



QUEEN CREEK PERFORMING ARTS CENTER

VOLUNTEER HANDBOOK

07.01.24

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Welcome to the Queen Creek Performing Arts Center!



Mission

- To enrich the quality of life within our community by presenting professional theatre, coupled with an educational outreach and family theatre program, while nurturing and developing emerging talent.

Vision

- Inspiring a community to act.

About Us

Since opening in October of 2003, the award-winning Queen Creek Performing Arts Center has hosted more than 2,500 events and has seen more than 1 million patrons pass through its doors.

They come from not only all across Arizona, but from California to as far away as Massachusetts.

What they see is **Broadway-quality theatre, spectacular plays and entertaining musical acts** in a magnificent 777-seat theater.

What they love is the continued **QUALITY** of the productions, coupled with the **GROWTH** of the **ARTS** in Queen Creek.

Molly Jacobs, Director

mjacobs@qcusd.org

480-987-7469

Anne Stahl, Administrative clerk

astahl@qcusd.org

480-987-7469

Kandi Pacheco, Accounting Specialist

kpacheco@qcusd.org

480-987-7469

For questions or concerns about your schedule or if you are unable to attend due to an emergency, please phone 480-987-7469 and leave a message.

Or, you may send an email to kpacheco@qcusd.org.

Office hours are Tuesday-Friday 9am-4pm and 1 hour prior to show time

Website:

www.QCPAC.com

**BOX OFFICE
22149 E. Ocotillo Road
Queen Creek, AZ 85142
480-987-SHOW (7469)**

VOLUNTEER POLICIES

Before, during and after performances the most visible reflection of the Queen Creek Performing Arts Center is the Volunteer Staff. It is from you that the first impression of the Queen Creek Performing Arts Center is received. Our patron's welfare, comfort, safety and enjoyment of the theatre are your primary concerns. Volunteers of the Queen Creek Performing Arts Center will at all times behave in a welcoming, courteous, respectful and helpful manner. Volunteers are required to adhere to the policies and procedures outlined in this guidebook, unless otherwise instructed by management. Information in this booklet should be read fully before the start of the season and referred as needed so that a consistent, professional, and uniform set of expectations and procedures will be followed. A common sense application of the principles contained in this guidebook will ensure that you, our staff, and our patrons have the best possible experience at the Queen Creek Performing Arts Center.

Physical Requirements:

There are physical requirements for ushering and working events. To ensure your safety and the safety of our patrons:

- Ushers must be able to open lobby doors and move quickly and easily up and down theatre aisles.
- In the event of an emergency, an usher must be able to quickly obtain assistance in medical matters and assist in evacuation.
- Volunteer ushers may be required to stand for moderately long periods of time.
- Theatre ushers need to be able to read tickets in a darkened theatre with a flashlight.

Dress Code:

A dress code is designed to facilitate the ease in which patrons can identify volunteer staff. In order to maintain a consistent and professional appearance, please observe the following dress code and please follow the dress code:

Women:

Solid white dress blouse/shirt

Must wear either the black vest or purple scarf/ties or both

Solid black dress pants, ¾ length solid black skirt, or black capris

Black comfortable shoes (NO FLIP FLOPS)

Men:

Solid white dress shirt with a collar

Must wear either the black vest or purple scarf/ties or both

Solid black pants

Black comfortable shoes (NO FLIP FLOPS)

Arrival Time:

All volunteers must arrive **at their scheduled time**. That time is located on your VicNet portal. Please be on time. You will report to box office computer to sign in. The box office will be secure so you may leave your purses, coats, sweaters and other items. Please be ready for pre-show briefing (this excludes closing ushers).

Recording Equipment:

Policies concerning flash cameras, video cameras and other recording devices vary by artist and renting organization. You will be given directions at the pre-show briefing. Often union and copyright regulations prohibit the use of recording equipment. Ushers should report any violations to the House Manager.

Safety:

Aisles and entrances must remain clear at ALL times. Queen Creek fire code requires this to be enforced. Wheelchairs, chairs, crutches, walkers, strollers, baby carriers, bags, etc., may be kept in designated areas.

Infants and young children:

Everyone over the age of 3 is required to have a ticket. Small children and infants under the age of 3 may sit on a lap but all strollers and baby carriers must be kept in designated areas.

No ticket or illegible tickets:

Refer patron to the box office to assist in purchasing a ticket or locating their tickets.

