

# **Britt Volunteer Manual**

**2018**

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## **WELCOME TO THE BRITT SOCIETY VOLUNTEER PROGRAM!**

Britt Music and Arts Festival would like to welcome you as a volunteer! We hope that your volunteer service will be enjoyable and personally rewarding.

As a valued member of our team, you play a vital role in maintaining our high standards of patron services.

# BRITT SOCIETY MISSION STATEMENT

The Britt Society is organized to provide financial support and volunteer service to Britt Music and Arts Festival.

## VOLUNTEER GUIDELINES

### WHAT TO WEAR

- A modest, neat and comfortable appearance is important in promoting Britt's image.
- **No short shorts or tank tops.**
- Wearing comfortable shoes is very important while working on the Hill.
- **No flip flops or flimsy sandals.** However, I'm ending the moratorium on **open toed shoes, as long as they are sturdy, stable and safe.**
- Bring a sweatshirt or a jacket. They may come in handy some evenings. If rain is predicted, come prepared for a wet night on the hill. Shows go on, rain or shine!
- Because some patrons may be sensitive to scents, we ask that you use cologne and perfume sparingly.

### VOLUNTEER PARKING

- The best locations for parking are the public lots at the end of C and D Streets, just 3 blocks below the Britt Hill (off of Oregon Street), or find street parking on a side street.

### PERSONAL ITEMS & VALUABLES

- It is best to leave all valuables at home or in your locked vehicle. Food items, jackets, sweaters & hats are to be stowed in the Volunteer Shed near the top of the hill (limited space and marginal security).

### REMAIN ATTENTIVE & LOOK PROFESSIONAL.

- Make sure your cell phone is on silent mode.
- Do not use your phone (talking or texting) unless you are on a break and in a private location.
- Do not listen to personal music on any electronic device while on duty. *Seems a little strange to say, but it has happened.*
- Do not bring a book to read while on duty.....only during breaks and in a private location.

## CHECKING IN AND CHECKING OUT

- Once you have arrived, your first stop is the Volunteer Booth to check in. You'll be given an apron and a name badge to wear for the night. These items are your "ticket" to enter the grounds, as well as a way for patrons to identify you.
- Volunteer Booth opens at 3:30pm and closes at 6:30pm.
- Please **do not drive** your car to the Volunteer Booth to pick up your apron.
- Wear your apron or vest throughout your shift, except while taking your meal break.
- Return your apron to the volunteer shed (top of the hill) and sign out promptly at the end of your shift. This is the only way you get credit for the hours volunteered during that performance.

## MEET WITH YOUR RESPECTIVE LEADERS

- House Staff will conduct nightly meetings with Parking Attendants, Circular Drive Attendants (Turnaround), Trolley, Ticket Takers and Hill Ushers, prior to gates opening.
- Security Staff will conduct a nightly meeting with all Event Staff Volunteers prior to gates opening.
- Concession Manager will conduct nightly meetings with Raffle Sellers, Cushion Renters, Chair Renters, Ice Cream Sellers and Artist Merchandise Sellers prior to gates opening.
- All other positions are to check in with their volunteer "Team Leaders" after entering the grounds (Gift Booth and Clean up).

## USE OF A BLANKET OR CHAIR

Many of our volunteers enjoy watching the show when their shift is over. However, to ensure that our patrons have the first choice of lawn seats, these guidelines must be observed.

- **Volunteers shall not place blankets or chairs for themselves or anyone else, prior to a concert.** If you plan to sit in the audience with a friend or family member after your shift, that friend or family member must wait in line and place their blanket upon arrival.
- Volunteers must wait until the performance begins before placing their own blanket or chairs. Volunteer blankets or chairs should be placed behind or to either side of the general audience.
- **House Staff, Event Staff and Gate 2 Ticket Takers are the only individuals authorized to be in the Gate 2 area during a performance. This area does not function as well when overcrowded.**

- **Volunteers shall not be permitted to take an empty seat in reserved seating, unless authorized by the Director of House Operations. Please ask first!!!**

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### **ON WITH THE SHOW**

- Do not assume patrons know or understand all of our house rules. Treat patrons as if this is their first time attending a Britt concert. **Please don't chastise or embarrass!!! Be a problem solver and kindly educate!!!**
- **Be positive, cooperative and friendly to our guests. The same practice must be demonstrated towards your fellow volunteers, as well.**
- Background noise is annoying and generates patron complaints. Therefore, please refrain from talking unless deemed necessary or move to an area away from the patrons. **Just be aware of your voice and your surroundings.**
- **No Alcohol While On Duty.** Consumption of alcohol while on duty is forbidden by Oregon Liquor Control Commission regulations and Britt guidelines.

### **WE'RE RELYING ON YOU**

- Please be on time. Britt counts on you, other volunteers count on you, and the patrons count on you. You are an important component for a successful evening at Britt!

### **IF YOU ARE GOING TO BE LATE FOR YOUR SHIFT**

- Please call the Britt Hill Box Office and leave a message (after 3:00) at 541-899-9924.

### **CANCELLATIONS**

Emergencies, illness and schedule conflicts do happen, but do try to limit or avoid the need to cancel a shift. We do need each and every one of you. Should you know in advance that you cannot work:

- Please give us as much notice as possible.
- **Do not** find your own replacement.
- Call the Britt office or call your Team Leader as soon as possible. If you do not know your Team Leader, contact **Parvaneh (pronounced Par-va-na) Scoggin at 541-690-3835 or at [parvaneh.scoggin@brittfest.org](mailto:parvaneh.scoggin@brittfest.org).**

## CANCELLATIONS ON THE DAY OF THE SHOW OR WEEKENDS

- Please call your Team Leader or call the Britt Hill Box Office (after 3:00) at 541-899-9924.

