

2022

Audience Services



# [APPLICANT VOLUNTEER MANUAL]

An introduction to the Administrative Procedures and Guidelines for those interested in volunteering at the Leshar Center for the Arts performing arts theater.



Dear Leshher Center for the Arts Volunteer Applicants,

Thank you for submitting your Application for the Leshher Center for the Arts (LCA) Volunteer Program. We appreciate your interest in serving LCA and the community. It is very important to have qualified and dedicated volunteers. Whether you have been volunteering for years or this is your first time, we want to be certain you have the information you need to feel comfortable in fulfilling this important responsibility.

The following material is an overview of volunteer guidelines, theater policies, basic building information, and program requirements. The manual covers guidelines for volunteering as an usher plus we have added an addendum with guidelines for the vaccination support team, a new opportunity created during the Holiday Season of 2021.

If you are accepted into the program, you will receive a more comprehensive manual with more detailed information. This second manual will cover in-depth responsibilities and procedures, available accessibility services at LCA, and emergency procedures.

Please contact any of us if you have questions about any of this information. We welcome your input.

Sincerely,

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## Mission

The mission of the Leshner Center for the Arts (often referred to as LCA, the Center or the Leshner Center) is to nurture excellence and innovation in the performing arts through presentation, education, and diversity and to establish the Leshner Center as the destination for the performing and visual arts and artistic excellence.

With many special events throughout the year for families and people of all ages and interests, the LCA is a mainstay for arts in the region.

## LCA Partners

LCA is owned and operated by the Arts and Recreation department of the City of Walnut Creek. The Center includes three performing arts theaters, an outdoor performance plaza, meeting spaces and an art gallery. LCA is a rental facility that serves a wide variety of producers and presenters.

The Bedford Gallery (Bg), located on our first floor, exhibits the work of historic, modern, and contemporary artists. The Bedford Gallery is also a division of the City of Walnut Creek Arts and Recreation department. Bg is dedicated to providing the public with opportunities to learn about and experience visual arts through public programs that are varied, accessible, challenging, and educational. Its mission is to provide exhibitions and programs that both reflect and engage the diverse audiences of the entire Contra Costa region.

The Diablo Regional Arts Association (DRAA) is the fundraising arm of the Center. DRAA supports our anchor tenants with artistic excellence grants and administers the acclaimed Arts Access Program. Arts Access provides funding for tickets and bus transportation for students from impoverished communities to attend a live performance, often for the first time.

Center REPeritory Company (Center REP) is the resident professional theatre company of the Leshner Center for the Arts. Their season typically consists of six productions a year — a variety of musicals, dramas and comedies, both classic and contemporary, that continually strive to reach new levels of artistic excellence and professional standards.

## Your Role as a Volunteer Usher

If selected as a volunteer usher, you will play a significant role in assuring that the many, varied performances and events at the Leshner Center run smoothly. The smile that you wear and the way you present yourself transforms you into a public relations representative for the LCA, our producers, and the City of Walnut Creek.

Many of our guests attending shows come into direct contact only with our front of house staff, which includes house managers (HM), ticket scanners, ticket agents, and volunteer ushers. All of these elements are aspects of the Audience Services offered at the Leshner Center. All of our guests are very important to our success and deserve our warm and positive help. Therefore, your courteous and upbeat attitude, your warm smile, your informed helpfulness, and your dedication are extremely valuable to the Leshner Center.

Remember that while you are representing the Lesher Center, you may not share your personal opinion of any performance. We are the advocate for all of our clients and their performance and event endeavors. As a rental facility, we cannot always control the artistic quality of the events we facilitate. However, we can directly impact our patrons' experiences while in the building. This is where you come in as a volunteer usher. Your time and energy are integral to our patrons' experience and safety.

### Customer Service and Balancing Patron Experiences

A common staff on boarding conversation with the general manager involves the question of the three mandatory things people must spend money on: shelter, food, and taxes. After these necessities of life are addressed, we tap into discretionary spending.

It is our collective Audience Services goal to keep our patrons and producers wanting to come back. Their experience in the building should be smooth, easy, and enjoyable. From a patron perspective, Audience Services desires that the patron does not even realize the level of service they are experiencing. The patron simply moves through the building with needs anticipated. This includes greeting patrons at the ticket office counter, house managers announcing show/theater directions for the center staircase lobby, ticket scanners having run time information when asked, as well as, ushers directing patrons to their seat with friendly, accurate assistance.

Audience Services is committed to all levels of service; both internal and external. As a volunteer usher, you are a team member supporting your scheduled event. We expect that volunteer ushers treat each other with respect and work with the house managers to ensure a smooth performance. This includes being flexible with your assignment and willing to help where needed on any given shift.

### Volunteer Usher Program Elements and Administration

The LCA volunteer usher program is managed in cooperation between a volunteer coordinator and the audience services coordinator. The audience services coordinator supervises the house managers you work with during each performance. As a volunteer usher, you will work most directly with the usher coordinator. They are responsible for the usher schedule, and confirming every volunteer is meeting program standards for attendance, dress code, and other aspects of service. The audience services coordinator and the general manager may be involved in escalated areas of concern, such as dismissal from the program. The house manager (HM) is your direct supervisor while you are volunteering in the theaters. Contact information for all current, relevant LCA staff can be found in the Appendix.

### Volunteer Usher Checklist

- All volunteer ushers must submit an Online Application and watch [the LCA Orientation Training Video](#) prior to ushering.

- Usher positions are open to anyone over the age of 16, or over the age of 14 if they are accompanied by a parent or guardian.
- Ushers are required to be able to stand for extended periods of time and/or to climb stairs and ramps. Ushers are not guaranteed a seat in the theaters.
- Ushers must have sufficient vision to read theater tickets without difficulty, and to maneuver in a darkened atmosphere. This is very important in case of an emergency.
- \*All volunteers are expected to make a commitment to average one assignment per month, or 11 per year. This includes a minimum of 3 assignments during the November-December Holiday Season. After all ushers have had the opportunity to sign up for their minimum requirements, they are encouraged to sign up for as many events that remain open.
  - *\*This requirement is currently suspended as we recover from the COVID closure. However, it will likely be reinstated during the 2022 Holiday Season.*
- Each volunteer must have an email address and access to a computer. Correspondence is conducted via email and Volgistics Volunteer Software Solutions.
- *As of August 31, 2016 volunteer ushers will not be able to log-in with Windows XP because of potential security vulnerabilities with the OS caused by Microsoft discontinuing support for Windows XP. On October 15, 2017, Volgistics will disable connections using TLS 1.0 and 1.1 because these versions are outdated and no longer ensure information cannot be intercepted.*

### Applying for a Volunteer Usher Position

When applying to become an usher it is like applying for a job. We may only have a few openings to fill. To apply for a position on the LCA Volunteer Usher team you must:

Submit your online application (<http://www.lesherartscenter.org/volunteer-usher-program.html>) and

Watch the designated volunteer orientation video

Contact us to let us know you are interested in joining our team.