Watching the performance:

When seats are available, all volunteers are to wait a full 15 minutes from the start of the performance before entering the theatre unless otherwise instructed by management. Please be seated at the back of the theatre at appropriate points in the performance as to not disturb the audience. You may need to give up your seat to a late arriving patron.

Intermission:

All volunteers must return to their posts to monitor hallways, doors, answer questions, etc.

HEALTH AND SAFETY

Ushers will alert management any time they note a tripping hazard or other health and/or safety concern.

Ushers are not to give medication of any kind to patrons.

Volunteers should not assist individuals in wheelchairs moving to fixed auditorium seats.

MEDICAL EMERGENCIES

In case of a medical emergency, immediately summon the House Manager or nearest Queen Creek Performing Arts Center staff person on duty.

In the event of a fall when a patron states that they are not injured:

First ask the patron if they are alright. If they say yes, you may ask permission to assist him or her in getting up. Get patron's name and phone number and report it to the House Manager.

In the event a patron has an accident that results in bodily injury, ask the patron if they need medical assistance. The volunteer may call 911 and then notify the House Manager. Do not move the injured person. Get their name and phone number. Be sure someone is with the patron and summon the House Manager.

In the event a patron has experienced head trauma or is rendered unconscious, **immediately summon the House Manager or nearest Queen Creek Performing Arts Center staff member.**

Paramedics will be called and a trained staff member will render aid until paramedics arrive.

EMERGENCY PROCEDURES

In the event of a general alarm, the lights automatically turn on throughout the building. White strobes flash. An alarm sounds. Then an automated recording announces: "Attention: Attention! An emergency has been detected in the building. Please exit using the stairwell." It continues the announcement, flashing and alarming until it is reset by authorized personnel. Once the alarm is reset, the lights go back to their previous settings.

In the event of a general alarm, all ushers on duty should report to their assigned position. Open doors and lead the patrons to the nearest exit and out of the building.

Ushers are to move the audience as far away from the building as possible as to not obstruct the driveways. Keep patrons away from the building and entryway so as not to block emergency vehicles.

02/07/2015 7:30 PM
CENTER
148914 G-101 \$47.00
REG

99999990470370

Queen Creek Performing Arts Center presents
WILLIAM JOSEPH & SPECIAL GUESTS
February 7, 2015
7:30PM
Queen Creek Performing Arts Center
22149 E Ocotillo Rd QC 85142
480-987-SHOW (7469) ***www.QCPAC.com***
NO FOOD IN AUDITORIUM - WATER ONLY

148914 G-101 CENTER REG \$47.00

02/07/2015 7:30 PM
LEFT
148934 F-5 \$32.00
REG

44444448357268

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NO FOOD IN AUDITORIUM - WATER ONLY

148934 F-5 LEFT REG \$32.00

02/07/2015 7:30 PM
RIGHT
8901 O-8 \$20.00
IR

22222227410416

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VOLUNTEER AGREEMENT LETTER-updated 7.01.24

I, the undersigned, do hereby acknowledge that I have received, read, and understand the policies, guidelines, and procedures outlined in my volunteer usher handbook. I understand that I have made a commitment to the Queen Creek Performing Arts Center to work as a volunteer.

I agree to follow the policies and guidelines detailed in this handbook when working at the Queen Creek Performing Arts Center, and willingly accept the consequences of failure to do so, which may include dismissal from the volunteer program at the Queen Creek Performing Arts Center.

I also willingly disclose my name, mailing address, phone number and email address to the House Manager at the Queen Creek Performing Arts Center for the explicit purposes of facilitating my role as a volunteer. I sign this form with the understanding that this information will remain confidential and will not be used for any purpose that is not directly related to my involvement as a volunteer with the Queen Creek Performing Arts Center.

Please note: You are not entering into a "contract" with the Queen Creek Performing Arts Center by signing this form. If you volunteer at the Queen Creek Performing Arts Center, both you and the Queen Creek Performing Arts Center have the right to end this relationship at any time for any reason.

- You have read this form carefully and understand it.
- Your signature below indicates your voluntary agreement with the above statements.

Name _____

Address _____

Home Phone _____ Cell Phone _____

Email _____

(Be sure to notify the House Manager if your contact information changes)

Signature _____ Date _____

Please sign and turn in to the House Manager before your next shift. You will not be permitted to work as a volunteer if we do not have this form on file. Thank you!