

CASCADE THEATRE

# Volunteer Manual



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## Cascade Theatre Mission

Restoration of the Cascade Theatre and adapting it for use as a performing arts venue has had three primary goals for the Shasta County region and Redding community:

***Historic Preservation*** -- The Cascade Theatre is one of Redding's most prominent historical buildings. It has been recognized as both an important statewide and national historic resource and is listed on the California Registry of Historic Resources and the National Register of Historic Places. In March, 2000 the Cascade received an Art Deco Society of California Preservation Award, along with the Rafael Theatre in San Rafael and the El Capitan Theatre in Hollywood. Restoring the Cascade Theatre has preserved one of Redding's few remaining landmark buildings.

***Supporting Artistic & Cultural Opportunities in the Community*** -- After extensive interviews with arts and cultural groups in the community, it became clear that these groups were limited by not having a professional venue suitable for their activities. The existing presentation facilities in the community were inadequate in terms of size, availability and technical specifications. Restoring the Cascade Theatre has created a home to a variety of programs presented by the region's many fine local arts organizations as well as music, dance, repertory film and theatrical performances that didn't take place in Redding because a suitable facility didn't exist.

***Community Development/Economic Revitalization*** -- In hundreds of cities across the nation, the development of historic theatres has produced enormous economic benefits for downtown districts -- bringing people back downtown, expanding downtown activity after 5pm and stimulating the growth of restaurants and other businesses supporting the activities of the theatre. Restoring the Cascade Theatre has been identified as a central component of revitalizing Redding's downtown in the "Downtown Redding Specific Plan" which has been adopted by the City of Redding as a blueprint for reviving Redding's downtown business district. Restoration of the Cascade Theatre supports economic development efforts currently underway in this region and also serves as a catalyst for future economic revitalization.

## Project History

The Cascade Theatre was constructed in downtown Redding in 1935 as a 1,348-seat movie palace and vaudeville stage. One of the few theatres built during the heart of the depression, the Cascade Theatre was a magnificent example of art deco architecture in California, complete with gold and silver gilded walls, period chandeliers, ornate plasterwork, a grand neon facade and marquee and beautiful murals. But, like many downtown theatres of its era, the Cascade struggled to survive during the 1990s with the rise of shopping mall-based multiplex cinemas. In 1997, the Cascade ceased operating and its doors were boarded.

Restoration of the Cascade Theatre was completed on August 14, 2004 and the theatre was reopened as a regional non-profit performing arts center. The restoration was carried out in a way that honored the heritage of the building and was consistent with the *Secretary of the Interior's Standards for the Treatment of Historic Properties* while providing the functionality of a modern professional performing arts facility – complete with state-of-the-art sound, lighting and theatre technology. The Cascade Theatre is now capable of hosting a wide range of arts and cultural events, including theater, concerts, dance and film presentations.

## Why we need volunteers

Like virtually all non-profit performing arts centers, ticket sales and donations make up only a fraction of the financial resources it takes each year to operate the Cascade Theatre. In order for the Cascade to continue to fulfill its public service mission we rely on volunteers. The Cascade Theatre thrives thanks to the community spirit of an army of volunteers. We invite you to be part of the effort to create a vibrant arts scene in downtown Redding by volunteering at the Cascade Theatre. Volunteers serve as ushers, concessionaires and in the Cascade Box Office.



## Role Descriptions

### Usher:

#### Attire:

- White tops
- Black slacks/skirts
- Comfortable shoes

#### Arrival Time:

- Ushers arrive 1 hour 15 minutes before Showtime
- Doors open 1 hour before Showtime
- Volunteer meeting is held 15 minutes prior to doors opening

#### Responsibilities:

- One usher must be stationed outside each door and one inside each door to assist with the seating of late arrivals.
- Remain at post during the entire show, including intermission.
- Enforce theatre rules and policies.
- *Please **DO NOT TALK** inside the auditorium while the show is going.* It is very distracting to paying customers. Please set the example, and not be the exception to the rule. If something must be discussed, please step into the lobby.
- Help pick up the theatre after the show: bottles, programs, lost items, etc.
- Bathrooms need to be checked for soap, toilet paper, paper towels, and overall tidiness during the first half of show and after the show.
- Trash bins in the lobby and concession areas need to be emptied in the dumpster at the SE corner of the US Bank parking lot before leaving theatre.

