CAPA Volunteer Handbook

Be a part of the Columbus entertainment scene!
CAPA VOLUNTEER HANDBOOK
2014

WELCOME TO CAPA!
Your involvement as a CAPA volunteer supports and promotes the performing arts and the quality of life in Columbus. We know you will be proud of your association with CAPA.

As a CAPA volunteer, you are our ambassador. Please review the information on the following pages, which are designed to help you in performing your volunteer duties. You will be required to know and follow the house policies as set forth in this manual. Should you have any questions about information presented in this guide, please contact the volunteer office.

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Dear Volunteer,

Welcome to the CAPA family!

Through your participation as a volunteer for the Columbus Association for the Performing Arts (CAPA), you join a very special group of individuals that play a vital role in making Columbus a great place to live.

We are very proud of our magnificent theatres. We are equally proud of the excellent patron services provided by the nearly 1,000 CAPA volunteers who meet, greet, seat, and serve more than a half-million guests who visit our theatres each year.

On behalf of CAPA’s board and staff, I welcome you to our organization and look forward to working with you in service to our community.

Sincerely,

[Signature]

Janet Rife
CAPA Volunteer Coordinator
CAPA MISSION STATEMENT

CAPA brings the world to our stages, enriches lives, and creates community through our mission to:

- Present and produce artistic programming of the highest quality to serve and educate diverse audiences and feature renowned artists of all cultures
- Operate and maintain world-class performance venues
- Strengthen our arts communities by providing facilities for resident companies, and through partnership and collaboration, support those organizations
- Bolster the economies of the downtown communities we serve

CAPA HISTORY

CAPA is owner and operator of downtown Columbus' historic Ohio, Palace, and Southern Theatres, and the Shubert Theater in New Haven, CT. CAPA also manages the Riffe Center Theatre Complex, Lincoln Theatre in Columbus, and McCoy Center for the Arts in New Albany, OH. CAPA is a non-profit, award-winning presenter of national and international performing arts and entertainment.

CAPA was formed in 1969 to save the historic Ohio Theatre from the wrecking ball. After an extensive CAPA-led renovation, the magnificent 1928 movie house is now celebrated as a vanguard achievement in the field of theatre rehabilitation and downtown redevelopment. In addition to the Ohio Theatre, a National Historic Landmark and the “Official Theatre for the State of Ohio,” CAPA also owns and operates Columbus’ Palace Theatre (1926) and Southern Theatre (1896). The 925-seat Southern Theatre was CAPA’s second major theatre rehabilitation project and reopened in 1998 following a dramatic $10 million renovation.

In 1994, CAPA entered into an agreement with the State of Ohio to manage the four contemporary-style Riffe Center Theatres in the Vern Riffe Center for Government and the Arts. CAPA's consolidated management of these downtown Columbus facilities has produced a performing arts complex which provides space for quality arts experiences at reasonable rates.

In 2002, CAPA was approached by the City of Columbus to renovate and manage the historic Lincoln Theatre. Opened in 1928, this Egyptian Revival-style theatre is one of the few surviving remnants of the affluent African-American downtown community which built and resided in the area in the 1930s and ‘40s. The Lincoln has undergone an extensive $13.5 million renovation helmed by CAPA and reopened in 2009 as a multi-use, state-of-the-art urban performing arts and education center. A small resident staff has been established to manage the 566-seat venue and a local board of directors, the Lincoln Theatre Association, has been appointed.

Based on CAPA’s rising reputation in theatre management, CAPA purchased the 1,655-seat Shubert Theater (New Haven, CT) in 2014. CAPA established a Connecticut not-for-profit organization, the Connecticut Association for the Performing Arts (CAPA), to operate the Shubert, one of the nation’s legendary Broadway tryout houses. In its first season, CAPA presented five Broadway productions while diversifying its concert events. CAPA (Connecticut) employs a resident staff of 15 and has appointed a local board of directors.
VOLUNTEER MISSION

The CAPA volunteers represent CAPA and we are dedicated to serving everyone who enters our venues. Our goal is to warmly welcome our guests, as though each guest is visiting our theatres for the first time, and provide outstanding customer service so they are always left with the desire to return. We take pride in knowing that we support CAPA, the arts, and our community.

VOLUNTEER RESPONSIBILITIES
(In addition to seating and serving our guests)

- CAPA ushers are considered on duty when present in the theatre as a volunteer and should be aware of any distractions or disruptions that may interfere with our guests’ enjoyment of the performance.

- In your role as a CAPA usher, you will be asked to:
  * Report all concerns to the House Manager.
  * Enforce the rules concerning no smoking, cameras, and/or recording devices.
  * Pick up litter when you see it.
  * Report to your House Manager any potential hazards and maintenance needs (paper towels in the restrooms, burned out light bulb).
  * Stuff performance programs when needed.
  * Direct patrons to various areas in the theatre (restrooms, drinking fountains).

- As a representative of our theatres, we ask that you refrain from discussing your personal opinions with fellow volunteers or guests regarding attendance, programming, and other details of performances for which you are ushering.

- Specific policies for each theatre can be found in this manual under the sections marked Ohio Theatre, Palace Theatre, Southern Theatre, Lincoln Theatre, Riffe Center Theatres, and McCoy Center. The location of accessible facilities, restrooms, concessions, and coat checks varies from theatre to theatre. These areas will be pointed out to you at theatre orientation.

TIME COMMITMENT

As a CAPA Volunteer, you are committing to volunteering for a minimum of two shows/events per month, or the season equivalent. A CAPA “season” begins July 1 and ends June 30. Each performance that you work counts as one “show” or four hours of volunteer time. You also need to be scheduled for any week-long or multi-week show run (Broadway, Ballet, etc.)

SUPPORT PROVIDED

CAPA will provide training through a comprehensive orientation session. In addition, the Volunteer Coordinator and Assistant Volunteer Coordinator are available on an ongoing basis to answer questions and provide other assistance as needed.

It is CAPA’s responsibility to see that you have the knowledge and training you need to carry out your responsibilities. If at any time you feel you need more training or there is some procedure you don’t understand, please feel free to email or call the volunteer office and we will help you. After orientation, most of the volunteer training will be on-the-job and/or a “buddy system” of support. Please remember that all volunteers were new at one time and they are very willing to help you when needed.