## SEXUAL HARASSMENT

- Sexual harassment is defined by the regulations of the Fair Employment and Housing Commission as unwanted sexual advances, or visual, verbal or physical conduct of a sexual nature. Sexual harassment includes gender harassment and harassment based on maternity conditions. It also includes harassment of an employee of the same gender.
- **Britt will take all reasonable steps to prevent harassment from occurring and will take immediate and appropriate action when the Association knows unlawful harassment has occurred.**

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## INAPPROPRIATE CONDUCT

A warning will be given to volunteers who fail to comply with operating policies outlined in this manual. After two warnings have been issued, and a third warning is needed, the volunteer will no longer be allowed to participate in the Britt volunteer program.

Warnings will be given for the following reasons:

- Volunteer fails to show up for a scheduled performance
- Leaving early; volunteer fails to complete nightly assignment without reason
- Failure to abide by established Britt volunteer policies and guidelines
- Inappropriate conduct as determined by Britt Staff and/or Britt Society Board
- A volunteer will no longer be allowed to participate in the Britt volunteer program if Britt Staff and/or the Britt Society Board should determine that a single act of inappropriate conduct is serious enough to justify the decision

## HOUSE POLICIES

*In the performance world, the term "House" refers to the portion of the venue occupied by the patrons.*

It is your responsibility to know and observe these "House Policies" as well as reminding our guests of these policies.....when necessary.

## SMOKING

- Patrons seen **smoking (ANYTHING)** and **including E-cigarettes** need to be kindly told that the venue is a non-smoking venue except for a designated section set aside at the very top of the hill. This area is located above the picnic tables and behind the short wooden fence.

## LAWN CHAIR AREA

- Standard size lawn chairs are not allowed in the premium reserved blanket area (down front) or the main lawn area (directly behind reserved seating). There is ample space available for standard size lawn chairs on both sides of the main lawn seating areas and near the picnic tables. We have chalked lines and posted signs to help define the spaces.
- Sand chairs are allowed in the premium reserved blanket area (down front) and the lawn area (directly behind reserved seating). **Seat bottom to be no more than 6 inches from the ground and back rest height no more than 32 inches tall.** If someone has the wrong chair in the wrong area, gently inform the patron of the chair restrictions for that area. Inform the patron that they may rent Britt chairs from the location adjacent to the gift booth.

#### **GATE OPENING**

- The “Early Entry” member’s gate (adjacent to Gate 1 and Gate 3) will open at 5:45pm on a voice signal from the Assistant House Manager.
- Gates 1, 2 and 3 will all open at 6:00pm, also on a voice signal from the Assistant House Manager.
- ***Occasionally, gate times may be adjusted to accommodate earlier shows.***

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**NO RE-ENTRY POLICY: (*please read carefully*)** Patrons may leave the venue from any of the gates and be re-admitted prior to the beginning of the performance, as long as they have their ticket and their right hand is stamped by the Ticket Taker. Once the show has begun, no one is allowed to leave the grounds and return. ***However, common sense dictates that there are exceptions to this rule:*** Should a patron have a reasonable request to leave the venue after the concert is underway (forgot medicine, jacket, cell phone, etc.) the Lead Ticket Taker needs to use common sense and treat the patron with dignity while making a judgement call for that situation. When a patron is authorized to leave and come back.....he or she must have their ticket in their possession, plus their right hand stamped and please inform the patron to return thru the gate they are now leaving.

#### **ALCOHOL MONITORING**

- It is illegal to consume or bring "hard alcohol" onto the Britt grounds.
- Under our current liquor license, it is illegal to leave the grounds with previously opened alcohol containers.
- It is the responsibility of all volunteers to report alcohol abuse or suspected under aged drinking to the nearest Event Staff person.
- For more information, read the Britt Alcohol Security Plan. **See page 8**

#### **DANCING, STANDING, SITTING**

- Often times...certain concerts will generate conflicts between patrons who want to dance in their spot and others who want to stay seated in their spot. Not an easy issue to resolve between the two groups.....but dancers rule in these cases as we are often warned by the

**band managers (in advance)**, “Do not ask patrons to sit down.” There is no easy way to make everyone happy in this situation. Do not ignore patrons concerns about their view being blocked, just do your best to inoculate the situation, and hope for the best. We have signage on the Hill referring to this policy.

- However, for obvious reasons.....No standing/dancing is allowed within the entire accessible (handicapped) seating area, or walkways.

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## **COMMITMENT TO ACCESSIBILITY AND ETIQUETTE**

Britt is committed to providing superb customer service with extra special attention shown to those patrons with accessibility issues or concerns. Our ability to be thoughtful and accommodating towards patrons with disabilities can make the difference between simply fulfilling legal obligations to helping create a memorable experience for those individuals and their companion(s).

### **PEOPLE WITH DISABILITIES**

- People don't always conform to stereotypes. Many disabilities are hidden, invisible and therefore not easily detected.

### **NEEDS OF OLDER ADULTS**

- While older individuals may not need specific assistance, it never hurts to offer.

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### **COMMUNICATION**

- People with disabilities want to be viewed with respect and dignity like anyone else. Use language that promotes inclusion. Give the individual your complete attention. Always introduce yourself by name and say that you work for Britt and in what capacity (e.g., staff, volunteer, etc.).

### **ACCESSIBLE PARKING**

- Eight spaces are available for accessible parking in the lot directly across from the main entrance of Britt. Reservations for these spaces are made in advance through the Britt Box Office. Patrons with reservations shall receive a parking ticket marked "HC PARKING".

### **ACCESSIBLE RESTROOMS**

- Two wheelchair accessible restrooms are located adjacent to the WC Pad. Priority for these restrooms shall always be given to persons with disabilities. Ticket Takers assigned to Gate 2 shall monitor the restroom lines and may need to assist patrons with disabilities.
- Additionally, one wheelchair accessible restroom is located in the large restroom building, just below the Gift Booth.

### **WHEELCHAIR ACCESSIBLE SEATING**

- Starting this season (2018) there will be two locations for wheelchair seating. The original WC pad area is being sold at reserved seat prices and the new area built into section “C” will be sold at lawn seat prices. You’ll need to check the tickets carefully to direct patrons to correct area. Britt provides chairs for companions. If a patron arrives without a ticket designated for one of our WC seating areas and they have an obvious accessible need, please contact the Assistant H.M. for assistance, but promise nothing.

