



**University
of Victoria**



THE ADMINISTRATIVE & OPERATIONAL GUIDE FOR THE FARQUHAR AT UVIC

About This Document

The University's Policies and Procedures and the Farquhar's Procedures will change from time to time as business, employment legislation, economic conditions, and other influences dictate. If and when policies change, replacement pages or documents will be issued and circulated.

The University's Policies and Procedures can be viewed from the University's web site at <https://www.uvic.ca/universitysecretary/policies/>

Every effort has been made to ensure that this document conforms and complies with all applicable University Policy and Procedures as well as any applicable collective agreements, federal, and/or provincial labour laws. Where there is conflict between this document and those other documents, the latter shall apply.

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INTRODUCTION

A BRIEF HISTORY

The Farquhar At UVic

The Farquhar At UVic's doors first opened to the strains of Beethoven's 9th Symphony, performed by the University of Victoria School of Music Orchestra and Chorus, on September 28, 1978.

Since that acclaimed performance, both classical and contemporary artists have been attracted to the Farquhar by its reputation as an intimate, versatile and acoustically pure hall. Some of the most memorable events hosted in the Farquhar include performances by Oscar Peterson, B.B. King, Pat Benatar, Ashley MacIsaac, Spirit of the West, Sarah McLachlan, Ladysmith Black Mambazo, Yehudi Menuhin, and David Foster. The Farquhar has proven to be a space that allows for the creation of unique, engaging experiences for both audiences and performers alike.

Hugh Farquhar

Hugh Ernest Farquhar (1910-1984), was President of the University Of Victoria from 1972 until 1974. He was educated at the Victoria Provincial Normal School, the University of British Columbia, and the University of Alberta. He taught in elementary and secondary schools, then at Victoria Normal School and Victoria College. In 1963, Dr. Farquhar became a professor in the Faculty of Education at the new University of Victoria.

After an early retirement he returned to the University in 1971 as Dean of Education. In 1972 he accepted the Presidency. One of his greatest contributions was the planning and development of the University Centre and the Farquhar, which he envisioned as the hub of the University's student administrative and cultural life.

ABOUT THIS DOCUMENT

The successful achievement of his vision is through these objectives, but is reliant on a team of dedicated and self-motivated employees. To that end, this handbook was developed to help ensure the provision of a safe, dynamic, creative, and diverse work environment for the Farquhar's employees.

ADDRESS & CONTACT INFORMATION

Mailing Address:

The Farquhar At UVic
University of Victoria
Box 3025 STN CSC
Victoria, BC V8W 3P2

Courier Address:

The Farquhar At UVic
Rm B103, University Centre Building
3800 Finnerty Rd
Victoria BC V8W 5C2

Website: <https://www.uvic.ca/farquhar/>

Farquhar Director:	Ian Case	phone: 250-721-7632 email: iancase@uvic.ca
Client & Audience Services Coordinator:	Debra Fitzsimmons	phone: 250-721-6561 email: dfitz@uvic.ca
Ticket Centre Coordinator:	Ian Pears	phone: 250-721-8480 email: ticketcoordinator@uvic.ca
Manager of Production Services & Production Office:	Mike Figursky	phone: 250-721-8512 email: farqps@uvic.ca
Front of House & Production Services Coordinator:	Maggie Chapin	phone: 250-472-5591 email: farqfoh@uvic.ca
Coat Check Courtesy Phone:	250-472-4563 (only in use 2hrs prior to an event, through until 45 minutes after an event has ended)	

REPRESENTATION

Union representation of the Farquhar's employees is as follows:

Client & Audience Services Coordinator, Ticket Centre Coordinator, Manager of Production Services, and Front of House & Production Services Coordinator: PEA

FOH and Production employees: CUPE 917

Ticket Centre employees: CUPE 951

GENERAL INFORMATION FOR FRONT OF HOUSE & PRODUCTION STAFF

Introduction

When people arrive on University grounds to attend an event at the Farquhar, the first people they meet are the staff (you). It is essential that you are easily identifiable, and that you present yourselves with pleasant authority in an assured manner. It is equally important that you be well groomed, as you are representing the University of Victoria and are working in a highly visible area. The Farquhar's audiences tend to be mature, and we have built a reputation of being both attentive and accommodating.

The majority of Farquhar staff is made up of Casual Term Employees who are typically self-scheduling. The Farquhar's operation is divided into three departments: Front of House, Production, and Ticket Centre with separate supervisors scheduled in Front of House and/or Production on each call or shift. The work performed by the Farquhar's employees is not strictly departmentalized. An employee is not restricted from assisting employee(s) working in another department, provided that such assistance is temporary in nature and does not adversely affect the ability of an employee to properly perform the duties for which they were originally hired.

Base Hourly Pay Rates (as of June 1st, 2021)

PRODUCTION STAFF			FRONT OF HOUSE STAFF		
	Step 1	Step 2		Step 1	Step 2
Production Supervisor	NA	\$29.98	FOH Supervisor	\$18.74	NA
Production Staff	\$26.43	NA	FOH Staff (Ushers)	\$15.20	NA
Production Trainee	\$21.61	NA			

Note that Step 1 is for Casual Staff and Step 2 involves Regular Appointments

Paycheques for Casual Employees

1. Pay periods are from the 1st - 15th and the 16th to the last day of the month. Pay dates are the 8th and 23rd of each month (or the last work day before those dates).
2. Direct deposit is available for all UVic employees.
3. An Electronic Pay Stub option (the green option) is also available through UVic.
4. If you wish to forgo the Direct Deposit & Electronic Pay Stub Pay options, stubs & cheques for work performed at the Farquhar can be picked up at the Ticket Centre on the 9th and 24th of each month. If these dates fall on a weekend or an observed holiday, these can be picked up on the last preceding work day.
5. If you are working elsewhere on campus, different pay periods may be in effect. Contact the Client & Audience Services Coordinator to sort things out.

Contact Information

It is solely the employee's responsibility to inform the Front of House & Production Services Coordinator of any and all email, address & phone number changes as soon as these changes are in effect.

Tool Kits

Listed are the minimum tool requirements for each staff category (note that most of these are provided by the Farquhar, though employees are welcome to bring and use their own tools):

Production	Front of House
Work Gloves	Flash Light
Flash Light	Pen/Pencil
Pen/Pencil	Small Notebook
Small Notebook	
CSA Steel-Toed Shoes or Boots (Steel Toes & Gloves are not provided)	

CLOTHING

All employees are expected to present themselves in a neat and tidy fashion at all times. While working, employees are required to wear their UVic Identification Badge. Contact the Front of House & Production Services Coordinator in advance if there is any uncertainty regarding this dress code.

The following are the dress requirements:

Production Staff

Performance Calls

1. Clean and tidy black "business casual" must be worn for all show calls. This includes black pants (no jeans or leggings), black button-up long-sleeved shirt (no predominant logos), black or dark-colored footwear and black socks. Bring "blacks" with you at the start of the day if there is any chance you will be on a show call.
2. For Symphonies, Galas, and similarly formal events, it is suggested to wear Formal or Semi-Formal clothing.
3. Production Staff who have any likelihood of being seen by audience members are requested to pay particular attention to their appearance.

Non-Performance Calls

1. Clean and tidy clothing must be worn. This includes pants (no shorts), a shirt (no predominant logos), appropriate shoes or boots and socks.

Front of House Staff (for both rehearsal and performance calls)

1. A clean, opaque, pressed, white, long-sleeved dress shirt, or button-up blouse.
2. Clean black dress pants with pockets to hold a flashlight, note pad & pen (no black jeans or skirts).
3. Black dress shoes and black socks. No heels greater than one inch.
4. Ties, vests, and jackets are optional, but recommended for 'formal' events such as symphony concerts, convocation ceremonies and the like.
5. Shirts are to be tucked into dress pants.
6. If climate necessitates warmer clothing, a black sweater may be worn.

If staff arrives for work without meeting the dress code requirements their Supervisor is to:

1. Inform that individual that they do not meet dress code requirements, and inform as to why they don't.
2. Attempt to send that individual to change their attire so they meet the dress code requirements.
3. If #2 is not practical due to operational requirements and/or the amount of time it would take the individual to go and change, the Supervisor is to let the individual know that the attempt is being made to replace them. If another employee is found, they will be dismissed from that shift.
4. If this individual cannot be replaced, the individual is not to be dismissed. The Farquhar is not to be short-staffed (as per the number of employees noted for the shift on the Front of House or Production Sign-Up Sheets).
5. Document the situation via an Incident Report Form.

Regarding Shoes and Socks:

For minor dress code infractions (i.e. someone wearing dark colored shoes, but not black and/or wearing the wrong coloured socks) the Supervisor shall let the person know that they need to be in black shoes and/or socks; make a note of the situation on an Incident Report Form. If this continues to be a problem, management will address the situation.

Radio Headset Cables:

Radio headset cables are to be secured (not flapping around). This can be accomplished by feeding the cable through your shirt, or wrapping it around your waist a few times. If you are wearing a jacket or sweater you can feed the cable between your shirt and jacket, vest, or sweater.

BEST PRACTICES

The following information applies to all Staff, unless noted otherwise:

1. It is unlawful to smoke anywhere other than in designated areas on campus.
2. The University is a fragrance-free work environment. Please refrain from wearing fragrances due to the allergic reaction of others. Please note that co-workers, patrons, performers, and others can be unfavorably affected by odors such as natural body fragrances and cigarette smoke.
3. Public access to backstage is as per the client's policy on an event-by-event basis.
4. If a person is causing a genuine disturbance, your Supervisor should be contacted and reinforce the request for the individual's cooperation. If unsuccessful, the Supervisor will contact Campus Security- Local 6683.
5. A Production Supervisor can stop a performance if it becomes necessary (artistic content and personal taste notwithstanding).
6. Accepting gratuities is forbidden. If someone insists on leaving a gratuity, it is to be given to the Supervisor. The Supervisor will deposit these monies as part of the concession deposit and make note of it on the concession reconciliation sheet, and on the FOH Sheet.
7. Per UVic Policy, bicycles are not permitted inside buildings.
8. Per UVic Policy, animals are not permitted inside buildings, except for licensed guide or assistance animals, or those in training.
9. The Farquhar has a closed-circuit video feed to monitors backstage. We can also feed the monitor in the lobby, but only with the approval of the client through the Production Supervisor.
10. At the end of a work day, employees should ensure that the workspace is neat and tidy. This includes the Farquhar's equipment as well as all personal items and refuse. Note that the FOH Room and Production Office are to be kept clean at all times. Spills, crumbs, and general messes are to be cleaned up immediately by the person(s) making the mess. These are your rooms - take care of them. Empty garbage & recycling bins to the centralized locations in the Lobby and/or Backstage at the end of each shift.
11. Unless specifically authorized by the Production Supervisor, tripods are not permitted in the theatre and must be checked at the coat check.
12. Keep the Farquhar Auditorium and lobby neat during a booking, by picking up any miscellaneous garbage. Disposable gloves are stocked in the FOH Room and are to be worn when dealing with unsanitary or foul items. FOH employees typically take care of the lobby and Farquhar audience chamber, with Production Staff tending to the stage and backstage areas.
13. Report serious clean-up situations (spilled liquids, protein spills, blood, etc.) to your Supervisor. Do not attempt clean-up yourself. There are special health procedures and special supplies that must be employed. The Supervisor will first address a biological spill with an absorbent disinfectant and then contact the custodial staff for clean-up (after-hours this is done through CSEC).
14. Personal guests and/or past or current employees not on duty are not permitted into any area of the Farquhar.
15. Backstage and dressing room areas should not be entered unless required by duties to be performed.
16. No items or equipment are to be left, stored, or otherwise to occupy the carpeted hallway balcony backstage, or the hallways in the balcony or on the main floor. Items can be left on or under the table in the backstage hallway by the stage door (the exception to the rule), or in the dressing rooms, Green Room, Warm-up Room, wings, or available storage areas.
17. Employees are not to be seen by the client or patrons engaged in activities which are not immediately work-related while on duty, for example: while on a break.
18. The Supervisors for each department (Front of House & Production), are the on-site Supervisors on any shift and will be identified on the sign-up sheets.
19. The Supervisors are responsible for assigning duties to their co-workers for each event. Trust the Supervisors' judgment - difficult and/or unusual situations sometimes call for creative solutions.
20. Please be safety-conscious and err on the side of caution. If something doesn't "look right," chances are it is not. Refer these situations to your Supervisor immediately.
21. Each employee shall remain in their designated work area unless their duties require them to be elsewhere as their Supervisor directs. Communicate all movement or the need to leave your post with a Supervisor.
22. Employees shall be ready to commence work at the designated time for their shift(s). Parking, getting change for parking, getting coffee, changing into work clothes, etc. should be done before a shift begins. For employees who are late, their supervisor is to attempt to contact that individual before attempting to find a replacement.