To help us keep our records updated, all volunteers should notify the volunteer office if they have changes to their personal information or decide to discontinue their service to CAPA for any reason.
GENERAL VOLUNTEER INFORMATION

DRESS CODE FOR ALL VENUES

Men:
White dress shirt
Black tie OR black bow tie
Black suit or tux
Black dress shoes
Black socks
CAPA name badge
Flashlight

Women:
White blouse (long or short sleeves)
Black skirt (knee length or longer)
OR Black dress slacks
(no stretch, stirrups, or jeans)
Tan or dark hose (no white hose)
Black closed-toed and closed-heel shoes
Black jacket (optional)
No sweaters
CAPA name badge
Flashlight

Concessions volunteers may remove their jacket.

PERSONAL ITEMS

CAPA is not responsible for lost or stolen articles. All personal belongings are to be left in your car or put in the usher room.

CELL PHONE POLICY

Cell phones should be off or set to vibrate before you enter the theatre. (There could be something going on in the lobby you may not know about) If you get a call you feel you need to take or return, please do so outside or in an usher room (not in a public area). Do not use your cell phone as a flashlight to read programs, etc.
CAPA VOLUNTEER POSITIONS

Our volunteers fill many working positions at our theatres. Below is a list of various positions and the requirements for each. Volunteer positions are located in—but not limited to—all CAPA theatres. Within these venues, the volunteer positions are in a variety of locations including main floor, balconies, entrances, coat check and concession stands.

ESSENTIAL TO ALL POSITIONS:
Smiles • Enthusiasm • Knowledge • Appearance • Communication • Courtesy • Mobility

USHER: Located in all areas of the venues, Ushers meet, greet and seat our patrons. A general knowledge of the section you are assigned is necessary to ensure proper seating of the patrons. Unless otherwise arranged by the Volunteer Coordinator, all volunteers will start out as ushers before moving on to be trained in other positions.

AISLE CAPTAINS: Located at the head of each aisle, Aisle Captains courteously greet the patrons, identify their seats and direct the ushers quickly and efficiently to seat locations. The ability to lead, a thorough understanding of your assigned aisle, a working knowledge of the theatre and its amenities, and the ability to read and collect tickets correctly in low light conditions are required for this position.

TICKET TAKERS/SCANNERS: Located at the entrances/doors of the theatres. Ticket takers/scanners are responsible for scanning tickets and admitting patrons. A working knowledge of the entire theatre, seating area and amenities is a must. The desire to welcome and direct patrons professionally and correctly is essential. Training is required to learn how to use the scanners and ticket printers, and can be arranged by the Volunteer Department.

COAT CHECK: Locations vary at each theatre. This volunteer is responsible for the proper handling of patrons’ coats and outerwear items, and matching up the correct coat check ticket with the correct patron. This position requires a time commitment for the duration of the show. Volunteers must be present upon patrons’ entrance to the theatre, intermission and after the show ends. Any tips collected while performing this duty is the property of the theatre and must be given to the House Manager or Director of Operations for the CAPA General Restoration Fund.

TOP OF STAIRS (TOS): Located at the top of the staircases. This position is unique to specific theatres but is essential to directing patrons to the correct entry point to the interior of the theatre for seating. In addition to a working knowledge of the theatres seating and amenities, this volunteer must greet patrons and quickly determine if they are in the correct location, and give additional direction or instruction if needed.

PAVILION HOST (PAV): Located in the Galbreath Pavilion at the Ohio Theatre only. Volunteers will prevent patrons from re-entering the building through the exit-only pavilion side doors, answer questions and give directions, and assist in monitoring the lines at the two concession areas.
ACCESSIBLE RESTROOM ATTENDANT (HCRR): Located at the entrance of the accessible restroom. This volunteer’s duty is to direct patrons to the restroom facility as needed. Protect patrons’ privacy by identifying if the facility is currently in use, and being available to assist in case of an emergency. This is not a “policeman” type of duty; you are not to question the validity of the patrons need for the accessible restroom. You may inform them if they feel they are able to use steps, other restrooms are available, otherwise you are to direct them to wait in line for the next available facility if the HCRR is occupied.

GREETERS: Located at the entrance to the Southern Theatre only. These volunteers greet and welcome patrons into the theatre, while holding open the large glass doors for entry. This position is an outside position, regardless of the weather. For this job, you may dress appropriately for the weather, while maintaining the proper appearance of a CAPA Volunteer. You must wear your uniform under an outer coat. Hats, gloves and boots are permitted.

CONCESSIONS: Located at the various concession areas in all venues. Concession volunteers provide support for the paid CAPA bar staff. This is a fast-paced position that requires math and money handling skills along with the ability to handle alcohol. Concession volunteers report to all theatres one hour prior to performance time, and are required to adhere to the same seating policies as all usher staff. Tips collected while performing this service is the property of the paid concession staff and must be turned over to the bartender on duty. Training is required for this position and can be arranged with the Volunteer Department.

The Volunteer Department will, when possible, honor a volunteer’s request to work specific a location, however the volunteer may be moved to a different location out of necessity and should be adaptable to work any common location and task. If you would like to learn a new position, please feel free to contact the Volunteer Department so you may be scheduled for training. Most training is “on the job” training.

It is the volunteer’s responsibility to familiarize yourself with your job description, and be accountable for performing that duty to the best of your ability, courteously, and efficiently, and to be receptive to the CAPA staffs direction and suggestions on how to improve your job performance.
SCHEDULING

We recommend that you go to the website www.ushertown.com to view the calendar of upcoming events at all CAPA venues. This website was created by a CAPA volunteer for the use of CAPA volunteers. It is regularly updated as needed and the best resource of ALL theatre events.

Here are some suggestions on how to schedule for a show or event. Please follow these guidelines for the most efficient way to schedule. Events are scheduled for a full calendar month, one calendar month in advance. You may request events at any time during the scheduling month. Scheduling via email is the preferred method. Printing the email confirmations of your scheduled events is encouraged. Human error can occur, if you have your printed confirmation you are able to confirm with the venue that you are scheduled for the event if questioned. Regarding monthly email scheduling, we begin to schedule for each month on the first business day of the prior month. We begin to accept emails after 5 pm the last business day of the previous month.