#### *When a patron arrives late for a performance:*

- Explain to patron *before* entering main auditorium that they will be held in the rear until a break in the program. Hold them there until applause, blackout, or in between scenes and escort them to their seats quickly and quietly at the appropriate break.
- Explain to the patron that this is being done out of respect for the performer and patrons already seated.
- If you encounter problems, call on the House Manager.

#### Tickets:

- Check tickets for correct show, date, and time. *This is especially important when there are multiple performances of the same show.*
- If there is a ticket problem, check the ticket for correct date, time, row, and seat number. If this does not solve the problem, call on the House Manager or Box Office Manager to take over.

## Seating:

- Lettering for rows:
  - o Single letters downstairs (Orchestra); Double letters upstairs (Loge and Balcony)
- Numbering for rows:
  - o Facing the stage: Left – “100” Section, Center – “200” Section, Right – “300” Section
- Wheelchair Seating: Front row Orchestra and T-Section in the rear of the Orchestra
- Drop-Arm/Transfer Seats: Row C, J, and Q on the outside aisles; Row M in the center

## Hearing Assistance Devices:

- Located at the volunteer table in the lobby near the theatre entrance on the right
- Procedure: If a patron needs a hearing device, obtain ID, and file alphabetically by last name. Return ID upon return of device.
- Ushers may use any extra hearing devices to listen to performances, but MUST remove headsets when conversing with others, as voice volume perception may be altered.

## Role Descriptions continued

### Concessionaire:

#### Attire:

- White tops
- Black slacks/skirts
- Comfortable shoes
- Apron is provided

#### Arrival Time:

- Concessionaires arrive 1 hour 30 minutes before Showtime
- Doors open 1 hour before Showtime
- Volunteer meeting is held 15 minutes prior to doors opening

#### Responsibilities:

- NO DRINKING OF ALCOHOLIC BEVERAGES while working concessions. It is illegal.
- One Concessionaire must be stationed in concessions AT ALL TIMES. You may rotate in to view the show, but the station must not be left unattended.
- Please do not come in and out of the downstairs concession area during the show. The door makes noise that is distracting to patrons. If you must exit, please wait until an appropriate break in the program.
- Please DO NOT TALK inside the auditorium OR in the concession area while the show is going. Voices above a whisper in the concession area can be easily heard by patrons inside the auditorium. If something must be discussed, please wait until a break in the program and quietly step into the lobby.

#### *When a patron has had too much alcohol:*

- You have the legal right and responsibility to deny service to any patron visibly intoxicated
- If you encounter problems, call on the House Manager or Theatre Manager

#### Before House Opens:

- Wipe down counters with cleaning wipes kept under the sink
- Check the following:
  - o Bottled water supply
  - o Ice bin full
  - o Ample cups, straws, and napkins
  - o Downstairs: inventory beer and wine
- Upstairs: inventory beer, wine, and liquor
- Liquor will be kept in the upstairs concessions with back stock in the storage closet on the main floor

#### End of Evening:

- Cleaning supplies are kept underneath the sink in both concession areas
- Wipe down counters, soda machines, and sinks
- Rinse out bar towels and hang in sink to dry
- Sweep Floors
- Empty trash bins
- Flush beer drains
- Place open bottles of wine in cooler
- Re-stock wine and liquor
- Re-stock bottled water (Stock stored in lobby basement)
- Re-stock cups, straws, napkins, etc.
- If stock is running low, please notify House Manager so it can be replenished before the next event.
- Place towels in the hamper in the janitor closet in the administration office

#### Drink Vouchers:

- Drink voucher looks like a business card with 10 holes to be punched with each drink ordered.
- Hole-punchers are provided.
- Sometimes drink vouchers will just be blue or red raffle-type tickets.
  - o 1 Ticket = 1 Drink

## Role Descriptions continued

### Box Office:

Office Hours: Tuesday-Friday, 11:00 A.M. to 6:00 P.M.

