



Crane Creations Theatre Company

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Volunteer Training Manual - Volunteer Copy

We are so excited to welcome you to Crane Creations Theatre Company. Use this training manual as a guide to understand how our volunteer process works.

By the end of the volunteer training session, you should be know the following:

- How To Sign In and Sign Out
- Where the following locations are
 - Emergency Exits
 - Patron Entrance to Theatre
 - How to Get Backstage
 - How to Get Onstage
 - Where The Concessions Box Is
 - Where the Lobby Is
 - Where Bathrooms Are
 - Where to place personal belongings
 - Where Our Safety Policies Are
- What to do in case of an Emergency Evacuation
- Who to report to in the organizational chart
- What to do incase of lateness of absences

Before Attending Your First Shift Your Should Review To The Following Documents

1. Maja Prentice Theatre: Theatre Rules
2. Volunteer Training: Enhancing Customer Service Excellence
3. Theatre Attendant Shift Descriptions

Signing In And Signing Out

The first thing you should know how to do as a volunteer is sign in and sign out. If you do not sign in at the start of your training shift, you will not receive your volunteer hours.

To sign in, meet with your supervisor at the start of your shift in the lobby. Review the organizational chart to better understand how our team is structured, and all the members of our team.

At the end of your shift, it is also important that you sign out with your supervisor. Meet with your supervisor at the end of your volunteer shift. If you have a volunteer hour sheet that needs to be signed by your supervisor, now is the time to ask for it to be filled out.

Health And Safety

At Crane Creations Theatre Company, we take safety very seriously. During your volunteer training shift, you will receive a tour of the theatre, including where all emergency exits and entrances are. In the case of an emergency evacuation an alarm will ring, please make your way to the nearest emergency exit, marked with a red exit sign above the doors.

If you are experiencing an unsafe work environment, it is your responsibility to stop what you are doing and remove yourself from the unsafe environment.

Notify your supervisor right away if you are in an unsafe environment. To read more about our health and safety policies, please refer to our policies posted outside of the backstage theatre doors.

Receiving Volunteer Hours

It is your responsibility as a volunteer to make sure that you get your volunteer hours signed. At the end of your shift, please ask your supervisor to get your volunteer hour sheet signed. If you do not have a volunteer hour sheet, or forgot to bring it, email volunteer@cranecreations.ca after your volunteer shift. In the email request a volunteer validation sheet, and include your name, the hours you worked, your role, the date you worked and location.

What To Do In Case of Absences Or Lateness

For any lateness or absences, please email volunteer@cranecreations.ca no later than **72 hours** before the start of your shift. Please include your full name and the date you will be absent.

If you need to leave early during your shift, please notify your supervisor ahead of time by emailing volunteer@cranecreations.ca. If you need to leave during your shift for an unplanned reason, kindly notify your supervisor and sign out before you leave.

Absence Without Prior Warning

If you are absent from your shift and do not notify your supervisor you will not receive any further volunteer shifts.

If you are absent or late from a shift on 3 occasions regardless of notification, you will not receive any further volunteer shifts.

Crane Creations Organisational Chart

Name	Role	Contact
Andreja Kovac	Artistic Director	Andreja@cranecreations.ca
Eugenia De Jong	General Manager	Eugenia@cranecreations.ca
Moses Dauphin	Head of Customer Service & Volunteer Coordinator	Moses@cranecreations.ca Volunteer@cranecreations.ca
Rob Stefaniuk	Technical Director	Rob@cranecreations.ca Tech@Cranecreations.ca