



# **Broadway Rose Theatre Company**

## **Performance Volunteer Training Guide**

### **Broadway Rose Theatre Company Mission Statement**

To create unparalleled musical theater experiences that invigorate audiences and enrich our communities.

### **Patron Service Department Vision Statement**

Broadway Rose Theatre Company's patron service department is dedicated to providing compassionate customer service that places a ticket in your hand and a song in your heart.

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## **Welcome**

Welcome to Broadway Rose Theatre Company! Broadway Rose Theatre Company has been successfully producing professional theater in Tigard since 1992. As the only professional musical theater company in Washington County, we play an important role in enriching the community's cultural arts. Broadway Rose brings to our community what no other theater can – extraordinary musicals, the breadth and talent of which rival national Broadway tours. Broadway Rose Theatre Company is committed to increasing opportunities for Oregonians to participate in the arts. Working to retain Portland's talent pool and attract new talent to the area, we hope to set a standard of excellence by which other theaters can measure their success. Broadway Rose is resolved to keeping live theater affordable and making our productions accessible to all ages and members of the community.

## **Thank you**

Broadway Rose wouldn't be the company we are without you, our volunteers. Many of you have given literally thousands of hours of your valuable time and dedication over the years. Thank you!

## **Purpose**

The purpose of this manual is to give you all of the information and tools that you will need to be a successful volunteer here at Broadway Rose. This manual also details the benefits and requirements that we have put in place to make volunteering at Broadway Rose a safe and worthwhile experience for you and our patrons.

## **Requirements**

**To volunteer for Broadway Rose, we require the following:**

- Be 16 years of age or older.
- Have access to a computer, Internet, and email to participate in our program. All communication with volunteers is handled via email.
- Review the volunteer manual.
- Adhere to all rules and regulations set forth by BRTC.
- Have a "Can-Do" attitude.

**A performance volunteer (usher) must have and do the following things when working at a performance shift:**

- Attend a volunteer orientation training.
- Wear presentable black and white clothes in any combination, and black or white closed-toe dress shoes are required for your safety.
- Have your volunteer badge visible at all times while on duty as a volunteer.
- Stay for the duration of your shift, including approximately 20 minutes after the show ends, until the house manager or a staff person dismisses you.
- Attend the preshow briefing one-hour before the performance.

**A performance volunteer (usher) also needs to be able all of the following:**

- Lift up to 15 lbs.
- Be able to stand for extended periods and climb stairs.
- Be able to help yourself and others in case of an emergency.

If you find that you are unable to do any of the listed requirements, we do have other opportunities besides ushering and lobby positions for which we would love to have help. Please contact us at 503.620.5262 or [volunteer@broadwayrose.org](mailto:volunteer@broadwayrose.org).

**Respect**

Many times you are the first smile that our patrons see when they arrive at our performance spaces. How you present yourself is the impression a patron will take home with them. In many cases the impression will determine whether or not a patron will return and see another show with us. This makes you very important. Please make sure that every person who enters our theater is treated with the same courtesy that you would like to be treated.

You also deserve respect. If you ever feel threatened, are unable, or feel uncomfortable handling a situation, please let your house manager know. We are more than willing to step in and handle a situation.

**Smile!**

This may seem obvious but your smile will go a long way in helping our patrons have a memorable and enjoyable experience.

**Register to be a volunteer**

Volunteers must first register as a volunteer by filling out the online application form here: <http://www.broadwayrose.org/volunteer>. Upon application acceptance, volunteers will be notified via the email of their password and login information.

### **Shift sign-ups**

Once a volunteer is registered and their application is accepted, volunteers will receive an email notifying them of when they can login and sign-up for available shifts. Shift announcements are sent out in waves and are determined based upon the following:

1. Has attended a volunteer orientation
2. Volunteer grade
3. History of volunteering
4. Needs of the event

All shifts will be assigned in 3.5 hour blocks; however, you may be discharged earlier or later depending on the length of the show. *Please note that performance volunteer shift hours count towards 1.5 hours of volunteer time, and not the full 3.5 hour assignment.* A reminder of shift assignments will be sent via email one week before the scheduled shift(s). However, each volunteer can check their schedule at anytime by logging into their volunteer account here:

<http://www.broadwayrose.org/volunteer>.

### **Canceling a shift**

Volunteers can remove themselves from a volunteer shift up to 72 hours before their assigned shift by logging into their volunteer account here: <http://www.broadwayrose.org/volunteer>. If there is an emergency and there is a need to cancel last minute, please do so by calling the box office at 503.620.5262. If you cannot speak with a live person, please leave a message on the box office line. Please remember that being even one person short can make it very difficult to provide the exceptional customer service we are committed to providing our patrons.

### **Cancellations within the 72 hour window and Missed Performances**

Emergencies happen, but we rely on our volunteers to provide a good patron experience during shows. When volunteers do not show up, or give us less than a 72-hour notice, it puts us in a bind. Therefore, we have a "three-strike" system when it comes to these late cancellations or no-shows.