### If Accepted Into the Program

Management will review your application and information. If you are a good match with our program needs, the usher coordinator will notify you when the next scheduling cycle begins.

New volunteers may be added during any schedule cycle throughout the year. Do not be discouraged if it takes a few months to enter the program. Our constant goal is to balance the schedule commitments of our current volunteers with the addition of new volunteers.

## Scheduling

Once accepted into the LCA Volunteer Usher Program, you will receive access to the VicNet® Volunteer Information Center. At this time, you will receive a password set-up link updating your status to “Active Usher”. VicNet is where you will manage your schedule.

Through VicNet®, volunteers can self-schedule for openings, change their schedules, update their profile information, and receive messages. Volunteers can go online from any internet connected computer to view and print their schedule; sign-up for vacant schedule openings; or remove themselves from shifts they cannot serve as scheduled (within 5 days of the report time). High speed internet connections are recommended.

If you registered hoping to volunteer with another person, please be aware that pairs in the program are treated as individuals for scheduling and accurate record keeping. Each usher must have his or her own email address. Parent/child pairs are the exception to this rule when it comes to scheduling. A parent/child team must still have individual email accounts for access to the system.

The HOME PAGE of VicNet is a wealth of information. Amongst other information you will find:

- Links to Training information and the detailed LCA Active Volunteer Manual
- Spotlight Newsletters both current and back copies for your review.
- Usher Event Calendars in two month cycles

You will also find:

- A Message Board
- Your Profile
- The Schedule
- Your Service History
- Your Account information

Keep in mind as you schedule the goal of having you here a minimum of 11 shows per year, including 3 during the busy months of November and December. Normally you are given the option to “OPT OUT” of service during July and/or August. The management at LCA realizes that not everyone will be able to usher during these lightly scheduled summer months.

If you know that you will not be available for another period of time or if you were unable to get an assignment to fit your schedule, please notify the usher coordinator by email and they will make note in your file. If we do not hear from you we will presume that you are dropping from the program.

## Typical Event Procedures

### Tickets

No one may enter the theater without a ticket. All children, including babies must have a ticket. Fire codes determine occupancy for all theaters and whether a child sits in a seat or on a lap does not matter in the eyes of the law.

### Late Seating

**House Managers will take the lead in seating any late patrons.** Latecomers will only be admitted to the theatre during designated “late seating times.” These times have been determined by the production company and have been chosen to minimize the disturbance to other guests. Ushers and Scanners may not agree to hold tickets for latecomers. Tickets must be left at Will Call in the Ticket Office or given to the House Manager.

### Photography and Filming

Cameras, tape recorders, laptops, and video cameras are not permitted in the theaters. Mobile Devices must be silenced and put away during the performances. There may be an instance where a producer allows photography without flash or video. You will be given that direction in the House Manager’s briefing.

### Food and Drink

Also, ushers are permitted to carry a bottle of water with a lid. Normally, drinks with lids from our lobby bars are allowed inside the theater. As we recover from COVID closure and to keep everyone as safe as possible, this practice has been suspended. That is also true of the ice cream sales typically occur during Center REP, CCMT, and California Symphony performances. All ice cream proceeds benefit the Young Rep Educational Program. Generally, outside food and drink are not allowed inside the theater.

### Smoking

State law prohibits smoking in public buildings. Smoking is also not allowed anywhere in the area surrounding LCA as well, per the City of Walnut Creek Second Hand Smoke Ordinance.

### Intermission

Our intermission breaks are typically 15 or 20 minutes long. Your house manager will inform you during your event briefing. Common intermission activities include lobby bar sales, merchandise sales, reception, and restroom needs. Actively direct patrons to other floors to ease restroom line congestion. Monitor your house doors at all times.

### Emergency Procedures

If accepted into the program, you will be provided additional information about our Emergency Procedures. This will include, but is not limited to, what to do in case of fire, evacuation, or a medical emergency. As an usher, you are additional staff eyes inside the theater. In addition to enjoying the performance, remain in the practice of scanning your surroundings for any issue or concern.



## Attendance Policy and Schedules

Ushering for LCA is a privilege as well as a commitment. We rely on our ushers to volunteer as a team and cover all of the events that are presented throughout the year, including, yet not limited to, graduations, lectures, and children's programs. You may find you are not always able to register for the top billed shows you want to see. You are still obligated to serve for any shifts that are available during that scheduling cycle.

If you are unable to fulfill your obligation you may be automatically dropped from the program. If you must drop out the program and later find that your availability has improved, you may re-apply to the program. Re-entry to the LCA Volunteer Usher Program is not guaranteed.

## Self-Scheduling

Ushering events are scheduled every two months. Please attend all of your confirmed assignments. If your availability changes with respect to your schedule assignments, you may edit your schedule up to five (5) days prior to a performance. If you must cancel with shorter notice than five (5) days it is considered a "Last Minute" cancellation and is recorded as such. The schedule is locked at this point and you must notify the usher coordinator to edit your schedule. This is to ensure we have adequate time to fill your vacancy. If you need to modify your schedule, we still expect you to fulfill your service minimum of 11 shifts for the year. Work with the usher coordinator if you are having challenges meeting this requirement.

***All missed shifts, regardless of reason, will receive individual attention and review by the usher coordinator. It is a possibility that one (1) missed shift with no notice to the usher coordinator and/or the LCA house manager may result in immediate dismissal of your services. We rely on the schedule to be accurate as we support and staff events and performances.***

## Reporting Procedures

1. To cancel within five (5) days of your assignment call both the usher coordinator and the house manager line. Be sure to speak slowly and clearly, leaving your name and phone number and advise the house manager of your reason for cancelling.
2. If you are cancelling 6+ days within your assignment there is no need to call in. Please remove yourself from the assignment through the MY SCHEDULE tab in VicNet®.

## Need Assignments & Wait List

Often ushers will find that they are unable to register for a show that fits their schedule. It is the responsibility of the usher to send an email to the usher coordinator in the following format:

Subject: NEED ASSIGNMENT: "Dates"

Or, if you have already registered and you would like to be on a WAIT LIST for a specific show, send an email as above with the following:

Subject: WAIT LIST: "Show Title(s) & Dates"

(Example: Subject: WAIT LIST: Smuin Ballet, Nov 17 or 18 anytime)

In the body of your email please state the days and times you are available. Your email will be collected into a NEED ASSIGNMENT/WAIT LIST folder for reference when ushers are needed due to last minute cancellations. Priority will be given to those who need an assignment to meet the minimum requirement. Please note this folder is only referred to during the part time office hours of the Volunteer Coordinator. Frequently check your MY SCHEDULE tab in the VicNet Self-Scheduling system for cancellations that may occur outside of the normal usher coordinator's schedule.