23. If you suspect that you will be late (up to two hours before an event's scheduled start time), you are to contact the Ticket Centre at (you can leave a message): 250-721-8480. Ticket Centre staff will relay that message to the FOH Supervisor. Ticket centre phones are not checked after the event start time. Within two hours of an event's scheduled start time, call the Courtesy Phone (do not leave a message - you have to speak to someone): 250-472-4563
24. Enter the workspace through the designated doors: Stage Door for Production, Main Doors for Front of House.
25. NO ONE is permitted to be in the audience chamber or on stage while work is being done in the catwalks.
26. NO ONE is permitted to be on stage while the Clouds are being raised or lowered.
27. Staff are expected to resolve minor situations (ie. patrons in the incorrect seats or "I need to have the lectern moved"), prior to involving their Supervisor. This will serve to resolve these matters without delay (it may take several minutes before a Supervisor would be able to attend).
28. In the event that some staff members can be released early in a shift, or otherwise earlier than other staff members, the following procedure will be followed:
 - i. The Supervisor will survey the Staff in their department to determine who would like to be released early from a shift, with priority being afforded to those who are "peaking" about pending exams, papers, etc.
 - ii. All things being equal, the FOH Supervisor will "pull straws" to determine who gets to go home early.
29. The fire escapes on the Main Floor can be used to store items (chairs, ropes & stanchions, etc.), but only if those items are behind the doors (not in the passage way) and the door is able to open completely.
30. Your radio volume level is to be set as low as possible but that still allows you to hear radio calls without disturbing others. Please pay particular attention to this when inside the audience chamber during an event.
31. If speaking on the radio when inside the audience chamber during a performance, speak quietly after moving away from any audience members in the area.

Personal Items

1. All personal items (purses, bags, helmets, laptops, etc.) are to be left in the staff rooms.
2. Personal or University provided cell phones or other digital devices ("devices" herein after) may be carried, but must be silenced. These devices are not to be checked, used, or otherwise attended to unless it is work related, in response to an emergency (calling Campus Security or 911), the owner is on a bona fide break (Rest Break, Meal Break), or otherwise not on duty (before a shift or after a shift).
3. For certain events and bookings which are acoustically sensitive (E.g. orchestral events, recording sessions, and the like), a device being "silenced" must include "vibrate off".
4. All exceptions to #'s 2 & 3 must be authorised by the Farquhar's Director or Manager of Production Services (example of exceptions: Personal or family emergency etc.). These requests need to be made prior to (and early as possible) of being on duty.
5. Should staff have reason to question their ability to leave their device(s) unheeded while on duty, they are encouraged to secure their device(s) in their respective staff rooms.

Approach To The Work At Hand

1. Be proactive. Do not wait to be asked for assistance. "Be there" and offer your assistance.
2. The phrase, "that's not my job", does not apply to any work done in the Farquhar.
3. "I don't know" is never the final answer to a question. Let the individual know that you will try to find the answer and report back to them. If you are performing duties that prevent you from immediately seeking the answer, reassure the individual that as soon as you are able you will find the answer and report back to them.
4. Parking is not permitted in the Farquhar's loading bay area without a "Farquhar Parking Pass."
5. Employees are encouraged to upgrade their knowledge and skills. These include Super Host, LPEC, FE/LE, First Aid, Serving It Right, Food Safe, Pyro Ticket, etc. There may be financial support available to those wishing to upgrade applicable skills.
6. Treat everyone politely and with respect and like you would want to be treated. Always be standing when talking to a client or patron. Be aware of body language (yours and theirs). Hands-on-hips and arms-crossed-in-front are offensive and defensive postures. Try to remain neutral and listen, and generally to be sympathetic while attempting to offer solutions.

WORKING CONDITIONS FOR FRONT OF HOUSE & PRODUCTION STAFF

The following is a summary of the working conditions for the Farquhar's Front of House and Production Employees. It is for information purposes only and does not in any way constitute a contract or license agreement. Questions regarding these working conditions should be made to the Manager of Production Services, Front of House & Production Services Coordinator or CUPE 917.

SCOPE & SOURCE OF LABOUR

The Farquhar schedules staff as required for the safe and efficient support of an event and/or the Farquhar's day-to-day operation. Staffing levels are determined by the Farquhar based on the information received from the client, their requirements, and the work at hand.

STAFF CATEGORIES

1. The Farquhar's Front of House Staff is largely made up of Casual Employees who are students. They self-schedule based on their availability.
2. The Farquhar's Production Staff is largely made up of Regular Employees, who are augmented as operationally necessary with Casual Employees.
3. Hours of work will be reviewed by the Farquhar's CUPE 917 Steward and the Manager of Production Services on a monthly basis (for Casual Employees) and on an annual basis in January (for Regular Employees), in order to determine if appointment status changes may apply. Results of these meetings will be reported to both CUPE 917 and to UVic Human Resources for consideration.

SCHEDULING PRACTICES

1. The scheduling of employees is managed by the Front of House Coordinator. The determining factors in scheduling are suitability, equity, and availability.
2. Any staff shortages due to operational requirements and/or lack of personnel being available, will be filled via the supervisor directly contacting personnel in order to determine the final availability of individuals.
3. If no one is available from the pool of Farquhar's employees, the Front of House Coordinator will find staff for those shifts from other resources, disclosing the details of the situation and its resolution to the Director and any applicable union.

TYPICAL FRONT OF HOUSE STAFFING LEVELS

1. Without any special circumstances or requests from a client taken into account, Front of House staffing levels of an event's performance are typically as follows:
 - i. Main floor only: 7 Total (2 Supervisors, 4 Ushers, 1 Coat Check / Concession).
 - ii. If the Balcony is also in use by audience members: 11 Total (2 Supervisors, 8 Ushers, 1 Coat Check / Concession).
2. There are events and circumstances where these numbers fluctuate (for example: only a few patrons in the Balcony or the Choir Seats are being used for patron seating, Coat Check / Concession not open).
3. Typically these are the minimum staffing levels required in the case that an evacuation of the Farquhar is necessary.

SCHEDULING FRONT OF HOUSE STAFF

(this process subject to change in the 2021/22 season)

1. A schedule with sign-up sheets including the best available information for staffing levels and event times is generated in the last half of a month for the following month.
2. The First Round of Sign-ups (typically 5-7 days): The Manager of Production Services will email staff with the date & time sign-up starts with the number of total shifts available and how many shifts to sign up for (dividing the number of shifts by the number of staff).
3. The Second Round of Sign-ups: After the first round of sign-ups, any remaining open shifts will be "up for grabs" for those staff members wanting more shifts.
4. The Third Round of Sign-up: After the second round of sign-ups, any open shifts remaining are typically filled by emails sent out by the Manager of Production Services which include: "pretty-please" & "aww, c'mon".
5. The Manager of Production Services then will update the staff regarding changes based on further information provided by the clients and other situations as they arise.

Notes:

- a. **Once scheduled to work, it is the employee's responsibility to report for work on time and to find a replacement if he/she is unable to carry out the assignment. Make sure that the replacement is aware of the shift's special duties (Supervisor, Concessions/Coat Check, Lock-up Usher).**
- b. In the event of an emergency that will prevent an individual from being able to work, they must contact the Front of House & Production Services Coordinator as soon as possible.
- c. Front of House Staff are not to accept more than two additional shifts in any given calendar month without consulting with the Front of House & Production Services Coordinator. This is to better ensure the even distribution of shifts as they become available.
- d. If for any reason a Front of House employee is habitually unable to meet their monthly commitment of shifts they signed up for, that employee may have their shifts in the first round of sign-ups reduced.

SCHEDULING PRODUCTION STAFF

1. A schedule with the best available information is generated in the last half of a month for the following month.
2. In concert with the Manager of Production Services, Production Staff then sign-up for shifts that they are available to work.
3. In order to maintain a core of trained staff members scheduling will be done as follows:
 - a. A roster of not less than six staff members will be maintained.
 - b. Seniority will be determined by the employee's first date of hire and continuous service.
 - c. Continuous service is broken if an employee is unavailable for shifts for a period greater than sixty days.
 - d. The four most senior staff members will be scheduled first as per their availability, and as equally distributed between them as possible.
 - e. Any remaining available shifts will then be scheduled as per the remaining employee's availability and distributed as equally between them as possible.
4. The Manager of Production Services then produces a "final" staff schedule, which is subject to changes, additions, and deletions based on further information provided by the clients and other situations as they arise.
5. Changes to the "final" staff schedule are to be administered **only** through the Manager of Production Services.

CALCULATING TIME & PREMIUMS

Basic Calculation

1. Time worked is calculated by the quarter-hour (always rounded up to the next quarter-hour).
2. Time is calculated as time worked, plus the applicable premiums.
3. The first seven and one half (7.5) hours worked on one event* on one day, is calculated at straight time (x1.0) subject to any APPLICABLE PREMIUMS – see below.

Overtime

1. After seven and one half (7.5) hours worked on one event on one day, time is calculated at time plus one-half (Time-and-a-half: x1.5) subject to any APPLICABLE PREMIUMS – see below.
2. After ten (10.0) hours worked on one event on one day, time is calculated at time plus one (Double-time: x2.0) subject to any APPLICABLE PREMIUMS – see below.

Applicable Premiums

1. Actual time worked in excess of thirty-seven-and-a-half (37.5) non-overtime/premium hours in a week (Monday through Sunday) on one event, is calculated at time plus one-half (time-and-a-half: x1.5) subject to any other APPLICABLE PREMIUMS herein.
2. Time worked on a seventh consecutive day on one event (not day-of-week dependant), is calculated at time plus one (Double-time: x2.0) subject to any other APPLICABLE PREMIUMS herein.
3. Time worked on one event when there is less than eight (8) hours between calls, is calculated at the Basic or Overtime rate they were receiving when the last call ended subject to any other APPLICABLE PREMIUMS herein.
4. For those portions of shifts greater than five (5) hours in length (see BREAKS next page) without a meal break, time is calculated at the existing rate plus one-half (+0.5) subject to any other APPLICABLE PREMIUMS herein.
5. For those portions of shifts worked between the hours of midnight and 8:00am, time is calculated at the existing rate plus one-half (+0.5) subject to any other APPLICABLE PREMIUMS herein.

Notes:

- a. Premiums are not applicable to un-worked portions of minimum shifts, or on Statutory Holidays.
- b. Maximum rate is plus one-and-a-half (Double Time and a Half: x2.5).

*** On one event**

- a. The condition of "on one event" is made to allow casual employees the opportunity and flexibility to sign-up for shifts as they want and are able—without the employer or the client(s) having to pay premium rates which they are not directly responsible for. This condition is applicable when FOH Staff sign up for multiple shifts on one day, even if those shifts are for one event.
- b. This condition is not applicable to Regular Employees who are scheduled directly by the Farquhar's management. Likewise, this condition is not applicable when "self-scheduling" employees are specifically scheduled to work a shift by the Farquhar's management.

