

# Marilyn Rodman Performing Arts Center



## Volunteer Handbook

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# WELCOME

I'd like to personally thank you for your interest in supporting the Marilyn Rodman Performing Arts Center. We want to welcome you to the cultural center of Foxborough and thank you for giving generously of your time to support our community. Volunteers are the backbone of our organization and, as a nonprofit, we truly appreciate all of the time and effort required to create a positive experience for our audience.



As a volunteer, you are directly interacting with our audiences and creating lasting memories with them in our space. You are a personal ambassador of this theater. All of us at the MRPAC value your efforts and want you to feel that this is a cultural and artistic home for you as well. You are a huge part of the MRPAC family and we hope that you have a wonderful and memorable experience while you are here.

There is much to discover and do at the MRPAC, from the theatrical, comedic, and musical performances, to the art shows and demonstrations in the upper lobby, to participating in our events and I hope that you will find yourself involved many times over.

I ask that you become an advocate for our pink building in the heart of Foxborough. Let everyone know about the important work we do here and the impact that this space has on our thriving community, in Foxborough and the entire region. Let everyone know about how this space is continuing to transform and grow and about how YOU have been a part of that growth.

Together we can continue to help the MRPAC thrive. Thank you again for your donation of the most valuable commodity; time.

With much gratitude,

Catherine Miller  
Executive Director

# MRPAC Mission

The Marilyn Rodman Performing Arts Center, a 501(c)3 Non-Profit Organization, seeks to provide our community and youth with relevant, equitable, and meaningful opportunities to experience all aspects of the performing arts.



# About the MRPAC

The Orpheum Theater started in the old Union Building in 1912, with 250 seats on the second-floor auditorium. It served the community as a silent movie and local Vaudeville stage.

Purchased in 1918 by Frank W. Perry, a former trolley company employee who had become the owner of the local bus line with Foxborough as the hub, the current building was built in 1926 as a silent movie house with 550 seats, which he thought would encourage bus ridership. His family owned it until 1956 when it was sold several times before closing for good in 1989.

The Orpheum was reborn as a performing arts stage when the original Foxborough Regional Center for the Performing Arts, Inc. (FRCPA) was established in 1993. Bay Colony Productions purchased the building in 2004 and operated it as a live performing arts stage for their productions as well as for the greater Foxborough area for the next 13 years.

Although the non-profit Foxboro Regional Center for the Performing Arts, Inc. was originally formed in 1993, approximately twenty members of Foxborough and surrounding communities took responsibility for the FRCPA in 2017. Those volunteers had a vision to revitalize the theater. To that end, the FRCPA took over theater operations in 2017, took ownership of the Orpheum theater in 2018, and continue to manage the pink palace on the Common with a new vision, business model, and energy.

We are inspired by Marilyn Rodman, a career Canton school teacher whose legacy of helping others, giving children opportunity, rallying behind good causes and respectfully providing for the less fortunate in many area communities continues today through many programs. Through our ambitious mission and work with this theater, we aspire to embody the values exemplified by Marilyn Rodman's life. In 2018, with that goal in mind, the theater was named in her memory.

We are a non-profit organization registered in the Commonwealth of Massachusetts. Visit our website at [mrpac.art](http://mrpac.art) to learn more.

# Benefits of Volunteering at MRPAC

Volunteers keep the show going at MRPAC. Not only is volunteering fun, our volunteers enjoy many benefits including opportunities to:

- Build your resume
- Meet new friends & community members
- Give back to your community
- Be part of the vibrant arts scene in Foxborough!
- Receive volunteer credit for National Honor Society, Student Council, Eagle Scouts and more
- All volunteers will be entered into a monthly drawing for a gift card to thank you for your time.

Volunteers are also allowed one complimentary popcorn, soft drink and candy during the time they are at the theater, or to take home.





# Volunteer Roles & Responsibilities

When you volunteer for a MRPAC show, you may be asked to help in any number of roles. Here are the most common positions that our volunteers typically hold. If there is a specific role that you'd like to try, please let us know.

## Concessions:

Prepare and serve concessions to guests before and during the show. Take orders and operate the point of sale system to fulfill orders. Take payments and make change for guests as needed.