## EMERGENCY AND SAFETY

### PROCEDURES

#### GENERAL SAFETY RESPONSIBILITIES

Britt makes every effort to provide a safe environment for patrons, volunteers, and staff. Volunteers are responsible for helping to prevent and eliminate conditions which could be harmful to themselves or others; therefore, the volunteer shall:

- Work carefully and comply with all safety policies.
- Report unsafe conditions to the Britt Staff.
- Report all accidents, no matter how minor.
- Fill out an accident report.

#### ACCIDENT REPORTS

- Complete an accident report, regardless how minor the incident. Forms may be obtained from the House Manager, Assistant H.M., or Event Staff notebook on the pavilion patio. Every accident shall be reported immediately to the House Manager.

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#### ACCIDENTS OR MEDICAL EMERGENCIES

*At least one medical professional is on duty for each performance and will be located on a tarp near the gift booth. He or she will be seated in a red lawn chair with “FIRST AID” printed on the backrest. Many concerts will have a second medical professional on duty as well (situated below Gate 3).*

- The medical volunteers will each have a radio and their radio will be set on **channel 3**.

#### FIRE EXTINGUISHERS

- Fire extinguishers are located in the box office, food booth, pavilion, volunteer booth and gift booth.

#### FIRST AID KITS

- First aid kits are located in the box office, food booth, pavilion, volunteer booth and Concession Manager's office. The AED (automated external defibrillator) will be with one of the medical volunteers. Medical volunteers have well stocked medical bags as well.

#### DISRUPTIVE PATRONS

- **All volunteers** should be on the look-out for any disruptive behavior in the audience.
- If a patron's behavior is creating a threatening situation, immediately notify House Staff and paid Security. Do not let a bad situation escalate. Confrontations involving anger, abusive behavior, and/or expulsion from the venue should only be handled by paid Security Staff.

## **EVACUATION PROCEDURE**

In the event of a major emergency (pavilion fire, forest fire, earthquake, lightning and damaging winds):

- House lights will come on.
- A Britt employee will announce from the stage that an evacuation of the venue is being ordered along with the proposed action plan. Keep radio chatter at a minimum so supervisory staff can freely communicate.
- All Britt and Security Staff.....plus Event Staff, Ticket Takers and Hill Ushers will remain at their positions to assist patrons, unless they themselves are in imminent danger.
- All other volunteer positions and concession staff should evacuate with the patrons.
- All evacuees will be directed to leave the venue through gates 1, 2 & 3 unless unsafe to do so.
- Should emergency vehicles be needed on site, they will be directed to drive up Fir Street to get to the Britt venue.
- Several Event Staff volunteers will be positioned at critical locations to assure that patrons and private vehicles are not using Fir Street as an evacuation route.

## **BRITT ALCOHOL SECURITY PLAN**

1. Britt has a limited "on-site" liquor license through ORS 471.178, which allows the organization to sell wine and beer, and also allows patrons to bring their own wine and beer on site. Britt's limited liquor license also prohibits patrons from taking any alcohol (unsealed) off the Britt grounds during or following the concert.
2. Britt now reserves the right (as of 2012) to determine if certain shows would be better served by prohibiting outside alcohol for the safety and well-being of all patrons. Such shows are announced to the public, prior to the season.
3. Britt will hire a sufficient number of professionally licensed Security Staff to patrol each event. A trained group of volunteers, known as Event Staff are instructed to help patrol and monitor the crowd also. All Event Staff Volunteers will be expected to monitor alcohol consumption and request ID checks of anyone in the crowd suspected of underage drinking. ID checking will be performed by trained ID checkers. Questionable patrons who have been ID checked, and are of legal age will be wrist banded. In addition, Paid Security will be notified whenever a visibly intoxicated patron is observed and Paid Security will defuse, offer a warning or remove patron from the Britt grounds.

4. For every ten Event Staff Volunteers, Britt will hire one Paid Security Personnel. The number of Event Staff Volunteers will vary from show to show but the range will be anywhere from ten to twenty five Volunteers per show. Consequently, there will be one, two or three Paid Security Personnel at any given show.
5. Before the gates open for “alcohol restricted” concerts, Paid Security and select Event Staff Volunteers will walk the lines to make sure all patrons are in compliance with the alcohol guidelines for that evening. Inspections of coolers and backpacks may take place while patrons are in line or passing through the gates. We want patrons to enter the venue informed and in compliance with our guidelines.
6. Ticket Takers, Event Staff and Paid Security shall watch for anyone drinking alcoholic beverages in line before the venue opens (not allowed). Each show will have select Event Staff Volunteers posted at all three gates to monitor the crowd for visibly intoxicated individuals as they enter the grounds. If a patron is visibly intoxicated, they will not be allowed to enter the venue.
7. During the entire performance, an Event Staff Volunteer will be stationed adjacent to the beer & wine booth to monitor for alcohol abuse, minors in possession and/or problematic behavior directed at the staff of the beer and wine booth. With cause, a warning will be issued and if necessary the patron(s) will be removed from the grounds.
8. Hill and Reserved Seating Ushers will also monitor the crowd for underage drinking and/or visibly intoxicated patrons. Suspected abuse will be reported to the nearest Event Staff Volunteer or Paid Security.
9. Any patron being removed from the Britt grounds for public intoxication will be released to a designated driver or a taxi cab will be called.
10. At “alcohol restricted” concerts, alcoholic beverages will be sold in approved containers for on-site consumption in accordance with OAR845-06-210. Should a patron be observed drinking beer and/or wine from a bottle or can at an “alcohol restricted” concert, Paid Security will confiscate such items.
11. Britt’s contracted beer and wine vendor will perform all functions under the strict guidelines set forth by the OLCC. All servers are trained and licensed. Servers will check ID’s for anyone who appears 30 years old or younger and will be wrist banded if they are of drinking age.
12. It is illegal to bring "hard" alcoholic beverages onto the Britt grounds for any concert. Paid Security will confiscate any illegal beverages.
13. Britt Society volunteers (on duty) and working staff are strictly forbidden to consume any alcoholic beverages while on duty.

