

HENDRICKS ARTS AND ENTERTAINMENT LIVE!



AMBASSADOR MANUAL

Hendricks Live!
200 W Main St.
Plainfield, IN 46168
317.754.5281 Box Office
317.754.5941 Volunteer Line
amanda.walters@hendrickslive.org

HENDRICKS LIVE!

Ambassador Manual

Contents

Dear Volunteer,	4
DISCLAIMER	5
HENDRICKS LIVE! MISSION	6
VISION	6
GUIDING PRINCIPLES	6
OVERVIEW	6
HISTORY	7
STATEMENT OF VOLUNTEER MISSION AND GOALS	7
PURPOSE	7
PROFESSIONALISM	7
CONSISTENCY	7
SAFETY	7
DIVERSITY	8
VOLUNTEER POLICIES AND PROCEDURES	8
ELIGIBILITY	9
GIFTS, FEES, and GRATUITIES	9
RESPECTFUL RESOLUTION OF CONCERNS	9
REPORTING MISCONDUCT	9
ALCOHOL AND DRUGS IN THE WORKPLACE	10
TOBACCO, VAPING, AND NON-SMOKING POLICY	10
MEDICATIONS	10
DRESS CODE	11
BACKGROUND CHECKS	11
VOLUNTEERS WITH DISABILITIES	11
ANIMAL ADMISSION POLICY	11
PERSONAL RELATIONSHIPS	12
HARASSMENT	12
VIOLENCE IN THE WORKPLACE	13

TENDRICKS LIVE!

Ambassador Manual

GUESTS OF VOLUNTEERS	13
PHOTOGRAPHY AND RECORDINGS	13
FOOD AND DRINK	14
CHILDREN	14
ACCESSIBILITY	14
SHOW CANCELLATIONS	15
VOLUNTEER POSITION ASSIGNMENTS	15
COMPLIMENTARY SEATING	15
EMERGENCY PROCEDURES	15
Medical Supplies	15
Medical Emergencies	16
Evacuation	16
VOLUNTEER NEWSLETTERS AND ASSIGNMENT REMINDERS	16
MAP	18

HENDRICKS LIVE!



Ambassador Manual

Dear Volunteer,

Welcome to Hendricks Live! Ambassador Team! The enclosed Ambassador Manual has been prepared to guide you in your volunteer service at Hendricks Live! After you have completed training, you will find the Manual useful in finding answers to questions about the way we will provide service to our patrons. Please continue to refer to the Manual and keep it in an accessible location.

Being a performing arts center ambassador is a respected position with which comes responsibility. We are here to serve our patrons first and foremost. Please take your volunteer time with us seriously, maintaining our Mission and Goals. There will always be room for plenty of fun and enjoyment while doing so.

Thank you for your support of Hendricks Live!

Sincerely,

Hendricks Live! Management

HENDRICKS LIVE!

Ambassador Manual

DISCLAIMER

This Hendricks Live! Manual (“Manual”) provides information to you, as a Hendricks Live! ambassador, about certain terms and conditions of your volunteer service. This handbook contains Hendricks Live! policies, values, standards of conduct, and participation waiver. This Handbook (and the documents contained herein) is not, and should not be considered, a contract. Your continued service as a Hendricks Live! ambassador, and the conditions of such services, are solely within and at the discretion of Hendricks Live!

While Hendricks Live! will make every effort to keep this Handbook up-to-date, Hendricks Live! reserves the right to change this Handbook, and any of the policies and documents contained herein, in any manner and at any time, in Hendricks Live’s sole discretion. You are responsible for complying with current Hendricks Live! ambassador policies at all times. Hendricks Live! will notify ambassadors of policy, document, and/or Handbook changes through emails and alerts. The most up-to-date Hendricks Live! policies, documents, and Handbooks can be found on hendrickslive.org/volunteer

HENDRICKS LIVE!

Ambassador Manual

HENDRICKS LIVE! MISSION

To create memorable experiences for central Indiana's diverse communities by presenting, producing, and hosting exceptional art, entertainment, and community events.

VISION

To serve a unifying focus for Hendricks County and the surrounding communities, igniting hearts, opening minds, and celebrating the human experience.