Example #1: We will begin to schedule for the month of June on Wednesday, May 1 (first business day). You may submit request emails on Tuesday, April 30th (last business day) any time after 5 pm.

Example #2: September 1 is on a Sunday, which makes Friday, August 29 the last business day of August. On that Friday after 5 pm, is when you may submit your requests for October. Those requests will be replied to beginning Monday, September 1.

• Weekly needs list—At the beginning of each week the CAPA Volunteer Office sends out a "needs list" via email of events in all of the Theatres for that week, and the positions that are still needing to be filled. Replying back from that email is a good way to schedule if you cannot schedule too far in advance or find you have extra availability. This fills the more immediate needs. Some weeks’ needs will be heavier than others, depending on the needs of the theatres.

• Calling the CAPA Volunteer Office—Call the Volunteer office at 614-719-6730 for any last minute scheduling, or scheduling changes. Email any non-immediate requests or changes. The office business hours are 9 am–5 pm Monday–Friday.

• Regular schedules—This is only available for Broadway and Columbus Symphony season shows. As a regular, the volunteer would be assigned to the same day/time for every regularly scheduled Broadway or CSO show each season. As a regular you are promising to work these events consistently. Please note as a “regular” you may also be scheduled for any week or multi-week run of a show. You will be notified in advance if this occurs.

WAITING LISTS

Waiting lists are created for events that have all openings filled, but there are volunteers available to fill in for any openings that may occur due to call offs. If your services are needed for a performance, you will be contacted. If you have not been contacted, please do not report to the theatre. If you are on a WL and become unavailable, please notify the Volunteer office to remove your name from the list.
CANCELLATION NOTIFICATION

It is crucial that the theatre events are staffed with a full complement of volunteers for each performance. Please notify the Volunteer Office as soon as possible if you need to “call off” for a scheduled event, preferably at least 24 hrs. in advance. That allows time for a replacement to be contacted from the wait list. Any call offs made one hour or less prior to report time will be counted as a “no show”. Three unexcused absences or “no shows” may result in removal from the Volunteer Program.

The Ohio Theatre is the only theatre that you can call if you are running late for a performance. The number is 614-469-1045. That will give you the security desk. They will radio the house manager and let them know you are running late or that you may have to call-off at the last minute.

DRAWINGS

Often an event or show will be more desirable to volunteer for. To ensure fairness, that show may then become a “drawing.” A drawing allows the volunteer to have a chance to work that event. The criteria for drawings will vary and will be announced in advance.

VOLUNTEER REPORT TIME

Non-concession volunteers report 90 minutes prior to performance time at the Ohio, Palace, Lincoln, Southern and McCoy Theatres. Concession volunteers report 60 minutes prior to performance time. All volunteers report 60 minutes prior to performance time at the Riffe Theatres. The Report times are set so the House Mangers can have enough time to check volunteers in and have the volunteer meeting prior to opening the doors to the patrons.

VOLUNTEER MEETING

This mandatory meeting is held as soon as the volunteers are checked in. Each event will have important information pertaining to that specific performance, such as seating policies, holds, run times, etc. that will be explained during the meeting. For this reason you must report on time and pay close attention to the meeting. If you are late and do not arrive before the meeting begins, you may be sent home, or asked to work a different performance.

VOLUNTEER SEATING AND DUTIES

Volunteer seating is always behind patrons and at the discretion of the Director of Operations or House Managers. Should this policy be modified, you will be notified at the Volunteer meeting.

A PATRON IS NEVER TO BE ASKED TO MOVE TO ACCOMODATE VOLUNTEER SEATING!

You are to stay at your position until late seating of patrons is completed and you have been dismissed by your aisle captain. You will return to your position before the onset of intermission to give directions, seat or reseat patrons, and generally make sure the patrons have a positive experience. As a courtesy to the patrons, please limit your movements, sounds and lights to the barest of necessity. Please refrain from talking during the performance.

VOLUNTEER GUESTS

Guests are not permitted into the theatre without a ticket, nor will they be permitted theatre access prior to the doors opening to patrons.
**BACKSTAGE**

Volunteers are **NOT** permitted to enter the backstage areas at **ANY TIME** unless CAPA management has assigned you there for a specific purpose.

**CAPA HOUSE POLICIES**

- All persons entering the CAPA theatres for a performance must have a ticket.
- No outside food or beverages are permitted in the theatres.
- Cameras or recording devices are prohibited unless otherwise stated at the Volunteer meeting.
- CAPA theatres are non-smoking environments. Smoking is not permitted in any area of the CAPA facilitated buildings. This includes “e-cigs” or any other tobaccoless devices.
- Aisles and staircases are to be kept clear at all times.
- CAPA venues do not have pay phones. Please direct anyone needing a phone to the House Manager.
- Late seating policies vary and will be covered during the pre-show meeting.

**ACCIDENTS, EMERGENCIES, INCIDENTS**

**VOLUNTEERS**—Volunteers should always notify the Volunteer Office of any accident they may have while volunteering for CAPA. Never leave the venue without reporting the accident to the House Manager or Director of Operations. If a personal emergency should arise before you are cleared to leave your duties, please notify a House Manager before leaving. Make sure you have emergency contact number on file with the CAPA Volunteer office in case of any serious emergency.

**PATRONS**—The seriousness of a medical problem or emergency involving a patron cannot always be determined immediately. CAPA’s Directors of Operations, House Managers and/or police officer on duty are trained to respond to emergencies. If there is an emergency, one volunteer should always stay with the patron, while another seeks assistance from the above mentioned personnel. Once notified, the Director of Operations, House Manager or officer is in charge. **DO NOT MOVE THE GUEST UNLESS INSTRUCTED BY MEDICAL PERSONNEL. DO NOT TAKE ANY STATEMENTS. DO NOT ADMINISTER FIRST AID UNLESS YOU ARE QUALIFIED TO DO SO.**

**EVACUATION**

Please refer to the egress plan posted at each venue for specific evacuation information. Many times evacuations cause panic. Patrons will look to the volunteers that seated them for instructions. Please try to stay calm yourself and assist with getting the patrons out of the building if that is what is called for. Open a door in your area and caution them to watch their step and move away from the building for as long as you feel safe to do so.