## **Britt “Service Animal” Policy**

In compliance with the Americans with Disabilities Act, Britt Music & Arts Festival allows service animals onto the premises; a service animal is defined as an animal that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed must be directly related to the person's disability. **The owner may be asked what service the animal performs.**

The animal must be properly controlled at all times; owners may be asked to remove animals that are disruptive, aggressive or out of control. Animals must be harnessed, leashed or tethered unless these devices interfere with the animal's work or the owner's disability prevents using these devices. Service animals are subject to Jackson County vaccination and licensing requirements. Britt Music & Arts Festival does not admit animals that are for emotional support or comfort; these animals are not recognized as service animals by the ADA.

## **VOLUNTEER POSITIONS**

***No matter what your volunteer duty is for the night, all volunteers are an integral part of making a Britt concert run smoothly and enjoyable for all.***

### **THE JOB POSITIONS:**

- Volunteer Booth

- Parking
- Trolley
- Turnaround (Circular Drive/Drop-off Area)
- Event Staff
- Ticket Takers
- Hill Ushers
- Clean Up
- Cushion Renters
- Chair Renters
- Raffle Ticket Sellers
- Ice Cream Novelties
- Gift Booth
- Consignment (Artist Merchandise)

## **VOLUNTEER BOOTH**

These volunteers will receive a phone call from their Team Leader prior to their night of service to confirm assignment and arrival time.

The volunteers working in the booth will prepare for the arrival of all volunteers (except Event Staff). **You are the first contact for most of the volunteers, so we appreciate you offering a warm welcome, as many volunteers have rushed from work, found parking and hiked a hill in the heat, to arrive on time. Or something similar to that.....**

- Arrive at 3:00.
- You will be given a list of the volunteers for the evening performance.
- Prepare aprons and name badges.
- Open Volunteer Booth at 3:30.
- Check in volunteers as they arrive and give them their appropriate apron with name badge pinned in place.
- Serve as a volunteer recruitment station for individuals interested in learning more....for the next season. Answer questions, handout literature and collect contact information
- Offer short breaks to the volunteer serving as the “handicap lot” parking attendant.

- Other duties as directed by House Manager.
- Close Volunteer Booth at 6:30. Take “sign in/out” clipboard to Volunteer Shed at top of the hill. Sign out and leave the clipboard inside the shed.

**(Note: Parking, Trolley, Turnaround, Ticket Takers and Hill Ushers will receive a phone call from the Assistant House Manager (AHM) prior to their night of service to confirm assignment location and arrival time.)**

## **PARKING ATTENDANTS**

A chair (to sit in) will be provided for all Parking Attendants. At the end of your shift, please return your chair to appropriate location; contact AHM to let that staff person know you are ready to hand over your radio before signing-out.

**Handicap Lot (4:00pm arrival time):** Sign-in at Volunteer Booth, pick up your radio and clip-board. Check-in those vehicles which have made prior arrangements through the Box Office (must have HC parking ticket and state issued vehicle permit or license plate) and gently turn away vehicles not authorized. However, any of the 8 spaces **(not reserved in advance and on your clipboard)**, may be given away on a first-come basis, to a HC parking, DMV authorized vehicle. Your shift is over after show begins. Sign-out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

**Corner of First & Fir Street (4:30pm arrival time):** Sign-in at Volunteer Booth, pick up your radio and clip-board with the reservation list for those authorized to park in the “upper lot”. Go to your position and collect parking tickets for any early arrivers for the “upper lot”, answer questions and administer safe traffic measures until the show starts. NOTE: When “upper lot” volunteers arrive at 5:15pm, they will swing by your position to retrieve the clip-board from you. From 5:15 until the show starts, your primary duty is to direct traffic (when appropriate), answer questions and stay safe. **DO NOT PUT YOURSELF IN HARMS WAY!!!** Your shift is over after show begins. Sign-out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

**Upper Lot (Two volunteers) (5:15pm arrival time):** Sign-in at Volunteer Booth, pick up your radio and retrieve clip-board from the volunteer stationed at the intersection of “First & Fir”.....then proceed to the “upper lot”. From 5:15pm until shortly after the performance begins, you will collect tickets, direct patrons to park efficiently by backing into a parking space (makes leaving easier and safer), and remind patrons that leaving early is not an option. When the performance begins, the volunteers will secure the lot by placing the chain across the entrance of the lot. Just hook the chain on the tree. Return chairs to the Volunteer Shed at the top of the Hill and sign-out. Leave your apron with badge attached.

**City Lot (5:00pm arrival time):** Sign-in at Volunteer Booth, pick up radio and clipboard with list of those authorized to park in the special lot. Check-in those vehicles that are on your list and others who may arrive with Britt issued parking permits for that lot. Your shift is over after show begins. Return your chair to the Volunteer Booth and then sign-out at the Volunteer Shed at the top of the hill. Leave your apron with badge attached.

## TROLLEY

The Trolley Volunteer(s) are to assist patrons on and off the trolley with a helping hand and a smiling face to greet them. You are providing a wonderful service and are a true ambassador for Britt. You will receive a phone call from the Assistant H.M. prior to the day of service. The phone call serves only as a reminder.

- **You must give yourself enough time to check-in at the Volunteer Booth and then meet the trolley at the footbridge in the library parking lot, just off Oregon Street (at least 2 HOURS prior to the start of the concert). Concert times may vary so it is important to make note of this guideline. For most concerts.....a 5:00pm arrival time will be sufficient, but again, it may vary.**
- Identify yourself to the driver to let him or her know you will be the volunteer for the evening.
- Please offer to help our guests on and off the trolley with their coolers, blankets, picnic baskets and any other items they might be carrying.
- You are off duty when show starts. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

## TURNAROUND/CIRCULAR DRIVE

- Sign-in at the volunteer booth by 4:30 pm.
- The circular drive volunteers will maintain the traffic flow as patrons drive through this area to drop-off individuals and unload.
- For safety reasons...have cars only unload at the very top end of the circular drive. It is flat there with direct access to get into line for Gate 2. Be clear, but friendly with your directions.
- Pay extra attention for handicapped patrons being dropped off. Offer assistance as needed.
- Occasionally, patrons on foot will use the circular driveway as a short-cut to get to gate 2 from main entrance. Please do not redirect these folks, simply help make their passage thru this high traffic area a little safer.