1. First occurrence: an email warning will be sent, along with a request to carefully consider dates and commitments for the next round of sign-ups.
2. Second occurrence: a letter notification will be mailed asking the volunteer to take a brief, single-show "holiday," during which they will be unable to sign up for any performance volunteer shifts. Once

the holiday period is over, the volunteer will be placed back on the performance volunteer email notifications.

3. Third occurrence: a termination letter will be mailed removing the volunteer from the list of active performance volunteers.

Active occurrences of no-shows and last minute cancellations remain on the volunteer record for one calendar year from the date of the offense. If your spouse, partner, or whoever else you volunteer with cannot make their shift, it is still expected that you fulfill your volunteer shift obligation.

### **Volunteer evaluations**

Our most important objective is to schedule shifts with volunteers that can support Broadway Rose's goal to provide excellent customer service to our patrons. To that end, we have developed a series of volunteer requirements, training opportunities, and evaluation methods. Our house managers evaluate performance volunteers at the end of each shift and any infractions are noted. The house manager always tries to inform volunteers if they are not meeting requirements and offers additional training as necessary.

Performance volunteer shift notifications are first sent to volunteers who show particular excellence in customer service. The remaining eligible volunteers are encouraged to sign-up shortly after. Factors that advance email scheduling notices include going above and beyond for patrons, staying calm if a patron has a medical issue, and creating a friendly and comfortable atmosphere for all theatre-goers. Factors that may delay email notifications of shift sign-ups may include previous infractions such as tardiness, late cancellations, not showing up to a scheduled shift, inflexibility, meager customer service, poor attitude, and being unable to fulfill the physical requirements of the job.

### **Volunteer discipline**

On the rare occasion that infractions are noted, a volunteer can expect the following:

1. Notification email following up about the incident.
2. If necessary, a warning email detailing the infraction, and the volunteer's grade will be lowered.
3. In extreme cases, a dismissal email will be sent releasing the volunteer from further obligations with the Broadway Rose Theatre Company.

While infractions are few and far between, we do take them seriously. If you have any questions, please do not hesitate to contact us.

### **Contact information**

Tyler Kubat

Patron Services Assistant Manager and Volunteer Coordinator

503.620.5262

[volunteer@broadwayrose.org](mailto:volunteer@broadwayrose.org)

### **Family and friends**

While we have allocated a ticket for you, we cannot extend that offer to your friends or family members when you volunteer. If you have friends that want to attend the show with you, we urge them to become volunteers as well. Otherwise they will have to purchase a ticket. We encourage your family and friends to attend the show with you for a different performance than the one you are volunteering for as it is important to provide your full attention to the patrons you are assisting. Please refrain from bringing any children or guests during your volunteer shift that will need extra supervision as you will not be able to give them your full attention.

Many volunteers enjoy working with family and friends, and we hope they will consider volunteering for us. If your friend or family members choose to volunteer for the same shift, we cannot guarantee that you will be able to work at the same station or sit together during the show.

### **Preshow briefing**

Every performance will have a required preshow briefing at the theater, which will begin promptly one hour before the show. At this meeting the house manager will remind you about emergency procedures, a short recap of our policies, volunteer responsibilities, as well as any special information associated with the performance. This is designed so that you are fully informed before you walk into the theater.

### **Post show sweep**

At the conclusion of the show, please remain for approximately 20 minutes to walk through the auditorium, and using your flashlight, pick up loose programs, trash, and program stuffers. The house manager will provide plastic gloves and buckets for collecting waste. Please take any found items to the house manager and make note of where the item was found.

### **Program recycling**

After the auditorium has been cleaned and loose programs picked up, please sort the programs into two piles: re-usable ones and ones we can

recycle. The house manager will inform you where to place each sorted stack of programs.

### **Dress code**

All volunteers are required to wear black and white in any combination. Patterned material is acceptable. Your clothes must be clean and presentable. During the holidays, you are welcome to accessorize, but the core black and white is required. Jeans, shorts, t-shirts, gym shoes, tank tops, flip-flops and clothing with brand logos are unacceptable. Black or white closed-toe dress shoes (even during the summer months) are required for your safety. The point of this 'uniform' is to make you easily recognizable to our audience.

### **Smoking**

Because all Broadway Rose venues are on school property, smoking is prohibited.

### **Drug and alcohol policy**

Volunteers are prohibited from consuming drugs or alcohol while working a shift with Broadway Rose and should not arrive under the influence of these substances. Failure to follow this policy will result in the immediate expulsion from the volunteer program.

If you are taking a prescription medication that would inhibit your ability to provide quality service or would jeopardize your safety or the safety of others, we ask that you refrain from volunteering until you no longer need the prescription medication.

***Failure to follow any or all of these requirements may result in your dismissal from the event activities. Multiple infractions of the volunteer policies will result in your discharge from the BRTC volunteer program. BRTC reserves the right to release volunteers at any time for any reason.***

## **Volunteer Perks**

There are times throughout the season when volunteers who have shown particular excellence in customer service or have worked a certain number of volunteer hours will receive specific rewards as our way of saying thanks. These may include but are not limited to: invitations to appreciation events, special access to dress rehearsals or performances and exclusive notices of upcoming events or programming. Volunteering can be a lot of hard work, and we enjoy providing a way to say "Thank you" to those who help us make Broadway Rose the best it can be.