GUIDING PRINCIPLES

- **Local** - we believe that the arts are a positive, unifying force for the community, bringing people together through shared experiences, new perspectives, and mutual respect.
- **Inclusion** - We believe that art is for everyone and that a community-oriented arts center should seek relevance for all of its members.
- **Values** - We believe that success is a result of strong relationships, and strong relationships are grounded in integrity and ethical conduct.
- **Excellence** - We believe in exceeding expectations and delivering exceptional experiences for our guests.

OVERVIEW

Hendricks Live! is located in the heart of one of the fastest growing communities in the region. Featuring a 600-seat proscenium performance hall and a 160-seat event space, Hendricks Live! will be the premiere destination in west central Indiana for local, regional, and national art and entertainment. We will present year-round performances, events, and exhibits in a variety of creative styles and disciplines by local, regional, and national artists and organizations.

In addition, Hendricks Live! will host community meetings, corporate events, weddings, and social gatherings as well as educational programs, serving as an invaluable resource for area students and educators. Opening in early 2024, we are dedicated to serving all of Hendricks County and surrounding area.

HENDRICKS LIVE!

Ambassador Manual

HISTORY

Hendricks Live! is an integral component of the Town of Plainfield's Downtown Redevelopment Plan that began in 2017 to protect the long-term sustainability of its historic downtown as the civic, commercial and cultural core of the community. The initiative was developed by the Town of Plainfield in partnership with the Hendricks County Community Foundation and the Hendricks County Arts Council.

STATEMENT OF VOLUNTEER MISSION AND GOALS

PURPOSE

- To enhance the pleasure and safety of our patrons and performers.
- To provide service as a member of a diverse professional volunteer team.
- To enforce the policies of Hendricks Live!

PROFESSIONALISM

- Maintain a full understanding of job assignments.
- Attend annual trainings.
- Read volunteer newsletters.
- Attend all pre-show meetings.

CONSISTENCY

- Be on time for assignments.
- Dress in the appropriate attire.
- Keep up with the nuances of your various assignments.

SAFETY

- Make safety a priority.
- Ensure that guests, patrons, performers, and volunteers enjoy a safe environment at all times.

HENDRICKS LIVE!

Ambassador Manual

DIVERSITY

- Work together as representatives of our total and surrounding communities regardless of race, color, sex, sexual orientation, gender, gender identity, pregnancy, national origin, ethnicity, religion, age, or disability.

VOLUNTEER POLICIES AND PROCEDURES

Attendance at Pre-Show Meetings and Concerts

- Unless otherwise noted, pre-show meetings are scheduled **45 minutes before** each performance start time. These meetings are to inform you of the particulars of each performance. Information about the concert and updated assignments will be discussed during that time. Every volunteer must attend the pre-show meeting.
- Please note that two un-notified absences indicate a lack of commitment on your part and may jeopardize the remainder of your season assignments and your volunteer position.
- If you are unable to volunteer on a specific date that you signed up for, please call the Guest Services Manager at 317-918-4337 (leave a voicemail if necessary) or send an email to amanda.walters@hendrickslive.org as soon as you know you need to cancel. **Do not make your own replacement arrangements!**
- Being on time for pre-show meetings is expected. Please arrive **before** the scheduled start time to allow yourself enough time to pick your name tag and drop your belongings off in the locker room. If assigned Volunteer(s) have not arrived soon after the start time, their assigned positions will be filled with other available trained volunteers.
- Should a volunteer arrive after the conclusion of the pre-show meeting, they will be assigned to the duties of other open positions if still needed. Should the need not be there, the “latecomer” volunteers will be invited to attend the free concerts if seating is available, and if the concert requires paid admission tickets for seating, they will be asked to purchase tickets for seating at the concert. **Habitual tardiness may jeopardize the remainder of season assignments and your volunteer position.**
- You are expected to stay for the entire performance, being on hand to assist patrons before, during, and after the performance. If you are unable to stay for the entire performance, please notify the Guest Services Manager during the pre-show meeting.

HENDRICKS LIVE!

Ambassador Manual

ELIGIBILITY

- Must be at least 17 years of age with a parent or guardian.
- Requirements depend on volunteer job.
- Attend initial training session at beginning of season.
- Friendly, professional, outgoing attitude and the ability to work as part of a team.

GIFTS, FEES, and GRATUITIES

Hendricks Live! volunteer service should support the organization's mission and goals and provide personal enrichment and satisfaction to the volunteer. Volunteers may not accept any gifts, fees, or gratuities for themselves or for any member of their family or household in connection with their Hendricks Live! service other than recognition gifts from Hendricks Live!