- Minimal parking is authorized for some staff and for catering.....otherwise; parking is prohibited in the circular drive area.
- Before the gates open, patrons in wheelchairs and their companion may enter the closed-off loading shoot adjacent to gate 2.
- Your shift is over when the show starts. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

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## EVENT STAFF

Event Staff volunteers will also receive an “Event Staff Manual” at the Event Staff orientation. However, below are some basic Event Staff duties for all volunteers to know.

- All Event Staff volunteers will carry radios and the radios will be set on **channel ONE**.
- You will be coordinated by....and answer directly to the paid Security Manager.
- Guard all pavilion entrances, including the stage, to prevent any unauthorized entry.
- Monitor alcohol consumption on the grounds in accordance with O.L.C.C. guidelines.
- Assist Ushers and Ticket Takers in crowd control and patron disturbances.
- Patrol the hill side and fence lines. You are the main Eyes and Ears for the evening.
- Maintain visibility in the concession, consignment and box office areas and be available for staff and volunteers who handle cash.
- After a concert...assist with traffic control in the circular drive and Fir Street.

## TICKET TAKERS

- Sign-in at the volunteer booth by 5:00 pm.
- All Ticket Takers (gates 1, 2 and 3) will meet with the Assistant House Manager at 5:15, just above gate 1 to go over details for the evening. Each evening a volunteer will be chosen to be the lead volunteer for each of the 3 gates.
- **This year....Ticket Takers are no longer tearing tickets and keeping stubs. We have moved to a ticket scanning program for all patrons entering the venue. Gate 1 will have 3 scanners, Gates 2 & Gate 3 will each have 1 scanner. Patrons will either have a ticket with a barcode, a printed ticket from home with a barcode or they can utilize their phone with a ticket barcode.**
- Each gate will have a radio for the evening which should be set on **Channel One**. First Aid volunteers are on **Channel Three** and Box office is **Channel Four**.

## **GATE 1 TICKET TAKERS (includes “Early Entry Gate”)**

### **BEFORE THE GATE OPENS**

- The assigned leader for Gate 1 will lay out the game plan for the evening (positions, rotations and breaks).
- Check your supply of playbills.
- The **“EARLY ENTRY MEMBER’S GATE”** is located adjacent to Gate 1 and opens at 5:45 p.m. Go through this line to make sure all patrons are in the appropriate line, prior to the gate opening and that they all possess a Ticket and an Early Entry Ticket. Early Entry Patrons must have both tickets scanned, as they pass through the gate.
- Prior to gate opening, hand out playbills to patrons waiting in line. This will allow the opening rush to go a little quicker and smoother.
- All patrons must have a ticket. **EXCEPTION: Infants to 12 months of age no longer need a ticket.**
- If a patron has the wrong ticket or does not have a ticket, send him/her to the Box Office. Make no promises regarding tickets for the concert.

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- Please listen for the Assistant House Manager’s voice signal to open the “Early Entry Member’s Gate” at 5:45 pm. A second signal is at 6:00pm for the regular gate opening. Gate times may be adjusted to accommodate earlier than normal shows.

### **AFTER THE GATE OPENS**

- Busy times are the first 30-45 minutes after the gate opens and 30 minutes before the show starts. Please keep the gate fully staffed at these times.
- Britt Volunteers may not accept unused tickets from patrons. If a patron has a ticket they cannot use, they may turn it in to the Box Office for a tax-deductible donation (prior to the start of the performance).

### **ONCE THE PERFORMANCE BEGINS**

- Break down empty playbill boxes and place off to the side.
- The gate must be staffed at all times with at least two volunteers.
- Ticket Takers will give each other breaks throughout performance.

### **END OF PERFORMANCE**

- Use flashlight in dimly lit areas.

- All Ticket Takers are needed for gate duty at the end of the performance to thank our patrons, attend to any patron needs at the gate and to watch for opened beer and wine containers. Event Staff volunteers will also position themselves near the 3 gates to make sure patrons comply with the alcohol policy.
- Remain at the gate until house is clear.
- When the gate is clear of patrons, check in with the Assistant House Manager by radio before leaving. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

## **GATE 2 TICKET TAKERS**

### **BEFORE THE GATE OPENS**

- The assigned leader for Gate 2 will lay out the game plan for the performance (positions, rotations and breaks).
- Check your supply of playbills and your clipboard.
- The initial line for Gate 2 forms outside the fence along Fir Street.
- All patrons must have a ticket. **EXCEPTION: Infants to 12 months of age no longer need a ticket.**
- If a patron has the wrong ticket or does not have a ticket, send him/her to the Box Office. Make no promises regarding tickets for the concert.
- Prior to the gate opening, hand out the playbills to a portion of the patrons waiting in line. This will allow the opening rush to go a little quicker and smoother.

- Patrons with disabilities should be guided to the ramp leading to the inner gate of Gate 2.
- When Assistant House Manager announces gates open for early entry (5:45) go ahead and start to place these folks on the WC pad.
- **After patrons with accessibility needs have entered and are situated on the WC pad, the Gate 2 leader will give permission to move the line from the street into the chute and up to the inner gate (in a timely manner).**

- Please listen for the Assistant H.M. signal to open the gate at 6:00pm! Gate times may be adjusted to accommodate earlier than normal shows.

### **AFTER THE GATE OPENS**

- Busy times are the first 30-45 minutes after the gate opens and 30 minutes before the show starts. Please keep the gate fully staffed at these times.
- Britt Volunteers may not accept unused tickets from patrons. If a patron has a ticket they cannot use, they can turn it in to the Box Office for a tax-deductible donation (prior to the start of the performance).