Show days 11:00 A.M. to show time

Cascade Theatre Website: [www.cascadetheatre.org](http://www.cascadetheatre.org)

Attire:

Business Casual

### Box Office Duties:

- Selling tickets to walk-in patrons
- Selling tickets over the phone
- Answering the phone, taking messages
- Returning phone messages
- Printing internet orders
- Filing tickets
- Staying knowledgeable on up-coming performances, ticket prices, date and time of performance, type of performance/performance summary (found on Cascade Theatre Calendar)
- Other projects as needed.

## Volunteer Rules

- Volunteers are NEVER to be by the bus, in the green room, or behind the theatre unless specifically asked by the House Manager.
- Volunteers are not to ask for autographs from the talent, unless given specific permission from the House Manager
- Volunteers are not to be on their cell phones during their scheduled shift.
- A minimum of a 24-hour notice is required if a volunteer cannot make their scheduled shift. Less than 24-hours is considered a No Show.
- Three No Call No Shows in a year is grounds for removal from the volunteer team.

## Theatre Rules

- T-Section Reserved for patrons. Volunteers may sit or stand in the T-Section if the seats are empty.
- Please be quiet and considerate while entering and exiting the bar.
- No filming or flash photography during any performance (with occasional exceptions).
- No food or drink allowed in the auditorium. Bottled water ONLY. (Exception: Movie nights or private parties)
- No feet, food, or drinks on railing in balcony
- We encourage people to dance in the side aisles, but not at their seat.
- 

*Patrons who continue to violate rules:*

- Locate House Manager, report the violation, and let them handle the problem.
- Do not enter into confrontation with any patron.

## Volunteer Benefits

- Contribute to the success of downtown revitalization
- Meet great people who share common interests
- Ability to peek in on great shows
- Volunteer appreciation parties
- A complimentary Cascade Theatre Membership for all Box Office volunteers, and volunteers who work 10 or more shows in a year

## First Aid and Emergencies

- Fire exits and fire extinguishers available on all floors – know their location.
- First Aid kit on main floor in concession area.
- Falls and other incidents needing emergency medical attention:
  - o Stay Calm
  - o Call 911
  - o Advise House Manager and Theatre Manager immediately.
  - o Theatre Employee will complete a written incident form.
- Emergency evacuation of building: ex. Fire, earthquake, power outage, etc
  - o Remain Calm
  - o Ushers will be stationed at their nearest exit, including emergency exits, and open doors
  - o Ushers will direct patrons swiftly and safely to their nearest exit and to move to the street nearest their exit
  - o Be aware of other patrons who may need help exiting
    - Wheelchair persons must be escorted FIRST out the nearest emergency exit. Use people around you to help assist, as the nearest emergency exit may not be handicap accessible.

## Janitor and Cleaning Supplies

- Cleaning supplies are located in Janitor closets
- Upstairs location: in the cabinet to the left of the television in the upstairs lobby
- Downstairs location: in the admin office next to the door that enters the lobby, or in the women's restroom cabinet
- Toilet paper and paper towel keys are located in the admin office janitor closet

## Restrooms

- Downstairs Lobby on the right: Men and Women, Handicapped Accessible.
- Larger facilities upstairs: Women on the Left, Men on the Right

## Personal Belongings

You can leave your personal belongings in the white cabinet in the administration office. We urge you not to bring any valuables when you are working, either in the office or in your car, as the theatre cannot be held responsible for lost or stolen items.

## Introductory Period

The Cascade Theatre has a 90-day introductory period for new volunteers. This gives new volunteers the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. This also gives the theatre enough time to evaluate the volunteer to see if the relationship is beneficial to both the theatre and volunteer.

## Volunteer Website

The Cascade Theatre manages volunteers through a volunteer software program: [www.myvolunteerpage.com](http://www.myvolunteerpage.com). Log in information will be provided once you are accepted as a volunteer.

All important information for volunteers is communicated via email through this software program. Each volunteer is responsible for their schedule and for following all sign up rules, which will be clearly explained before sign ups open.

The volunteer website will be reviewed in training, if you need further refresher training it is always available. Contact the volunteer coordinator to set up a meeting.

If you do not have access to the website, it is your responsibility to contact the volunteer coordinator to ask for availability.

## Communication and Feedback

The Cascade Theatre will ensure all volunteers have the opportunity to give and receive information relevant to their role. The methods of communication and feedback will be appropriate in style, frequency, tone and source to individuals and groups of volunteers.