MINIMUM CALLS, CANCELLED CALLS, CALL CHANGES, RECALLS

1. **Minimum Call:** Once work has begun, minimum call is four hours. For students, minimum call is two hours on school days (Monday - Friday while Winter Session classes are in session as per the University of Victoria's Calendar).
2. **Cancelled Call:** If a call is cancelled within 24 hours from the scheduled start time, staff will be paid at straight time for all hours they were anticipating per the best schedule provided by or through the Farquhar's Management. If a call is cancelled with more than 24 hours from the scheduled start time, no compensation is provided.
3. **Call Changes:** Employees who are affected by work schedule changes with less than 24 hours' notice when the work day starts more than one hour earlier than the original start time, they shall be paid at double time for those additional hours. Employees who are affected by work schedule changes with less than 24 hours' notice when the work day starts more than one hour later than the original start time, they shall be paid at their regular hourly rate from the time they were originally scheduled to commence work.
4. **Recalls:** A scheduled recall to work after a break of more than two hours constitutes a new four hour call (two hours for students), and an additional one hour at straight time is paid if the total time actually worked exceeds seven-and-a-half (7.5) hours.

COFFEE BREAKS & MEAL BREAKS

1. All breaks / position rotations are called by the Supervisors for each department. In calling breaks, Supervisors must consider and ensure both efficiency and cost-effectiveness.
2. All breaks must be taken unless situation(s) exist when this is not possible. Supervisors are to make note of these situations (why no break) on the time sheets.
3. A paid break of fifteen minutes will be taken at the midpoint of each work period greater than three hours. For operational reasons, a coffee break may be deferred to the end of a shift. Note that a deferred break is calculated as actual time worked. Also note that coffee breaks and meal breaks can be scheduled so that not all of the staff are on break at the same time, ensuring continuous work as necessary – this is especially important during performance shifts.
4. A meal break is an unpaid break of one half-hour or one hour. Normal time between meal breaks is four hours. A five-hour shift may be taken without penalty as necessary.
5. Consecutive hours worked (without a meal break) beyond five (5 hours) are calculated at the applicable rate plus one-half.
6. A meal break cannot be called within two hours of the start of a shift, within two hours of the previous meal break, or during a call of five hours or less.
7. A minimum shift of two hours follows a meal break.
8. The Farquhar will provide food for staff when client requirements and operational needs dictate that the timing and scheduling of meal breaks will be uncertain. In those instances the Front of House and Production Supervisors will meet to determine if and how this will be facilitated, up to and including contacting the Farquhar's Management for assistance.

HOLIDAY PAY

1. For Casual Employees: Holiday Pay is included in each paycheque per the applicable collective agreement.
2. For Regular Employees: Holidays / Holiday Pay is calculated per the applicable collective agreement.

STATUTORY HOLIDAYS

1. The University provides paid statutory holidays to eligible individuals. The holidays observed by the University are: New Year's Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, British Columbia Day, Labour Day, Truth & Reconciliation Day, Thanksgiving Day, Remembrance Day, Christmas Day, and Boxing Day.
2. To be eligible for statutory holiday pay an employee must:
 - a. Have been employed for 30 calendar days before the statutory holiday and,
 - b. Have worked or earned wages on 15 of the 30 days immediately before the statutory holiday.
3. An eligible employee with a regular schedule of hours who has worked at least 15 of the 30 calendar days prior to a statutory holiday, is entitled to a regular day's pay for the holiday.
4. An eligible employee who has worked irregular hours on at least 15 of the 30 days prior to a statutory holiday is entitled to an average day's pay for the holiday. To calculate an average day's pay, divide the total wages earned in the 30-day period (excluding overtime) by the number of days worked.
5. For an eligible Employee, for work done on a Statutory Holiday, time is calculated at x2.0 for the first 12 hours worked and x2.5 for any work over 12 hours, plus any additional hours worked will be paid at the base rate (effectively, if you are eligible & working on a Stat. you will be paid x3.0 for the first 12 hours and x3.5 for the hours worked in excess of 12).
6. An employee who is not eligible for statutory holiday pay is not entitled to be paid an average day's pay. If an ineligible employee works on a statutory holiday they will be paid as if it were a regular work day.

LOCATION OF WORK

1. From time to time Farquhar Staff are called upon to work elsewhere.
2. Employees cannot be required to use personal vehicles for transport or cartage, but will be reimbursed if they do so.

PAYROLL

1. Payroll is processed through the University of Victoria.
2. For Production Staff: payroll is processed by the Manager of Production services according to daily time sheets the employees fill out.
3. For Front of House Staff: It is based on pay that is individually processed in "Webtime" after supervisor approval. Payable time is based on time sheets signed off by the FOH Supervisor and employee.

➤ Webtime Entry Procedure

- Log-on: uvic.ca
- "Sign in to UVic" - Netlink ID + password required
- Click "MyPage"
- Click "Employee Services"
- Click "Timesheet"
 - Select "Time Sheet & Pay Period"
 - Enter Time as CUPE 917 Hourly Pay
 - Once all of your hours are in: "Submit for Approval" on or before the 15th & the last day of the month.

Please note that if you don't enter and submit your hours, you will not receive a paycheck for those hours in a timely fashion.

WORKSAFE BC COVERAGE

- WorkSafeBC coverage for employees is automatic for any and all work performed for the University.

FRONT OF HOUSE STAFF DUTIES & EXPECTATIONS

GENERAL INFORMATION

1. When you arrive for a shift you are to check in at the FOH Room. Event details, start positions, and areas to inspect pre- & post-event will be listed. The FOH Supervisor will assign positions. Please do not ask to be reassigned.
2. If you suspect that you will be late (up to two hours before an event's scheduled start time), you are to contact the Ticket Centre (you can leave a message): 250-721-8480. Ticket Centre staff will relay that message to the FOH Supervisor. Within two hours of an event's scheduled start time call the Courtesy Phone (do not leave a message - you have to speak to someone): 250-472-4563
3. Your area is a specific portion of the venue. This should be inspected carefully for garbage, lost & found items, and any potential hazards such as loose cable, ladders, unsecured carpet etc. The FOH Supervisor should be informed about potential hazards to assist in their removal. You should also re-check this area after the audience has left for the evening. If you are sent home early, the FOH Supervisor will ensure that someone else covers that area.
4. If you are stationed inside the audience chamber while patrons are entering, ushers should be actively assisting patrons and asking if they need assistance with finding their seat. This means constantly moving up and down the aisles and being watchful. Once you have finished assisting one patron, head towards the next patron. This will help alleviate patrons sitting in the wrong location. It is very embarrassing for patrons to have to move once they have seated themselves. This also solves the problem of patrons who have difficulty walking or needing to ask for assistance.
5. The door usher should be in a standing position and making eye contact with patrons, performers, and generally being watchful and aware of their surroundings as well as proactively offering information such as when the doors should approximately open, where the washrooms are located, or where the stage door is located etc. Unless you receive specific information to the contrary, all performers without tickets should enter through the Stage Door.
6. Assist elderly and 'Special Access' patrons (be sure to ask these patrons if they want assistance before attempting to help them).
7. FOH Staff are expected to enforce the "House Rules", in a personable, pleasant and cordial manner at all times (the use of raised voices or laser pointers is not acceptable). House rules are as follows:
 - a. No Smoking
 - b. No Food other than Concession & Concession-Like snacks (non-messy)
 - c. No Drinks other than unflavoured water
 - d. No Feet on the seats
 - e. No Standing or Sitting in the Aisles or on the Stairs
 - f. No Tripods - except for client approved official photographers or videographers in locations defined by the Production Supervisor. All other tripods must be checked at the coat check. The Farquhar has Monopods available for patron use through the FOH Supervisor.
8. Patrons (and others) are not permitted in the audience chamber or on stage while Production Staff or others are up on the catwalks.
9. Public access to the balcony is restricted to only when the balcony is open and properly staffed.
10. Latecomers are seated as per the client's policy. Be aware that these individuals are often agitated (after all, they are late) and need polite "special" attention. No matter if it is a General or Reserved Admission event, help these people to their seats (use your flashlight). Just pointing them in a direction will only add to their frustration.
11. Be safety-conscious always.
12. Report defective seats, lights, etc. to the FOH or Production Supervisor.
13. Never allow anything to block an exit or hallway.
14. Make sure wheelchairs, walkers, and strollers etc. are stored in a safe, out-of-the-way place when not in use, and not in an aisle. Make sure the owners of these items know where they are going to be and return them to the patron at intermission and at the end of the event.
15. When applying a client's "No Recording" policy:
 - a. Attempt to deter the audience member from recording.
 - b. (If that does not work) Contact the FOH Supervisor who will attempt to deter the audience member from recording. DO NOT take the device from the patron.
 - c. (If that does not work) The FOH Supervisor should seek the client's assistance in applying their policy (It is not "Farquhar's Rule").
16. All Front of House Staff must be signed out at the end of their shift by the FOH Supervisor.
17. Before leaving, clean up after yourself (personal belongings, etc.) and tidy the FOH Room.

EXAMPLES OF SOME TYPICAL SITUATIONS IN FOH:

In sorting out situations, be polite above all else while using common sense and working towards diffusing situations, as opposed to creating or enflaming them.

1. Duplicate ticketing (refer to FOH Supervisor who will resolve with ticket centre staff).
2. People in the incorrect seats is important to address immediately, as this situation can snowball. Help those individuals find the correct seats – get additional help as needed. Proactively seating patrons as they enter the theatre assists with alleviating these issues.
3. People at the right show on the wrong day (refer to FOH Supervisor who will resolve with the Ticket Centre and/or client).
4. People showing up for a UVic event that is not being hosted at the Farquhar.
5. People without tickets wanting to be let in (refer to the Ticket Centre).
6. People wanting to swap seats or move from their ticketed seats – mobility concerns, etc. (refer to the Ticket Centre).
7. Media coming to an event (expected or unexpected) must be directed through the client and/or Production Supervisor regarding permission, parameters, and locations. Media is typically assigned a location; if they “move about” they are to be escorted at all times. Media are not to interfere with a patron’s ability to view the event, and are not to move in and out of non-designated seating areas, the cross-aisle, as well as the area between Row A and the stage. They are not to go backstage or up onto stage without expressed and implicit permission from the client.
8. Maintenance situations brought up by patrons (bring these to the Production Supervisor and/or FOH Supervisor).
9. Video being set-up in aisles and/or stairs (check with Production Supervisor, but typically they cannot be allowed to set up in those areas).
10. ‘Special’ patrons: upset, under the influence, or others for whom you cannot be prepared for how important they think they are. (Breathe, do not take it personally.) A simple response of “how can I help you” will usually aid in diffusing the situation – get help from the FOH Supervisor as necessary.
11. Medical or other serious situations (contact the FOH Supervisor who will contact 911 and/or Campus Security: See Emergency Procedures starting on page 40.
12. Emergency announcements into the Farquhar before, during, or after a performance (these are to be directed through the Production Supervisor and/or client).
13. Messages to people backstage (these are to be directed through the client representative and/or Production Supervisor).
14. People wishing to go backstage at intermission and/or after the performance (they must be directed through the client. Check with the Supervisor regarding the client’s “backstage visitor” policy).
15. More patrons with special access requirements attending an event than the Farquhar has designated space to accommodate them (FOH Supervisor will “find” room, typically in the cross aisle).
16. Protein spills and other biological messes (refer to the FOH Supervisor who will cover with ‘chlorisorb’ & contact custodial staff immediately – note that at night, Campus Security may be able to help locate custodial staff. During regular business hours call FMGT at 250-721-7616.
17. People demanding admission without having a ticket and the Ticket Centre is closed. Our policy is no admission without a ticket, but exceptions have been made in extreme circumstances. If the person announces that they are important and/or close personal friends with several deities, refer to the FOH Supervisor who will liaise with the client and Ticket Centre ... House Seats have sometimes been the solution... However & sometimes: “We are sorry, there are no seats available” has been the answer.
18. Patrons being overwhelmed by another patron’s odour (usually an abundance of perfume). Find out through the FOH Supervisor/Ticket Centre if there are other seats available to move those who are overwhelmed.