RESPECTFUL RESOLUTION OF CONCERNS

Volunteers are encouraged to work respectfully and professionally with colleagues and their supervisors to give suggestions, improve processes, promote ethical conduct and report unsafe, unacceptable, or illegal practices without fear of retaliation. Hendricks Live! has a strict non-retaliation policy with respect to individuals who report concerns about misconduct in good faith. If an issue arises that could compromise a volunteer's ethical standards, or if the actions of a volunteer's immediate family or household member(s) creates an actual or apparent conflict of interest, the volunteer should immediately seek guidance and clarification from his or her direct supervisor or the General Manager.

REPORTING MISCONDUCT

If, at any time, you believe that you have been a victim of or a witness to improper financial conduct or a violation of Hendricks Live! policies, you may report such alleged improper conduct to: Managepoint, LLC – 317-377-3100 or 800-554-5945.

ALCOHOL AND DRUGS IN THE WORKPLACE

Hendricks Live! strives to maintain a work environment free from the harmful effects of alcohol and drugs. In recognition of the serious consequences to Hendricks Live! its employees and

HENDRICKS LIVE!

Ambassador Manual

volunteers, and the communities it serves (and pursuant to the provisions of the Drug-Free Workplace Act of 1988), all employees and volunteers are subject to the following:

- The unlawful manufacture, distribution, dispensing, or possession of a controlled substance and the unauthorized manufacture, distribution, dispensing or possession of alcohol is prohibited on the job. Strict compliance with this policy is a condition of employment and volunteer service.
- Any employee or volunteer who unlawfully manufactures, distributes, dispenses, possesses, uses, or is impaired by a controlled substance or alcohol while on duty will be subject to discipline, up to and including immediate termination.
- All volunteers, as a condition of service, are required to notify all of the following: their direct supervisor, and General Manager, of any criminal drug statute conviction for a violation involving a controlled substance occurring while volunteering for Hendricks Live! no later than five days after such conviction.

TOBACCO, VAPING, AND NON-SMOKING POLICY

Hendricks Live! is dedicated to providing a safe, healthy, and productive work environment for all its employees, volunteers, visitors, and other individuals associated with Hendricks Live! In an effort to promote the health and welfare of all individuals, Hendricks Live! will take all steps necessary to ensure a clean and healthful atmosphere by maintaining a smoke-free, vape-free, and tobacco-free workplace. Employees, volunteers, and visitors are permitted to vape or smoke in designated areas only and are expected to use receptacles placed in the designated smoking areas when disposing of their smoking or vaping materials. Volunteers are prohibited from using chewing tobacco products while on duty.

MEDICATIONS

Volunteers are prohibited from distributing or administering medications of any kind to Hendricks Live! visitors and performers, including over-the-counter and prescription medications.

DRESS CODE

- Hendricks Live! shirt, tailored black pants, black closed toe, comfortable shoes with black socks.

HENDRICKS LIVE!

Ambassador Manual

- You are expected to wear your name tag so that it is easily noticeable by the guests.
- All ushers are to have flashlights with them as part of their “uniform.” Please check one out at the pre-show meeting and return it afterwards. Flashlights are necessary for seating guests and in the case of an emergency evacuation. Make sure to check the batteries.
- All ticket takers will be required to have a ticket scanner with them as part of their “uniform.” Please check one out at the pre-show meeting and return it afterwards.
- This dress code has been established to maintain consistency and professionalism for all volunteers. Any volunteer not correctly attired after one notification may jeopardize the remainder of their season assignments. It is our hope that all will comply.
- Coats and personal belongings can be put in the locker room. You can bring a lock with you to lock your belongings up. Please make sure to take your lock with you at the end of your shift.

BACKGROUND CHECKS

All volunteers are required to submit a background check. If an individual refuses to participate in a required background check, that person will be ineligible for volunteer service.

VOLUNTEERS WITH DISABILITIES

It is the policy of Hendricks Live! not to discriminate against any qualified volunteer or applicant regarding the individual’s disability or perceived disability, so long as the volunteer can perform the essential functions of the volunteer position. A volunteer who has a question regarding this policy should notify their supervisor or the General Manager.