## Lost and Found

If a patron informs a volunteer that they have lost an item, please refer them to the house manager. Any lost and found items must be identified and picked up by the owner or their representative in person. Any found items should be given to the house manager. Please note where in the theater the item was found.

## Customer Service

We should always be giving excellent customer service. There are a couple of situations that you will need assistance in handling.

- *Double seating:* You will encounter this situation when more than one party is claiming the same seats. Check the tickets to make sure they are for the correct seat, performance, and date. If there are duplicates, find your house manager. They will contact the box office to determine who owns those seats and find new seats for the displaced patron.
- *Seat complaints:* While no seat at the New Stage or the Deb Fennell is bad, a patron might think their seats are not good. Send them to the house manager for seating options.
- *Accessibility issues:* From time to time a patron's seating needs may change. If you see someone that is having trouble getting to their seat, let the house manager know. We may have seats available that we can move them into. Please don't move them yourself because you may unintentionally move them into a seat that has been sold.
- *Food and drink:* Food and drinks are restricted in all of our performance spaces. The only exceptions are bottled water sold only through our concessions (for the New Stage Theatre and Deb Fennell Auditorium), or beverages contained in our Broadway Rose souvenir cups (New Stage Theatre only). Please keep an eye out for any food or drink that has accidentally been brought into the seating area. If you encounter someone taking food or personal beverage containers into the theater, please ask them to finish it or leave it in the lobby before they go into the seating area. Trashcans are available at each of the theater doors.

- *Photos and recording devices:* No photos or video recording of any kind allowed! If you see a patron violating this rule, please notify the house manager immediately.
- *Café wine:* Broadway Rose serves alcohol before the show and during intermission in the lobby at the New Stage. Alcohol may only be purchased and served by an O.L.C.C. trained and certified server. Even if you are over twenty-one or have an O.L.C.C. license, only designated staff may serve alcohol and take money for alcoholic purchases.
- *Children policy:* Broadway Rose has a strict children policy. We DO NOT allow children under the age of six, including babes in arms, into the main stage productions, even if they are sitting on laps. This is for the comfort, safety and enjoyment of all of our theater patrons. If you encounter a parent with children that might be five and under, DO NOT tell the patron about the policy. Let the house manager know and they will take appropriate steps to handle the situation. The one exception to this rule is our children's shows where all ages are welcome.
- *Deb Fennell doors:* The Deb Fennell doesn't have traditional "light locks," which means we have to be careful about how we open the auditorium doors during performances. Please stay in your seats until house lights have come up. Opening doors before the house lights are up can be disruptive and dangerous. We cannot stop patrons from leaving the auditorium at any time. When a patron does leave the seating area during the performance, please catch the door and close it quietly to avoid disruption.

## Audience Surveys

From time to time we survey our patrons. We usually do this with a program stuffer that a patron fills out and gives back. If a patron gives you a survey, please pass it along to your house manager or drop it off at a marked survey collection site in the lobby.

## Volunteer Assignments

We have a variety of duties that will need to be filled on a per-performance basis. Below you will find a brief description of each of these duties.

- 1) ***Ticket Taker:*** Each door has one or two ticket takers. You are to greet and acknowledge each person as they enter the seating area. When they give you their tickets make sure that the number of tickets you have matches the number of people in the group. Be sure to check the date, time, and show on the ticket. When tearing tickets, tear along the perforation and keep the smaller half. Return the larger portion to the patron. This will let them re-enter if they should need to leave before curtain. If the small stub is missing, please tear the right side of the ticket between the words "Theatre" and "Company" at the top of the ticket, and give the patron the ticket portion that contains the row and seat number on it. If you encounter a group of tickets where a couple of tickets have one section and the other half has a different section, don't worry, they are seated together across a section boundary. Please keep an eye out for people that want to take food or drink, or children under the age of six into the theater. The ticket taker is often the first person who will notice food or drink, or children under the age of six. Familiarize yourself with the seating plan, the number of seats in a row, and how many rows we have. The house manager will inform you when it's time to open or close the doors.
- 2) ***Seating Program:*** This position is designed to help patrons find their seats. You can help patrons find their seats by looking at their tickets. Each ticket has their section, row, and seat printed on it. In most cases you will be assigned a side of the theater to assist. Familiarize yourself with the seating, the number of seats in a row, and how many rows we have. Note at the New Stage Theatre: if you're assigned to house right, the right exit door near the stage is for emergency exit only. The house manager will inform you when it's time to open or close the doors.
- 3) ***Will Call:*** You will be handing out tickets to patrons who have already reserved and paid for their tickets or have arranged for complimentary tickets. Inquiries at will call regarding exchanges for future shows and ticket purchases should all be referred to the box office. If you are having difficulty finding a ticket order, refer them to the box office. Patrons may ask to borrow an assisted listening device (ALD). We require a credit card or driver's license to secure a device. There may be reservations for an ALD already arranged - put any reserved ALDs aside. You may need to instruct them how to use it. Let the patron know that at the end of the show, the house

manager will be by the box office counter to collect any borrowed ADLs and return their driver's license or credit card to them. Minutes before the show begins the house manager will collect the tickets that have not been collected. At the pre-show briefing, the house manager will assign the will call volunteer a different job to be performed during intermission.