Through good communication we will encourage volunteers to stay with us, recognize their efforts and maximize their contribution. We welcome feedback on how things could be done better and how to improve our systems.

### **Complaints:**

The Cascade Theatre has complaints procedures; although we always aim to undertake activities in an accessible and professional manner we recognize that there might be times when volunteers may feel this has not been the case. These procedures give volunteers the opportunity to express their concerns and provide the organization with feedback to improve our performance where necessary.

**Complaint about Cascade Theatre staff:**

If a volunteer has a complaint about an Cascade Theatre member of staff that they feel cannot be resolved informally then the volunteer should contact the volunteer coordinator or if this is not appropriate the general manager.

**Complaint about another Cascade Theatre volunteer:**

If a volunteer has a complaint about another volunteer that they feel cannot be resolved informally then they should discuss this with the volunteer coordinator.

## Disciplinary Procedure

Volunteers who do not adhere to the boundaries and procedures of the Cascade Theatre or who fail to perform their voluntary role satisfactorily (as described in the Role Description) may be subject to disciplinary procedures.

Volunteers can expect as part of this process:

- Supportive and constructive feedback
- Clear details of the inappropriate behavior
- Suggestions regarding what and how to improve; and an agreed period of time to demonstrate improvement after each stage (unless their behavior is such that their volunteering with the Cascade Theatre should cease as described below)
- To be treated with dignity and respect

A volunteer placement may be ended without warning if the Cascade Theatre believes that there is sufficient cause, i.e. where behavior is too inappropriate or harmful. Examples of this include:

- A breach of confidentiality
- Acts that contravene Cascade Theatre Policies or Procedures
- Any verbal or physical act that contravenes Cascade Theatre's equal opportunities policy
- Physical and/or verbal abuse of members of staff, other volunteers, members and the public
- Theft from the Cascade Theatre, theatre staff or volunteers

We aim to resolve problems early and locally. Where any dispute cannot be resolved the volunteer manager level, the general manager will mediate.

Where it is necessary to end a volunteer's involvement with the Cascade Theatre we will endeavor to give due notice to the volunteer and will treat the volunteer fairly, and with dignity and respect.

## Moving on

We recognize that volunteers may stop their involvement at any time. We ask that when a volunteer chooses to leave us that their reasons for doing so are expressed, any learning points are shared and it is established whether they might wish to be involved again in the future.

## Our commitment to our volunteers

At the Cascade Theatre, we will always try to:

- Match the needs of the organization with the skills, knowledge, experience, time and motivation of the volunteer
- Recognize successful volunteer involvement incorporates the individual's motivations, aspirations and choices
- Ensure paid staff and volunteer managers (staff and volunteers), are trained to work with volunteers
- Ensure volunteers feel properly valued and thanked
- Respect volunteers, listen and learn from what they have to say, consistently encouraging two-way communication
- Ensure volunteers have a good understanding of what the Cascade Theatre is and does and be provided with timely and accurate information about the Cascade Theatre's work, policies and procedures
- Foster a friendly and supportive atmosphere – aiming to make volunteering rewarding and pleasurable
- Ensure volunteers know who to talk to if there are problems or difficulties and have complaints and grievances resolved fairly.
- Ensure every volunteer has access to a manager to guide and advise them
- Ensure the health, safety and welfare of all Cascade Theatre volunteers whilst undertaking their volunteering activities
- Provide appropriate training associated with volunteering
- Evaluate all volunteer activities with a view to build and develop what we do well

In return, we ask volunteers to:

- Maintain and uphold the good name and reputation of the Cascade Theatre
- Co-operate with paid members of staff, to listen and learn from what they have to say to achieve the aims of the theatre
- Aim for high standards of efficiency, reliability and quality in all aspects of their contribution
- Encourage two-way communication with other volunteers and paid staff, fostering a pleasant and friendly atmosphere
- Adhere to the Cascade Theatre's policies and procedures while volunteering
- Work within the law

- Respect the need for confidentiality whenever they have access to confidential information
- Take reasonable care of their own health and safety while volunteering and that of others who may be affected by their actions
- Extend to their fellow volunteers and staff the same degree of courtesy that they would expect to receive
- Be reliable and tell us if they are not available or running late
- Carry out the agreed project/role
- Ask for support if they need it
- Take part in training relevant to their role as a volunteer

## **Equal Opportunities**

In order to provide equal opportunities to all individuals, volunteer decisions at the Cascade Theatre will be based on merit, qualifications, and abilities. The Cascade Theatre does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, sex, national origin, age, or any other characteristic protected by law. This policy governs all aspects of volunteering, including selection, job assignment, discipline, termination, and access to training.