If there is immediate danger from a tornado, encourage patrons to stay in the theatre, in their seats for shelter. This process is known as “sheltered in place” Do not send patrons outside; if they are in the lobby areas, have them move away from the glass.

**LOST AND FOUND**

Items that are found should be turned in as soon as possible to the Director of Operations or the House Manager. Add a notation as to where the item was found. Do not delay turning items in to the staff, as the guest may have already reported them missing. Guests seeking lost items should be directed to the House Manager. All unclaimed items will be given at the end of the performance to the Director of Operations for safe keeping. If you have lost an item, follow the procedure above, or if it is after hours, call or email the Volunteer Office with the missing items information, and when the office staff comes in they can try to find your object.
ASSISTED LISTENING DEVICES
Assisted-listening devices are available at all CAPA theatres. Patrons may reserve these devices at no charge when an appropriate form of identification is left with the House Manager. IDs will be returned with the return of CAPA equipment at the end of a performance. Patrons should be directed to the House Manager. Some performances are audio described for the visually impaired and some are signed for the hearing impaired. If this service is being offered, you will be notified at the usher meeting.

FOOD AND BEVERAGE
All items purchased from the CAPA concessions are allowed into the theatre seating areas; however, some restrictions may apply to certain performances. The policy will be given during the volunteer meeting prior to the event.

GUIDE AND PERSONAL SERVICE DOGS
Guide and personal service dogs are allowed at all times. They are permitted in all areas of the building including the auditorium, restrooms, and concession areas. These dogs are on the job. Do not touch them even to pet them or distract them in any way. Remember that the dogs are “helpers” and you should direct information to the patron, not the animal. You may be asked to assist a guest throughout the performance. For example, to get refreshments, find the restroom, return to the lobby, or call for a ride after the show.

HELPING PATRONS THAT NEED ASSISTANCE
You may offer a patron assistance that needs it as long as you are comfortable doing so. If blind, you offer them an arm. If walking with a cane, you may offer them an arm as well. If they start to fall and you can prevent them from falling and sustaining an injury, please do so.

PATRON SEATING
Patron seating usually begins one hour prior to show time at the Ohio, Palace, Lincoln, and Southern Theatres and the McCoy Center and 30 minutes prior to show time at the Riffe Center Theatres. Ushers should remain at their positions until late seating is completed and you have been released by your aisle captain. Please, no loud talking or socializing at this time. Be polite and courteous— “This way, please” or “Follow me, please” and “Enjoy the performance.” DO NOT attempt to guide the patron by touching them. This could be offensive to our guests. Please notify your aisle captain before leaving your aisle for any reason.

DUPLICATE TICKETS
There are rarely duplicate tickets! When you take patrons to their seats and find they are already occupied:

1. Recheck your patron’s tickets for proper show (event, day, date, time, and building) and proper level (MFLR, LOGE, BALC, etc.) If this does not solve the problem,
2. Check the seated patron’s tickets for the same items.
3. If the problem hasn’t been solved, fold the tickets of the seated guest in half, place the standing guests in an appropriate place, and bring both sets of tickets to the House Manager or to the box office window.

97% of the time, the first two options will solve the problem!
VOLUNTEER SELECTION POLICY AND PROCEDURES

- Volunteers will be required to sign a certification indicating that they have read, understood, and will comply with all policies of CAPA.

- All volunteers may/will be required to submit to a criminal record/police/reference check prior to being accepted or during your time here as a volunteer. Individuals who refuse to comply with this request may not/will not be accepted as a volunteer or could be asked to leave the program.

- CAPA is committed to providing a safe, healthy, and drug-free workplace.

- The consuming, possessing, manufacturing, or handling of illegal drugs or unauthorized controlled substances by CAPA associates or volunteers on CAPA's premises or volunteering for CAPA while under the influence of alcohol, illegal drugs, or unauthorized controlled substances is prohibited. Consequences for violating this policy may include discipline up to and including termination from the CAPA Volunteer Program.

- Additionally, a volunteer who is convicted for violation of a drug statute which occurs in the workplace must notify the Volunteer Office of the conviction within five days. Action deemed appropriate will be taken at that time.

HARASSMENT

CAPA is committed to providing an environment that is free from harassment of a sexual, racial, ethnic, or religious nature. Expressly forbidden are unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Depending on the circumstances, such harassment may also include conduct such as stereotyped or demeaning remarks or gestures or the display or circulation of written materials or pictures offensive to gender or to racial, ethnic, or religious groups. Submission to or rejection of such conduct will in no way be considered a term or condition of volunteering for CAPA, nor will it be used as a basis for personal decisions.

If at any time you feel you are being harassed by an employee or another volunteer, you should report it immediately to the Director of Operations and/or the Volunteer Office. Every effort will be made to investigate the complaint as soon as possible.

CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of any and all privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality could result in immediate dismissal of the volunteer's relationship with CAPA. Volunteers are required to sign a confidentiality agreement, and compliance with that agreement is a condition of their participation in our program.
DISMISSAL

CAPA has the right to regularly monitor and evaluate the work performance of all volunteers. Volunteers who do not adhere to the rules and procedures of CAPA or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal of volunteers will be a last resort, applied only when other available and appropriate approaches have been attempted and failed. Dismissal of a volunteer will normally follow a progressive discipline process as follows:

- Verbal warning
- Written warning
- Disciplinary suspension
- Dismissal

Volunteers have the right to expect:

- Supportive and constructive criticism
- Clear details regarding inappropriate or unsatisfactory behavior
- Suggestions regarding what and how to improve
- Time and opportunity to demonstrate improvement after each infraction
- Written record of unsatisfactory performance

IMMEDIATE DISMISSAL

Volunteers may be discharged without warning for just cause. CAPA has the right to request a volunteer to leave immediately. Grounds for immediate dismissal may include, but are not limited to:

- Gross misconduct or insubordination
- Being under the influence of alcohol or drugs while performing a volunteer assignment
- Theft of property or misuse of agency funds, equipment, or materials
- Abuse or mistreatment of clients or co-workers
- Failure to abide by CAPA's volunteer policies or procedures
- Failure to meet the physical or mental standards of performance

VOLUNTEER GRIEVANCE PROCEDURE

If a volunteer has a complaint or a grievance, he/she will convey this directly to the House Manager or Director of Operations. This can be done verbally at the time of the incident.

