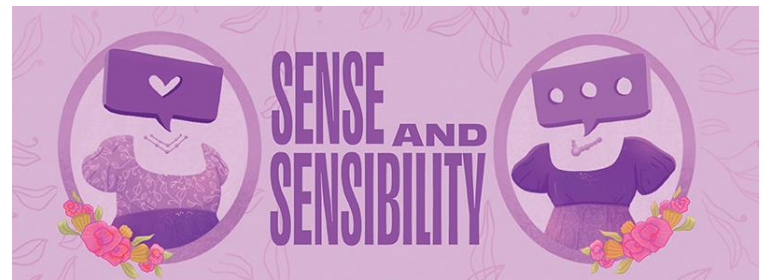


Everett Performing Arts Center

MANAGED BY VILLAGE THEATRE

THE MAGIC RETURNS
2022–2023 SEASON



2022-23 Usher Handbook

◆ MAINSTAGE ◆ KIDSTAGE
EPAC Rentals & Community Events

What is *volunteering*? Who's a *volunteer*?

There are many definitions, but no universal agreement. Here are just a couple...

Volunteer, *verb* - To choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligations.

Volunteer, *noun* –Someone who gives time, effort and talent to a need or cause or further a mission, without profiting monetarily.

As a Volunteer Usher with Village Theatre, you are an ambassador for the theatre, playing a vital role in helping us carry out our mission to be a regionally recognized and nationally influential center of excellence in family theatre!

- To promote a season of top-quality productions
- To commission and produce new musicals that achieve national exposure
- To train young people in theatre skills for career opportunities and enriched lives
- To develop a broad-based appreciation for live theatre
- To promote positive values through art

Mainstage

Village Theatre is a leading producer of musical theatre in the Pacific Northwest since 1979 and has grown into one of the region's best-attended theatres, with just over 18,000 Mainstage season subscribers and 220,000 projected total attendance each season. Through its Village Originals program, Village Theatre is nationally recognized for its contribution to the development of new musicals, having supported the creation of over 175 new works to date.

KIDSTAGE is uniquely designed to use theatre to build critical life skills in each participant. In KIDSTAGE classes and rehearsals, our techniques encourage creativity, collaboration, problem solving, concentration, public speaking, and a strong work ethic. While some students are on a path to Broadway, all students are improving their futures and increasing self-confidence through involvement in KIDSTAGE, Village Theatre Institute, and our Teen Apprenticeship Program. KIDSTAGE performances are offered four times a year. Community Rentals

EPAC is a fully utilized facility throughout the year. In addition to being the home of Village Theatre, the managing theatre company, this state-of-the-art City of Everett facility is a highly desirable venue for City and private events. Over the span of the year, we see everything from Navy Band concerts, ballet schools and performances, college graduation, film festivals, Library Author Events, Law Enforcement Ceremonies, Choral Groups, COE Mayors Awards, Private Galas and Receptions, Cultural Dance Events, Holiday Concerts, and Pageants, to name a few.

Our Everett Venues include:

The Everett Performing Arts Center, a 512-seat theater with additional meeting or event space in the Anderson Community Room adjacent to the lower lobby. EPAC is a City owned facility built in 1993 and managed by Village Theatre.

The Cope Gillette Theatre is a former bank building built in 1962, also owned by the City and leased by Village Theatre for our KIDSTAGE Youth Education Program. In 2015 Village Theatre completed the tenant improvements to convert it from a vacant bank building to a 172-seat black box theatre and classroom spaces.