## Ushering:

Distribute programs and assist guests with locating their seats. Assist guests in locating restrooms, concessions, and other locations throughout the facility.

## Other Tasks:

The House Manager may ask you to assist with additional tasks as needed.

## Additionally we are always looking for people to help by serving as:

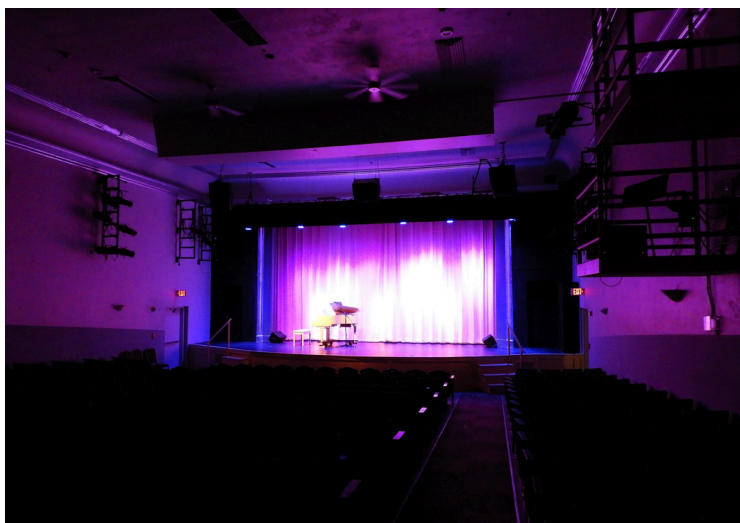
- New Board & Association Members
- Youth Committee Members

# Volunteer Roles & Responsibilities

A positive experience and a fun night out are what we are selling to our customers! To that end, we expect the highest degree of customer service from each contact point and therefore ask that you follow these guidelines to help ensure a wonderful experience for our patrons.

- Greet each guest you encounter with a smile.
- Treat every guest with dignity and respect.
- Make every guest feel welcome. Smile, be friendly and courteous. Make eye contact when speaking to each patron.
- Be willing to do a little extra.
- Never argue or be confrontational.
- Ask the House Manager or MRPAC staff for help if you cannot assist a guest.

The **House Manager** is responsible for the smooth operation of the house (typically both the lobby and audience seating area) during the run of the show. House Managers welcome the public to the theater and oversee their safety and well-being before, during, and immediately after the show. They answer questions, listen to patrons' compliments and concerns, and make audience members feel welcome.



**If anyone is unruly, unhappy or disturbing others, please seek assistance from the House Manager. No worries, we will handle any grumps! You may find patrons could be upset about a number of things that could include: Parking, cost of items at concessions, seating, etc.**



# Volunteer Procedures

**24-48 hours prior to your volunteer shift, you will be emailed with your "call time" and additional pertinent details about the show.**



- **Volunteer Dress Code:**

- You should wear black pants and a professional looking top. Alternatively, you may wear nice jeans or khakis, and we will provide a MRPAC polo shirt. You must also wear closed toe shoes. If you are working backstage or in a tech role, you may be asked to wear all black clothing. Long hair must be pulled back.
- Please arrive on time and locate the on-duty House Manager for the show to let them know you have arrived and to be assigned your volunteer location for the shift.
- You may leave your personal belongings on the shelves in the Box Office. We ask that you silence your cell phones and keep them stored away with your other personal belongings during your volunteer shift.
- You will be assigned your role for the show and go through some basic training. We cannot guarantee certain role requests; you will be assigned to a role with the most need.
- Depending on the show, you may be released to leave or watch the remainder of the show after intermission or you may have post-show responsibilities. The House Manager will communicate when your shift will end.
- Volunteers may have snacks in the lobby, upper lobby or outside when not working.
- No alcoholic beverages are to be consumed by volunteers when working and no alcoholic beverages may leave the premises.

# Volunteer Procedures



## Working Concessions

- When you arrive you will be taught how to use the point of sale system, handle cash, make popcorn, and restock as needed.
- Any volunteer serving alcohol must be **Training for Intervention Procedures (TIPS)** trained and must provide a copy of their TIPS Certificate to the MRPAC office.
- One volunteer must stay behind the concession stand at all times, unless permitted by the House Manager.
- No eating or drinking is allowed behind concessions.