Any volunteers with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Volunteers can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination.

## **Business Ethics and Conduct**

The successful business operation and reputation of the Cascade Theatre are built upon the principles of fair dealing and ethical conduct of our employees as well as volunteers. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Cascade Theatre is dependent upon our customers' trust and we are dedicated to preserving that trust. Volunteers owe a duty to the theatre, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

The Cascade Theatre will comply with all applicable laws and regulations and expects its directors, officers, employees, and volunteers to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the General Manager for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every volunteer. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination.

## Safety

To assist in providing a safe and healthful work environment for employees, volunteers, customers, and visitors, the Cascade Theatre has established a workplace safety program. This program is a top priority for the Cascade Theatre. Its success depends on the alertness and personal commitment of all.

The Cascade Theatre provides information to volunteers about workplace safety and health issues through regular internal communication channels such as volunteer meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees and volunteers. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of Reports and concerns about workplace safety issues may be made anonymously if the volunteer wishes. All reports can be made without fear of reprisal.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must immediately report any unsafe condition to the appropriate supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance procedures.

## Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, the Cascade Theatre expect volunteers to follow rules of conduct that will protect the interests and safety of all employees, volunteers and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination:

- Physical conduct that includes touching, assaulting, or impeding or blocking movements.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Verbal sexual advances or propositions.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

## Sexual and Other Unlawful Harassment

**We have Zero Tolerance for harassment in the workplace. Any employees or volunteers found to have engaged in harassment will be disciplined, up to and including termination.**

**Also, be aware we set a higher standard of conduct than may be required by law. So an employee or volunteer may be disciplined for behavior that violates our policy, even if the behavior does not violate the law. As set forth in our policy, we want a harassment-free, professional workplace.**

The Cascade Theatre is committed to providing a work environment free of any form of harassment. Our policy prohibits sexual harassment and harassment because of pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin, ancestry, physical or mental disability, medical condition, marital status, sexual orientation, age, gender or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful. Our harassment prevention policy applies to all persons involved in our operations and prohibits unlawful harassment by any employee of our organization, including volunteers, supervisors and co-workers, as well as by or of any person doing business with or for our organization including subcontractors, supplier and volunteers.

Prohibited unlawful harassment because of sex, race, ancestry, physical handicap, mental condition, marital status, age, religion, or any other protected basis includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings, e-mail and faxes or gestures;
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.

If you believe that you have been unlawfully harassed, provide a complaint to management as soon as possible after the incident. Your complaint should include details of the incident or incidents, names of the individuals involved and names of any witnesses. Upon receipt of a complaint, a thorough, objective and good-faith investigation of the harassment allegations will be carried out.

If it is determined that harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any volunteer or employee determined to be

responsible for harassment will be subject to appropriate disciplinary action, up to and including termination.

You will not be retaliated against for filing a complaint and/or assisting in a complaint or investigation process. Further, we will not tolerate or permit retaliation by supervisors or co-workers against any complainant or anyone assisting in a harassment investigation.

We encourage all volunteers to report any incidents of harassment forbidden by this policy immediately so the complaints can be quickly and fairly resolved. You also should be aware that the federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.

## **Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all volunteers and affect the business image the Cascade Theatre presents to customers and visitors.