A day in the life of a show...Front of House Timeline

- **Two Hours** before curtain – House Manager and Lobby Attendants arrive
- **90 minutes** before curtain -**Ushers arrive**
 - **Ushers** sign-in, pick-up Badge & Flashlight, gather for brief Pre-Show Usher Meeting, receive Show Assignments, and prepare to Greet Patrons
- **One Hour** before curtain - **Lobby doors unlocked & Patrons are Greeted**
 - **Ushers** stand outside designated doors to stop early seating, hand out program, direct patrons to supplemental show information such as digital program QR codes, dramaturgy board, concessions, elevator, restrooms, and hearing loop headset checkout location. Ushers should be approachable and engage with the patrons.
 - **Greeters** are stationed in Lower Lobby on either side of the Stairwell to welcome patrons and offer directions to appropriate aisle entrance for seating, elevator, or other points of interest (as mentioned under Ushers).
- **30 Minutes** before curtain - **Stage Manager to House Communication**
 - Stage manager “gives the house” to the House Manager (designates auditorium may be opened for patrons to begin seating) and the House Manager will ring the Chimes to alert Ushers.
 - **5 Minutes** before curtain – **Chimes Sound again** *letting patron in the lobby know we are about to start the show.*
- **Curtain- Top of Show** –
 - **Stage Manager** is “given the house” by **House Manager** (patrons are all seated)
 - **Ushers** close inside door or curtain and take their **DESIGNATED** seats (this is important for patron safety and monitoring during the performance). During the performance ushers should assist patrons that are exiting or entering mid-performance (pull back curtains at top of house, illuminate steps, and detour patrons from crossing in front of the stage), watching for camera use, monitor for that patrons are adhering to any safety requirements, and be alert in the event of an emergency.
 - **Ushers** make sure that patrons have finished or put away concession items prior to entering the auditorium and that only bottles water or drinks in theatre (sippy) cups go inside.
 - **Lobby Attendants** check bathrooms (wipe down sink areas & pick up debris)
 - **House Manager** checks in theatre periodically during run of show to assist in monitoring the auditorium.
- **Intermission: 15 or 20 minutes**
 - **Ushers** -*one usher needs to stay inside the theatre at each door to assist patrons, and answer questions as needed. Two lower section ushers stand at base of stage stairs to keep patrons from accessing the stage, setting items on the stage, or touching set or prop items that may be nearby.*
 - Greeters go to Lower Lobby to assist Women’s Bathroom line
 - Sound Chimes to give 3-minute warning for show commencement
- **End of intermission:**
 - House Manager relays the House Count and release the House to the Stage Manager
 - **Ushers** return to the **DESIGNATED** seats
 - Concessions & Wine Bar are closed
- **End of Night:**
 - **Ushers** need to come out in the lobby area to THANK patrons and assist as needed (Do NOT collect Programs...patrons may leave them on a table, if desired, but we hope they will to keep them!)
 - Hearing assist devices returned by patrons
 - Ushers return Badges & Flashlights to the usher’s room
 - House Manager completes closing duties

Usher Responsibilities

Customer Service & Hospitality: Exceptional customer service means creating a welcoming environment, providing gracious service, and making every patron's experience is safe and memorable!

You represent the Everett Performing Arts Center – the City of Everett as well as Village Theatre.

Ushering is much more than taking tickets and handing out programs; it is developing a positive rapport with the public, and demonstrating reasons for that public to come back in the future. Be proactive. If a patron is wandering around, inquire if they need assistance. Our guests are coming to the theatre for a special experience, expecting world-class entertainment and a positive experience.

General Expectations:

- Arrive 90 minutes before the performance time (and be aware, Matinees are now ALL at 1:00PM)
- **Wear Black Pants and White Top (no prints or logos, please)**
 - This provided a unified, easily recognizable look for our patron to recognize
- Be attentive during the Pre-Show Usher “Ready Meeting”
- Sign-in at the designated spot and gather your nametag, and flashlight
- This is an important time for the House Manager to relay any pertinent info specific to the show, address questions, and reinforce safety information, including:
 1. Facility Address: 2710 Wetmore Avenue
 2. **Emergency Exits and Procedures for the Venue**
 3. Emergency Gathering Point: Wetmore Theatre Plaza (*the fountain)
 4. Location of the AED and First Aid Room are located.
 5. Mask and other COVID specific procedures
- Assist the House Manager with pre-show preparations, as needed
- Stay at the door and seating location you are assigned
 1. This allows patron support at all access points
 2. Provides better oversight during the performance
 3. Return to your starting assignment at the end of the performance to see patron out and thank them for coming

Cell phones need to be left in your purse in the manager office during the show.

Other Important Information

- The ACTORS are NOT allowed to come to the front of house or greet audience members at this time, due to COVID-19 restrictions
- USHERS and others that are not part of the “Testing Group” are not allowed beyond the lobby doors
- Late arrivals will be seated from the back of the Auditorium, and depending on their seat location, may need to be seated in an alternate location to avoid disruption or crossing in front of the stage.
- Concessions are NOT available for The Holiday Concert
- Playbills are changing to the “Broadway style” smaller Encore look
 - There will be QR codes are posted throughout the lobby, and provide detailed bios and more information about the show

In the Theatre:

Ushers will be partnered, when possible, two at each entrance to theatre.