Tips and Donations given during the course of the evening will go directly to the theater and are considered donations to the MRPAC. These tips and donations help fund our Community Access Fund, which allows us to provide space for production companies that might not otherwise have the budget to use our theater. In addition, this fund can be used to provide performing arts experiences to those who might not be able to afford them.

# Volunteer Procedures

## Seating

- Typically seating is assigned for our shows. You will be notified if there is open seating.
- The doors open to the building 1 hour prior to the show start.
- Doors to the theater open 30 minutes before the start of the show.
- Accessible (and companion) seating will be reserved in the front left side of the house with moveable chairs for companions. Please do not remove the tape unless you are seating someone who requires accessible seating or their companion. See the House Manager for assistance with accessible seating.
- Accessible seating ticket sales are handled by the Box Office.



# Volunteer Procedures



## Restrooms

There are 3 bathrooms available for use before, after and during the performance. All are located in the lobby of the theater.

If someone asks you where the restrooms are, please use the following language: "We have a men's room, women's room and accessible bathroom available to all in the lobby."

## Art Gallery, Upper Lobby

All volunteers should be aware that we have an artist in residence in our gallery space.

Please encourage patrons to visit the gallery in our upper lobby room. We get a commission on anything sold, so this is an additional line of business for MRPAC that we want to encourage in addition to concessions.

If someone wishes to buy something, please direct them to the House Manager.

The gallery may be closed to the public if it is being used as a green room.





# Volunteer Procedures

## Emergencies

In the unlikely event of an emergency, you may be asked to assist. If there is a fire or other reason to evacuate the building, there are emergency exits on both sides of the lobby, in addition to the front entrance. You may be assigned a door or doors to open so all guests can evacuate safely. Please follow any instructions from the House Manager or other MRPAC staff to safely clear the building and assist all guests during the event.

## Safety

The safety and well-being of our guest, performers, artists, staff and volunteers are of the utmost importance to us.

As a volunteer, please be aware of the following:

- Location of fire exits in the area you are working.
- Slipping and tripping hazards – remove immediately or get someone to help you.
- Wipe up spills immediately. Get someone to help if needed.
- Remain calm in the unlikely event of an emergency. Follow the instructions of the House Manager or emergency personnel.
- In the event of an accident, stay with the injured person and send someone for the House Manager or staff member.

# MRPAC Policies

## Social Media Policy

Facebook, Twitter, Instagram, Snapchat, TikTok and other social media are awesome but volatile tools. Social media constitutes a major component of the theater's marketing plan. Therefore, you are encouraged to use all types of social media to help advertise, promote, or market the theater. As a MRPAC volunteer, you are encouraged to follow our Facebook and Instagram pages, and our electronic mailing list.

When posting about the theater or MRPAC productions on public forums, please keep your posts positive and respectful. Do not insult the show, cast members, volunteers and staff, your audience, or this theater in a place where the general public has access. The theater reserves the right to remove any volunteer at any time and for any reason or for no reason, and to prevent any volunteer from volunteering in the future for any reason or for no reason; negative social media activity will likely prompt us to take these steps. What you say or share in private messages is your own business. However, if a private message demeaning the theater or its members is made public by a third party that you have shared that message with, you may be held accountable.



# Volunteers Under 18 Years Old



We are thrilled to give the youth in our community the opportunity to volunteer in our professional theater. All youth volunteers must be at least 12 years old and have filed with the theater a volunteer permission form signed by a parent or guardian. Youth volunteers may not handle or serve alcohol.

All volunteers over age 18 who interact with youth will undergo a CORI background check.

**All volunteers must sign an acknowledgement that they have been given and have read and understand the MRPAC Policies & Procedures, as outlined in this handbook and the Over 18 Addendum.**

## **Additional Expectation**

No staff member or volunteer shall be alone with a youth in an isolated area. Two adults shall be present with any youth at all times. If it is necessary for a staff member or volunteer to meet individually with a youth, it must be done in an area in which all are clearly visible by others.



**Thank you for volunteering at  
the MRPAC!**

**We hope to see you often!**

[Sign up for future volunteer opportunities here!](#)