### Current Usher Coordinator Office Hours:

Wednesday: 9 am – 4:45 pm  
Thursday: 1:00 pm – 4:45 pm  
Friday: 2 pm – 4:45 pm

LCA House Manager Message Line: (925) 295-1414  
Pat Mitchel-Rusich, Volunteer Coordinator  
[rusich@lesherartscenter.org](mailto:rusich@lesherartscenter.org) (925) 295-1402

### Drug-Free Workplace Policy

In accordance with the City of Walnut Creek, the Leshner Center for the Arts and its volunteers and employees are committed to providing a drug- and alcohol-free workplace. Volunteers shall not be under the influence of controlled substances or alcohol during volunteer service hours. Drugs and alcohol can hinder one's ability to perform duties safely and effectively, therefore any volunteer violating this policy will be released from future services immediately.

### Dress Code and Personal Hygiene

Please arrive to usher with a professional level of personal hygiene. Remember, our patrons often do not distinguish between our rental clients, producers, the Center, and the City of Walnut Creek. As a volunteer usher, you are representing all of these entities at once. If you arrive for an LCA performance inappropriately attired the house manager will have the option of sending you home.

The following dress code is intended to present a professional appearance:

### Indoor Events:

TOPS: Solid black or white dress shirt, blouse or sweater (tucked in when appropriate); solid black business professional dress plus ID badge & the appropriate lanyard, color coded by theater.

BOTTOMS: Solid black slacks or skirts; dark socks or black or neutral hose; appropriate solid black, closed toe shoes.

### **Outdoor Events:**

Dress code business casual, weather appropriate, with closed toed shoes, plus ID badge & purple lanyard.

### **Samples of Unacceptable Dress**

Athletic shoes, sandals, or open toed shoes, pedal pushers or capris, short pants, T-shirts, jeans, mini-skirts, leggings, fish net stockings, brightly colored/white socks, beanies or hats.

### **Variations in the Dress Code**

Any variation to the standard dress code will be communicated for those specific events. These events could include outdoor summer events, where we can be more casual and dress for the weather. For events scheduled on Halloween, volunteers may be allowed to wear functional (meaning you can still stand, navigate stairs, and perform any usher responsibility) and family friendly costumes. Always check with the volunteer coordinator if you have any question about the dress code for your scheduled shift.

### **ID Badge & Lanyards**

All ushers are required to wear an identifying lanyard provided by LCA when volunteering. Each color lanyard corresponds with one of our theatres; Hofmann Theatre lanyards are blue, Margaret Leshner Theatre lanyards are red, and George and Sonja Vukasin Theatre lanyards are yellow. Lanyards are located in the Usher Room in the first floor lobby across from the Men's Restroom. Lanyards MUST be returned at the end of each performance to the provided bin for sanitation before they are used again.

### **Personalized Name Badges**

Custom magnetic name badges are available for ushers who have served three or more years. They can either be left in the usher room or taken home. If you have served three or more years and would like to order a name badge please contact the usher coordinator for an order form.

### **Fragrances and Hygiene**

Please do not wear strong perfumes, cologne, or aftershave when ushering. Many guests are sensitive and/or allergic to strong fragrances, which can aggravate respiratory problems. We want to make sure everyone is comfortable and safe when attending performances. Also, as a representative of the LCA, please arrive to usher with a professional level of personal hygiene.

## Report Times and Late Arrivals

It is crucial that you arrive on time for your scheduled shift. Starting the event on time greatly depends on the house being ready to seat patrons on schedule. This means volunteer ushers must be checked in, briefed of the show details, assigned positions, and deployed to areas within 30 minutes of arriving.

Your report time is typically one hour prior to curtain. Exceptions to this standard will be noted on your schedule. As traffic can vary greatly, please give yourself time for extra traffic as a rule and not an exception. Please allow time for parking and walking to the Center.

***If you arrive late for an LCA event, the house manager will have the option of sending you home. After four (4) late arrivals, regardless of reason, you may be dismissed from the LCA Volunteer Program.***

Also, the ending time listed on your schedule is an estimate. When producers schedule a show they usually do not list the actual show time.

## Service Record

Each usher will accumulate a service record over time. This information will include quantity of hours served, service performance notes, and house manager ratings. A rating scale is used to summarize a volunteer's performance and achievements while ushering. Hours served are manually posted and are based on the length of each event. Recording your time based on hours donated is due to the variety of our programming. While most performances are close to two hours long, we want to make sure we properly credit your time donated for longer or shorter shifts.

Volunteers may review their hours donated via their VicNet account. If your company or organization requires volunteer hour reporting for any corporate giving or match program, you can access that information easily. Always feel welcome to contact the volunteer coordinator if you need additional information or think you may be missing a service record.

## Usher Responsibilities and Procedures

While ushering at the Center, the House Manager (HM) is your immediate supervising manager. It is crucial that you hold the utmost respect for the HM and follow their instructions precisely. Your cooperation and support is essential to assure the events and performances run smoothly and the patrons have a pleasant experience at Center.

## Standard Usher Assignments and Positions

Most of our events have similar ushering needs. This section will speak to those consistencies across events. With the nature of live events and an ever-changing list of the producers we support, your tasks while ushering may vary from this information from time to time. If accepted into the program, the comprehensive manual will address this section in more detail.

## Seating

The most common ushering assignment is to help with seating our guests. You will be given a specific zone or area within the theater to monitor for accurately directing patrons to their reserved seat. If an event is general admission, you will be monitoring the seating area to fill efficiently.

You will also be distributing programs when they are available. If provided, these are available from the program holders near each house door. Hold a manageable stack as you monitor your aisle and seating area. Some of our patrons are subscribers and are very familiar with their seat locations. Others are new to the Center and will need more direction. Accurately read their tickets and assist as requested.

## Security

This very important position is standard in the Hofmann Theatre but may come in to play in the other spaces also. Security is responsible for monitoring the emergency exits located in the house, which leads directly to backstage. Located on the house left and house right aisles, Security ushers stand while the audience is arriving, during intermission, and as the audience exits. Security ushers are provided a chair during the performances, as they remain in that position during the entire performance shift. Security ushers can grant admission through these doors for those with the appropriate badge. If accepted into the program, you will be provided more instruction about badge types and access permissions granted to each badge.

## Assistive Listening Devices

Assistive Listening Devices (ALDs) is a free service, which provides equipment to enhance a patron's listening experience during an event. All of the three theater spaces within the Center are equipped with FM Listen Technology systems. This FM system includes receivers tuned to pick up a signal from within the theater itself. This frequency is not connected to any reinforcement audio used in the room (e.g. the actor's microphones.) The ALD cart for the Hofmann and Leshner Theatre systems is staffed by a volunteer whenever those theaters are active. Vukasin Theatre ALD units can be requested from the Vukasin House Manager.

If accepted into the program, your additional usher manual information and guidelines will address more ALD and accessibility service information.

## A Routine Event or Performance Shift

This section will include a standard outline of an ushering shift. With the nature of live events and performances, you may experience exceptions to what is outlined below. We cannot anticipate these situations, such as a power outage or an ill actor. We can, however, respond to these situations with a calm and confident demeanor.