### ***Wheelchair Accessible Seating Area***

- Patrons with disabilities must purchase special tickets from the Box Office to sit in one of the two WC areas. The tickets will say **WC Pad Res** or **WC Pad GA** on the upper left hand corner.
- If a patron with severe mobility issues should show up without a ticket for either of the WC Pad locations, please contact the Assistant H.M. for assistance and we will do all we can to accommodate, but no promises.
- Patrons with mobility issues may have **one or more companions** sit with them. However, the companion's ticket must also have "WC Pad Res or GA" printed on their ticket as well.

### **ONCE THE PERFORMANCE BEGINS**

- Gate 2 has an inner and an outer gate set-up. Both gates must be staffed at all times.
- Once the show begins...you may start giving each other breaks (one at a time).
- For loud and active concerts, we will no longer hold patrons for a song break. We want them to return to their seats as quickly as possible.
- For quiet and intimate concerts (such as an orchestral concert) we will continue to hold patrons wanting to return to their seats until an appropriate break in the performance. Do not physically touch patrons, just step into the walkway and ask them to wait until the next break in the performance.
- Should patrons attempt to linger in this area (for a good view) gently remind folks to move along and also help keep aisles and stairs clear in this immediate vicinity.
- We **DO NOT** allow dancing in wheelchair area. Please be consistent with this policy.

### **END OF PERFORMANCE**

- At the end of the performance (when "house lights" come up) REMOVE THE CHAIN SEPERATING THE WHEELCHAIR PAD FROM GATE 2. Open large metal gate for maximum egress of patrons.
- Use the flashlight to help patrons exit the area.

- Please have the patrons in wheelchairs and other patrons waiting for rides exit down the gate 2 chute. ***The same way they entered.***
- All Ticket Takers are needed for gate duty at the end of the performance to thank our patrons, attend to any patron needs at the gate and to watch for opened beer and wine containers. Event Staff volunteers will also position themselves near the 3 gates to make sure patrons comply with the alcohol policy.
- Remain at the gate until “house” is cleared.
- When the gate is clear of patrons, check in with the Assistant House Manager by radio before leaving. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

## **GATE 3 TICKET TAKERS**

### **BEFORE THE GATE OPENS**

- Review “nightly clipboard” for special instructions.
- Check your supply of playbills.
- Police the immediate area for any litter.
- Check all picnic tables for spills, bird droppings and tree sap. Clean as needed.
- Using the list on your clipboard....assign reserved picnic tables and place a reserved card at the table with the party’s name on it. Tables will be held until concert starts. All other picnic tables are to be used “first come/first served.” Also place a “reserved sign” on the table located just inside Gate 3. This table becomes a handy space for you to work from and for volunteers to take a break.
- Have patrons form two lines along the outside of the fence. One for “**Early Entry**” and one for “**Regular Entry.**”
- Walk the line to verify performance and date printed on the ticket.
- All patrons must have a ticket. **EXCEPTION: An infant to 12 months of age no longer needs a ticket.**
- Pass out playbills to those in line.
- When walking the line, determine the “**Early Entry**” ticket holders....advise them of the 5:45 pm opening time and where they can stand. These patrons must also possess an Early Entry Ticket as well.
- Watch and listen for the Assistant House Manager’s signal to open the gate for “Early Entry” patrons. This is followed with another signal for regular gate opening at 6:00 pm. These times may be adjusted to accommodate earlier show times.
- Monitor the radio by using an ear piece during the entire evening.

### **AFTER THE GATE OPENS**

- Gate must be fully staffed during preshow activities. Greeting, directing and offering assistance to our patrons.
- Do not accept unused tickets from patrons. Direct the patron to the Box Office for a tax-deductible donation.
- Inform CYA when J'ville police personnel enter and/or leave the grounds.

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### ONCE THE PERFORMANCE BEGINS

- Close the gate during the performance.
- Break down empty playbill boxes and place off to the side.
- Collect all holders from tables, remove the reserved cards, place items in box and take to the Volunteer Shed.
- One Ticket Taker must remain at gate to monitor activity and assist patrons.
- Verify that upper parking lot chain is up and no Britt chairs have been left in the lot.
- If advised by staff, reopen lot to allow entry of authorized vehicle. Then re-chain the lot.
- Should a patron want to leave the upper parking lot during the performance....gently remind them that the lot is closed during the entire concert. If they must leave....with a reasonable reason, please announce it on your radio. Go with the patron(s), take down the chain, remind them to drive slowly and use fog lights, and then replace the chain after they exit.
- You are also the additional "eyes and ears" for the upper portion of the hill. Make sure CYA/Event Staff become aware of any potential issues in your vicinity.

### END OF PERFORMANCE

- One Ticket Taker needs to lower the parking lot chain as soon as the house lights come up at the end of the show.
- The remaining volunteers are needed for gate duty to thank our patrons, attend to any patron needs at the gate and to watch for opened beer and wine containers. Event Staff volunteers will also position themselves near the 3 gates to make sure patrons comply with the alcohol policy.
- Remain at the gate until parking lot and upper hill section have been cleared.
- When the gate is clear of patrons, check in with the Assistant House Manager by radio before leaving. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

### HILL USHERS

- Sign-in at the Volunteer Booth by 5:00pm.
- Hill Ushers will meet with the House Manager at 5:15pm, adjacent to reserved seating (section “C”). One willing usher will be put in charge as the “go to” person for the performance. Assignments will be given with a review of hill duties and all will be made aware of any special circumstances for the evening.
- Two Ushers will work section “A” which includes the new WC area half way up section “A” and remain in that area throughout the performance. Once the main act comes on stage, you may sit at the top of the steps (off to a side) and continue to provide a presence to help and assist when needed.
- One Usher will work the area between sections “A and B” and remain in that area throughout the performance. Once the main act comes on stage, you may sit at the top of the steps (off to a side) and continue to provide a presence to help and assist when needed.
- Two Ushers will be located at the outside of section “C” (just up from Gate 1) to assist patrons in finding their proper seat assignments. One usher will remain at this position throughout the evening to continue assisting patrons.
- For loud and active concerts, *we will no longer hold patrons* for a song break. We want them to return to their seat as quickly as possible