If the complaint involves another person—a paid or unpaid staff member—the volunteer is encouraged to deal directly with the person involved. The volunteer may request the presence of a House Manager in this process.

If the complaint involves the House Manager or the Director of Operations, the volunteer may speak with the Volunteer Coordinator. The Volunteer Coordinator will determine the appropriate action.

All complaints will be treated as confidential.

VOLUNTEER RECORDS

Volunteer records will be kept in a secure location, accessible only to the Volunteer Coordinator, the Volunteer Coordinator Assistant, and qualified CAPA staff. All files are considered confidential.

With reasonable notice, and accompanied by the Volunteer Coordinator or the Volunteer Coordinator Assistant, volunteers may examine the contents of their own file.
VOLUNTEER INCENTIVES

As a CAPA Volunteer, you are committing to work a minimum of two shows per month or the equivalent, 24 shows per season. While the work of ALL Volunteers is greatly appreciated, CAPA wishes to recognize those that volunteer beyond the minimum requirements with some additional incentives.

VOLUNTEER APPRECIATION EVENT

This is a friendly get-together the Volunteer Department hosts after the completion of a season. The dates are fluid, depending on theatre and special events scheduling. Any volunteer that has worked more than 24 shows in a season is eligible to attend. You will be invited if the database attendance totals equal 25 or more shows/events worked. In order to make sure the Volunteer Department records are accurate, you are encouraged to track your own attendance.

VOLUNTEER AWARDS

CAPA Recognition Pieces—These are specially made for the CAPA Volunteer Program awards you will receive if you have volunteered for 25 or more shows/events in one season. If you meet the criteria, you will receive the designated award for that season. There are three levels of awards you may earn.

Gold Badge—A CAPA Volunteer that has 20 years of active service for CAPA will be awarded a Gold Name Badge.

Silver Badge—A CAPA Volunteer that has 10 years of active service for CAPA will be eligible to purchase a Silver Name Badge.

Certificate of Achievement / Show Passes

This award takes some extra effort and dedication to achieve. In order to receive this honor you must work a designated amount of shows in each theatre as listed below:

- Ohio Theatre 13 shows
- Palace Theatre 13 shows
- Riffe Center Theatres 8 shows
- Southern Theatre 8 shows
- Lincoln Theatre 8 shows

For that, the volunteer receives the certificate and one Show Pass. A Show Pass is a “ticket” that can be turned in to the Volunteer Office to receive priority scheduling for a particular show (includes drawing shows). You may then earn an additional Show Pass for every 25 shows you work.

- 50–74 shows = 1 show pass
- 75–99 shows = 2 show passes
- 100–124 shows = 3 show passes
- 125–149 shows = 4 show passes
- 150–174 shows = 5 show passes
- 75–200 shows = 6 show passes
BENEFITS OF BEING A CAPA VOLUNTEER

Service to your community.

Seeing exciting shows.

Free parking at theatres (subject to change).

A complimentary, non-alcoholic beverage at each performance.

The knowledge that your time, energy, and dedication to CAPA helps keep the theatres in Columbus in operation and open to the public!

Make new friends.

VOLUNTEER PARKING

Volunteer parking is paid for by CAPA. Designated parking locations have been assigned for each theatre. Parking and fees for any other location will be paid by the volunteer.

Do not park in the Reserved Parking spaces. Garages have the right to tow illegally parked cars. CAPA cannot be responsible for resulting charges or fines.

Most of the garages are now automated, but an attendant may be on duty for some performances. Please take the entry ticket and place on your dashboard. The House Manager will give each driver a Parking Voucher, known as a Chaser Ticket, to pay the parking fee as you leave the garage. These vouchers do not waive the fee, they pay the fee.

NOTE: If the gates are in the UP position when leaving the automated garages, please return the chaser ticket to the House Manager when you work your next show. Please do not discard.
Opened in 1928, the Ohio Theatre was designed as a Loew's movie house by the internationally respected Scottish-born architect Thomas W. Lamb. Intended as “a palace for the average man,” the splendidly furnished, 2,791-seat Spanish-Baroque masterpiece was created to show silent films with live orchestra and theater organ accompaniment and live stage shows touring on the Loew's circuit.

Anne Dornan, one of the first woman graduates of the Columbia School of Architecture, was chosen to decorate and furnish the Ohio. Approximately $1 million was spent on art and furnishings—more than the cost of the building itself!

During the heyday of Vaudeville, many top performers crossed the Ohio's stage including Milton Berle, Ray Bolger, Cab Calloway, Buddy Ebsen, Martha Raye, Jean Harlow, Ginger Rogers, Kate Smith, and Jack Benny.

Located directly across from Ohio's Statehouse, the theatre was a mecca for movie presentations until the 1960s, when suburban movie houses drew traffic out of downtown.

In 1969, as the historic downtown theatre was about to be torn down, CAPA was founded to lead the community effort to save the Ohio Theatre as a new home for the performing arts. CAPA has received international acclaim for its dramatic restoration of the magnificent 1928 movie house. Today, this National Historic Landmark and “Official Theatre for the State of Ohio” is the state's busiest performing arts facility.

The Ohio Theatre is home to a variety of CAPA events including its Summer Movie Series, the nation's longest-running classic film series, as well as performances by BalletMet, The Columbus Symphony, and Broadway Across America.
OHIO THEATRE INFORMATION

Ohio Theatre Parking
Park in the Columbus Commons Underground Garage, located southbound off 3rd St. Turn right on Damian Place (first right after Town St.). If this garage is full, proceed to the Columbus Commons Aboveground Garage (turn right on Rich St.) for alternate parking.

Reading the Tickets
When reading the tickets check for the following:

Proper show—check event, day, date, building, and show time.

The key in the box on the right will help you identify the different areas of the theatre as indicated on the tickets. Please see the ticket example on page 19.