- 4) *Souvenir & Raffle Tables*: You will be selling souvenirs and/or raffle tickets both before the show and during intermission. You will be instructed as to what items are for sale or what is being raffled so that you can communicate that information to patrons. "Hard sell" tactics are discouraged. A tally or spreadsheet will be available to record sales.
- 5) *Concessions*: Finish setting up concession stand after briefing. Sell concessions before the show and during intermission.
- 6) *Marquee Club Lounge Greeter*: The Marquee Lounge is a benefit for our donors who have contributed \$500 or more within a year as well as corporate sponsors. These donors are part of what is called "The Marquee Club". This position is designed to greet those who enter the lounge. The volunteer will be given a blank chart in which to write down the names members entering the lounge. When there are multiple members of a party, please take the name of the member and write the number of guests. If someone does not know what the Marquee Lounge is, inform them that it is meant as a special benefit for donors, but **do not** deny entry to anyone. Please refrain from partaking in any food or drink provided for the Marquee Club members during your volunteer shift.

### **Performance volunteer seating**

Performance volunteer seats are pre-assigned by what job you have and according to where you need to be at intermission. *Sometimes, due to sold out performances, volunteers will be seated in the late seating section of the New Stage theatre.* At intermission, please stay in your seat until house lights have come up. Opening doors before the house lights are up can be disruptive and dangerous. While we appreciate that many of you work together and are friends off site, we cannot guarantee that you will be seated together. Please take your seat in the theater only when instructed by the house manager.

## Cash Handling

If you are working at concessions, the souvenir table, or the raffle table you will be handling cash. Don't panic, this is really quite simple. The house manager will give you a pre-counted, pre-balanced \$50 bank, and a tally or spreadsheet will be available to record sales. When the patron gives you cash for an item, place the bill on the table in front of you. Collect the necessary change, count back the change and put it in their hands along with their goods. When the patron walks away put that bill into the drawer.

When the show begins at the New Stage, put your cash box under the counter at the station that you are working at.

When you are at the Deb Fennell concessions, you can continue to tuck the box under the counter, however, raffle and souvenirs will take their cash boxes to the concessions counter. DO NOT leave the cash box unattended while at your assignment. When each act starts, the house manager will oversee the cash boxes.

## Flashlights

If you are issued a flashlight, please be sure to keep it with you during the performance. The flashlight should be used to light a patron's way when the theater is dark if they need assistance. Please do this by always keeping the light directed at the floor just in front of the patron's feet. This is particularly important on stairs and inclines. Refrain from swinging the light even if it is pointed at the floor. Finally, don't use the flashlight for anything else during a show (i.e. reading your program, digging in your bag, etc.). However, the flashlight will be helpful to check under seats for trash and lost items during the post-show sweep. At the New Stage, volunteers sitting upstairs will have flashlights under their seats. Please return your flashlight to the house manager at the end of your shift.

## Locations

Please make sure you know the location of the following:

- Assisted listening devices (ALD)
- Concessions
- Marquee Club Lounge
- Emergency assembly area
- Exits and emergency doors
- Fire alarms
- Fire extinguishers
- Lost and found
- Restrooms
- Box Office/Will Call
- Water fountains
- First Aid Kit/AED device

## **Late Seating**

From time to time we will have people who will arrive late for a show. Before the first performance the stage manager will determine if and when there will be late seating. This usually happens at an appropriate break in the show, like a scene change, black out, or other transition in the performance. Both theaters have places where we can seat latecomers. Unless the show has no intermission patrons can take their ticketed seats at intermission.

## **Patrons Leaving During a Performance**

We cannot stop a patron from leaving the seating area during a performance. There are personnel in the lobby to help that patron get reseated when they are ready to re-enter the theater. At the Deb Fennell, when a patron does leave the seating area during the performance, please catch the door and close it quietly to avoid disruption.

## **End of Shift**

At the end of your shift, and after the auditorium has been cleaned, please return your badge and your flashlight to the house manager. Before you leave, please check back in with the house manager to make sure that there is nothing left that needs to be completed.

## **Patrons with Disabilities**

As a performance volunteer you will encounter all kinds of people, including those with disabilities. Here are some tips to help them feel welcome.

- See the person as a person, not a disability.
- Don't "talk down" to someone with a disability.
- Don't respond out of pity. Treat them just like you would want to be treated.
- Speak to the person rather than their companion or interpreter.
- Treat adults like an adult.

- Do not invade a patron's space by touching their chairs, canes, or helper animals. Treat these tools as an extension of the patron's body.
- Be considerate and patient. Patrons with disabilities may take extra time to say and do things.
- Don't be afraid of phrases like "see you later" or "I've got to run along" when speaking with a patron.