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- Once the main act goes on stage, the second usher will move to the top of the steps between sections “B” and “C” to monitor that area, keep aisle clear and make sure lawn patrons are not sneaking down to the reserved area.
- PRESHOW: The remaining Ushers will work the entire lawn seating area above the reserved benches. These ushers will gently enforce “house rules” and assist patrons as needed. *These ushers must be very vigilant with the task of monitoring chair heights as soon as the gates open.* If we inform patrons of any chair issues before they are all settled, it goes much easier for all concerned. Seat bottom must be no taller than 6 inches and seat back no taller than 32 inches. **WE DO RENT APPROPRIATE SIZED CHAIRS.** Blankets should not exceed a 6ft x 8ft dimension.
- When the main act comes on stage the remaining Ushers in the upper lawn area will position themselves off to the sides of the audience (house left and right) to monitor those areas during the performance while periodically walking the pathways to keep them clear.
- One usher will work in the food court area to help maintain order of food purchasing lines.
- Your shift is over when the hill is clear of patrons. Sign out at the Volunteer Shed at the top of the hill and leave your yellow vest with badge attached.

## **CLEAN-UP**

- These volunteers will receive a phone call from their Team Leader prior to their night of service to confirm assignment, meeting location and arrival time.
- Sign-in at the volunteer booth by 6:00pm. Then meet with the Team Leader at the Volunteer Shed (located above the food concession area at the top of the hill). You will then receive specific duties from the Team Leader. **After receiving assignments, any new volunteers must meet with their Team Leader for further explanation and training.** Volunteers must also grab disposable gloves and a few garbage can liners from the Volunteer Shed.
- Clean-up volunteers are responsible for monitoring two different types of receptacles that are located all over the hill.....as well as outside Gate 1. The receptacles include the red plastic bins (used for glass bottles only) and then the regular old garbage cans (used for regular old garbage).
- The red bins are collected at the end of the evening. Those that are located on the upper half of the hill are stored inside the fence and just below Gate 3. Those that are located on the lower half of the hill are placed on the bottom 2 rows of the reserved seating section and adjacent to Gate 2.
- FYI: The tall receptacles with blue lids are for plastic bottles and aluminum cans only. They do not require any specific attention from the clean-up crew, unless one is torn and/or knocked over, etc.
- Garbage cans need to be monitored throughout the evening (before the show begins, during intermission and at the very end of the evening). **Do not to change out garbage liners during actual performance.** When cans appear full, the liners are removed and replaced with new liners. Full garbage bags are taken directly to the company “pick-up truck”, located just above the Volunteer Shed. After the final sweep of the hill, all garbage cans on the lawn areas need to be turned upside down to prevent filling with irrigation water overnight.

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- **All garbage cans located on any hardscape areas throughout the venue and outside Gate 1 are to remain “up-right.”**
- Clean-up volunteers should expect to spend an extra 30 to 45 minutes at the end of the performance completing their assigned task before leaving. When the Team Leader determines the clean-up process has been completed, your shift is over. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached.

## CUSHION RENTERS

These volunteers will receive a phone call from the Concession Manager (CM) prior to their night of service to confirm assignment, meeting location and arrival time.

Sign-in at the Volunteer Booth by 5:15pm, take any personal items to the Volunteer Shed at the top of the hill and then meet the (CM) at the Artist Merchandise Patio. You will work under the direction of the CM, who will conduct a nightly meeting for added training, additional directions, and to hand you your bank for the evening. If the CM is busy with other duties, please remain patient. Cushions are stored in the shed that’s built within the tunnel. The cushions are light weight and are sold by walking around the venue with a bundle in your arm or in a bag. In addition, a stationary renting position may be set up adjacent to Section C. Either way, you are expected to remain standing and pleasantly interact with

patrons. Also, remind patrons that the cushions are rented for the evening and please have them leave the cushions where they are seated. *Volunteers will pick them up after the show.* During the opening act you are expected to remain visible off to the sides of the reserved section. At the end of intermission, you will return any un-rented cushions to the tunnel shed and neatly place them back onto the shelves. Then balance out your cash bank in the CM's office – please do not count any money while on the hill – wait until you get into the office space. Your shift is over when you have balanced your bank with the CM. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached. At that time you may go home or stay to watch the show.

## **CHAIR RENTERS**

These volunteers will receive a phone call from the Concession Manager (CM) prior to their night of service to confirm assignment, meeting location and arrival time.

Sign-in at the volunteer booth by 5:15pm, take any personal items to the Volunteer Shed at the top of the hill, and then meet the CM at the Artist Merchandise Patio. You will work under the direction of the CM, who will conduct a nightly meeting for added training, additional directions and to hand you your bank for the evening. If the CM is busy with other duties, please remain patient. The chairs are stacked and stored behind the Gift Booth. Start by bringing chairs out to wipe down, check for broken chairs and re-stack into a few short stacks in plain view of patrons as they pass by. You are expected to stand and greet patrons. You will rent chairs through the intermission and then at the end of intermission, you will return any un-rented chairs to the storage area behind the Gift Booth. You will then balance out your cash bank in the Concession Manager's office – please do not count any money while on the hill - wait until you get into the office space. Your shift is over when you have balanced your bank with the CM. Sign out at the Volunteer Shed at the top of the hill and leave your apron with badge attached. At that time you may go home or stay to watch the show.

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## **RAFFLE SELLERS**

These volunteers will receive a phone call from the Concession Manager (CM) prior to their night of service to confirm assignment, meeting location and arrival time.

