

First Night Chatham

VOLUNTEER INSTRUCTIONS -- 2018

First Night HQ: 579 Main Street: Phone: 508-945-1122

www.firstnightchatham.com

TAKE TO YOUR SITE: FN Program, volunteer button, instructions and a cell phone if you have one.

Schedule and instructions are also on the website.

GENERAL INSTRUCTIONS

1. Enjoy the evening! Enjoy the guests...you are the host/hostess. Greet people and encourage them to make room for others, enter quietly (if appropriate), etc. Always maintain a positive, upbeat tone.
2. Check each person for a button (including friends & family of entertainers). Buttons serve as admission tickets. Please be sure to purchase your button early. Volunteer buttons are not admission tickets. Guests with legitimate press passes, not necessarily issued by FNC, are to be admitted. Call HQ with any concerns.
3. Arrive at your assigned location 15 minutes before your scheduled time unless otherwise directed. Check in with the Site Monitor if one is on site. Give yourself time to find a parking space and get familiar with the physical situation: light switches, fire extinguishers, door locks, telephone, etc. Be aware of emergency exits. Know the location of the nearest bathroom facility.
4. Line management: Make sure there is at least 1 volunteer posted at the door when the performance starts. If you wish to enjoy a performance and there's a line at your site, work with your fellow volunteers to insure someone is attending to the line.
5. Site monitors wearing silver vests will be present at several locations this year to help with overall site logistics; more details will be provided at the orientation meeting/pizza party and to volunteers at these sites. There will also be many uniformed police officers/firemen throughout town if you need assistance. Other volunteers are encouraged to wear the red vests provided at each site and to leave them at that site when they leave.
6. If there is a medical or safety emergency, call 911. If there is a non--emergency situation for which you require help, contact your Site Monitor. If no Site Monitor is available, call HQ at (508)945-1122.
7. Use your best judgment about potentially "ugly" situations – we hope you have none! First Night is a celebration of the arts with friends and family in an alcohol free environment. Remind visitors of this.
8. Follow applicable food/beverage restrictions. In churches, in the Community Center, and at the schools, no food or beverage is allowed in the sanctuaries, gyms, or auditoriums. Encourage visitors to use trash containers.
9. At the end of each performance, encourage the audience to vacate the venue to give those who have been waiting in long lines the opportunity to be seated. As people leave, new people can be allowed to enter. We expect certain sites to be very popular so try to fill every seat. For those performances that are not filled, use your own judgment. Signs will be posted at heavily attended venues stating this policy.
10. In concert situations, be sure **you** are quiet and ask others in lobby areas to be quiet. Please encourage visitors to enter and leave quietly during performances.
11. Button-Free Events: Activities that **DO NOT REQUIRE BUTTONS** are listed in the program.
12. Parking: Encourage visitors to use buses and leave vehicles at the Schools or other public parking areas.
13. Buses: FREE SHUTTLE BUSES: Will run throughout the afternoon and evening (check back cover of program for exact times and route) from the Rockland Bank Parking lot (at the Rotary) to the Middle School. The drivers will stop as requested. One bus is handicapped accessible – marked with a sign in the window.

VENUE---SPECIFIC INSTRUCTIONS

1. **All Churches:**
 - a. Do not allow the standing space in the rear of sanctuaries to become completely full, blocking egress. As people leave, new people may be allowed to enter. Be polite but FIRM.
 - b. Be sure to communicate between volunteers at the top of stairs and those at the doors; let the door volunteers know when the venue is full.
2. **St. Christopher's Church:**
 - a. A site monitor in a silver vest will be at the main entrance to the church. Please check with the monitor for your assignment's location and for your red vest which you will return at the end of your shift.
3. **Methodist Church:**
 - a. 3-4 Volunteers will be at the Methodist Church during all performances. Please work with the other volunteers to insure you cover the busy areas.
 - b. The goal is: 2 people will monitor the top of the stairs (left & right), and 2 people will monitor the bottom of the stairs (left & right).
 - c. A site monitor in a silver vest will be at the main entrance to the church.
4. **Congregational Church:**
 - a. 3-4 Volunteers will be at the Congregational Church during all performances. Please work with the other volunteers to insure you cover the busy areas.
 - b. The goal is: 2 people will monitor the top of the stairs (left & right), and 2 people will monitor the bottom of the stairs (left & right).
 - c. A site monitor in a silver vest will be at the main entrance to the church.
5. **Orpheum Theatre:**
 - a. Volunteers will be stationed at the Theatre during all performances. Please work with the other volunteers during your shift to insure you cover the busy areas.
 - b. Alcohol purchased at the Orpheum may be consumed in the Lobby only (a non-FN venue), but is not permitted in either theatre.
 - c. A site monitor in a silver vest will be at the Theatre during the evening performances.
6. **Middle School:**
 - a. Uniformed police officers and/or firemen will be present.
 - b. A site monitor in a silver vest will be present at the Middle School between 11:00AM and 6:00PM.
 - c. Golf volunteers: Please insure the line of people waiting to play golf is inside the gym door to the left, not in the lobby area that must remain clear for emergency exit purposes.
 - d. Circus volunteers: Please make sure 1 volunteer is stationed inside the back door during the 1:00 and 3:00 performances. This door is NOT an entrance, but is available for people to leave/return from the restrooms. Please keep the area outside these doors clear of "peepers".
7. **Community Center:**
 - a. Volunteers will monitor the programs in the second floor meeting room until 6:00 PM.
 - b. The number of volunteers in the gym will vary with the number of activities scheduled there.
 - c. Return red vests to container on table near gym door.
 - d. A site monitor in a silver vest will be at the Community Center from 12:30 PM – 6:00 PM.

**Refreshments are provided for volunteers at Headquarters from
6:00 pm – 11:00 pm --- Stop in and enjoy!**

**THANK YOU VERY MUCH FOR YOUR HELP WITH FIRST NIGHT CHATHAM!
WE COULDN'T DO THIS WITHOUT YOU!**

Questions? Contact Lorraine Cocolis (508-945-3437) or Pam Williams (603-315-1300)