**Patrons with mobility impairments:**

Both the Deb Fennell and the New Stage have very good accessible seating locations with few or no stairs. At the Deb Fennell, they are in the middle of the house. At the New Stage, they are in the first row.

When you see someone who is using a wheelchair, a walker, or a cane, introduce yourself and welcome them to our space. Find out if they have ever been to a Broadway Rose show. Ask them if they would like help getting to their seats. If a patron accepts, your next question should be "how can I be of assistance?" While this may seem a little silly, we don't ever want to assume we know what they need. The patron may not want your arm; they may just need to be directed where to go. They may or may not want you to push them if they are in a wheelchair. A wheelchair, cane, walker, or guide animal are tools that a patron has to have to assist them in getting around. Purposely touching them without invitation is very rude. If a patron wants to go on their own, please consider stairs, distance, terrain, traffic and obstacles when giving directions. If a patron asks for a push and you are not strong enough to do it, ask for help from the house manager or other staff member. Getting that patron stuck somewhere can be very embarrassing for you and the patron.

- **Walker:** If a patron is using a walker, please let the patron know where you will be storing the walker during the show. Please make sure to check in with the patron at intermission to see if they need to move around. Walkers can be stored under the risers at the New Stage and against the outside walls at the Deb Fennell. The patron may keep their walker with them as long as it's not an obstruction to the actors during the show or other patrons.
- **Wheelchair:** Many patrons who are in wheelchairs can transfer back and forth to a regular chair. If this is what a patron wants, let them know where their wheelchair will be stored. Please make sure to check in with the patron at intermission to see if they need to move around.

**Patrons with visual impairments:**

The procedure is similar to how you would greet a person with mobility impairment. Include your name and your position with Broadway Rose. Remember to ask them how you can be of assistance. Don't yell at a blind or visually impaired person; their hearing is probably just fine. Never take a blind or visually impaired person by the arm or cane. If the patron has expressed an interest in assistance to their seats, let them guide you in how they want to be helped. When they are at the seat, put their hand on the chair so they know where to go.

If the patron has a guide dog, they may prefer to "work the dog." Again, the patron will tell you what needs to happen. As stated before, the dog is here to work just like you. Do not pet, feed, or give extra attention to the dog. Do not ask to do these things. Remember the guide dog is an extension of the patron. When guiding the patron, walk on the side opposite the dog. In all cases, guide and helper animals are allowed into the theater and will sit at the patron's feet.

*Broadway Rose offers one audio-described performance per run of a show by request. More information about this service can be found on our website or at our box office.*

**Patrons with hearing impairments:**

In most cases patrons with hearing loss and deafness are very good at communicating with you and will have a way to communicate with you either by pointing or writing, by reading lips, or by an interpreter. Always talk directly to the patron. Don't turn your head to look at something else or direct your speech at the interpreter.

Assisted Listening Devices (ALD) are available at the will call table. We require a credit card or driver's license to secure a device. If you encounter a patron with an ALD that doesn't work, send them to the house manager to secure another one.

**Patrons with speech impairments:**

If you encounter a person with speech impairments, please give them your full attention. Don't correct or speak for a person. Don't try to finish their sentences for them. Be encouraging. If you think you didn't understand something they said, repeat back what you did understand and they will fill in the gaps.

**Patrons with mental impairments:**

Speak slowly and clearly. In some cases showing someone may be easier than telling. Show them what you want them to do. Always maintain a



non-threatening posture and demeanor. If they are an adult, please treat them like an adult.

## Performance Volunteer Ticket Policy

All volunteers are welcome to see our shows for free when they are working a performance as an usher. Should you choose not to see the show, you are still required to stay at the theater to fulfill your duties during intermission and after the show.

## Emergency Procedures

The house manager can't be everywhere at once. You are the eyes, ears, and hands of your house manager. You will also be a person that a patron will look to for guidance when their safety is threatened. While we hope never to encounter a dangerous situation at one of our locations, we must be prepared for that very possibility. You are a part of that preparedness. Please familiarize yourself with exits, entrances, and the building safety features. Please don't try to handle a situation on your own. If possible send another volunteer for the house manager. If you cannot find the house manager, please send a patron to the box office.

### **Medical accident:**

A volunteer will most likely be the first staff person to become aware of a patron emergency. This can take many forms: a fall, a seizure, a heart attack, a cut from a broken glass, etc. If any of these things happen **STAY CALM**. The patrons around you will take their behavior cues from you (*i.e.* if you panic they will panic). Make sure the patron is out of immediate danger. Don't attempt to move them. Send for the house manager. If the house manager is unavailable, go to the box office. If extra assistance is needed, the house manager will have the box office call for help.

- *If a medical accident occurs during a performance:* immediately send another volunteer to get the house manager. The house manager will confer with the stage manager to plan the best course of action. If we do decide to stop the show, an announcement will be made asking the audience to please remain seated. Please help the house manager by keeping everyone seated and out of the way of emergency personnel.
- *If a medical accident occurs in the lobby:* please send another volunteer to get the house manager. If no other volunteer is available send a patron to the box office. Please do not move the

patron and direct foot traffic away from the area. Wait for further instructions.