• Volunteers should enter the theatre through the south doors of the Galbreath Pavilion near the security desk, and proceed to the main lobby for check-in. Concession volunteers should check-in at the main-north concession areas.

• Accessible Seating: Transferring out of wheelchairs is possible in all areas of the theatre, however, some stair climbing may be involved. Seating for patrons in wheelchairs who will not be transferring out of their chair is on the main floor only.

• Accessible Restrooms are available to patrons unable to use the stairs. Accessible restrooms are available on the main floor. The accessible restrooms are not for use by volunteers while patrons are in the lobby.

• Coat Check is located on the mezzanine level.

• Restrooms and Drinking Fountains: Restrooms are located on the basement level and on the mezzanine level. There is a smaller women's restroom by the elevators on the loge level (button 2 in the elevator) and smaller men's restroom on the mezzanine level (button 3 in the elevator). Drinking fountains are located by the restrooms on the basement level, in the lobby by aisle 4, or on the mezzanine level.

• Elevators: Located by the security desk on the south side of the theatre. The elevator allows access to the loge and mezzanine levels but not the upper balcony.

OHIO THEATRE POSITIONS: Please reference this when you email your show selections.

Usher Down—Usher on main floor, any aisle
Usher Up—Usher Balconies: Left (LB), Right (RB), and Upper.
Scanner—Scan in patrons’ tickets, offer direction regarding which aisle to go to on main floor or which staircase to use for balcony area.
Top of Stairs (TOS)—Stationed at the top of the staircase to direct patrons to left, right or upper balconies. Answer restroom and bar questions.
Captain Positions—Directing your bank of ushers where to seat patrons and make sure patrons are at the correct aisle.
Accessible Restroom (HCRR)—Inform patrons as to whether the restroom is available.
Pavilion (PAV)—Stationed in the pavilion area to direct patrons and answer questions.
Coat Check—Taking patrons’ coats and giving them a claim ticket. Must be present before show, at intermission, and remain after show to return coats. All tips are to be turned in to the House Manager at the end of the night.
Concessions—Assisting bartenders in serving patrons.

ORCH or FLR = main floor
LOGE = upstairs
MEZZ or MB = upstairs
BALC or RB = upstairs
PIT = main floor
The Palace Theatre first opened its doors to the public in 1926 as a vaudeville house and part of the Keith-Albee chain. In 1930, the theatre became the RKO Palace (Radio Keith-Orpheum) and motion pictures from Hollywood’s RKO Studios found a home on Broad Street. Designed to resemble France’s Palais de Versailles by internationally renowned architect Thomas Lamb, who also designed the Ohio Theatre, the construction of this 2,837-seat theatre was personally supervised by vaudeville magnate Edward F. Albee. Great attention was paid to the hall’s acoustics since performers had to be heard without amplification.

The dressing room tower was organized like a small hotel complete with a “front desk,” where performers picked up their room keys and mail, as well as kitchen facilities and a designated children’s playroom for touring performers.

Over the years, top names in the entertainment business appeared at the Palace Theatre including Bill Cosby, Nat “King” Cole, Louis Armstrong, Benny Goodman, Duke Ellington, Jackie Gleason, Jack Benny, Mae West, Tommy and Jimmy Dorsey, Burns and Allen, Eddie Cantor, Bill Robinson, Glenn Miller, Gypsy Rose Lee, and Harpo and Chico Marx. During the ’30s, ’40s, and ’50s, the Palace Theatre was the most active live performance theatre in Columbus.

In April 1989, CAPA purchased the Palace Theatre from Columbus businesswoman Katherine S. LeVeque, who personally funded the theatre’s renovation in the late 1970s. Among the many events showcased at the Palace Theatre are CAPA concerts and performances of Broadway Across America and Opera Columbus.
Palace Theatre Parking
Park in the garage at the corner of Gay and Front Streets. **Enter on the Gay Street side only.**

**Reading the Tickets**
When reading the tickets check for the following:

Proper show—check event, day, date, building, and show time.

The key in the box on the right will help you identify the different areas of the theatre as indicated on the tickets. Please see the ticket example on page 23.

- **Restrooms and Drinking Fountains:** Women’s and men’s restrooms are located on the mezzanine and lower levels as are the drinking fountains.

- **Accessible Restroom** is located in the main floor lobby by the fireplace.

- **Accessible Seating:** ORCHESTRA, left (main floor) row M, seats 1, 3, 5, 7, 9, 11, 13, & 15. This is the only area for wheelchair seating.

- **Exit Doors** should be attended at the end of every show to help direct patrons out the main theatre doors. This procedure may change depending on the event, so House Managers should cover the procedure during the pre-show meeting.

- **Volunteer Seating:** Ushers may NOT lean on the padded railings behind the last row of seats on the main floor at the Palace. This will result in complaints from guests who have purchased tickets for the row directly in front of the rail. You are to be seated behind the last row of patrons unless otherwise directed by the House Manager. Please do not take a seat until late seating is completed and your aisle captains have released you.

- **Coat Check** is located on the lower level just to the right at the bottom of the staircase. This room is usually opened in the winter months, and the House Manager will announce if someone is needed there during the usher meeting.

**PALACE THEATRE POSITIONS**
Please reference this when you email your show selections.

- **Usher Down**—Usher on main floor, any aisle
- **Usher Up**—Usher Balconies: Left (LB), Right (RB), and Upper.
- **Scanner**—Scan in patrons’ tickets, offer direction to main floor or balcony area.
- **Orchestra Doors**—Check ticket and direct patrons to Aisle (A) 1, 2 or 3’s ushers on the main floor.
- **Top of Stairs (TOS)**—Stationed at the top of the staircase to direct patrons to left, right or upper balconies. Answer restroom and bar questions.
- **Captain Positions**—Directing your bank of ushers where to seat patrons and make sure patrons are at the correct aisle.
- **Accessible Restroom (HCRR)**—Inform patrons as to whether the restroom is available. Provide alternate location if unavailable.
- **Coat Check**—Taking patrons’ coats and giving them a claim ticket. Must be present before show, at intermission, and remain after show to return coats. All tips are to be turned in to the House Manager at the end of the night.
- **Concessions**—Assisting bartenders in serving patrons.
The oldest surviving theatre in central Ohio and one of the oldest in the state, the Southern Theatre opened in 1896 as part of a performance space and hotel complex on the corner of High and Main streets. The Southern was designed for theatrical touring productions and later accommodated silent films, Vaudeville, first-run and second-run motion pictures, dance, country music reviews, and community events.