- Always carry a flashlight to assist patrons.
- Greet patrons (“Welcome to the Everett Performing Arts Center”)
- We will be scanning tickets at the front door. This should catch any problems with duplicate seating, but if there is a problem, be sure you have checked the section, row and seat number, then bring the House Manager a ticket of who is sitting in the seat and a ticket of who wants to sit in the seat. They will confirm with the box office which ticket is correct and find alternate seats for the patrons with the incorrect ticket. **Reassure patrons they will have seats.** The House Manager will re-seat them.
- Assist in complying with no beverage policy (except bottled water or theatre “sippy” cups).
- All staff, volunteers, and patrons must comply with current COVID safety protocols, including masking.
 - Assist patrons with seating as necessary. “Would you like help finding your seat?” If yes. Direct them to correct section, aisle and seats. Ushers who volunteer at shows with young audiences are expected to be mindful that seating groups of young people (i.e., student matinees) requires extra patience, a kind tone of voice and a cheery smile. You need to lead the groups down the row rather than pointing.
- Assist patrons with disabilities.
 - Ushers should NEVER lift, move or transfer to seats any wheelchair patrons or those with walkers. Patrons with special needs should be assisted by their companions. Once a patron with a walker is seated, the usher will place their ticket on the walker and remove it back outside the first door. Walkers and strollers may not be left in theatre aisles. (Exception: front row section 2 & 3, if they are sitting in a seat, they may keep their walker in the handicap spot if no other patron is there)
 - Assist with latecomer seating. Remember they are coming from bright lights into a dark theatre. Let their eyes adjust before trying to seat them. Most of the time, the House Manager will be seating late arrivals.
 - House Manager will explain to late arrivals that they will be taken into the theatre where they should pause, and then at the appropriate time, an usher will show them to a seat where they can be seated until intermission. Reassure patrons that at intermission, they can go to their assigned seats. If they need assistant, you are available to help. (The patron does not have to move to their ticketed seat.)
 - Assist late arrivals to appropriate seats at an appropriate time. This should be done without crossing in front of others and during applause or set changes. Most frequently, these will not be their ticketed seats.
- Chimes will sound 5 minutes before show begins. We also flash the lights. Close doors/curtains at your station when the show begins. *Lower doors only close the inside door. The outer door stays open.*
- Upper doors, prop doors open and open curtains at intermission.
- Do not open the curtain and doors until the house lights come up at the end of the show. If patrons want to leave, pull back the curtain slightly as if they are leaving during the show.
- If patrons exit the auditorium to go to the restroom, usher must assist in opening auditorium curtain/doors quietly and be on hand to re seat them at an appropriate time.

If the patron crosses in front of the stage, following them out and let the house manager know. The house manager will reseat the patron in a seat that does not disrupt others or have them enter from a different location.

- Remember to assist in opening curtains and doors – your focus is on being quiet, while a patron’s is not necessarily so.
- Ushers sit in designated aisle seats. During the performance, remain focused on your top priority – the safety of the patrons in the facility. Ushers may not sit together or move to the center seats unless instructed by the House Manager. You are there for the safety of the patrons, and to assist so they do not fall on the stairs in the dark theatre.
- Stay at post during intermission unless otherwise assigned by the House Manager to answer questions and to remind patrons that only bottled water, theatre cups are allowed in the auditorium.
 - Ushers should stand near each exit and at front of auditorium near stairs and orchestra pit (if open). With a courteous tone, prevent patrons from climbing stairs to stage, walking onto stage, setting programs, drinks or other items on the stage, or leaning too far over edge of orchestra pit.
- Distractions: You are responsible to monitor your assigned area during the performance.
 - Be attentive to noisy patrons, loud coughing – inform House Manager
 - Be attentive to use of cell phones or cameras during performances – inform House Manager
 - Be attentive to consumption of food or beverages (except water) – inform House Manager
- Help “sweep” auditorium after each performance by picking up programs and paper. Gloves and small sacks are in the usher’s room. Hand sanitizer is available.

Going to Miss your shift?? 12 hours’ notice is EXPECTED

Call the House Manager—Leave a message Office (425) 392-1942 ext 305

Running late??? Remember to Call!! Please use the email below for any questions or cancellation. Only the house manager can cancel a date on acuity.

housemgreverett@villagetheatre.org

If you have any questions, do not hesitate to contact the House Manager

Procedures for Emergency Evacuation-Front of House

Not all emergency situations require the immediate evacuation of the theatre. Patrons will remain in seats unless the fire alarm sounds or they are directed to evacuate by the House Manager and Ushers.

House Manager must be immediately notified if any emergency occurs in the theatre (for example, a patron becomes unconscious). Theatre staff are trained in CPR/AED

One Usher stays with patron

Second Usher quickly summons House Manager who takes charge

1. **House Manager calls 911 from landline phone, gets AED if necessary, assigns usher to wait for aid personnel.**
2. **In the event of evacuation:**

Leave by the nearest exit to the designated waiting place, which is the **plaza on the south side of the Everett Performing Arts Center.**

House lower left exits:

- Exit lower left to hallway, continue to main lobby exit; proceed through doors & congregate south of theatre at plaza.
- **OR** exit lower left to hallway, turn right through door at mid-hallway; proceed straight to alley doors & exit building. Turn left in alley and assemble south of building at plaza.
- If visible fire or smoke is detected blocking the designated exit, go to the nearest possible clear exit

House lower right exits:

- Exit lower right through exit door located on right side of stage; turn right and proceed through doors onto Wetmore Avenue. Turn right and assemble south of building in plaza.
- **OR** exit lower right, turn right to hallway, continue to main lobby exit; proceed through doors & congregate south of theatre at plaza.
- If visible fire or smoke is detected blocking the designated exit, go to the nearest possible clear exit.