ITEMS REQUIRING ID AS COLLATERAL AND SEAT #:

1. Monopods (through the Coat Check / Concession).
2. Hearing Assist (through the Coat Check / Concession).
3. Wheel Chairs (through the Coat Check / Concession).
4. Use of the Respite Room.
 - The Respite Room is located in Room 132 in the Library (Mearns Centre).
 - The key is available through the Ticket Centre.

FRONT OF HOUSE SUPERVISOR DUTIES — PERFORMANCE

PRE 'HOUSE OPEN' (AFTER #5 THE ORDER IN WHICH THESE ARE DONE BECOMES FLUID)

- The FOH Supervisor is typically scheduled 15 minutes prior to the client's scheduled "In-Time".
 - The start times for all FOH Staff are posted on the FOH Sheets.
 - Never allow the client into the Farquhar until their scheduled time. (This allows both you and any Production Staff the time necessary to "turn on the building").
1. Turn on all of the lower and upper lobby lights.
 2. Go to FOH Room, sign in, and go over the event's sheet for any special instructions. If FOH Room is being used for projection, filming, follow-spots, etc. the Farquhar's Admin Office room should be used as the FOH Room.
 3. Make contact with the Production Supervisor regarding any information they may be aware of and to see if/when it is safe to open the doors to the client. If for some reason there is no Production Staff present and there is one scheduled, contact the Manager of Production Services immediately.
 4. Check with the Ticket Centre regarding the size of audience (including Balcony use), any available "house seats", and other seating holds. Note that "house seats" may (or may not) be available for the Ticket Centre and FOH Supervisor to use in resolving seating issues that may arise.
 5. Get float from Ticket Centre (if/as applicable) and count it in the Ticket Centre. Confirm amount with Ticket Centre staff.
 6. Get Scanners from the Ticket Centre.
 7. Get / distribute flashlights, ID Tags, and radios.
 8. Assign Staff to positions/duties on the FOH Sheet.
 9. Have staff walk through the Main Floor and Balcony to check for and pickup 'obvious' garbage. Also check for broken seats and other potential hazards (tables, chairs, etc. in hallways and/or fire escapes). Remove hazards and report the maintenance situations and hazards to the Production Staff and note these situations on an Incident Report.
 10. Make contact with client to confirm requirements / any changes to requirements, or information on the Front of House Information Sheets. Determine merchandising requirements / provide client with Merchandising Form(s).
- About Client Merch Sales:**
- If things are just being ordered (no product being exchanged on site at time of payment) we look at that as a matter of convenience and not as an on-site sale. Therefore, it would not be subject to the 15% commission.
 - For example / clarity:
 - Photos or videos (or other) being ordered on-site, but not being delivered there & then = no commission to the venue.
 - Flowers, clothing, CD's, or other, being sold on-site, with delivery on-site/at time of payment = 15% commission to the venue.
11. Note that in the case of VIP's or other distinguished guests being "latecomers", special circumstances may apply.
 12. Meet with FOH Staff to go over all of the event's requirements, special requests, and special seating requirements.
 13. Deploy staff to their assigned positions and/or duties (with name tags, flashlights, and radios – note #'s on the FOH Sheet). Unlock concession area / cupboards, assist with set-up if time permits.
 14. Have ropes & stanchions placed as requested.
 15. Have signage / ropes / etc. placed as requested.
 16. Have tables, tablecloths and chairs set-up as requested.
 17. Find the event's programs.
 18. If FOH Room is being used for projection, filming, follow-spots, etc. encourage staff to make sure that their valuables are secure (the Recording Room or the Farquhar's Admin Office can be used. Check with Production.)
 19. Check with the Production Supervisor regarding opening the House.
 20. Call the House open (usually 30 minutes prior to start time unless otherwise requested/scheduled). Again, be sure to check with the Production Supervisor before opening the House.

FRONT OF HOUSE SUPERVISOR DUTIES - PERFORMANCE (CONT.)

THE HOUSE IS OPEN

1. Help hand out programs and/or help with ticket taking as necessary. Otherwise be available to help trouble-shoot any situations that arise.
2. Help to ensure that the line-up for the Ticket Centre queues on the cafeteria side of the lobby and not towards the Farquhar's Main Doors.
3. Make the house wheelchairs available as requested; usually this is to aid someone coming into the building that has some difficulty with mobility. ***Important:*** obtain ID (Driver's License or the like) in order to help ensure return.
4. Ring bells at 15, 10 and 5 minutes prior to the scheduled start time (earlier if the event is sold out and/or the lobby is filling up with few patrons going to their seats). **IMPORTANT:** When ringing bells do so to a maximum of three sets of three: "Ding, Ding, Ding (pause), Ding, Ding, Ding (pause), Ding, Ding, Ding"
5. If an audience seems reluctant to take their seats or for formal events, an announcement is to be made into the lobby from the booth (coordinate with Production Staff):
"Hello. Your attention please. This afternoon's/evening's performance/event will begin in ____ minutes, please take your seats."
6. Check the areas outside the Centre's Main Doors and Sculpture Court (outside by main floor washrooms) and encourage people to go into the Farquhar.
7. Inform Production Supervisor if a start time hold will be necessary with an estimate as to how long the hold will be. There will be some shows where the client will decline a hold and the show will have to start on time.
8. Inform Production Supervisor when the Audience is in.
9. Just prior to the event's start, call for and make sure that the inside doors are closed.
10. Help resolve any and all situations as they present themselves.

DURING PERFORMANCE

1. Collect pre-paid tickets that have not been picked up for distribution (latecomers). Each ticket or group of tickets will have the name of a person printed on it. ***Important:*** tickets with a credit card receipt ***MUST*** be signed before the tickets are handed out.
2. Manage latecomers as per the client's instructions.
3. Check the balcony and main floor for any potential hazards (walkers, handbags, etc) that may be blocking an exit or aisle-way.
4. Dismiss "additional" Staff if the balcony is not being used (this happens infrequently and takes place 15-30 minutes into the performance).
5. Get audience count from Ticket Centre or for un-ticketed events get the clicker count for main floor and balcony. In either scenario log the attendance on the FOH Info Sheet.
6. Check all fire exits – close doors if open. It is better to walk around the outside of the building as opening the interior doors allows light into the audience chamber which is distracting to patrons.
7. Rotate staff breaks and positions (**this must be done so as to not cause distraction – between movements in a concert, not during – opening any of the Farquhar's doors causes distraction**). Breaks and rotations are not to start until at least 15-20 minutes after the performance's start (to allow for less confusion in getting latecomers seated, etc.). **Breaks should be taken "out of sight"**. This way no one is likely to approach someone who is on a break to ask for assistance. Likewise, those individuals on a break are also not a distraction to other staff members in the performance their duties.

FRONT OF HOUSE SUPERVISOR DUTIES - PERFORMANCE (CONT.)

INTERMISSION / FOLLOWING INTERMISSION (IF THERE IS ONE)

1. Make sure the Staff are in place and ready for intermission.
2. Assist patrons with special access requirements (those with wheelchairs, strollers, walkers, etc.)
3. Ring bells at 5 and 3 minutes prior to the scheduled restart time. **IMPORTANT:** When ringing bells do so to a maximum of three sets of three: "Ding, Ding, Ding (pause), Ding, Ding, Ding (pause), Ding, Ding, Ding"
4. If an audience seems reluctant to take their seats or for formal events an announcement is to be made into the lobby from the booth (coordinate with Production Staff):
"Hello. Your attention please. This afternoon's/evening's performance/event will continue in ____ minutes, please take your seats".
5. Radio FOH Staff with how long the Intermission is to be and when the event is scheduled to reconvene (so they know when asked).
6. Check the areas outside the Centre's Main Doors and Sculpture Court (outside by main floor washrooms) and encourage people to go into the Farquhar.
7. Inform the Production Supervisor if a start time hold will be necessary and with an estimate as to how long the hold will be. There will be some shows where the client will decline a hold and the show will start on time.
8. Watch for food and drink.
9. Inform the Production Supervisor when the Audience is in.
10. Make sure all the inside doors are closed. Show Continues.
11. Manage latecomers as per the client's instructions.
12. Check all fire exits – close doors if open.
13. Continue rotating breaks and positions following intermission. **Note that breaks are not to be called during or through intermission.**

WHEN CONCESSION / COAT-CHECK CLOSES

1. Ensure that the fridges are restocked. Report any actual or pending stock shortages on an IR Form.
2. Count out concession monies with the Concession/Coat Check Usher, making sure everything is balanced and complete the associated paperwork.
3. With the Concession/Coat Check Usher, put all monies and associated paperwork into a clearly marked envelope (with the date, event, and amount).
4. Both of you sign across the envelope's seal and put the envelope into the safe together.
5. The safe must be opened and closed without other staff members witnessing the combination, but in close enough proximity to you that they witness that the safe has been opened and closed (locked).
6. Ensure that any Checked Items / Hearing Assist Units / Monopods / Wheelchairs have been returned before Concession Staff are dismissed.

FRONT OF HOUSE SUPERVISOR DUTIES - PERFORMANCE (CONT.)

PERFORMANCE END

1. Make sure the Staff are in place and ready for the end of the performance.
2. Make sure that any monopods, hearing assist units or wheel chairs if any went out, are collected.
3. Once **all** of the Audience has exited: (save for when there are a handful of people (less than 10) who will remain in the house – usually friends of performers) go through lost & found check & clean up with staff making notes on any repairs necessary.
4. Any Lost & Found is noted on the FOH Sheets and goes to the Coat Check Storage Room Lost & Found Bins. Any items of value (wallets, purses, cameras, etc.) are to be forwarded to Campus Security just prior to lock-up in order to give a patron the opportunity to return for the item. Phone Campus Security and they will come and pick up the “good stuff”. Items such as combs, brushes, as well as food containers & utensils are to be disposed of (thrown in the garbage) due to health reasons.
5. Put away the Courtesy Phone.
6. Put away tables, tablecloths and chairs in Lobby if used.
7. Any leftover programs are to be taken to the client.
8. Any empty cardboard boxes are to be flattened and left next to one of the Refuse Stations in the Lobby.
9. Collect all flashlights, ID Tags, and radios from the FOH Staff.
10. Dismiss and sign out staff, logging/checking their hours worked. Please leave “the book” in the Front of House Room.
11. Return any tickets that were not picked up to the Ticket Centre.
12. Return scanners to the Ticket Centre. Note any Scanner challenges on the FOH Time Sheet.
13. Reconcile any merchandising:
 - Count out any merchandising monies with the Lock-up Usher, making sure everything is balanced and complete the associated paperwork.
 - With the Lock-up Usher, put all monies and associated paperwork into a clearly marked envelope (with the date, event, and amount).
 - Both of you sign across the envelope’s seal and put the envelope into the safe together.
 - The safe must be opened and closed without other staff members witnessing the combination, but in close enough proximity to you that they witness that the safe has been opened and closed (locked).
14. **Complete the event paperwork**. Be sure to update what did happen vs. what was planned (event start/end time, lobby set-up, etc.). Leave this paperwork in the Front of House Room.
15. Once **all** patrons and the client have left the building the FOH Supervisor and Lock-Up Usher proceed with lock-up, using and carrying the Lock-Up Sheets.
 - Lock-up is done together and in tandem (no splitting the building to expedite lock-up).
 - Check with the Production Supervisor to determine if Production Staff are going to be in the venue for a while. If so do a perimeter lock (all doors to the outside of the venue, points 1-4 on the sheets) and the Production Staff will perform a complete lock-up prior to their exit. Note this on the FOH Sheets.