**Fire:**

As a volunteer you must locate the fire alarm pulls in the theater. If you should need to use a fire extinguisher, please read the directions before use. If a fire breaks out and cannot be extinguished, the house manager and the stage manager will make an announcement and begin to CALMLY evacuate the theater. Please assist those who are slower or need assistance. Once outside, please report to the emergency assembly area.

**Earthquake:**

If an earthquake shakes the area do not try to do anything until the quake stops. If you are able, encourage people to "stay seated," or "crouch in front of their seats." If you see damage to the building let your house manager or nearest staff person know. Once the earthquake subsides the building will be evacuated. Once outside, please report to the emergency assembly area.

**Bomb threat:**

In case of this emergency the house manager and stage manager will make announcements and follow the advice of law enforcement. Stay calm; many of these threats turn out to be hoaxes, however, we do take them seriously for safety's sake. If instructed to evacuate, once outside, please report to the emergency assembly area.

**Power outage:**

Power failure, when not accompanied by another emergency, is a nuisance. However, it can present a danger on its own. While both of our buildings are equipped with emergency lighting, the situation and uneven light can present a tripping hazard. Your job is to provide light in areas that don't have adequate light. Evacuation will only occur if the show is cancelled or if there is a safety issue. While the blackout is going on, please ask people to remain seated.

**Lock down:**

If there is danger inside the building, a lock down may occur. During a school lock down patrons and volunteers must remain in the theatre. Gather all volunteers and patrons inside of the theatre area. Lock the doors and turn off lights. Keep all patrons and personnel below window level or away from windows. Do not allow anyone to exit the building. Wait for instructions from school officials or law enforcement. If the show is running, do not stop the show. Wait for further instructions from School officials or law enforcement. Should the lock out last longer than the show, please keep the audience in the theater.

**Lock out:**

Should a school lock out occur, you must remain at the theater. All volunteers and patrons should gather inside of the theater area. Lock the exterior doors. If possible keep patrons from the exterior windows. If the show is running, do not stop the show. Wait for further instructions from school officials or law enforcement or Broadway Rose staff.

## **Performance Spaces**

During the summer we perform in the Deb Fennell Auditorium at Tigard High School located at 9000 SW Durham Road in Tigard. The theater is about 15 minutes south of downtown Portland. Take I-5 south to exit 290 and make a right at the bottom of the ramp. Turn right at the first light onto 72nd Ave. At the second light, turn left onto Durham. Go through three lights. The Deb Fennell Auditorium is on your left. The proscenium theater is air-conditioned, handicap accessible and seats 600. Parking is free, and accessibility parking is very limited.

All other productions are held at the Broadway Rose New Stage, which seats 270, and is located at 12850 SW Grant Ave in Tigard. The theater is about 15 minutes south of downtown Portland. Take I-5 south to exit 294, OR-99W toward Tigard/Newberg. Stay on 99W/SW Pacific Hwy for two miles. Turn right onto SW Walnut St. Make the next left onto SW Grant Ave. Go to end of block. The New Stage is on your left. The proscenium theater is air-conditioned and handicap accessible. Free parking is available in the theater parking lot, with additional parking at the CF Tigard Elementary School. Again, accessibility parking is limited.

## **Broadway Rose Theatre Guild**

If you enjoy volunteering and would be interested in being more involved please ask about The Broadway Rose Theatre Guild. Founded in 2005, the Guild is made up of theater enthusiasts and volunteers who support The Broadway Rose Theatre in its mission to produce exceptional live theater. Through a variety of activities including fundraising, hospitality and events, the Guild provides an atmosphere of good will that fosters creativity and community. If you are interested in joining this dynamic group, please contact Alan Anderson, Marketing Director, at 503.906.2380 or [alan@broadwayrose.org](mailto:alan@broadwayrose.org).

## Parking

Parking is free for all staff, patrons, and volunteers at both of our venues.

### **Matinee volunteers parking**

If you are scheduled to work a matinee performance volunteer shift, please park in the following lots:

1. *New Stage Theater* – the elementary school parking lot. As you drive down Grant Avenue and come to the circle, it will be your first hard right.
2. *Deb Fennell Auditorium* – The west parking lot by the tennis courts. Please do not park in the Swim Center parking lot.

## Public Transit Directions

### **Public transit directions to the New Stage:**

- At SW 5<sup>th</sup> & SW Pine in downtown Portland (Stop ID 7631), board Bus 12 to King City or 94 Sherwood Express
- Get off at SW Walnut & SW Pacific Hwy (Stop ID 4318)
- Walk 0.1 mile south to 12850 SW Grant Ave

Travel time is about 40 to 60 minutes depending on traffic.

