attitude, appearance and quality of service all reflect on Raising the Curtain Foundation. It is important that our patrons feel welcomed and that each contact with an RTCF volunteer staff member is a pleasant one.
- We encourage you to: smile and be friendly with patrons; welcome them to the Newhall Family Theatre when they enter and thank them for coming when they leave; help them with their questions; and be sensitive to those with special needs. We want all patrons to leave the NFT with a positive feeling and eager to return.
- Although it may not happen often, there are times when you may find yourself at a loss for how to handle a specific situation with a patron. If there is a case where you do not know the answer to a question, find yourself in an unpleasant or difficult position that you cannot easily resolve, or if you encounter a complaint or a suspicious situation, please contact a Raising the Curtain board member immediately. Please do not guess or assume an answer to a question you are unsure of. Refer that question to a board member.
- It is important to NEVER touch a patron, adult or child, unless offering an arm for assistance (and only with the patron's permission) or responding to an emergency.
- Know and learn the locations of:
 - Restrooms
 - Drinking Fountains
 - Concessions

- Box Office
 - Fire alarms
 - All exit doors
 - Wheelchair access
- Learn the layout of the facility, including seat locations, so you can direct patrons to the proper doors as well as their seats.
 - Remember that your reporting time to the NFT is a minimum of one hour prior to the start of the show, as this is when the pre-show RTCF volunteer staff meeting takes place and when all of the important information regarding each specific event is given to you. This is also when you will receive your assigned job for the event.
 - Be well informed about the event, including running time of the show/event, if there is an intermission and if so the length of intermission, whether there are concessions or merchandise sales, if photos are allowed and if the performers will be available for pictures after the show. This information will be given to you during the meeting held during the 30 minutes prior to the opening of the lobby doors. This is why it is important to be on time for these pre-show meetings.
 - Check the area you are assigned to work to make sure it is clean and everything is in working order. If you notice that anything is wrong or needs to be fixed, please notify a Raising the Curtain board member.
 - When the performance is over, please check your area for trash and programs. If you find any lost or forgotten items, please make a note of where you found them and turn them into the kitchen area behind the roll up doors.
 - Although most ushers and other volunteer staff enjoy watching the shows, please remember that this benefit is not always guaranteed. There may be times when you are assigned to a position that requires you to remain outside the theater for the entire show or part of it.
 - Please also remember that when you are ushering inside the theater, it is not always possible to sit down to watch the shows. We do need ushers to monitor the audience, as well as the doors and to be available to seat late patrons or to help those that need to leave for any reason. We may also have “sold out” shows, when no extra seats are available for volunteers and when you will be required to stand for the entire performance. Ushers may be seated only when there are aisle seats available near them and only after they have checked with the Volunteer Coordinator to be sure they may do so.
 - When assigned a position for an event, please remain in that position unless you are given a different one. If you need to change positions for any reason, please let the Volunteer Coordinator know so that a replacement can be found for you.

- Please be aware of any physical limitations that may prevent you from being able to fill specific jobs. For example, if it is difficult for you to read small print, please do not accept a position as Ticket Taker. If you cannot walk up and down the stairs, please let the Volunteer Coordinator know. If you cannot stand for at least an hour, please check ahead of time to see if there is a position for you.
- No ushers or other RTCF volunteer staff should be seated in the lobby when patrons are present before the show, during intermission or after the show. This includes Ticket Takers, Pass Door Ushers and Concessions.
- Please do not lean against walls or doors when patrons are in the lobby.
- Ushers and other RTCF volunteer staff should not eat or drink when they are at their assigned posts or in the lobby when patrons are present. Water bottles should not be set out where patrons can see them. It is best to leave them in the kitchen area.

Specific RTCF Volunteer Job Descriptions:

- **Ticket Takers:** Depending on the size of the audience, up to four (4) volunteers will be assigned to work at the lobby doors. After warmly greeting patrons, you will need to check each ticket to make sure it is for the correct date and time and will then tear tickets at the perforated line and return the larger portion to patrons. You will then put the smaller segments in one of the black ticket boxes located inside the front doors.

Direct patrons to the House Door (Door 1 or Door 2) that is nearest to their assigned seat. You may also direct them toward a lobby greeter, who will give them a show program, or to the concession stand, if they are open. One Ticket Taker must stay at the door until 30 minutes after the show has started to accommodate any late arrivals, and all Ticket Takers

must return to their posts at the front doors during intermission as well as at the end of the show, when they thank patrons for coming or just say goodnight as patrons leave the theater. Ticket Takers are responsible for counting tickets that have been redeemed and then turning them into the House Manager, along with the final count.

If tickets are not being used for a show, Ticket Takers will use a tally counter and report the total number of patrons to the House Manager after the start of the show.