FRONT OF HOUSE SUPERVISOR DUTIES - REHEARSAL

NOTES:

- The FOH Supervisor is typically scheduled 15 minutes prior to the client's scheduled "In-Time".
- The start times for all FOH Staff are posted on the FOH Sheets.
- Never allow the client into the Farquhar until their scheduled time. (This allows both you and any Production Staff the time necessary to "turn on the building")

DUTIES:

1. Turn on all of the lower and upper lobby lights.
2. Go to FOH Room, sign in and go over the event's sheet for any special instructions. If FOH Room is being used for projection, filming, follow-spots, etc. the Farquhar's Admin Office room should be used as the FOH Room.
3. Turn on the House Lights and Relays (do not turn on the Balcony House Lights unless necessary)
4. Check in with the Production Supervisor to see if/when it is safe to open the doors to the client. If there is no Production Staff present and there is one scheduled, contact the Manager of Production Services immediately.
5. Assign any additional FOH Staff to positions / duties.
6. Walk through the Main Floor and Balcony: check for (and pickup) garbage, check for broken seats and other potential hazards (tables, chairs, etc. in hallways and/or fire escapes). Remove hazards and report the maintenance situations and hazards to the Production Staff and note these situations on an Incident Report.
7. Make contact with the client to confirm any changes / additions to requirements.
8. Meet with the client to go over any of the event's requirements and note them on a FOH Info Sheet. Gather as much information about the performance date as possible (entry time, tables, programs, stanchions, merch, etc.).
9. Check with Production Supervisor and the client regarding opening the House.
10. Be available for requests from the client during rehearsal. It is best to position yourself at or near the booth so as to have a view of the house and stage, and have quick access to the main doors. This way too, the client knows where to find you. If you are going to be anywhere other than where the client expects to find you, it is imperative that you let the client and Production Supervisor know where you are going to be / when you will return.
11. Occasionally (every 20-30 minutes) "patrol" backstage plus balcony halls and seating.
12. Once the Client has exited, go through lost & found check & clean up with Staff making notes on any repairs necessary.
13. Any Lost & Found goes to the FOH Room and is noted on the FOH Sheets. Any items of value (wallets, purses, cameras, etc.) are to be forwarded to Campus Security just prior to lock-up in order to give a patron the opportunity to return for the item. Phone Campus Security and they will come and pick up the "good stuff". Items such as combs, brushes, and food containers/utensils are to be disposed of (thrown in the garbage) due to health reasons.
14. Perform Lock-up procedure after the client has exited. In situations where the FOH Supervisor is working alone in FOH, Production Staff will assist the FOH Supervisor with Lock-up.
15. Note that from time to time a client will hold "open" rehearsals where people not specifically involved in the rehearsal have been invited to come and watch. In most cases the Farquhar is aware of the situation and has staffed the rehearsal accordingly. In the event that this happens without our prior knowledge, the FOH Supervisor should call in one additional staff member for every 100 people invited to watch the rehearsal, or as circumstances dictate. Communicate this with the client, and work with them.

FOH STAFF DUTIES - PERFORMANCE

Note that FOH Staff are encouraged to communicate with the client. It is important to maintain the FOH Supervisor as the hub of the communication process.

PRE 'HOUSE OPEN'

1. FOH Staff typically start the shift 30 minutes prior to the 'House Open' (one hour prior to show). The start times are posted on the FOH Sheets.
2. Go to FOH room. If the room is not open, wait for the FOH Supervisor inside the Main Doors:
 - Note your assigned position and area.
 - Get a notebook, pencil, pin/ID Tag, flashlight, and radio (check batteries and that these are working), from the FOH Supervisor.
3. Wait in the FOH room for the Supervisor who may relay any special instructions for the event.
4. 5-10 Minutes to 'House Open', proceed to your assigned position with programs and standby until FOH Supervisor calls 'House Open'.
5. Make sure nothing is preventing the doors at each balcony entrance from opening fully, from blocking access to the water fountain or washrooms, or causing a general hazard in the lobby.
6. For some General Seating shows the balcony may not open, or be open only after the Main Floor fills; the FOH Supervisor will give instructions in these cases.
7. FOH Supervisor determines the time for the doors to open (normally 30 min. prior to event). If there is a delay, the FOH Supervisor informs Door Ushers so that they are able to explain the delay to patrons.

HOUSE OPEN

All FOH Staff are to be at their assigned positions and remain at those positions, until the FOH Supervisor sends someone to relieve them (see *Positions & Procedures* following for details).

DURING PERFORMANCE

FOH Staff are to be at their assigned position while being attentive, watching for, and working towards resolving any situations and otherwise assisting patrons as necessary.

INTERMISSION

1. Door Ushers open Main Floor inside doors 1 (rows N-Q) and the four Main Doors closest to the Coat Check.
2. Inside Ushers open doors 2 (bottom of main hallways in the Farquhar).
3. All FOH Staff are to stand by the closest doors to their assigned position, ready to assist patrons and give directions to washrooms etc. Inside Ushers are to remain at their inside positions.
4. Watch for food and drinks coming back into the Farquhar.
5. Listen for bells and/or announcements in determining when end of the intermission is forthcoming.
 - Immediately prior to resumption of the performance the Inside Ushers take their show positions.
 - Close all inside doors.
 - The main doors on both levels are to be left open.

PERFORMANCE END

1. Inside Ushers open doors at the bottom of the main hallways, and are to remain at their inside positions to assist patrons.
2. Main Floor Door Usher opens inside doors (Door One both L & R).
3. Assist patrons as needed. One usher must remain in the audience chamber when patrons are present.
4. When the Supervisor directs you to, go through clean-up and making notes of any repairs necessary to seats, collecting lost items, dismantling tables, etc.
5. Inside Ushers check to see fire exit doors are closed and that no one is "trapped".
6. Deposit all garbage and recycling in the receptacles in the lobby.
7. Give any found items to FOH Supervisor; do not put them directly into the Lost & Found Box.
8. Wait in FOH room for FOH Supervisor to tell you that you are "done", and then you get to:
9. Relay any situations or issues to the Supervisor, if you have not already done so.
10. Return your ID Tag, flashlight, radio, etc. to the FOH Supervisor.
11. Put in your hours worked into "My Page".
12. When dismissed by the FOH Supervisor, you may leave.

FOH STAFF DUTIES – PERFORMANCE (cont.)

FOH POSITIONS & PROCEDURES

GENERAL

1. FOH Staff are expected to remain at their assigned positions during an event or performance. If you need to leave your position, communicate that to the Supervisor.
2. Staff will rotate between 'inside' and 'door' positions in order to give the Inside Ushers a break from standing, and/or to facilitate coffee breaks. The FOH Supervisor will coordinate this with appropriate breaks in the performance, so that doors being opened and closed are not a distraction for those watching the event (**Note that the Inside Balcony Doors are a significant distraction whenever they opened**).
3. If a washroom break is needed, one person may watch both Balcony Entrances. However, at all other times there must be two people 'inside', and two people 'on the doors'.
4. Patrons requesting hearing assistance devices are to be referred to the FOH Supervisor.
5. Never allow a wheelchair in the Balcony (all emergency exits have stairs) – refer the patron to, or call for the FOH Supervisor for assistance.

MAIN DOORS

1. Prior to "House Open", make sure that Farquhar Lobby Signage is out.
2. For most events, Scan Tickets while checking for proper date/time, and whether it is a balcony or main floor ticket. For some events, Tear the tickets and put the stubs into the receptacles. Remember to check for the proper date and time, and whether it is a balcony or main floor ticket.
3. Watch for tripods and food and drink, and deal with those situations as they arise.
4. Give directions: i.e. *"To your right (or left) and down the ramp. There is someone there who will help you."* Doors are noted on the ticket: #'s 1 are at the top of the ramp, #'s 2 are at the bottom of the ramp.
5. Prior to the start of an event do not leave your position for any reason other than an emergency – refer patrons to the Inside Ushers or the FOH Supervisor.
6. Assist in seating latecomers per client's request.
7. When seating latecomers remind them to be quiet in a non-confrontational manner: *"We will quietly go in and get you seated", not "The concert has started so you have to be quiet"*.
8. The Lower Lobby Main Doors are **never** to be left unattended once the house is open.
9. Have programs available on the skirted shelving inside the Main Doors. Programmes can also be made available at the Concession counter, or if time permits, handed out in the lobby prior to the house opening.

BALCONY DOORS

1. Prior to "House Open", make sure that Farquhar Lobby Signage is out.
2. For most events, Scan Tickets while checking for proper date/time, and whether it is a balcony or main floor ticket. For some events, Tear the tickets and put the stubs into the receptacles. Remember to check for the proper date and time, and whether it is a balcony or main floor ticket.
3. Watch for tripods and food and drink, and deal with those situations as they arise.
4. Give directions, and let patrons know that there is staff inside who are able to assist them. Door numbers are on every ticket: Left or Right, with the correct door number for their seat.
5. Assist in seating latecomers per client's request.
6. When seating latecomers, remind them to be quiet in a non-confrontational manner: *"We will quietly go in and get you seated", not "The concert has started so you have to be quiet"*.
7. The Balcony Main Doors are **never** to be left unattended once the house is open.
8. Have programmes available on plinths or stools near the doors (keeping the pathway through the doors clear).

FOH POSITIONS & PROCEDURES (CONTINUED)

INSIDE USHERS

"Home Stations" are Left and Right of the cross-aisle on the Main Floor, and in the entry aisles at the back of the Balcony. Note that on the Main Floor, seats P1 & P24 may be available for the Inside Ushers – check with the FOH Supervisor.

1. As an Inside Usher you are expected to actively assist patrons with seating. Do not wait for someone to ask for help. Go up to people and ask them if you can help.
2. Be proactive. It is important that you offer help, and be seen doing so. Be alert for, and assist latecomers (use flashlight) and others who may be coming and going during the performance.
3. Watch out for patrons who "get lost" in the Choir Seats, and/or for those who do not recognize that a section of seats being roped off means that the section is closed.
4. For General Admission events:
 - On the Main Floor encourage patrons to occupy the middle of the rows.
 - Keep an eye on empty seats, where they are and how many.
5. Main Floor and Balcony Ushers should have programs at their positions to hand out to patrons who may have missed them at the main doors.
6. Inside Ushers are to close all inside doors just prior to the start of an event.
7. Regularly scan the audience for any situations.
8. Be aware of where there are empty seats (especially for a general admission event).
9. Radio when the event has started, when intermission is starting, and when the event is ending.

“SPECIAL” POSITIONS

Other than FOH Supervisor, there are two additional “special” positions noted on the FOH Sheets:

CONCESSIONS/COAT CHECK (C)

1. Concessions and Coat Check typically arrive 90 minutes prior to the House being opened.
2. Make contact with the FOH Supervisor to receive any special instructions. Sign-in and put on your ID Tag (in the event a FOH Supervisor is not immediately available, wait at the main doors).
3. Count the float (typically \$250) with a Supervisor in the Ticket Centre office. If a Supervisor is not available the count can be done in the Ticket Centre (TC Staff will be there).
4. Unlock the Coat Check cupboards & drawers, plug in the Hearing Assist system, set out concession signage, the contest box and the courtesy phone.
5. Find out if coat check services are charged or complimentary. Note that strollers, walkers and tripods are always complimentary.
6. Sell drinks and snacks. Check coats and bags and stuff.
7. Sign out any Monopods, Hearing Assist Units or Wheel Chairs required/requested using the “Log Book.”
8. Near the end of the shift (the following order will vary):
 - a. When directed by the Supervisor, count stock including any stock in the storage room.
 - b. Start a Concession Sheet for the next event.
 - c. Return any checked items.
 - d. Collect any Monopods, Hearing Assist Units or Wheel Chairs that were in use.
 - e. Complete concession paperwork and deposit procedure with the FOH Supervisor.
 - i. Count out concession monies with a Supervisor, making sure everything is balanced and complete the associated paperwork.
 - ii. With a Supervisor, put all monies and associated paperwork into a clearly marked envelope (with the date, event, and amount).
 - iii. Both of you sign across the envelope’s seal and put the envelope into the safe together.
 - iv. Witness that the safe has been opened and closed (locked).
 - f. Put away the courtesy phone and concession signage, unplug the hearing assist system, and lock the Coat Check cupboards & drawers.
9. The FOH Supervisor will dismiss you when appropriate. (Return ID Tag, etc to the FOH Room, & sign out).