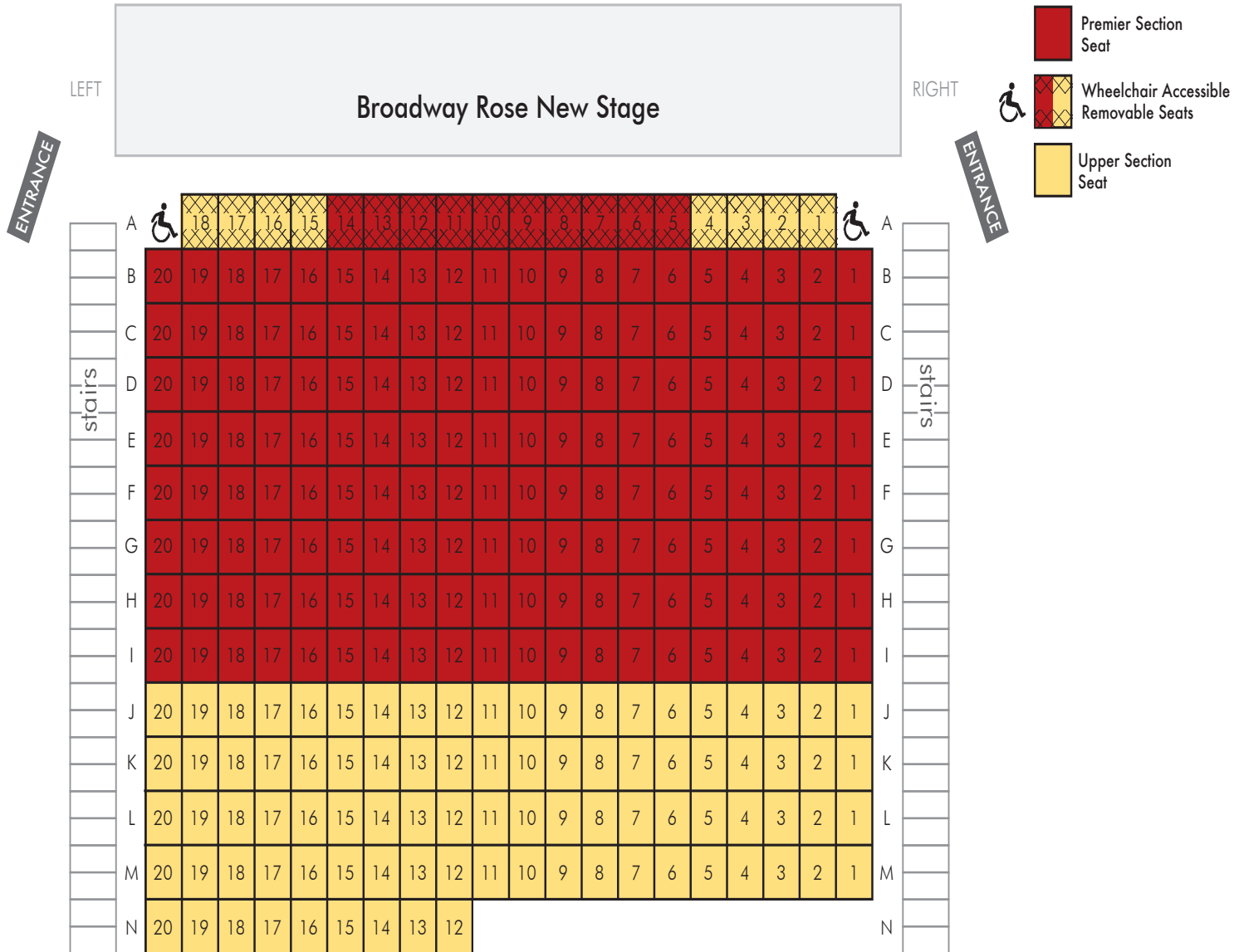
### **Public transit directions to the Deb Fennell:**

- At SW 5<sup>th</sup> & Pine in downtown Portland (Stop ID 7631), Board 12 Barbur Blvd to King City
- Get off at Tigard Transit Center (Stop ID 8212)
- Board Bus 76 Tualatin to Meridian Hospital
- Get off at SW Hall & Avon (Stop ID 10631)
- Walk 0.3 mile southwest to 9000 SW Durham Road (Tigard High School, Deb Fennell Auditorium)

Travel time is about 80 to 95 minutes depending on traffic.