Please direct patrons to the Box Office window if they wish to purchase tickets or if they need to pick up tickets at Will Call.

If anyone requests free entry into the NFT and you have not already been informed of this arrangement, please ask them to step aside while you locate the House Manager.

If a patron requests a listening device, please refer them to the House Manager.

• **Lobby Greeters for Orchestra** Typically, one or two volunteers will be assigned to be Lobby Greeters on the Orchestra level.

Lobby Greeters will stand in the lobby and distribute programs to each patron, when available. They will also answer questions from patrons, direct them to the closest doors to their seats and will remind them that food and drinks (except bottled water) are not allowed in the theater, and they must consume them before entering.

One Lobby Greeter must remain in the lobby during the performance, but can rotate with ushers that are inside the theater to provide breaks.

*Ushers: Two ushers will be assigned to stand outside each door to the main theater, immediately after the usher pre-show meeting, and after securing a flashlight. As a House/Door usher, you will remain standing outside the door until the House Manager instructs you to open the house doors.

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Once doors are opened, you will check patrons' tickets, help them locate their row and seats and escort them to their seats, if necessary.

Always remind patrons to watch their step.

You may also be required to hand out programs, if there are no Lobby Greeters for that particular performance.

House/Door Ushers will remove strollers, walkers, wheelchairs, and place them for storage until intermission or the end of the show.

Please tell patrons that you are placing them in a secure location so they do not cause a safety hazard and that you will return those items to them at intermission, or the end of the show, or whenever the patron needs them. Patrons with Special Needs will be escorted by the Special Needs Escort Usher. Job description is below.

Remind patrons who have food or drinks that they must consume those items before entering the theater and that only bottled water is allowed inside.

When the House Manager instructs the House/Door Ushers to close the doors, ushers should stand at their posts, inside the door, to be ready to escort any late patrons.

Depending on the show, there will be instructions regarding when and where late-comers may be seated. Those details will be given in the pre-show usher meeting.

Doors should remain closed throughout the performance.

Throughout the show, ushers should continuously monitor the audience for anyone taking pictures or video, eating or drinking, or simply needing assistance. If you see someone taking pictures when it is not allowed, or eating, please politely ask them to stop and inform them that it is not allowed. You must continue to monitor the audience even if you are seated and watching the show. Often, photos are allowed, and you will be notified in advance when this is permitted.

Any patrons who come in after a performance has started or who need to leave during a show, should be escorted with a flashlight. Please be careful to keep the flashlight pointed downward so that it does not distract the performers.

At the end of the show, when the house lights come on, ushers should open the doors, and remain standing there until all patrons have exited. Be sure to thank patrons for coming, and wish them a pleasant day or whatever greeting you choose.

Before leaving the theater, ushers should walk up and down the aisles and pick up leftover programs and water bottles, and check for spilled drinks or forgotten items that

must be turned into the House Manager. Make a note of the row and seat number where the lost item was found and report any spills to the House Manager.

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Remember to return flashlights and to sign out in the House Manager's Office.

- Pass Door Usher: This usher stands at the Pass Door, ensuring that no one, except those needing to enter the walkway leading to the greenroom, dressing rooms, etc. can enter. Instructions will be given to the Pass Door Usher during the pre-show usher meeting regarding any exceptions. The Pass Door Usher usually remains outside the main theater for the duration of the show, but may rotate with other ushers, if needed, for breaks.

- Special Escort Usher: Escorts patrons are usually seated in Row B, seats 4, 6, 8, and 3, 5, 7, as well as Row W, seats 2, 4, and 102, 103, and 1 and 3.

Additionally, there are transfer seats where the armrest on the aisle opens to make getting into a seat easier. They are seats B1, B2; C1, C2; E1, E2; and J1, J2.

Patrons needing special assistance will be escorted to their seats by the Special Needs Escort Usher BEFORE the doors open for the general public. The House Manager will let you know when it is time to begin escorting special needs patrons into the theater.

During the trip down to the patron's seat, it is nice to introduce yourself, let the patron know if there is an intermission and how long the show is, and to feel free to call on you if they need anything.

If the patron is transferable to a regular seat, walkers, wheelchairs, or any other apparatus will be held either in the lobby or near the stage if they don't block the exits or impair a patron's sightline for the stage, for safety reasons. The usher will explain to the patron that these will be returned at intermission or at the end of the show, or any time patrons need them.

The Accessible Escort Usher may not aid in the transferring of a patron. If a disabled patron appears to need other assistance, you may offer it, but do not do anything before asking them and make sure you have permission to assist them in any way. Be sure to speak to the patron and not just their escort.

- Emergency Door and Accessible Door Ushers: Ushers stand inside those two doors, helping patrons and making sure that no one goes backstage.

These ushers will stay at their posts during intermission to ensure that no one approaches the stage area.