1. Ushers must arrive at the First Floor Lobby, near the central staircase, at the call time indicated on their schedule. This is normally one hour prior to the curtain time, however, refer to your schedule for specifics or variations to this. Please be sure to arrive on time as we have limited time to cover event details and assign usher positions before the theater is set to open for seating; typically a half hour prior to curtain. ***If you arrive late, the house manager will have the option of sending you home. After four (4) late arrivals, regardless of reason, you will be dismissed from the usher program.***

2. Keep your mobile devices off while on duty. Leave bags, and personal items in your car or at home, as there is not a completely secure area to store them while ushering.
3. Your house manager will unlock the volunteer room and escort you to the appropriate theater for your shift briefing.
4. Ushering positions will vary based on the event and number of ushers scheduled. Refer to Standard Usher Assignments for the most common positions. If you have any question about your assignment or specific responsibilities, please feel free to ask.
5. Move to your post and familiarize yourself with the layout of the house. On your way to your post, check out the emergency exits and evacuation routes closes to your assignment. If you have any questions, ask your house manager.

(*Note:* If accepted into the program, you will receive additional **EMERGENCY PROCEDURES** for more information.)

**MASKS**-Face Coverings. One of the most recent duties added to the responsibilities of the ushers is to assist with enforcing the mask mandate. **ALL PATRONS ARE REQUIRED TO WEAR A MASK WHILE** in the building.

**FOOD & DRINKS**- are currently not allowed inside the theaters. Drinks are available for purchase prior to the show time and during intermission. They are allowed in the Lobbies only. There is signage at the bar and all around the lobby area. Only bottled water with a closed lid may be taken into the theaters.

6. During performances, please be aware of the patrons around you. If a patron needs assistance (i.e. help up the stairs to go to the restroom or help back to their seats) please offer help as soon as you notice their need. Do not allow audience members to sit on the arms of the chairs or prop their feet up on the backs of seats or on the stage area.
7. If there is a disturbance in the theater (i.e. a crying baby, loud talking or a camera), politely handle it. This can normally be accomplished by asking the patron(s) to stop the disturbance. If you do not feel comfortable or have had negative response, advise the house manager. It is very important that you do not allow the disturbance to continue.
8. When the HM announces that the house is open, take your position, stand and be ready to eagerly assist our patrons. Remember to actively offer to help patrons, smile, and direct them to their seats.
9. **As the house fills up, make a mental note of the empty chairs near you. Often these patrons will arrive during late seating. It will be easier to help them to their seats if**

**you have an idea where they might have tickets. The HM will facilitate all late seating from the lobby, however ushers should anticipate which seats these parties may be going to.**

10. Please refer all seating issues and comments/questions about the Center or a given production to the HM.
11. **Please close the doors only when the HM instructs you to and not before, both at the start of the show and after intermission.** Remain STANDING in the back for 5 minutes after the show has started. After late seating any patrons (the time of which depends on the performance), you may take an available seat within the back three (3) rows.  
  

**Do not cross over any patrons to for a seat and never ask a patron to move so you may sit down.** Seats are not guaranteed, as some events will sell out. If no seats are open, stand near the back of the house for the duration of the performance.
12. For most performances, there will be a late seating, typically 5-10 minutes into the show. At this point, those patrons who have arrived after the show has started will be allowed into the theatre (usually between pieces or scenes). **The house manager will handle all late seating issues.** Sometimes it is best to show them to any available seat for the first act of the show. It is not important for latecomers to get a program. They can move to their assigned seat and get a program at intermission.
13. During performances, please be aware of the patrons around you. You are our eyes in the theater. If a patron needs assistance (i.e. help up the stairs to go to the restroom or help back to their seats) please offer help as soon as you notice their need. Do not allow audience members to sit on the arms of the chairs or prop their feet up on the backs of seats or on the stage area.
14. If there is a disturbance in the theater (i.e. a crying baby, loud talking or a camera), politely deal with it. This can normally be accomplished by asking the patron(s) to stop the disturbance. If you do not feel comfortable doing it or have had negative response, advise the house manager. It is very important that you do not allow the disturbance to continue.
15. In the event of an emergency, notify the house manager IMMEDIATELY. LCA staff will take over and manage the situation as LCA policy outlines. Emergencies can be minor or major in nature. As a volunteer, you may be asked to assist in emergency procedures.

(Note: If accepted into the program, you will receive additional **EMERGENCY PROCEDURES** for more information.)

16. At intermission, stay in the theater. **Please do not open the house doors until the lights**

**are completely ON.** You must remain standing during intermission. If you must use the restroom rotate with other ushers in your area. You may NOT buy ice cream, coffee, or bar snacks during intermission. Please do NOT accept any food or beverage purchased for you by a patron. It is not allowed. **At the end of the intermission, please close the doors only when the house manager instructs you to do so and not before.**

17. After the performance, **please do not open the house doors until the lights are completely ON.** Remain standing at your post until all guests have left the theater and the house manager has released you. This is crucial if you are assigned to work Security in the Hofmann because we do not want people to think that we are trying to push them out. Then, pick up programs and any lost articles. "Lost & Found" items are turned into the house manager. You are not responsible for picking up trash. Check your pockets, put away your lanyard and/or badge, and have a great evening. Thank you for ushering!

## Appendix

### Building Layout

#### *Floor One:*

- Ticket Office
- George and Sonja Vukasin Theatre (located through the Ticket Office Lobby)
- Bedford Gallery
- Creative Learning Center
- Security Entrance (in the Locust St Courtyard)
- Dressing Rooms and other backstage areas (restricted access through Security)
- Usher Vest Closet
- Lobby Doors (internal access to backstage areas)
- Lobby Bar Staff Workroom and stock area
- Men's and Women's Restrooms

#### *Floor Two:*

- Hofmann Theatre – Orchestra Level
- Hofmann Rotunda Lobby
- Margaret Leshner Theatre
- House Manager's Office
- Men's and Women's Restrooms