ANIMAL ADMISSION POLICY

Hendricks Live! permits the use of service animals by its volunteers. If a volunteer has a question about Hendricks Live! animal admission policy, they should consult their direct supervisor or the General Manager.

PERSONAL RELATIONSHIPS

Hendricks Live! volunteers are expected to work collaboratively with their fellow volunteers, Hendricks Live! staff, and performers. Volunteers should strive to avoid personal conflicts or

relationships that are likely to cause a perception of bias or favoritism with regard to the conduct of Hendricks Live! business.

HARASSMENT

Hendricks Live! does not tolerate any form of harassment in the workplace and is committed to providing a work environment that fosters mutual respect and working relationships that are free of harassment. This policy prohibits any form of harassment by or toward employees, volunteers, contractors, suppliers, or performers of Hendricks Live! facilities.

Under this policy harassment is any verbal or physical conduct based on race, color, sex, sexual orientation, gender, gender identity, pregnancy, national origin, ethnicity, religion, age, or disability, or retaliation that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; unreasonably interfering with an individual's work performance; or affecting an individual's employment or volunteer opportunities. Harassment will not be tolerated. Forms of harassment include, but are not limited to, unwelcome verbal or physical advances and sexually, racially, or otherwise derogatory or discriminatory materials, statements, or remarks. All employees, including supervisors and managers, as well as volunteers, will be subject to disciplinary action, up to and including termination of employment or volunteer service, for any act of harassment.

Individuals who believe they have been subjected to harassment should report the incident to their supervisor or higher management immediately. All complaints will be investigated promptly and as confidentially as possible and corrective action, up to and including termination of employment or volunteer service, will be taken when appropriate. Any volunteer, employee or supervisor who observes or becomes aware of harassment should advise their supervisor or higher management immediately. All complaints and concerns should be brought forward right away so that appropriate steps to address them can be taken in a timely manner.

No one reporting a problem concerning possible acts of harassment will be retaliated against in any manner for having done so in good faith. Anyone engaging in any such form of retaliatory action will be subject to disciplinary action, up to and including termination of employment or volunteer service.

Volunteers who have questions about what constitutes harassment behavior should direct those questions to their supervisor or higher up management. If a volunteer feels that they

HENDRICKS LIVE!

Ambassador Manual

cannot talk to their supervisor or higher up management because such individuals may be involved in the alleged harassment, then the volunteer should immediately contact:

Mangepoint, LLC 317-377-3100 or 800-554-5945

VIOLENCE IN THE WORKPLACE

Hendricks Live! strongly believes that all employees and volunteers should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the volunteer's supervisor or another manager. All complaints will be fully investigated. Hendricks Live! will promptly respond to any incident or threat of violence. Violation of this policy will result in disciplinary action, up to and including immediate discharge.

If at any time a volunteer feels his/her safety is or may be threatened, the police or sheriff's department should be contacted for assistance. Hendricks Live! will work with law enforcement officials to encourage quick response to any request for assistance.

GUESTS OF VOLUNTEERS

Guests or family members who attend a show with an ambassador must be a paid patron or possess a ticket. Guests **may not "assist"** an ambassador. You must purchase or obtain a ticket for your guest from the Box Office. You are assigned as a trained professional; only ambassadors who have completed an ambassador training program are permitted to volunteer.

PHOTOGRAPHY AND RECORDINGS

- House rules state that unauthorized cameras and recording devices, including laptops/notebook computers, are NOT allowed inside the performance hall at any time. The taking of photographs is prohibited except by official photographers.
- Phone camera rules may vary according to the individual event and will be announced from the stage.
- Photography is always permitted in the lobby and before the show begins. We encourage people to post on social media and use #HendricksLive and @HendricksLive but cameras must be put away when the show begins.
- Each per-show announcement will remind patrons to turn off their cell phones, pagers, and other electronic devices.

HENDRICKS LIVE!

Ambassador Manual

- Any official videographers or photographers will have a Hendricks Live! Photographer badge.
- **As with any policy, if you have difficulties with a patron, contact the Hendricks Live! Management immediately. Do not get into an argument with a patron. Do not take a recording device from a patron.**

FOOD AND DRINK

Food and drinks will be sold at the concession stands before performances and during intermission. No outside food is permitted to be brought in. Food & beverages are allowed to be taken into the theatre. The Prewitt Restaurant provides all concessions to Hendricks Live!