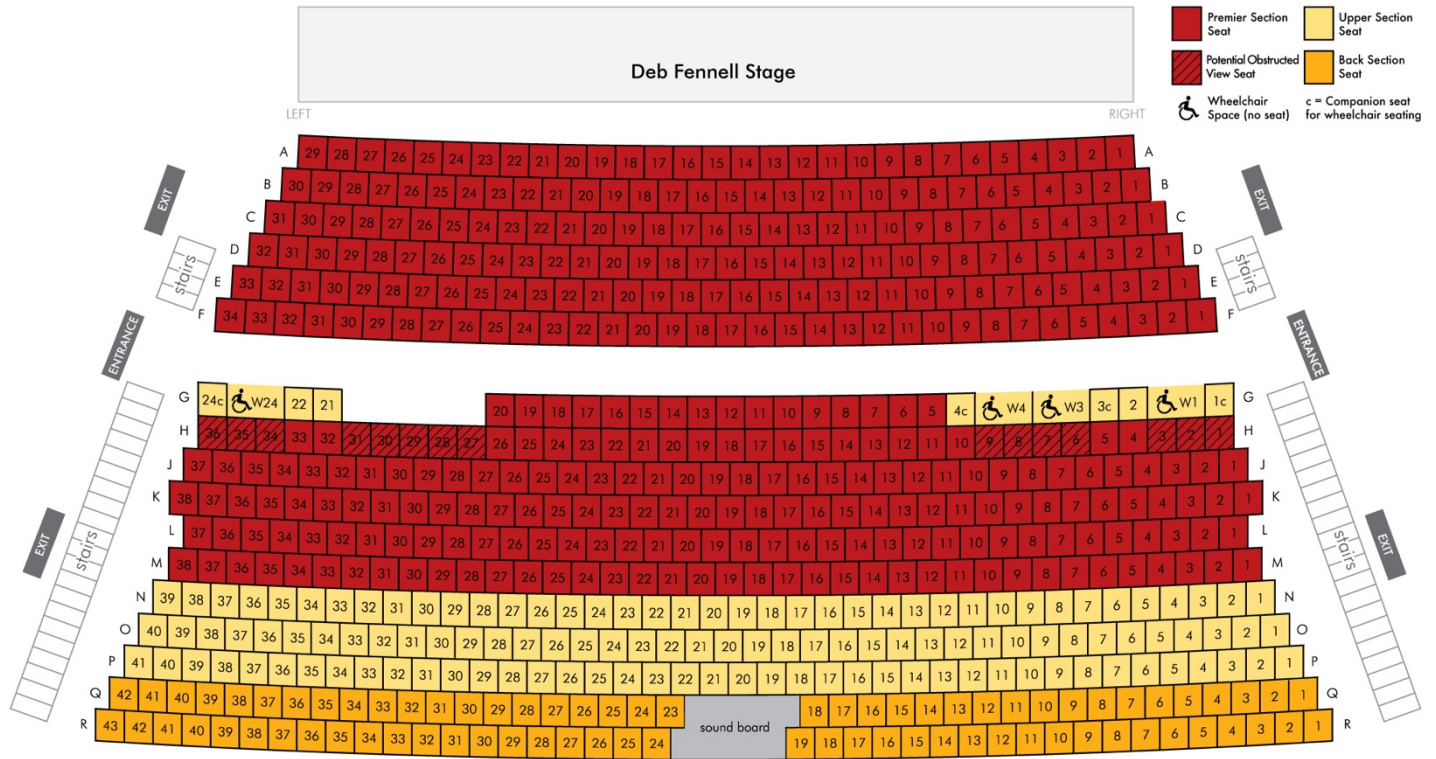
As with all directions, please give yourself adequate time to allow for current weather and traffic conditions.

# Broadway Rose New Stage Theatre: 12850 SW Grant Avenue in Tigard.



Performance Volunteer  
Training Guide

Deb Fennell Auditorium at Tigard High School: 9000 SW Durham Road in Tigard.

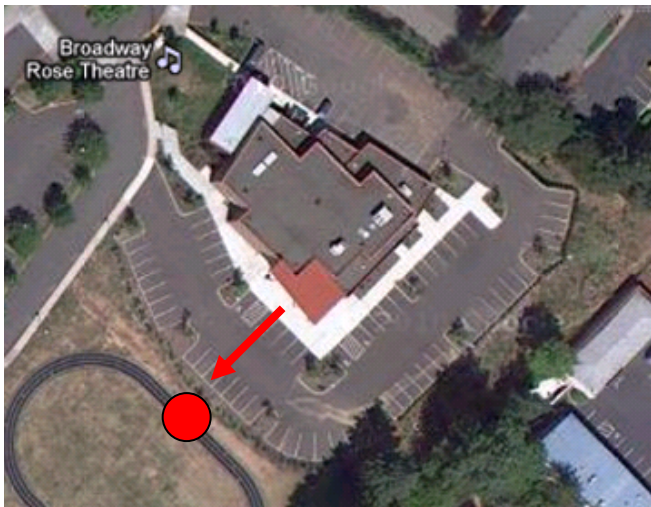


## Evacuation Plans

In case of an emergency, either the stage manager or house manager will make an announcement giving instructions.

### New Stage Theatre

In case of evacuation, if our patrons are in the house, please lead them through the exits of the building. There are five exits. Exits are located in the auditorium. Two on either side of the auditorium and one that leads down the back stairwell through the light booth, filter into the lobby. Once in the lobby, there are two exits to the outside. Two exits in the front of the auditorium (the two closest to the stage) lead to the outside. The assembly point for all volunteers and staff will be at the track across the parking lot from the box office entrance of the building (the red circle on the map).



### Deb Fennell Auditorium

In case of evacuation at the Deb Fennell Auditorium, if our patrons are in the house, please lead them through the exits of the building. There are three exits located on either side of the auditorium that lead to the lobby. Once in the lobby, there are four exits to the outside. The assembly point for all volunteers and staff will be at the swim center across the parking lot to the east of the auditorium (the red circle on the map).