Please monitor the audience to watch for people who are eating or using flash photography or recording devices.

- Concessions: RTCF concessions volunteers will set up and prepare concessions prior to show/event, handle cash and/or credit card sales, and break down concessions and remove trash from the lobby. Occasionally, one or two ushers will be needed to sell

concessions before the show and/or during intermission. These volunteers must be able to

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make change quickly and must be friendly and helpful to patrons. The House Manager will give instructions about specific concession inventory and prices during the pre-show usher meeting.

•Merchandise: Occasionally, one or two ushers will be needed to sell merchandise for the NFT or to assist a performer's staff in selling their merchandise, either before the show, during intermission or after the show. These volunteers must be able to make change quickly and must be friendly and helpful to patrons. Instructions regarding specific items to be sold and prices will be given by the House Manager during the pre-show usher meeting.

*Social Media/Marketing Coordinator: Showcases RTCF's purpose, services, activities, and programs on all social media platforms, Creates content that is engaging and educational; supports local artists, compiles engagement data to present to both the RTCF Board of Directors and NSD Governing Board. Provides tech support to the RTCF Board of Directors.

ATTIRE

Women:

- °Black slacks or black skirt with black stockings (no jeans)
- °White blouse, dress shirt, or sweater (no t-shirts or sweatshirts)
- °Black, low heel, comfortable, closed toed-shoes*
- °Black sweater or jacket

Men:

- °Dark dress slacks (no jeans)
- °White shirt
- °Dark jacket, if desired
- °Dark tie
- °Dark, closed-toed shoes*

*No open-toed shoes unless it is by medical request and authorized by the House Manager. In this case, dark socks must also be worn.

On occasion, there could be situations when a little creativity with usher attire may enhance the atmosphere of the performance: i.e. wearing cowboy boots, and a bolo tie to the country western concert is fun and appropriate. **The House Manager will inform ushers when those opportunities arise.**

Performance Day Schedule

- The Box Office opens one (1) hour prior to show time.
- Volunteer Call Time is **one hour and 30 minutes prior to show time.**
- Volunteers should sign in on the sheet with the House Manager upon arrival.

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- On occasion, volunteer ushers will be asked to staff programs at this time.
- Pre-show volunteer usher meeting is held one hour and 20 minutes prior to show time. Specific usher positions are assigned. Also, information about running time, intermission, concessions, merchandise sales, handicapped seating, media and special guests, and any other important facts about the performance, is given at this time. **IT IS VERY IMPORTANT TO ARRIVE ON TIME TO HEAR ALL OF THE INFORMATION SHARED AT THIS MEETING.**

- Please be sure to get a drink of water at this time and leave your water container in the House Manager's office. If you need to get a drink during the course of the event, please return to the House Manager's office to do so.
- After the meeting, ushers pick up a flashlight and door stops (if needed) and head directly to their assigned posts.
- At the end of the performance, all ushers help clean up the theater.
- Return flashlights and door stops to the House Manager's Office.
- There will sometimes be a short, volunteer usher wrap up meeting.
- Remember to sign out in the House Manager's office before leaving.

NFT Rules

- No food or drinks are allowed in the theater with the exception of bottled water.
- Strollers, wheelchairs, or walkers may be stored inside the theater lobby or near the stage, but not blocking exits or sight lines. Ushers will return them to patrons during intermission (if needed) or after the show.
- For most performances, no recording is allowed in the theater, including cell phone recording.
- No flash photographs are allowed for most performances.
- Cell phones should not be used during performances. If you notice a patron with a cell phone on, please politely ask them to turn it off.
- No access to the stage is allowed.
- Doors to the theater remain closed until the House lights are turned on.

Safety

Part of your responsibility as an RTCF Volunteer Staff member is to ensure the safety of the patrons of the NFT. It is important to be aware of what is going on around you and to notice any unusual or dangerous situations.

Falls/injuries/illnesses:

- Immediately locate the Theater Manager or other Newhall School District representative and notify them of the situation. Do not attempt to handle the situation on your own.

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- If the accident involves any blood or other bodily fluids, do not attempt to clean up. Inform the House Manager immediately.

Power Failure:

- Remain calm until power is restored or until advised by theater staff of any further action. Use your flashlight as needed.
- Do not move around.

Building evacuation:

- Remain calm.
- Be sure you know the location of all exits in the NFT so you can usher patrons to the closest exit in case of an evacuation.

Parking

RTCF Volunteer staff members, guest artists, and guest volunteers may park at the school parking lot on 11th Street and Newhall Avenue or they may choose to park on the street or at the Old Town Newhall Library which is a two (2) minute walk.

NFT patrons may park on the street, or at the Old Town Newhall Parking Garage on Main St. in downtown Newhall. It is a six minute walk from Old Town Newhall Garage to the Newhall Family Theatre.