CHILDREN

- Do not attempt to touch any child, either in a friendly gesture or by means of discipline. Do not ever be a lone with a child! This is for your own benefit. If you are having difficulties with a disobedient young patron and the parent or guardian is not responding to your words, please contact the Guest Services Manager.
- All children who have reached their first birthday must have a ticket. If a child is under one, they must sit on the lap of the paying adult patron. For the benefit of all our patrons, children who cause disruptions or are unable to sit quietly may be asked to leave with the adult. Any exception to this rule will be discussed at the pre-show meeting.

ACCESSIBILITY

- Patrons in wheelchairs can be accommodated in the balcony ADA seating (Row DD #108 & 110), at the Orchestra Level (Row J #103, 105, 108, 110) and in Loge Left and Loge Right.
- In the orchestra level there are 4 seats (H1, H2, J 101, J112) and in the balcony there are 2 seats (DD 101 & DD117) with specially built arms to allow patrons in wheelchairs to slide into a seat called Fixed Transferable Wheelchair Seats.
- Hendricks Live! has wheelchairs available at the coat check if needed. Patrons must check them out with a photo ID.

HENDRICKS LIVE!

Ambassador Manual

SHOW CANCELLATIONS

Due to inclement weather you may feel that an event should be canceled. Hendricks Live! Policy is if the performer gets here, the event goes on as scheduled. However, in the event that Hendricks Live! closes due to weather, the Guest Services Manager will send out a message to volunteers and call those who were scheduled to work, as soon as possible. If a performer cancels their show, you will be notified as soon as possible via phone and email.

VOLUNTEER POSITION ASSIGNMENTS

All current volunteer job descriptions can be found on our website at hedrickslive.org/volunteer

COMPLIMENTARY SEATING

- If seats are available once volunteers have completed their duties, they are welcome to enjoy the program along with the patrons. Entering the performance hall and getting to the open seats must not be disruptive in any way.
- Family members or family are not entitled to complimentary seating at paid-admission shows. This also holds true for volunteers who are not working for the event or program they wish to attend.

EMERGENCY PROCEDURES

Medical Supplies

There is an emergency medical supply First Aid box at the Box Office area to care for cuts and minor ailments that volunteers or guests may have.

Medical Emergencies

In the case of a medical emergency notify the Guest Services Manager immediately. If it is determined that professional medical attention is required, radio police and/or ambulance.

HENDRICKS LIVE!

Ambassador Manual

Evacuation

- Evacuation will be necessary in case of fire, bomb threat, or another emergency, as determined by Hendricks Live! Staff. Stage staff will make the evacuation announcement via a bull horn or the sound system.
- **An important part of volunteer training will be to learn emergency exit routes and procedures.**
- DO NOT use the elevator in the case of an evacuation.
- All Ambassadors serve as guides for leading patrons out of the hall by way of the nearest, safest exit. Get people as far away from the building as possible without blocking roadways or access to the building, keeping roads and pathways open for emergency personnel and equipment. During an evacuation, please make sure that no doors are propped open.
- All Ushers must have working flashlights and use them to help light stairs, walkways, etc. DO NOT prop doors open or hold them open in the case of evacuations; you are a LEADER to be followed. Leaders must say in a loud voice, "Remain calm and follow me," and continue walking to the farthest point in the parking lot.

VOLUNTEER NEWSLETTERS AND ASSIGNMENT REMINDERS

- A volunteer newsletter will be sent out via email at the beginning of each month. This newsletter will include important information, requests for additional volunteers if needed, as summary of the upcoming shows. Always read the newsletter in its entirety. A hard copy of the newsletter and assignment sheets for the shows will also be available in the locker room.
- You can sign up and view all shifts on Bloomerang
- A shift reminder will be sent to you via email. The reminder will include the day, date, and time to report.
- **Please be aware that position assignments are subject to change.** Your assigned position will be confirmed at the pre-show meeting.
- If you are unable to make it to the show you have been assigned to, please notify the Guest Services Manager right away via phone or email. Please note that you may still receive week-before and/or day-before reminders of your original assignment. These reminders are composed and scheduled in advance, and it is not always possible to remove your name from the list. If you have confirmed your absence with the Guest Services Manager, you may disregard the reminder(s).

TENDRICKS LIVE!

Ambassador Manual

- If you suspect that you are not receiving newsletters and/or reminders as you should, please contact the Guest Services Manager right away.

MAP