Notes:

- If the Coat Check has been used, someone must remain at this station until all of the checked items have been claimed. After a period of time determined by the FOH Supervisor, unclaimed items may be forwarded to the lost and found.
- If the audience is late in being seated (pre-show or at intermission), the FOH Supervisor may have Concessions and Coat Check assist in getting the audience seated.
- Never leave money, inventory or coats unattended except to save your own life or someone else’s life.

LOCK-UP USHER (LU)

1. The Lock-up Usher functions to assist the FOH Supervisor with finalizing merchandising (see page 21, #13), clean-up, and lock-up.
2. Be aware that the time you may be required to stay after an event can vary considerably. Typically it will be 45 min. – 1 hr. However, on rare occasions it may be two hours or more. Unfortunately this cannot be predicted in advance. Please bear this in mind and plan accordingly when you sign up for the shift.

FOH OPERATIONAL GUIDE FOR SPECIFIC EVENTS

Victoria Symphony (VS) Concerts

1. In the FOH Book, there is a laminated Lobby Ground Plan for Victoria Symphony (VS) Concerts. The sheet notes table, rolling baffle(s), Signage, and VS Volunteer Coat Rack locations.
2. The first thing the VS Volunteers do is stuff programs with inserts. Politely encourage them to do this from the lobby-side of the coat check counter. (Something along the lines of, "Excuse me could I get you to stuff programs from the other side of the counter? That way we aren't bumping into each other while we are getting concessions set up.")
3. Tickets are available for Victoria Symphony Volunteers. The Symphony's Staff Member on Concert Duty will get tickets from the Ticket Centre and distribute them to the on-site volunteers. Every volunteer needs to have a ticket. If they don't have a ticket direct them to the person from the Victoria Symphony who is on Concert Duty.
4. Many of the VS Concerts involve a Pre-Concert Talk and/or a private reception associated with them. Liaise with VS Staff regarding the time and location of these events. When the Pre-Concert Talk is in the Senate Chamber (UVC A-Wing), put up the "Senate Chamber" signage.

Victoria Symphony Merch

1. We do not collect the typical 15% on merchandise sold in the lobby if the items being sold are a fundraiser for the Victoria Symphony.
2. We do collect the 15% on merchandise sold in the lobby if the items being sold are artist-based merchandise (CD's, etc.) being sold by or for an artist.

UVic Bookstore (typically selling books associated with a guest lecturer)

1. We do not collect the typical 15% on merchandise sold in the lobby by the UVic Bookstore.

Greater Victoria Performing Arts Festival

This Festival is a learning experience for students to perform and receive constructive critiques from professional members of their respective field. The Festival encompasses a wide range of the performing arts. We traditionally host the Studio & School Dance sections.

The usual setup and program proceed as follows.

1. Adjudicators are set up in the Cross Aisle on the main floor. We do not seat in rows J or K to afford them privacy from parents, teachers, and other students or patrons. This setup is usually done by Production before the event start. These rows and the cross aisle will be blocked off by rope and stanchions.
2. The Balcony is closed to everyone and we set up rope and stanchions backstage upstairs so that dancers can use the warm-up room and washrooms in that area but are reminded that they do not have balcony access. "The Balcony is Closed" signs are in the production office and can be attached to rope and stanchions.
3. FOH supervisor should check the balcony doors and balcony seating areas during rounds, as dancers typically ignore the signage asking them not to sit in the balcony and they sometimes also will prop open the balcony main doors.
4. Doors for this event are only 15 minutes prior to the session starting to afford dancers a little extra stage "practice time" before the audience or adjudicators are in the venue.
5. Some sessions have a longer break in between. If the event stage manager or organizer asks to close the venue (for example a lunch break) please ask all the dancers and patrons to leave and perform a perimeter lock up until the designated time on the schedule, or as advised by the SM/Organizer.
6. Seating is general admission (no assigned seating). Inform patrons to find a seat wherever they are comfortable, but to please be seated in-between performances which are generally 3 minutes or less.
7. As this event usually has a small audience, one staff member inside on the main floor, and one outside on the main doors is traditionally enough staffing for the event. FOH Supervisor can fill in where needed.
8. Separate tickets are required for every session (usually morning, afternoon and evening) as outlined by the program for the event. There is a nominal charge for tickets. The Ticket Centre is open by 8am on each day of the festival, and remains open until the evening session is close to being finished. Be sure to check the time on the tickets to ensure people aren't using the same ticket for the morning session to gain entry for the afternoon or evening sessions. Clarification can be found in the event program or through the volunteers at the GVPAP table in the lobby.

FOH OPERATIONAL GUIDE FOR SPECIFIC EVENTS (cont.)

Victoria Symphony Education Concerts (Ed Concerts)

This event is for elementary students to experience the symphony in a real theatre setting. The day usually turns out as follows.

1. Seating plans are completed for every show. These can be picked up in the Ticket Centre to be distributed to the staff. These seating plans list the areas each school group will be seated in.
2. One usher is posted at the main doors, and one usher at the Balcony doors in order to restrict access to non-student/teacher audience members. All other ushers are standing by at the sliding glass front entry doors waiting for school buses to arrive with students. One usher will meet each bus or student group, and will then lead the entire group to the area indicated on the seating plan. Some rows are broken up to accommodate all the students, so do your best to inform teachers which seats they have available to them.
3. There is a representative from the Victoria Symphony helping oversee the process. Be sure to pass on to him or her which student group you are seating so we can contact missing groups before show time. Sometimes they will be late, not attending, or there is a possible mix up on their show time and date.
4. The Victoria Symphony rep will also have a list of VIP guests who have their own seating section. Send these guests to the representative so they can be recorded as "in attendance."
5. Be especially careful to identify Parents and Teachers as chaperones, because parent "guests" are not invited to this event and have not been planned in to the seating chart. These extra non-welcomed guests can be a possible safety risk to the students, and/or overwhelm our seating plan.
6. After dropping off the students, the bus drivers will park the buses in parking lot E (the MacLaurin Building). At the end of the show, volunteers will escort the students and teachers to lot E.
7. Watch for busses that are "not aware" that they are supposed to go to lot E and redirect them. This is for both drop-off and pick-up.
8. There is a tight 30 minute turnaround from the end of the show to the start of the next session. To speed up this process, we ask that all the audience members exit out of the left side of the Venue.
9. Ushers should be informing each group as they seat them the process for exiting, and informing them that there will be volunteers outside to walk with the groups over to parking lot E to meet the buses.
10. At the end of the show, ushers should be assisting people to the exits. Be sure to point out all of the various exits, as groups tend to want to squeeze themselves into one or two of the four exits available on the sides of the main floor. For the balcony, you can advise people to use the main exit on the left, or to come through the front entry and use the exit at the end of the hall past the washrooms. Some groups (such as homeschool groups) typically will drive themselves, and so they exit through the main doors along with one or two school groups that walk to the venue from their school.
11. When the main floor and balcony are clear, inform the FOH Supervisor and reset your positions to start again.

FOH OPERATIONAL GUIDE FOR SPECIFIC EVENTS (cont.)

BandFest

This event is a learning experience for Middle and High School students to perform and receive constructive critiques from professional members of their respective field. The event is largely maintained by the BandFest volunteers which are usually comprised of UVIC School of Music members. The event usually unfolds as follows.

1. Adjudicators are set up in the Cross Aisle on the main floor. We do not seat in rows J or K to afford them privacy from parents, teachers, and other students or patrons. This setup is usually done by Production before the event start. These rows and the cross aisle will be blocked off by rope and stanchions.
2. Band groups will arrive at the Venue and gain access to backstage through the Choir Ramp.
3. The groups will rehearse in the Warm up Room prior to their performance.
4. If the groups are early enough, or plan to watch after they perform, they are allowed to sit in the audience (outside of rows J and K) but are not to be seated during any performance or adjudication. This means that large groups will have a narrow window to get seated.
5. Guests and small groups are welcome to watch and may be seated as general admission wherever there is space in between pieces. There are usually 2 to 3 pieces performed by each group followed by adjudication.
6. As there are no tickets for this event, we maintain a headcount with our clicker for all patrons and students that sit in the house to watch. These numbers should be recorded in the Front of House sheet for the day.
7. All instruments that students have with them must be left backstage if they are to sit in the audience. This avoids instrument cases being placed in the aisles.
8. Some groups come up from the USA, so there is usually some schedule shifting facilitated by the BandFest Volunteers.

Early Seating

For some community-based events which are largely attended by the family members of performers, a few of the family members will drop off their loved ones backstage and then head into the audience chamber to find their seats (before the house is open).

1. If at all able, do NOT ask these folks to vacate the audience chamber, rather: Ask the Door Ushers to come in and scan the tickets / make sure those folks are in the correct seats.
2. This practice is NOT applicable for general admission events. For a general admission event the audience chamber needs to be emptied prior to the house opening.

FOH OPERATIONAL GUIDE FOR SPECIFIC EVENTS (cont.)

UVic Convocation Ceremonies

These are UVIC's graduation ceremonies and are to be treated with the utmost amount of professionalism. It is run in conjunction with our sister department, "Ceremonies and Events", and in the eyes of the University it is the single most important event we host.

1. The "FOH Room" during Convocation is on the second floor in the Farquhar's Admin Offices. Keep the room(s) clean and take any garbage out to the "central bins" in the balcony common area after each ceremony.
2. Doors are open one hour prior to the event to allow people more time to find their seats.
3. Front of House Staff are not required to wear regalia robes, but must be very presentable. Any lapses in presentation may cause "the robes" to come back.
4. Programs will be delivered to concession. Before doors are open, FOH Door Staff are to go through the lobby and offer programs to folks (there are wicker baskets to assist with this). A few minutes before the house is open, the baskets are to be placed on a stool next to the doors that will be open for patron entry.
5. We also spread some programs on the counter just inside the main doors to catch the people who want an extra, or missed them at the main doors.
6. All left over programs are usually picked up in between Convocations as new ones are delivered. Sometimes all the boxes for the entire day (or more than one day) are delivered, so check on how many boxes you have and do not use more than half of them as the afternoon session will run out. Also check that you are distributing programs for the correct day/ceremony.
7. Recycled programs picked up during a sweep are to be left on the counter for people who want to pick up extras and are not to be returned to the boxes for pick up. The idea is that the pristine programs are kept for people un-able to attend the ceremony. They will be mailed their own un-crumpled copies. At the end of the day the left over USED programs are to be recycled.
8. Students looking to pick up their regalia are to be sent to the Senate Chambers which is also room #A180 across the breezeway on the main floor A-Wing. There are also arrows on the ground outside the buildings main entry sliding doors that will lead them there.
9. Students with Regalia asking where they are supposed to line up are to be sent to the Clearihue Building where they can meet up with the rest of their faculty. There are white tents over the walkway leading them there, and a bunch of signage and folks to help once they get there.
10. At 10, 5 & 2 minutes prior to the start time, the FOH Supervisor will "give bells". Staff then need to encourage folks to find their seats (there will be a number of Farquhar & Campus Security folks helping with this).
11. Once the procession has started, we no longer seat people until after the procession has filed in and the invocation prayer has been spoken. This generally takes about 5-10 minutes. At five minutes to the start time be sure to remind patrons looking to use the restroom or otherwise hanging out in the lobby, that they will be held back in the lobby if they are not seated before the procession. There is a TV feed behind the Coat Check that people can watch the invocation prayer from, and once that is completed we will resume seating. Balcony seating can continue, but it is important that we do not let anyone cross the convocation procession as it is part of our UVIC tradition (a procession-order got messed up once years ago because of a group of people who crossed the procession line in the lobby and now it is a "rule").
12. Coat check is free of charge for this event. If able, a production member will be there to help but not with concession, money transfers, or inventory. Students can also store items in secured room(s) in the Clearihue Building.
13. There are janitorial staff on-site throughout the day. If their support is needed, production staff can assist in locating them.
14. There are Campus Security Staff stationed in the lobby to help mitigate anyone who presents a genuine situation (Over the years a separated parent and/or someone who was told that there would be tickets waiting for them, when there are no tickets waiting for them and there are also no seats available has caused an issue.)
15. Supervisor & Coat Check/Concession need to stay on until all of the items checked have been claimed.
16. We do not collect a merch percentage from the "Convocation Bazar" in the lobby.
17. After each Ceremony there is a reception with snacks in the Mystic Market Seating area. The reception and snacks are not for Farquhar Staff. Before the start of each Ceremony a FOH

Supervisor is to connect with the Degrees Catering Supervisor (to meet and say hi). 20 minutes prior to the end of each Ceremony that FOH Supervisor will let the Degrees Catering Supervisor know that there is approximately 20 minutes remaining for that Ceremony.