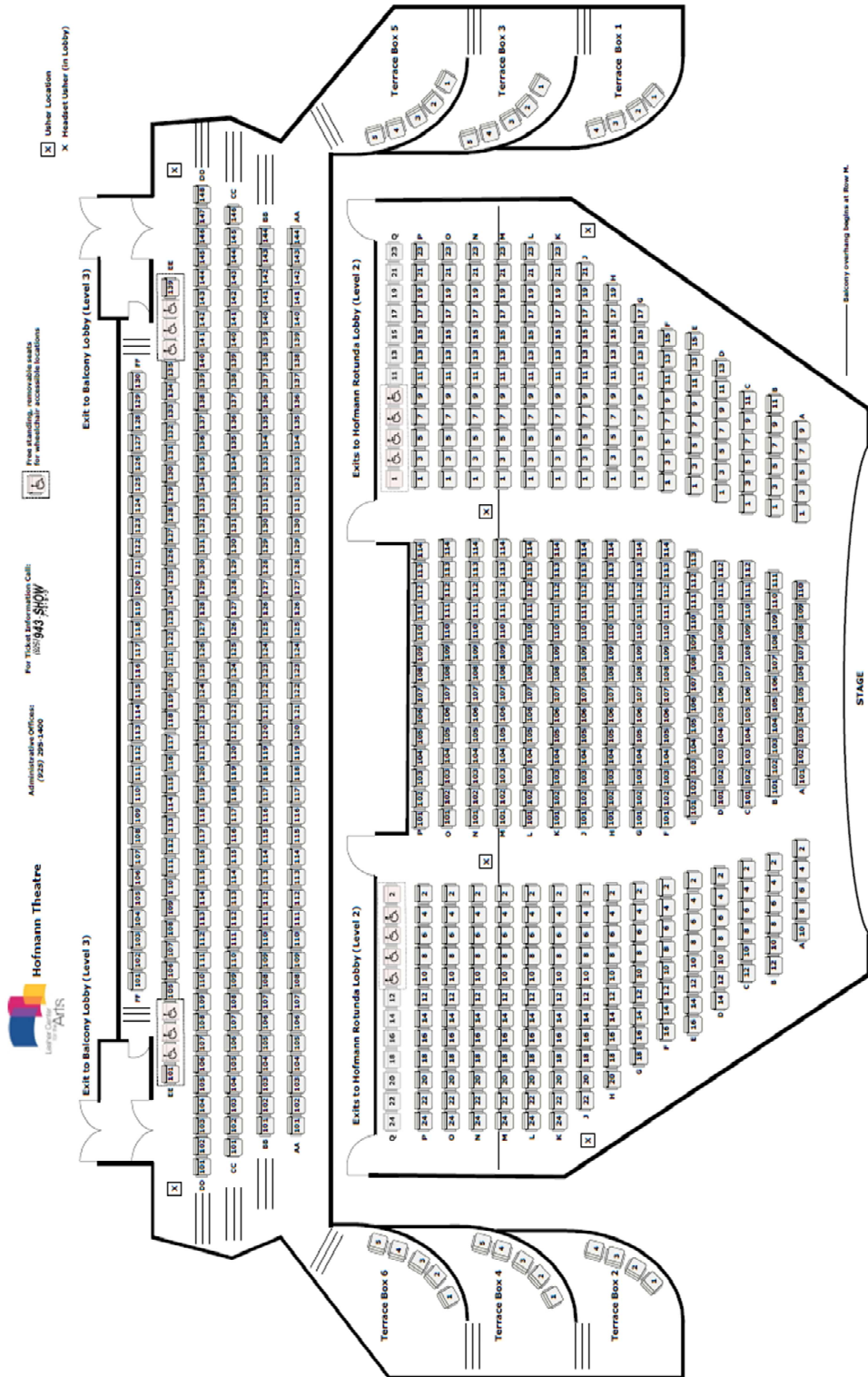
#### *Floor Three:*

- Hofmann Theatre – Balcony Level
- Encore Room
- LCA, Center Rep, and DRAA Administrative Offices
- Men's and Women's Restrooms

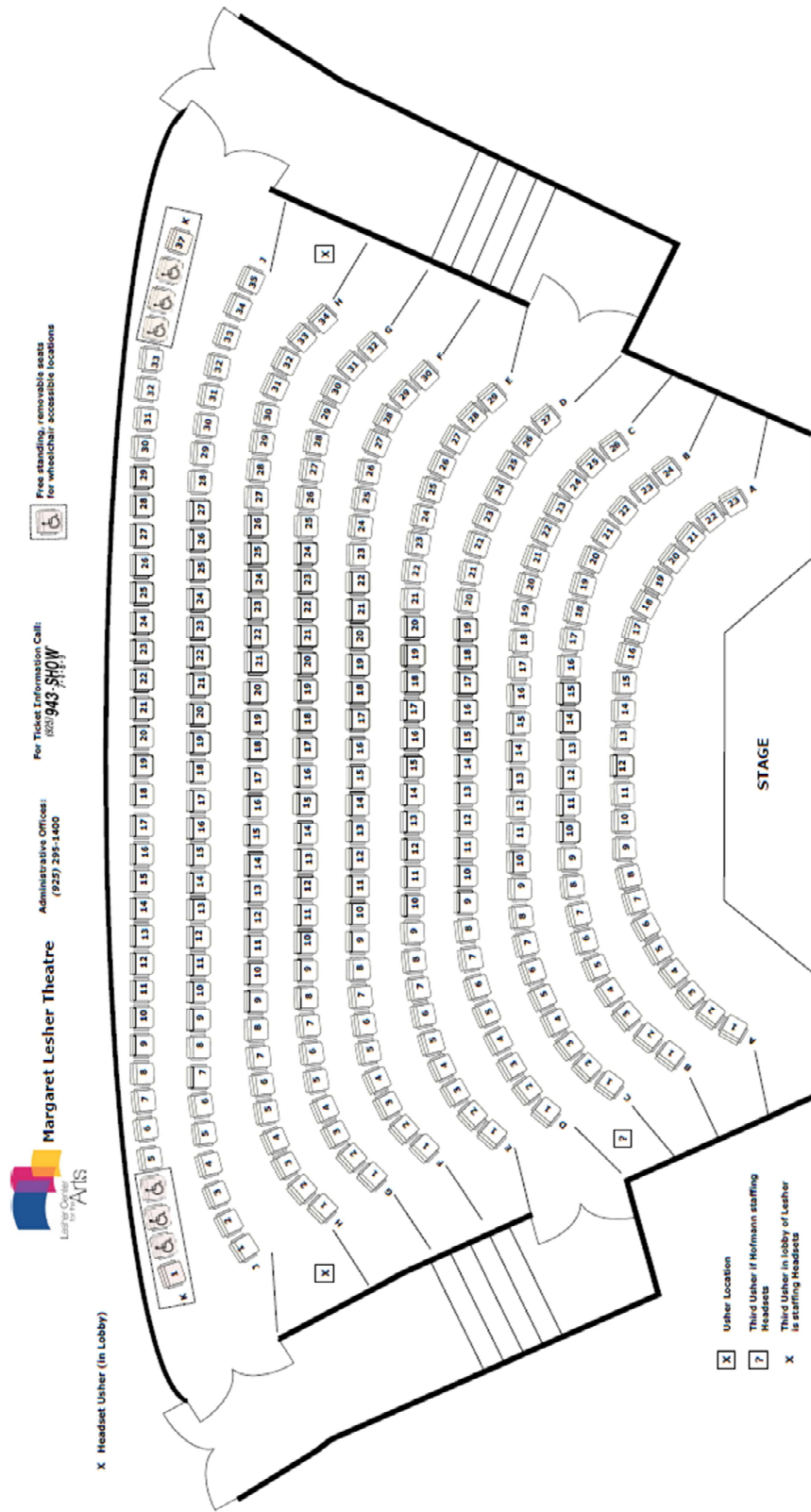


# House Maps - with staffing locations and accessible seating details

## Hofmann Theatre:



(Margaret) Leshner Theater:



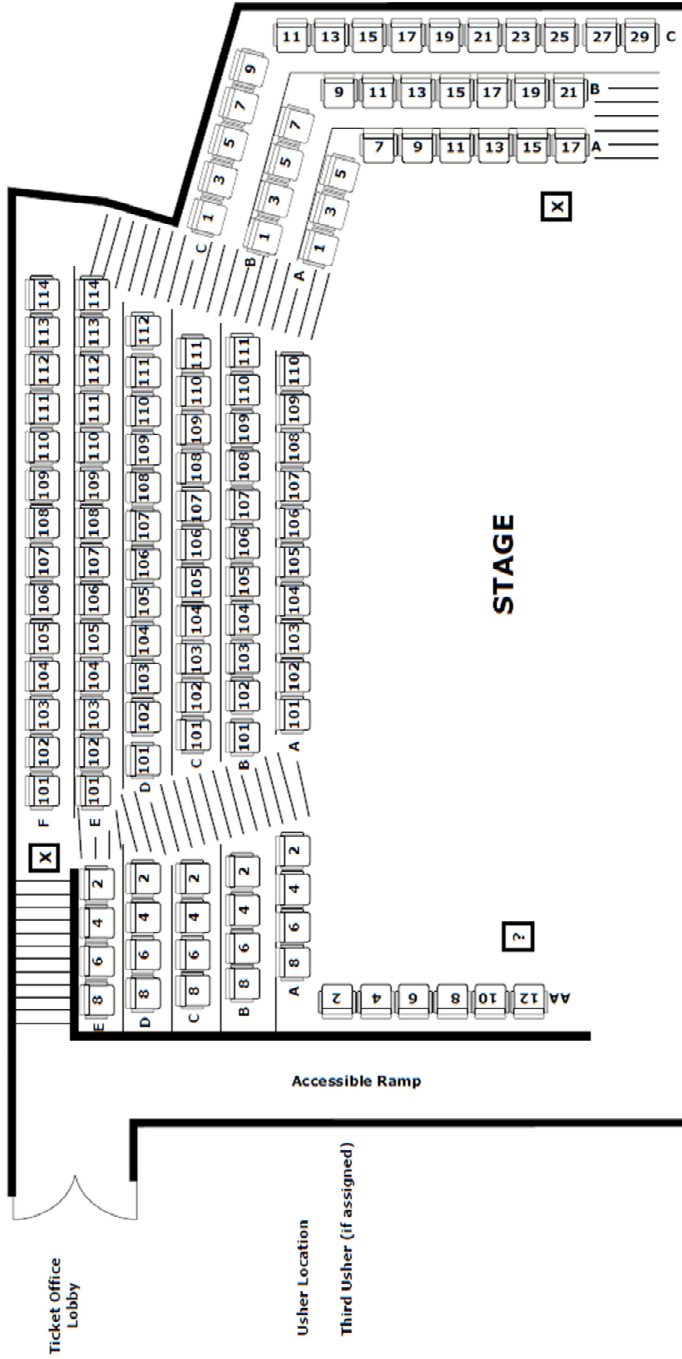
*(George and Sonja) Vukasin Theatre:*



**George and Sonja Vukasin Theatre**

For Ticket Information Call:  
 (925) **943-SHOW**

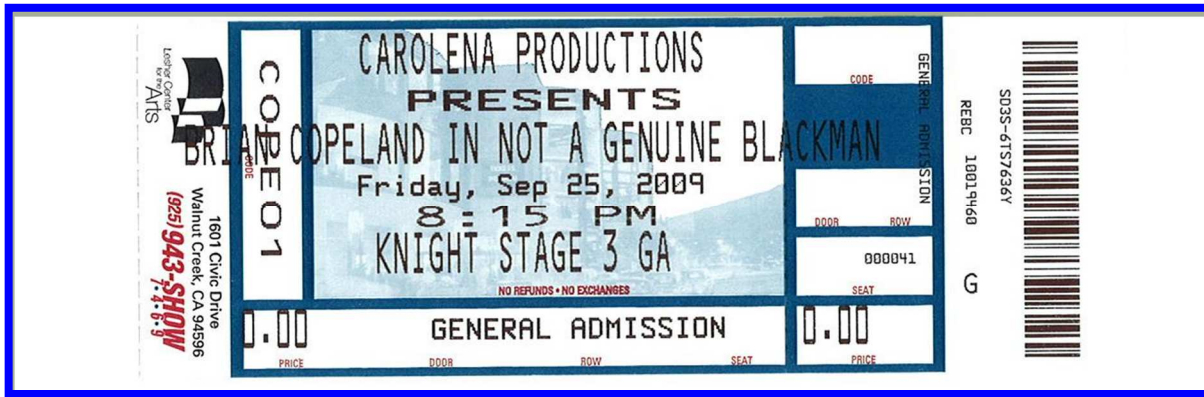
Administrative Offices:  
 (925) 295-1400



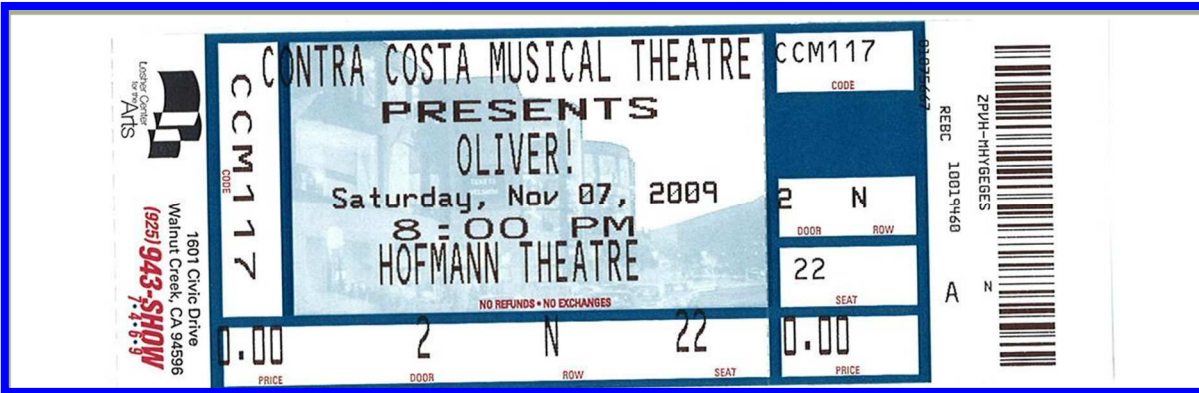
(Row AA not available for every performance.)  
 Note: Row A is removable seating for wheelchair accessible locations.