Volunteer Recognition and Incentives

•Volunteer Recognition Dinner:

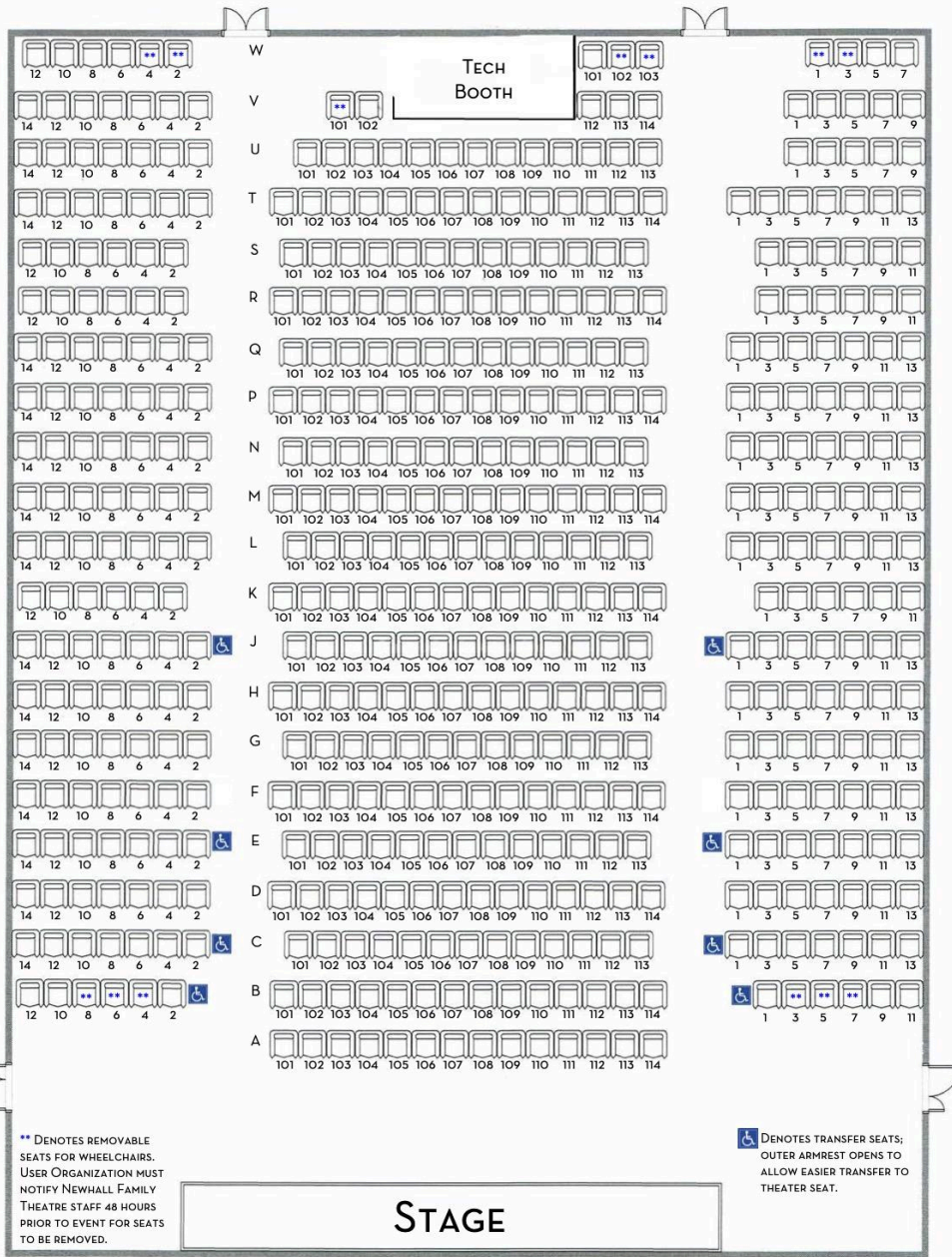
A volunteer recognition event will be held at the end of the season to show appreciation for all of the time, hard work and dedication that our volunteer ushers give to the successful operation of the Newhall Family Theatre.

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We thank you for being part of what makes the Newhall Family Theatre for the Performing Arts Center a special place for patrons to enjoy great entertainment.

CONTACT LIST

RTCF Seating Chart



** DENOTES REMOVABLE SEATS FOR WHEELCHAIRS. USER ORGANIZATION MUST NOTIFY NEWHALL FAMILY THEATRE STAFF 48 HOURS PRIOR TO EVENT FOR SEATS TO BE REMOVED.

♿ DENOTES TRANSFER SEATS; OUTER ARMREST OPENS TO ALLOW EASIER TRANSFER TO THEATER SEAT.

STAGE