There will be any number of oddities that come up during Convocation:

- Someone's name is spelled incorrectly in the program (and they/their parent is UNBELIEVABLY upset).
- A student (and their family) here on the wrong day and/or the day after their ceremony.
- A student showing up in the lobby after their ceremony has started, and without regalia, and without a clue as to what they are supposed to do.
- And, and, and...

In these cases, contact the Production Staff in the lobby, who will then contact the Ceremonies Staff to get things sorted out.

TICKET SCANNERS GUIDE

Introduction:

1. The Scanners are iPod based (they only run one dedicated program).
2. They allow for print-at-home tickets and accurately track who actually came to the show and (usually) will be faster than manually checking/ripping tickets.
3. Scanners are located inside the Ticket Centre.
4. They are plugged into the charging station on the Ticket Centre's back counter and must be returned to that location at the end of an event by the FOH Supervisor.
5. There are 8 scanners in total. The Charging Station holds up to 10 scanners, so there will be 2 empty ports on the charging station at the end of the night.
6. The Scanners communicate via WiFi. Sometimes there are connection issues. Turning the unit off and on will typically remedy this. If that doesn't work radio the FOH Supervisor for a replacement.

Need Help After Going Through This Section?

1. Ticket Centre Staff and the FOH Supervisors can help if you have any questions about the use of a scanner for an event.

Scanner Do's & Do Not's:

1. Never go into "settings" and change anything. The "Settings" button is on the bottom right of the Home Screen. The "Scan" button is on the bottom left of the Home Screen.
 - a. If the "Settings" option is accidentally selected, return to the "Scan" option before proceeding. THIS IS IMPORTANT – If any of the "Settings" are changed the scanner becomes completely useless. We are trying to get "settings" protected so they can't be altered by mistake.
 - b. *FOH Staff should never make changes to the "Settings" selection on the scanners.*
2. Never hit "update". This might pop up (infrequently). Push "Not Now" to go back to the Home Screen.
3. Each Scanner and license costs about \$800.00. Do not leave them lying around. If you have been given a scanner, it is to be with you until given back to the FOH Supervisor (or assigned to someone else by the FOH Supervisor).
4. The scanner charging station should never be removed from the Ticket Centre.

Signing Scanners In/Out (FOH SUPERVISORS)

1. Ticket Centre staff will check the scanners prior to an event to ensure that they are charged and functioning with the upcoming event # set up to scan.
2. Front of House supervisors will get the scanners 10-15 minutes before "House Open". One for each door position plus one for the Supervisor (which acts as a back-up should someone's scanner go wonkie),
3. Front of House supervisors will return the scanners after an event (even on multiple show days – for reprogramming), by placing them into the charging station in the Ticket Centre and ensuring that they are charging.
4. There is a "Scanner Issues" section on the FOH Sheet for each event that the Supervisors will fill out should any issues come up.

Scanning Tickets (How The Scanners Work)

1. Tickets to an event can be scanned at 60 minutes prior to the scheduled start time.
2. Patrons may have tickets: a) printed for them at the Ticket Centre, b) printed at home on paper, or c) on their phone.
3. Scanners will go into sleep mode when they are not in use for a while. Activate the scanner by pushing the home button along the bottom of the scanner (like an iPhone/iPod).
4. The "Scan" option is along the bottom left of the Home Screen, and the "Settings" option is on the bottom right. Ensure that your scanner is set to the "Scan" option. (**Again, do not go into settings... ever...**).
5. The Scanners have two modes that you will be using most often: "Scan In" & "Scan Out". Which mode the scanner is in will be in white lettering at the top and centre of the Home Screen. Make sure "Scan In" is in white lettering when checking tickets for entry.
6. You must check tickets for Main Floor & Balcony (we are working to change that.).
 - o **IMPORTANT:** If ticket(s) are scanned for entry at the Main Floor, but they are for the Balcony (or vice-versa) those ticket(s) must be "Scanned Out" before those patrons go to the correct doors. (Whoever Scanned them "In" needs to scan them "Out")
7. Point the scanner at the ticket barcode, then push & hold the large grey button along the top right side of the scanner to scan a ticket.
8. If the ticket is valid for entry "GO" will appear on the screen above the patron's name and ticket number.
9. If the ticket has already been scanned or is for a different day/event, "STOP" or "FAIL" will appear on the screen.

Why would a scanner say "STOP" or "FAIL"?

There are three situations when "STOP" or "FAIL" will come up on a scanner. Talk to the patron. Try to find out a bit more about their experience to determine which situation applies.

1. Duplicate Seating: The patron may have printed the same ticket out twice in order to try and get a friend in to see the event. (Ensure that both tickets are returned to the Ticket Centre so the purchaser is able to attend the event. Have the Supervisor take them to the Ticket Centre.)
2. Incorrect Event: The patron may be at the wrong event. (Inform the patron of the error, and have the Supervisor take them to the Ticket Centre so arrangements can be made so they can attend – if this event is in fact the one they came to see)
3. Ticket not "SCANNED OUT": The patron may have tried to get in on the main floor when they were supposed to be seated on the balcony level and the usher did not "SCAN OUT" the ticket before directing them upstairs. (Radio the other doors to confirm that the patron(s) were already scanned in on their doors and let the patrons in.)
4. If a ticket does not scan, try inputting the number on the ticket barcode manually (see below).

Manual Input

1. If a ticket does not scan, select "Manual" along the top left corner of the scanner interface.
2. Input the barcode number on the patron's ticket (On the Ticket Centre printed tickets the numbers are above the barcode, on a Print at Home or Phone ticket the number will be below the barcode.)
 - You do not need to enter any starting zero's: for "00010417" enter in "10417"
3. Select the green "Go" button.
4. If the ticket still does not scan direct the patron(s) to the Ticket Centre so the situation can be sorted out (Have the Supervisor take them to the Ticket Centre).

HEARING ASSIST SYSTEM

WHEN SOMEONE ASKS FOR A HEARING ASSIST DEVICE:

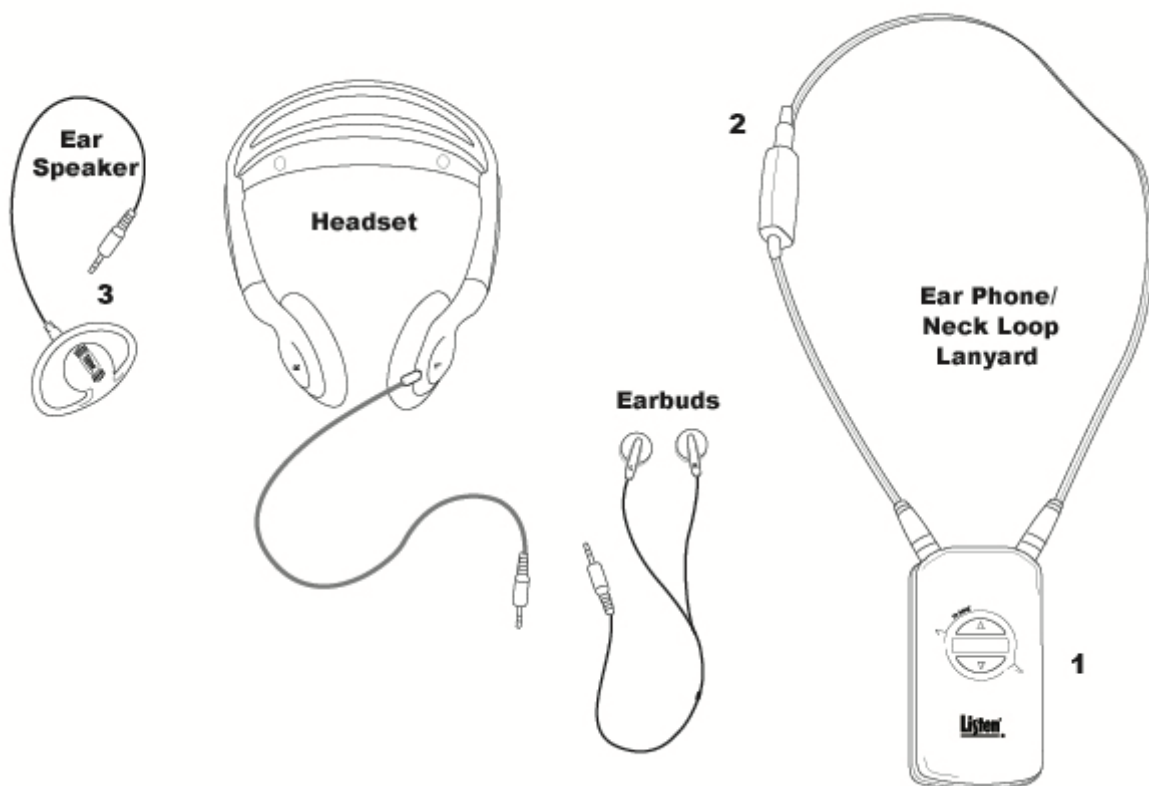
1. Per the log form: note the date, unit number, the person's name, phone number, seat number, and what type of collateral was received.
2. In the comments note all pieces that are given out: (1) Listen receiver (2) Neck loop lanyard (3) Ear Speaker. Patrons can use their own ear buds instead of the (3) Ear Speaker by plugging directly in to the (2) Neck Loop Lanyard.
3. Setup the device following the instructions below. Advise that the (1) Listen receiver is worn in such a way that there is nothing covering the receiver.
4. Contact production staff to inform them patron/s are using the system for the event.

WHEN SOMEONE RETURNS A HEARING ASSIST DEVICE:

1. Ensure all returned units are marked as "IN." Comment if any damage etc. If any comments are made tick the "Check the Log Book" box on the Front of House time sheet.
2. Clean the ear buds / ear speaker / headphones with an alcohol wipe. Put them away.
3. Turn off the receiver & put on the charger.

SETTING UP THE DEVICE:

1. Using The Earphone/Neck Loop Lanyard. Connect the Listen Intelligent ear phone/neck loop lanyard to the two 3.5 mm output jacks on the unit.
2. Then connect the short cable ear speaker or headphones to the 3.5mm output jack on the lanyard. The lanyard neck loop is placed over the head and worn as a necklace. This is the preferred method of wearing the receiver for best performance!
3. For T-coil compatible hearing aid, simply disconnect the ear speaker or headset from the ear phone/neck loop lanyard.
4. Press and hold the Power Button for 1 second to turn the receiver on, the unit display will show the unit ID, battery status and the current channel. Each item will be displayed and then the display will turn off.
5. Adjust the listening volume to a comfortable listening level via the volume up/down buttons.