## Ticket Formats


### General Admission Ticket Example



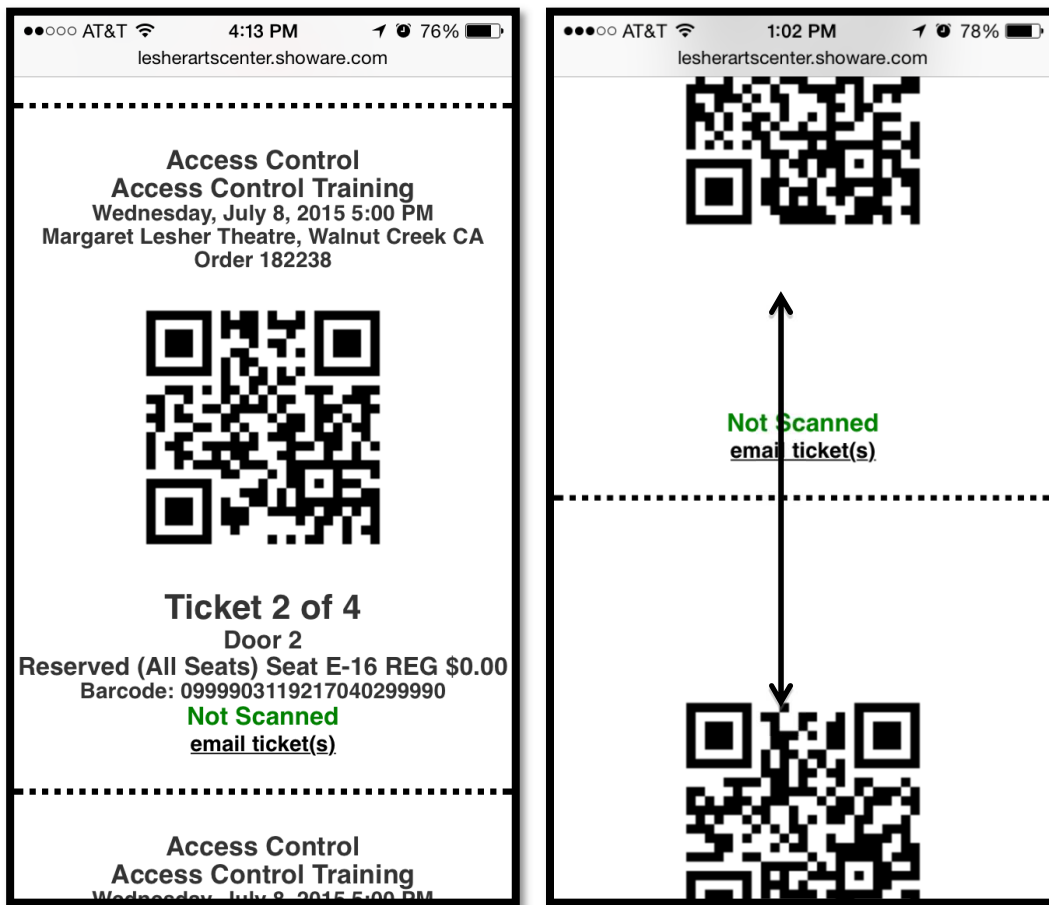
### Reserved Seating Ticket Example



### Print at Home Ticket:

Ticket Information						
<b>Access Control Training</b>			<b>7/7/2015 2:30:00 PM</b>			
<b>Section</b>	<b>Row</b>	<b>Seat</b>	<b>Code</b>	<b>Price</b>	<b>Fee</b>	
Reserved (Door 1)	G	15	REG	\$0.00	\$0.00	
<b>Location Information</b>			<b>Other Information</b>			
Margaret Leshar Theatre 1601 Civic Drive Walnut Creek, CA 94596 (US) (925) 943-7469 info@lesherARTScenter.org			N/A			
 0999957109140596699994						

## Mobile Ticket:



Scroll to show more mobile tickets.

## LCA General Information

Every staff member and volunteer should be familiar with some basic information about the Lesher Center for the Arts (LCA). Please read and familiarize yourself with the following general procedures and information:

- Parking for performances is available in the Locust Street Garage and the event fee is typically \$3 - \$5.
- There is street parking available in the surrounding blocks. Specific meter enforcement time periods will vary by meter location.
- Restrooms are located on each floor on each side of the elevator and to the west of the elevator on the third floor.

- Drinking fountains are also on each floor near the restrooms.
- There are no public phones in the building.
- Lost and Found articles that are turned in can be inquired about through the Administration Office Monday through Friday, 8am to 5pm by calling (925) 295-1400.
- Ticket Office hours: Wednesday – Sunday: Noon - 6pm

Note (Friday & Saturday): 30 minutes prior to curtain, current performance sales/exchanges only. Holiday hours are posted in the Ticket Office as they occur.

## Addendum

### **LCA Vaccination Support Team & Mask Enforcement**

The following addendum covers changes made during the COVID-10 pandemic and subsequent reopening. The Vaccination Team is a new role that was initiated in the fall of 2021 as we prepared to reopen our doors for inside events.

Currently, for indoor events, the Leshar Center requires masks and proof of vaccination required for those age 12 and up. Masks are required indoors for ages 2 and up. Performers and speakers will continue to be allowed to remove their masks while actively performing, but masks are required backstage.

Despite changes to County health guidelines, other SF Bay Area theaters and arts centers are maintaining these requirements as well. The Leshar Center has survey data that shows, as of January 26, 80% of our patrons who responded to the survey felt that masks continued to be necessary at indoor theatre events. It is also important that we ensure an environment as safe as possible for performing artists whose livelihood depends on their ability to stay healthy and perform.

We will continue to share our building policies with patrons at the time of ticket purchase and as part of the series of reminder emails they receive prior to an event.

### **Your Role as a Member of the Vaccination Support Team**

In addition to the Volunteer Usher Team, the role of the LCA Vaccination Support Team is also very important role. As part of the team, you will not only welcome our patrons but also assist in checking that the patrons are wearing appropriate masks and offer proof of COVID-19 vaccination. This covers of all patrons who enter the building; whether it is to attend the Bedford Gallery or one of our many events in the LCA theaters. As guidance from health

authorities evolves, we continue to modify our health and safety protocols at the Leshar Center for the Arts to protect audiences, performers, staff members and volunteers.

## Current LCA Entry Requirements (indoors)

- Proof of vaccination for ages 12 and over\*
- Masks are required by all guests age two and over, regardless of vaccination status. Masks must fully cover your mouth and nose. We have adult and children's' masks available for those who may have forgotten theirs.
- To qualify as "fully vaccinated," an individual must have completed their full course of COVID-19 shot(s) no fewer than 14 days prior to attendance.
- Acceptable forms of proof of vaccination against COVID-19 include a CDC Vaccination Record Card, either an original paper card or a clear and legible digital copy of the card, or a digital State of California COVID-19 Vaccine Record.
- Patrons unable to comply with our vaccination and mask policies will not be admitted. Refer these patrons to the Team Lead if necessary.

\*Medical and religious exemptions are allowed. Medical exemptions must be in writing, include the person's name, and be signed by a medical professional. Religious exemptions must also be in writing with the person's name. In order to be admitted to an event with a medical or religious exemption, a person must also have a negative COVID-19 PCR test result taken within 72 hours of the event and valid photo ID.

## What You Will Do

- Vaccination Team Volunteers report for duty 90 minutes before curtain time, unless otherwise notified. Volunteers should be prepared to stand for their full shift, approximately 2.5 – 3 hours.
- Check in (and out) with your Team Leader or with the Ticket Office when you arrive. Your Team Lead will record your arrival and departure time. If you want to see the event, advise the Team Lead upon check-in.
- Be prepared to show your vaccination information to the Team Lead if you are not already confirmed through FastScreen in advance.
- Personal belongings can be left inside the Volunteer Room on the far side of the elevators near the Men's Room. Please note that volunteers come and go and it is not a totally secure area. Items of value should be left at home. Anything left is at your own risk.
- Your Lead will talk you through checking proof of vaccine information.