During business hours or when representing the Cascade Theatre, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

## Paid Staff

|                           |  |
|---------------------------|--|
| <b>Jana Pulcini-Leard</b> | <b>General Manager</b><br><a href="mailto:jana@cascadetheatre.org">jana@cascadetheatre.org</a>   530.243.8886 ext 310                                  |
| <b>Haley Sadler</b>       | <b>Assistant Manager</b><br><a href="mailto:haley@cascadetheatre.org">haley@cascadetheatre.org</a>   530.243.8886 ext 311                              |
| <b>Todd Tracy</b>         | <b>Operations Manager/ Technical Director</b><br><a href="mailto:toddtracy@cascadetheatre.org">toddtracy@cascadetheatre.org</a>   530.243.8886 ext 312 |
| <b>Bethany Rau</b>        | <b>Box Office Manager</b><br><a href="mailto:boxoffice@cascadetheatre.org">boxoffice@cascadetheatre.org</a>   530.243.8886 ext 313                     |
| <b>Sherri Bean</b>        | <b>Theatre Assistant</b><br><a href="mailto:sherri@cascadetheatre.org">sherri@cascadetheatre.org</a>   530.243.8886 ext 314                            |
| <b>Kim Acuna</b>          | <b>House Manager</b><br><a href="mailto:kim.a@cascadetheatre.org">kim.a@cascadetheatre.org</a>   |
| <b>Karly Anderson</b>     | <b>School Show House Manager</b><br><a href="mailto:karly@cascadetheatre.org">karly@cascadetheatre.org</a>   |
| <b>Shirly Flynn</b>       | <b>Backup House Manager/Runner</b>   |
| <b>Eddie Sadler</b>       | <b>Lighting Designer</b>   |
| <b>Andres Acuna</b>       | <b>Audio Engineer/Security</b>   |
| <b>Darrell Stinnett</b>   | <b>Maintenance/Security/Stage Hand</b>   |
| <b>Keith Andrews</b>      | <b>Security/Stage Hand</b>   |

## Frequently Asked Questions

### **Why do volunteers have to arrive over an hour before show time?**

The doors to the theatre always open one hour before the show start time. We have our volunteer meeting 15 minutes before the doors open to assign volunteers, go over all important show information, and to answer any other questions. Concessionaires need to arrive slightly earlier to set up concessions before that meeting. We have to be ready once the doors open!

### **Do volunteers get to watch all the shows for free?**

Volunteers number one priority should be helping the theatre put on a great show for the ticket buying patrons. All responsibilities must be completed before peeking in on shows. At least one volunteer must always be at the assigned post. Seeing some of the shows is an added perk to volunteering here, but all theatre needs and contributing with the rest of the volunteer team is most important.

### **Do volunteers get free tickets?**

The theatre has contractual agreements with acts coming through and is allotted a limited number of comp tickets. These tickets are promised out to our main sponsors, so we don't have extra tickets to give out. On the rare circumstance we do have extra tickets to give away, we will offer them to volunteers on occasion.

### **How do volunteers sign up for shows?**

Volunteers sign up for shows through the volunteer website. Shows are normally released in three-month blocks every quarter. We separate the shows into two categories: "A List" and "B List". For every "A List" show, you are required to sign up for a certain number of "B List" shows. Specific sign up instructions will be announced a month in advance. The reason for this is so we still get enough help for the smaller shows, and all volunteers are working similar shows; ex. one person doesn't only work all the big-name shows and never helps for smaller shows. We have found this method works best, and is successful at keeping it as fair as possible amongst volunteers.

### **Do volunteers have to commit to a certain number of hours?**

Box Office volunteers are asked to commit to a set weekly schedule, where they have one shift a week for 2-4 hours. Ushers and concessionaires do not have to commit to a certain number of hours to remain a volunteer. The only requirement is to abide by the "A List" "B List" policy when you do sign up.

## VOLUNTEER ACKNOWLEDGEMENT FORM

The volunteer manual describes important information about Cascade Theatre, and I understand that I should consult the management regarding any questions not answered in the manual.

I have entered into my volunteer relationship with the Cascade Theatre voluntarily and acknowledge that there is no specified length of service. Accordingly, either the Cascade Theatre or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the manual may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I understand that as a volunteer my relationship is limited to a volunteer position and that no compensation is expected in return for services provided. I understand that the Theatre will not provide any benefits traditionally associated with employment and that as a Volunteer I am responsible for my own insurance coverage in the event of personal injury or illness as a result to volunteer services to this non-profit.

I have received the manual and attended approved training, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

VOLUNTEER'S NAME (printed):

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VOLUNTEER'S SIGNATURE:

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DATE: \_\_\_\_\_