Created with the design assistance of M. S. Detweiler, who worked on the 1893 Chicago World’s Fair with many of the nation’s best architects, the Southern Theatre bears the influences of the great 19th-century architect Louis Sullivan and engineer Dankmar Adler.

Among the Southern’s noteworthy features are the concentric arches radiating from the stage opening, the placement of box seating on the main floor with relief murals above, and the decorative display of incandescent lamps as part of the plaster ornamentation of the house.

Over its stage life, the Southern has hosted performing celebrities including singer Lillian Russell, actors Ethel and Lionel Barrymore, Maude Adams, Sarah Berhardt, dancers Anna Pavlova and Isadora Duncan, John Philip Sousa, Al Jolson, George M. Cohan, Mae West, and W.C. Fields. Closed in 1979, the theatre was gifted to CAPA in 1986.

On September 26, 1998, following an intensive 14-month CAPA-led restoration, the 925-seat Southern Theatre reopened as a beautiful, accessible, and lively link to our community’s past and its bright future. Among the many activities showcased at the Southern Theatre are CAPA events and performances by the Columbus Jazz Orchestra and ProMusica Chamber Orchestra.
Southern Theatre Parking
Park in the Columbus Commons main garage across the street from the Southern Theatre on Main Street. The garage is also accessible from Rich Street.

Reading the Tickets
When reading the tickets check for the following:

Proper show—check event, day, date, building, and show time.

The key in the box on the right will help you identify the different areas of the theatre as indicated on the tickets. Please see the ticket example on page 28.

- Restrooms are located at the mezzanine level at the top of the grand staircase, men's room to the left and women's room to the right.
- Accessible Restrooms are located at the rear of the orchestra level seating area to the left. Volunteers should use the upstairs restrooms whenever possible to keep the accessible restrooms open and available for patrons.
- Drinking Fountains are located at the accessible restroom on the main floor and near the men's room at the mezzanine level.
- Accessible Seating is limited to the orchestra row S.
- Concessions are located to the left of the outer lobby.
- Coat Check is located to the right of the outer lobby.
- Volunteer Seating will be explained at the volunteer meeting before each show.

SOUTHERN THEATRE POSITIONS
Please reference this when you email your show selections.

Greeter—Opening the outer glass front doors for patrons and welcoming them to the Southern. This is an outside position in the elements.
Scanner Front Door—Scan in patrons’ tickets, offer direction to main floor or balcony area and which side of the theatre.
Programs—Stationary positions, passing out information to patrons, answering questions.
Orchestra Level (ORCH) Usher—Seating patrons on the main floor of the theatre.
Loge In—Seating patrons in the Loge section
Loge Out—Directional position on the outer part of the upstairs level. Directing patrons where to enter the loge and where restrooms and bars are.
Mezzanine—Seating patrons in the Mezzanine area.
Second Balcony In—Seating patrons in the Upper Balcony, accessible from the side staircase.
Second Balcony Out—Directing patrons as to which side of the Upper Balcony to enter and answer questions.
Coat Check—Taking patrons’ coats and giving them a claim ticket. Must be present before show, at intermission, and remain after show to return coats. All tips are to be turned in to the House Manager at the end of the night.
Concessions—Assisting bartenders in serving patrons.

HUNT = main floor
ORCH = main floor
PIT = main floor
LOGE = 1st balcony, upstairs
MEZZ = 1st balcony, upstairs
BAL2 = 2nd balcony, upstairs
RBOX = main floor, accessible
BOX L = main floor
BOX R = main floor
Opened in 1989 and managed by CAPA since 1994, the Riffe Center Theatre Complex is located in the Vern Riffe Center for Government and the Arts. The complex includes four, state-of-the-art theatres, scenery and costume shops, and offices.

The intimate, 903-seat Capitol Theatre is home to BalletMet performances and CAPA presentations, which includes national and international artists in pop, jazz, folk, country, comedy, contemporary dance, performance art, family offerings, and world-music entertainment.

Also included in the Riffe Center Theatre Complex are three studio-style theatre spaces—Studio One, a 227-seat, flexible space that can accommodate arena, cabaret, and proscenium seating; Studio Two, an arena-style black box theatre accommodating up to 183 seats; and Studio Three, a cabaret space seating up to 60.
Riffe Center Theatres Parking (please note special parking requirements)

- **Evening and Weekend Performances ONLY**: Park in the Riffe Center garage at the corner of State and Front Streets. The garage entrance is on Front Street.
- **Weekday Daytime Performances ONLY**: Park in the Columbus Commons underground garage (as for Ohio Theatre) and walk to the Riffe.

**Reading the Tickets**
When reading the tickets, check for the following—proper show, event, day, date, theatre, and show time.

The following is a key to help you identify the different areas of the theatre as indicated on the tickets. Please see the ticket example on page 33.

**CAPITOL THEATRE:**
- **PIT** = main floor
- **SEC B, C, D, J & K** = main lower
- **SEC E, F, G, H, L, M & N** = main upper
- **SEC P, R & S** = mezzanine, upstairs

**STUDIO ONE:**
- **FLOOR** = main floor
- **BALC** = upstairs
- **ACCESS** = 1st 2 seats on each end of row B

**STUDIO TWO:**
- **SOUTH** = center
- **EAST** = side
- **WEST** = side

- **Restrooms**: Mezzanine lobby (left of the escalator) of the Capitol Theatre and the Studio Theatre lobby to the right of Will Call. There is also an accessible restroom inside the south entrance to main floor of the Capitol Theatre.
- **Accessible Seating**: Capitol Theatre row WC, seats 1-6 (located behind section C of the orchestra level). Studio Theatres also have designated accessible seating.
- **Drinking Fountains**: Located next to elevator on each theatre floor and in the Studio Theatres lobby by the restrooms.
- **Concessions**: Main floor between orchestra doors of the Capitol Theatre. (Additional stand on mezzanine will be opened on an as-needed basis.) Also located in the lobby of the Studio Theatres.
- **Elevators**: The accessible elevator serves High Street, lower lobby, main theatre lower lobby, and mezzanine lobby.
  