- Full vaccination is 14 days after a second dose of a Pfizer or Moderna vaccine series, or 14 days after a single dose of Johnson & Johnson (Janssen) vaccine. Boosters are not normally required. As of Dec 2, 2021, booster shots are not required. This requirement may change according to the instructions from the producer of the event.
- Face coverings are required indoors for all patrons age two and older.
- You only need to review vaccination information; performance tickets are scanned inside. If you are serving as a “Greeter or Barker” you will advise the patrons we are looking for the vaccination record first.
- Volunteers are stationed outside the front doors of the Leshar Center in a series of check-in lanes. Volunteers will welcome patrons as they arrive, and review proof of vaccination for patrons age 12 and up (requirements as of December 2021, subject to change). At this time they will also check for the appropriate mask or face covering. LCA offers face coverings to those who may be unprepared.
- Once your shift is complete team members have the option to enter the theater to see the show. This normally would be shortly after the show starts during late seating, depending on the flow of patrons. If you are interested in seeing the show be sure to advise your Team Lead when you check in.

## Vaccination Examples

Including but not limited to:

Vaccination Card (physical card or photo)

Apple Wallet Version

CA QR code





## COVID-19 Vaccination Record Card



Please keep this record card, which includes medical information about the vaccines you have received.

Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ MI \_\_\_\_\_

Date of birth \_\_\_\_\_ Patient number (medical record or IIS record number) \_\_\_\_\_

Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 <sup>st</sup> Dose COVID-19		____/____/____ <i>mm dd yy</i>	
2 <sup>nd</sup> Dose COVID-19		____/____/____ <i>mm dd yy</i>	
Other		____/____/____ <i>mm dd yy</i>	
Other		____/____/____ <i>mm dd yy</i>	

## State of California Vaccine Record (digital)



Please fill out the required fields to receive a link to a QR code and digital copy of your COVID-19 vaccination record:

Required fields marked with \*

First name\*

Last name\*

Date of birth\*

Provide the cell phone or email address where you learned your COVID-19 vaccine:

Cell Phone  Email

Cell Phone\*

Get a 4-digit PIN code to access your vaccine record. \*

**Note** This code will not be sent to you, so please ensure you write down for future use.

### Personal Digital COVID-19 Vaccine Record



#### Vaccination Information:

Name: John Smith  
 DOB: 11/21/1988  
 Dose #1 Date: 5/4/2021  
 Dose #1 Type/Mfr: Moderna  
 Dose #2 Date: 7/6/2021  
 Dose #2 Type/Mfr: Moderna

## World Health Organization Vaccination Record (digital)



## Vaccination Team Set Up

### Vaccination Team & Set Up

Preferred Version: Ticket Office Access behind of Vaccination Line; Inner door open so Will Call & Vukasin patrons can use any lane.



## Tips & Tricks

- Always assume positive intent with every interaction.
- Escalate questions or concerns to your Lead.
- Move the party out of the lane so you can continue to assist patrons.
- Patrons who exit the building will need to show proof of vaccination a second time to re-enter.

- Patrons can retrieve their vaccination record by visiting the My Vaccine Record website.
- We have QR codes and resources posted to access this information.
- Extra masks are included in the Vaccination Team materials or from the Ticket Office.

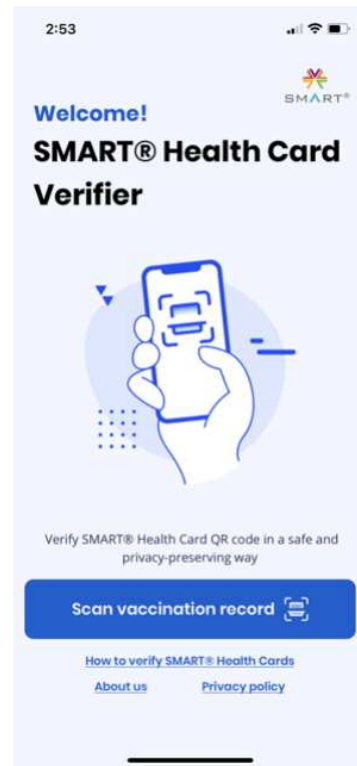
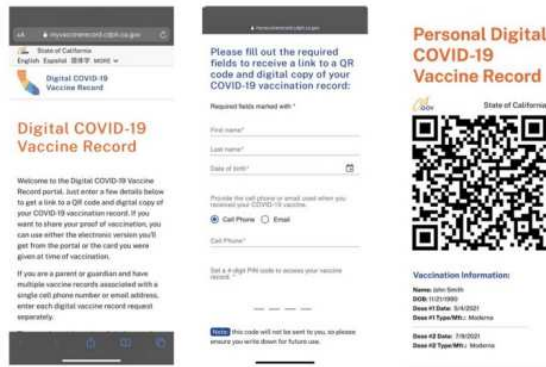
## Other Tips & Tricks

SMART Health Card Verifier – allows you to verify QR codes when dates and details are not available.

We have State of California QR codes posted to help patrons retrieve their vaccination record. Those steps are below.

Updated direction, as of December 1, we are no longer requiring photo ID to accompany the vaccination record.

### State of California Vaccine Record (digital)



## Dress Code: What to Wear

- This is an outdoor assignment, so please dress accordingly for the weather.
- Business casual is requested (no shorts, t-shirts, ripped clothing, flip flops, or logos). Jeans and athletic shoes are welcome.
- Comfortable (closed toed) shoes should be worn as you will be standing.

The Volunteer Room is available if you would like to leave any personal items not needed while volunteering, e.g. purse or jacket. Please note this is not a totally secure space. Multiple volunteers have access to it. Leave your belongings at your own risk. Your Lead can provide access to this space.

*Thank you for positively representing the Leshner Center, our producers, and the City of Walnut Creek.*

## Sample Schedule

- The schedule aims to open lobby doors 90 minutes prior to the earliest performance start time, with closely timed shows covered in the same shift. (HOF = Hofmann Theatre; LES = Leshar Theatre; VUK = Vukasin Theatre)

6:00pm	8:45pm	Vaccination Support (HOF 7:30p & LES 8p)
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- The shift end time assumes 45 minutes after that latest curtain time. You will likely be released well before that, although we have had patrons arrive that late for a show.
  - If you would like to stay for one of the shows please advise your Lead. We will do our best to get you into the theater during the Late Seating window.
  - Be sure to check out with your Lead before you leave your shift.
  - Sign up for shifts through VicNet self-scheduling. Your account must be updated to have access to these assignments.

If you have any issues with scheduling contact: Pat Rusich, Volunteer Coordinator (rusich@lesherartscenter.org, 925-295-1402) or Courtney Egg, Audience Service Manager (cegg@lesherartscenter.org, 925- 295-1408)

*Thank you for volunteering!*