Restrooms & Staff Offices:

- Proceed to nearest clear exit & congregate south of theatre at plaza.

House upper left & right exits:

- Elevators do not operate when the fire alarm sounds.
- Any patron who can not do stairs, must go to the balcony. The ushers will stay with them.
- Exit upper left or right exit to upper lobby, continue down stairs to main lobby exit; proceed through doors & congregate south of theatre at plaza.
- If visible fire or smoke is detected blocking the designated exit, go to the nearest possible clear exit.

Patrons in Need of Assistance

- Persons unable to use the stairs should be directed to the **Evacuation Assistance Area**, which is on the outside balcony in upper lobby; wait in the assistance area for rescue by firefighters.
- House Manager will notify firefighters that patrons in need of assistance are waiting in the Evacuation Assistance Area.
- **Do not attempt to carry disabled individuals form any level of the building!**

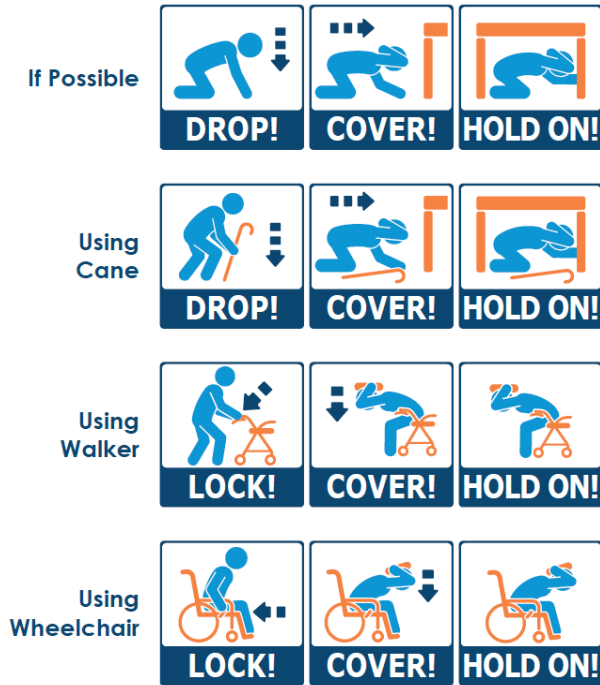
Stage Manager and House Manager will keep groups updated on the situation and will coordinate with one another. Patrons are evacuated to plaza parking lot on south side of building.

DO NOT RE-ENTER THE BUILDING OR ALLOW ANYONE TO RE-ENTER UNTIL ADVISED BY RESPONSIBLE PARTIES (HOUSE MANAGER, STAGE MANAGER, FIRE FIGHTERS)

Earthquake

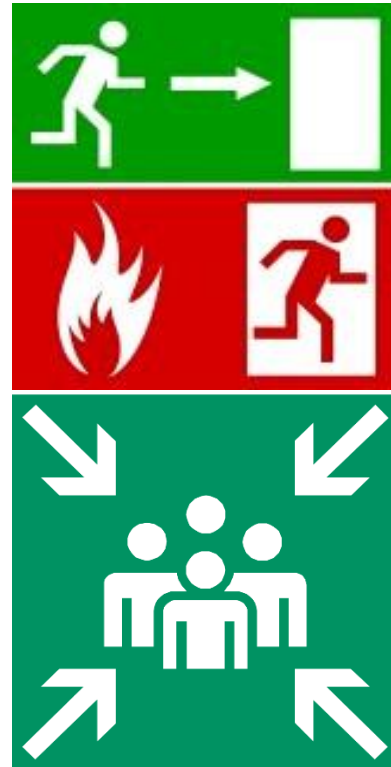
If you are indoors, stay indoors and away from windows and doorways. Drop to knees or bend over and cover your head and neck with your arms.

Expect aftershocks. After the shaking stops, exit building if it is damaged and move to safety.



Fire

If ALARM sounds or smoke is present, direct patrons to nearest EXIT and to the GATHERING SPOT in the Wetmore Plaza. Wheelchairs should go to outside balcony



Medical Emergencies-Call 911

Stay Calm and have someone stay with individual.

Work with the House Management Team to call 911, retrieve the AED from the lobby, and begin CPR or administer 1st aid, if needed.



Active Shooter Threat