  At the State Street entrance, there are two banks of 6 elevators which can be used to access all Riffe Center Theatres by going to the 3rd floor.
  
  The only elevators that access the parking garage are located to the right of the Studio Theatres escalator.
  
  If you are trying to use the elevator from the garage to get to the theatre and it won’t allow you to exit on the theatre level, take elevator to “G3” and walk around the building to enter through the State Street entrance.
- **Escalators** serve High Street lobby level, main theatre lobby level, and mezzanine lobby level.
- **Volunteer Seating** will be explained at the volunteer meeting before each show.
- **Volunteer Placement** is assigned by the House Manager in this theatre.

If you are entering the building after 6 pm or anytime on the weekends, please use the State Street entrance as the High Street entrance will be closed. Remember, this is a government building and falls under all rules and guidelines as such.
When it opened its doors in 1928, the Lincoln Theatre was the cornerstone of a thriving African-American business and entertainment district, known today as the King-Lincoln District. In its glory days, the theatre was home to performers like Duke Ellington, Cab Calloway, Etta James, Miles Davis, James Brown, and Columbus native Nancy Wilson, as well as the site of Sammy Davis Jr.’s debut.

In the 1960s and ‘70s, the Lincoln Theatre began to decline and was forced to close its doors. After standing vacant for three decades, it was purchased by the City of Columbus as part of its revitalization plan for the King-Lincoln District. Mayor Michael Coleman approached CAPA to lead the renovation.

In 2009, after a $13.5 million renovation, the Lincoln Theatre reopened as a multi-use, state-of-the-art performing arts and education center. The 566-seat main-floor theatre has been restored to its original Egyptian Revival-style glory while being equipped with the latest digital technology.

The second-floor ballroom is equipped with sprung flooring, serving the theatre’s 10 resident companies with a space for auditions, rehearsals, performances, and classes. It is also available for public events such as weddings, meetings, parties, and conferences.

The Jazz Arts Group’s innovative Jazz Academy occupies the entire third floor of the building, offering a place for people of all ages and abilities to play, listen, watch, experiment, compose, sing, and fundamentally experience American music. It features 5,000 square feet of instructional space, including three classrooms/rehearsal rooms, a teaching recording lab, and a media/keyboard studio.
LINCOLN THEATRE INFORMATION

- **Lincoln Theatre Parking:** Park on the street or in the Broad Street Presbyterian Church parking lot on Garfield Street. Both street and lot parking are free so no parking vouchers are needed.

- **Restrooms** are located on the main floor of the theatre and both the men’s and women’s restrooms are wheelchair accessible. There is also an accessible family restroom located on the loge level to the left of the elevators.

- **Accessible Seating:** On the main floor of the theatre, accessible seating is located in rows A and F. Upstairs in the balcony, we have two accessible seats in row C.

- **Drinking Fountains:** Located at the south end of the main floor lobby by the elevators.

- **Concessions:** Located on the first floor through the main entrance of the theatre.

- **Coat Check:** Through the main lobby in the back of the house

- **Elevators:** Located at the south end of the lobby on the main floor of the theatre.

LINCOLN THEATRE POSITIONS
Please reference this when you email your show selections.

- **Front Door Scanner**—Scan in patrons’ tickets, offer direction to main floor or balcony area.
- **Orchestra Lower**—Usher patrons to Orchestra level closest to stage.
- **Orchestra Level**—Usher patrons to seats in the larger section of the main floor.
- **Programs**—Stationary positions, passing out information to patrons, answering questions.
- **Top of Stairs Back of House (TOSD)**—Stationed on the main floor by the staircase in the theatre to direct patrons, ushers, and answer questions.
- **Balcony**—Usher balcony area.
- **Top of Stairs Balcony (TOSB)**—Stationed at the TOS on the Balcony level, direct patrons, ushers, and answer questions.
- **Upper Lobby Host**—Stationary positions, directing patrons, answering questions, watching the family restrooms.
- **Extra**—Added if needed for undefined purposes.
- **Coat Check**—Taking patrons’ coats and giving them a claim ticket. Must be present before show, at intermission, and remain after show to return coats. All tips are to be turned in to the House Manager at the end of the night.
- **Concessions**—Assisting bartenders in serving patrons.
Made possible through a partnership between the New Albany Community Foundation, City of New Albany, Plain Township, and the New Albany-Plain Local School District, the McCoy Center is a 35,000 square foot arts center with a 786-seat auditorium. Opened in 2008, the theatre was designed with the ability to vary the acoustic settings, offering an optimum environment to enjoy a performance no matter the genre.

As the anchor to the New Albany Learning Community campus, the McCoy Center serves New Albany students, providing an exciting environment in which to explore and learn from the arts, accentuated by exposure to professional artists.

The McCoy Center has also established unique partnerships with many organizations outside of New Albany including Columbus Children's Theatre, Columbus City Schools, The King Arts Complex, Storytellers of Central Ohio, TransitArts, and WOSU.
Park in the lot directly behind the McCoy Center. Enter through the double glass doors in the back.
ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have read the CAPA usher manual. I understand that the information herein contained reflects a general description of the policies, services, and benefits of CAPA currently in effect. The management retains the right to modify or abolish these policies, services, and benefits and reserves the right to adopt new policies, services, and benefits.

I also understand that this does not constitute a contract between CAPA and myself, but serves to assure that all CAPA ushers are informed.

PRINT NAME________________________________________________________

SIGNATURE__________________________________________________________

DATE________________________________________________________________

I have read and will comply with CAPA’s confidentiality policy. If I share any confidential material/information on an employee, another volunteer, or CAPA business, I will be subject to immediate dismissal from the CAPA program.

SIGNATURE__________________________________________________________

DATE________________________________________________________________

I have read and give my permission for CAPA to do a criminal record/police/reference check prior to my being accepted as a CAPA volunteer or during my time with CAPA as deemed necessary.

SIGNATURE__________________________________________________________

DATE________________________________________________________________

_____________________________________________   _______________________
WITNESS                        DATE