Sign-in at the volunteer booth by 5:00pm, take any personal items to the Volunteer Shed at the top of the hill and then meet the Concession Manager (CM) at the Artist Merchandise Patio. You will work under the directions of the CM who will conduct a nightly meeting for added training, additional directions and to hand you your bank for the evening along with your first batch of raffle tickets. If the CM is busy with other duties, please remain patient. As a raffle seller you will walk throughout the audience on the hill interacting with the patrons while selling tickets as well as selling to patrons in line at the gates prior to opening. During the opening act, you are expected to remain visible off to the side of Section C, at the Food Court at the Table Rock Patio or the Picnic Table Area. When you need additional tickets, ask an Event Staff Volunteer to call the CM to meet you at the catering door of the Pavilion. The CM will escort you into the office where you will turn in the tickets and money you have collected, recount your bank and receive more tickets. You will sell raffle tickets through the intermission and then come to the CM office to return any unsold tickets as well as balance out your cash with your sold raffle tickets – please do not count any money or tickets while on the hill – wait until you get into the office space. Your shift is over when you have balanced your bank with the CM. Sign out

at the Volunteer Shed at the top of the hill and leave your apron with badge attached. At that time you may go home or stay to watch the show.

## **ICE CREAM BAR SELLERS**

These volunteers will receive a phone call from the Concession Manager (CM) prior to their night of service to confirm assignment, meeting location and arrival time.

Sign-in at volunteer booth by 5:00pm, take any personal items to the Volunteer Shed at the top of the hill and then meet the CM at the Artist Merchandise Patio. You will work under the direction of the CM who will conduct a nightly meeting for added training, additional directions and to hand you your bank and inventory clipboard for the evening. Proceed to one of the 2 ice cream carts and load the product into the cart from the storage freezer located in the lower beer and wine booth. Then record your starting inventory on the report provided on the clipboard.

You must be willing and able to perform any of the following assignments related to ice cream sales:

**(1)** Ice cream cart sales and cash bank manager. **(2)** A back-up volunteer to replenish the cart and keep accurate inventory records.

You will work through intermission, and at the end of intermission the volunteer assigned to the money will balance out the cash bank in the CM's office – please do not count any money on the hill – wait until you get into the office. The remaining volunteers will return any un-sold ice cream to the freezer storage and make sure that the cart is clean and ready for the next concert. A final inventory will be taken and recorded on the report. The clipboard and report will be taken to the CM's office. Your shift is over when you have balanced your bank with the CM, the ice cream is returned to the storage freezer and inventory taken. Sign out at the Volunteer Shed and leave your apron with badge attached. At that time you may go home or stay to watch the show.

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**GIFT BOOTH----**These volunteers will receive a phone call from the Gift Booth Team Leader prior to their night of service to confirm assignment.

Sign-in at the volunteer booth by 5:15pm and proceed to the gift booth which is located straight up the hill from Gate 1. Check-in with your Team Leader. All volunteers working in the booth must become familiar with all items, with prices and location of all merchandise. All product displays must be kept up. It is the job of all Gift Booth Personnel to present a positive, friendly attitude towards all patrons while gently encouraging them in their purchases of memorabilia and snacks from Britt.

There are several posts: (1) Sales person in the actual booth, including a person whose job it is to maintain an accurate count of everything sold each concert in order to maintain an accurate inventory; (2) Sales person at the wine/beer glass table adjacent to the Wine & Beer Concession Booth; (3) Sales person at the "on sale table" in front of the gift booth; (4) Sales person on the Britt Hill, selling snacks, etc. in the crowd.

A gift booth volunteer must be willing to work all positions. As the gift booth is in close proximity to the audience, the volunteers must work quietly while the concert is in progress or after the gift booth closes. The gift booth closes after the intermission. At that time, all volunteers work quietly to put away products, tables and assure everything is clean for the next concert. The Team Leader is responsible for

all banks, nightly receipts, register tapes, deposits and paperwork. This in turn is given to the Concession Manager at her office.

## **CONSIGNMENT / ARTIST MERCHANDISE**

These volunteers will receive a phone call from the Concession Manager (CM) prior to their night of service to confirm assignment, meeting location and arrival time.

Sign-in at the Volunteer Booth by 5:00pm and proceed to the Artist Merchandise Patio to check in with the CM. You will work closely and under the direction of the CM, so be ready for nightly instructions and training that pertains to that show's specific artist merchandise. Sometimes you may be asked to help set-up the displays or count inventory as instructed by the CM or Merchandise Representative. All volunteers working in this area must become familiar with all items, prices, and locations of the merchandise. The patio area is to be kept neat and inviting at all times – any personal items shall be kept in the tote bins. Volunteers need to demonstrate a positive and friendly attitude toward all patrons while kindly encouraging them in their selection of merchandise. It is important to be accurate with the cash bank, totaling sales, and giving change as Britt Society receives a commission on the sales. This job has a longer shift than most.....you will be selling throughout the evening.....including “post show.” As patrons are exiting – this can prove to be a busy time for selling. Once all patrons have cleared the hill, the CM will instruct you to “break down” the displays and neatly organize the products for counting by the CM or the Merchandise representative. Your shift is over when the CM releases you. You can leave your apron at the patio and the CM will sign you out – no need to go up to the Volunteer Shed.

## **MISCELLANEOUS INFORMATION**

**LOST CHILD**-----With great care, bring the child to the Artist Merchandise Patio (adjacent to the pavilion tunnel). Get the word out immediately of the situation (via radio). Once the child has been re-united with a parent or guardian - please go back on the radio to announce the good news.

**LOST AND FOUND** -----Lost and Found items should be brought immediately to the designated bin located in the tunnel, adjacent to the Artist Merchandise Patio. If someone is looking for an unclaimed item and it is not in the bin, advise the patron that all items are taken to the Britt office in Medford.

**RECYCLING** -----Bins for glass, plastic and aluminum recycling are placed around the hill.

**AUTOGRAPHS** -----If you want an autograph, please sign-out and wait in line with other Britt patrons. Autographs are not allowed while volunteers are on duty.

**DRINKING FOUNTAIN**-----The one and only drinking fountain is located on back side and exterior wall of the beer and wine booth halfway up the Hill.

**TWO ATMs**-----One ATM located in the food court area. The other ATM is located against an exterior wall of the beer and wine booth.

**VOLUNTEER DISCOUNTS**-----Gift Booth 10% -Does not apply to Festival posters or artist consignment items.

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**Dodi Stilwell**, Concession Manager.....541-973-9907

**Diane Lomasney**, Concession Manager.....541-292-1980

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