THE COURTESY PHONE

1. The phone and the signage for the phone is stored in the locked cupboard just below the counter space seen in the photo below.
2. On events the phone (and the signage) is be set up pre-event by the staff doing concession.
3. It is to be returned to the cupboard (with the cupboard locked) once all patrons have exited.
4. The cable is attached to the grommet.
5. The cable gets plugged into the port labeled "Network" on the phone.
6. The phone will light up for a while and then go dark. It won't work until it goes dark. This can take a while.
7. If there is a busy signal after it goes dark, push the button above the speaker-phone symbol (bottom right), and it will/should work.
8. The Courtesy Phone's number is: 250-472-4563.



PRODUCTION STAFF INFORMATION

GENERAL INFORMATION

1. During the set-up, run, or strike of an event, you must make every attempt to ensure that all work is carried out in a safe and efficient manner.
2. No work can be done in the catwalks while the stage is occupied or the audience is in the house, without specific direction to do so from the Manager of Production Services, or if by doing so a safety concern is alleviated.
3. The onstage clouds are not to be moved while the stage is occupied.
4. The stage must be ready at least one-half hour prior to show time for the opening of the house, or sometimes earlier as per the client's or Front of House Supervisor's request.
5. All cabling in accessible areas must be taped or matted prior to the house opening.
6. All public areas must be free of hazards/obstructions prior to the house opening.
7. The Front of House Supervisor will open the Farquhar to the public and will notify the Production Supervisor when it is closed (the house is in) prior to the show starting or reconvening.
8. The stage must be swept (and sometimes mopped) before a performance and after an event.
9. The booth and all other production areas must be left clean and tidy.
10. Rental gear must be packed up and left for pick-up or return.
11. In general, any equipment and materials brought to the venue by the client in support of their event is to be struck and packed up prior to restoring the venue's systems and/or equipment.
12. Production Staff shall record their hours of work, noting Rest and Meal Breaks on the appropriate time sheets in the production office.
13. Unless prior arrangements with the Manager of Production Services have been made, ALL of a client's equipment MUST be removed from the Farquhar at the end of their booking.

LIGHTING

1. The Farquhar is provided to clients with a house lighting hang.
2. Any changes made to the house hang must be restored as part of the rental - this includes circuiting, patch, focus and colour.
3. Included in the house hang are a number of specials with no set focus that may be focused, coloured and left unrestored.
4. You can expect the house hang to be in place when you arrive and you must ensure that it is restored at the end of the rental.
5. Clients must be made aware of the time and cost ramifications of significant alterations to the house hang.

AUDIO

1. House sound consists of the PA, a selection of playback equipment, microphones, cable, DI's, processing and monitors.
2. Sound recordings are made ONLY at the request of the client.
3. All sound equipment must be put away after use, with the sound board "zeroed" and non-house patch removed.
4. You can expect the house patch to be in place when you arrive and you must ensure that it is restored at the end of the rental.
5. Clients must be made aware of the time and cost ramifications of their specific or additional requests.

STAGE

1. The Farquhar has a selection of stage equipment (tables, risers, podiums, lecterns, chairs).
2. All equipment must be put away after use (in the correct room AND in the correct place).
3. You can expect the stage to be clear when you arrive and you must ensure that it is clear and clean (swept and, if necessary mopped) at the end of the rental.
4. Clients must be made aware of the time and cost ramifications of their specific or additional requests.

EXAMPLES OF SOME OF THE SITUATIONS THAT CAN ARISE IN PRODUCTION:

Generally, a lack of experience or understanding on the part of the client or performer(s) leads to ineffective communication of their requirements. Work with them and explain without condemnation and in the spirit of cooperative service. Work towards what they want and need.

Note that this can take **MANY** forms:

1. Media and/or Videographers coming to an event (expected or unexpected) and "can I have a feed?" . . . 5 minutes or less before an event is scheduled to start (or 5 minutes after it has started) - this to be directed through the client and/or Production Supervisor re. permission, parameters, and locations. Media/Cameras are typically assigned a location. If they "move about" they are to be escorted at all times and never permitted to interfere with a patron's ability to view the event, move in and out of non-designated seating areas, the cross-aisle, or the area between Row A and the stage. They are not to go back stage or up onto stage without expressed, implicit permission from the client.
2. "I only need 3 or 4 microphones", but when the client arrives this turns into 19 microphones, 6 monitors with 3 separate feeds.
3. "The band is here. They need some microphones and stuff . . . I guess I should have told you that earlier." The client having communicated this after the House is open and 15 minutes before the event is scheduled to start and having arrived at the venue 8 hours earlier for their rehearsals.
4. "We need to use your choir risers" . . . The client having communicated this for the first time at their morning rehearsal, with a performance that evening. The Farquhar does not have choir risers in its inventory.
5. We need 16 wireless microphones" . . . The client having communicated this for the first time at their morning rehearsal, with a performance that evening. The Farquhar had 4 wireless microphones in its inventory at that time.
6. This list could go on and on.

PRODUCTION SUPERVISOR DUTIES

LOAD IN / START OF THE DAY

1. Get the Production Info Sheet from the office (this should be close to you for at least the first part of the booking).
2. Get / distribute radios.
3. Liaise with the client to determine "final" production requirements and the day's proposed schedule. Make note of these on the Production Info Sheet.
4. Assign Production Staff to the work (lighting, sound, staging) that needs to be undertaken prior to the event's rehearsal or performance. Work through any questions or concerns they may have, involve the client if/as necessary.
5. Undertake the work at hand.
6. Maintain communication with the client as requirements evolve. Communicate these changes to the other Production Staff.
7. Liaise with the Front of House Supervisor as sometimes the client will afford the Production Supervisor with FOH requirements. In this case immediately take the opportunity to introduce the FOH Supervisor to the client and help initiate their discussions.
8. At any time if the client's production requirements/expectations exceed the capabilities of the existing staffing levels/schedule, communicate this to the client along with the associated "best guess" additional cost estimate of calling in the necessary staff of scheduling alterations. Sometimes clients will reduce their requirements due to budgetary concerns – be sensitive. If the client gives the go-ahead, call in more staff or alter the schedule.
9. Schedule breaks if/as schedule dictates/permits. Let the client and FOH Supervisor know that you are taking a break and when you will return.

REHEARSAL (IF THERE IS ONE)

1. Make running notes during the rehearsal. This will be your only chance to see, practice, and or coordinate what needs to happen prior to having to do it in front of an audience. Use the Festival Sheets if/as required.
2. Make/collect work notes of any matters that will need attention between the rehearsal and the performance.
3. After the rehearsal, liaise with the client to go over the rehearsal and to ascertain any final requirements.
4. Liaise and work with any other Production Staff for input, suggestions, and work notes.
5. Go over all of the work notes/suggestions collected with the client (communicating any possible scheduling/cost ramifications) and collect any work notes generated by the client during the rehearsal (communicating any possible scheduling/cost ramifications).
6. Find out from the client when they wish "back in the building" prior to performance. Communicate this with the FOH Supervisor and any other Production Staff so that the work schedule can be determined.
7. Continue to schedule breaks if/as schedule dictates/permits.
8. Affect the work notes as time, budget, and the client's wishes permit.
9. Collect radios while making sure that they are in their chargers (and charging).
10. Dismiss staff and log hours worked along with any billables on the day's time sheet. Make sure staff are aware of any return time.

PRODUCTION SUPERVISOR DUTIES (CONT.)

PRE - SHOW

1. Get/distribute radios.
2. Continue to affect the work notes as time, budget, and the client's wishes permit.
3. Liaise with the FOH Supervisor.
4. Liaise with the client to confirm requirements / any changes to requirements and note this information on the Production Info Sheets while communicating this information to any other Production Staff.
5. Make sure that the client and other Production Staff are aware of when the House is scheduled to open.
6. Work to ensure that the House is able to open on time.
7. Communicate to the FOH Supervisor when the House is ready to be opened.
8. Standby to start the performance and for any last-minute requests.
9. Go over running notes, cues, etc. with the staff for final determination of performance duties.
10. **At least fifteen (15) minutes prior** to the scheduled start time, ensure that the Production Staff are in place and ready to begin. This could be earlier as situations dictate and/or as per the client's request.
11. Liaise with the FOH Supervisor regarding when the audience is in. If the audience is late, the FOH Supervisor can request / the client can permit a hold on the start time. There will be some circumstances when the performance must start regardless of how many audience members are in the lobby.
12. When the client is ready, start the performance.

DURING PERFORMANCE

1. Work to ensure that the performance is running as smoothly as possible.
2. Standby for any last-minute requests and situations.

INTERMISSION (IF THERE IS ONE)

1. Take/schedule breaks as able, and/or assist with production requirements as necessary.
2. **At least five (5) minutes prior** to the scheduled restart time, ensure that the Production Staff are in place and ready to begin.
3. Standby for any last-minute requests and situations.

PERFORMANCE END

1. Once the vast majority of the audience has exited, proceed with the strike and restore. Coordinate the work that needs to be done with the client and any other Production Staff. Assist the client with getting their equipment struck and loaded out prior to restoring the Farquhar's equipment.
2. Liaise with the FOH Supervisor.
3. Liaise with the client.
4. Collect radios and clean them. Make sure that the radios are turned off and in their chargers (and charging).
5. Dismiss staff and log their hours worked along with any billables on the day's time sheet.
6. If Production Staff are going to be in the venue for a while after the client and patrons have exited, the FOH Staff will do a perimeter lock (all doors to the outside of the venue) and the Production Staff will perform a complete lock-up prior to their exit. **Note this on the Production Info Sheets.**
7. When the venue is clear, discuss and work through any challenges regarding the booking with the Production Staff. Make notes with suggestions for "next time", on the Info Sheets. Finalize any notes (documentation for next-time) on the Production Info Sheets.

PRODUCTION STAFF DUTIES

Note that through the production process all Production Staff are encouraged to communicate with the client. It is important to maintain the Production Supervisor as the hub of the communication process.

LOAD IN

1. Get a radio.
2. Liaise with the Supervisor to determine "final" production requirements and the day's proposed schedule. Make sure these are noted on the Production Info Sheet.
3. Work through any questions or concerns you may have with the Production Supervisor and other Production Staff.
4. Undertake the work at hand.
5. Maintain communication with the Production Supervisor and other Production Staff as requirements tend to evolve. Communicate these changes/challenges to the Production Supervisor and other Production Staff.
6. At any time if the client's production requirements/expectations exceed the capabilities of the existing staffing levels/schedule, communicate this to the Production Supervisor who will take the appropriate steps towards resolution.
7. Take breaks as scheduled by the Production Supervisor. If you have an opportunity to take a break, communicate this to the Production Supervisor as they may not be aware that the opportunity exists. Likewise, if you have not received a break and you are due for one, **remind the Production Supervisor of this.**

REHEARSAL (IF THERE IS ONE)

1. Make running notes during the rehearsal. This will be your only chance to see, practice, and or coordinate what needs to happen prior to having to do it in front of an audience. Use the Festival Sheets if/as required.
2. Make work notes of any matters that will need attention between the rehearsal and the performance. Communicate these to the Production Supervisor.
3. Liaise with the Production Supervisor and other Production Staff for input, suggestions, work notes.
4. Go over all of the work notes/suggestions collected with the Production Supervisor and other Production Staff. The Production Supervisor will communicate these to the client and coordinate that work.
5. Continue to take breaks as scheduled by the Production Supervisor.
6. Affect the work notes as able.
7. Return your radio and make sure that it is in its charger (and charging).
8. Log your hours along with any billables on the day's time sheet. Make sure you are aware of any return time.

PRE - SHOW

1. Get a radio.
2. Liaise with the Production Supervisor and other Production Staff.
3. Continue to affect the work notes as able.
4. Make sure that you are aware of when the House is scheduled to open. Work to ensure that the House is able to open on time.
5. Communicate to the Production Supervisor when you are ready for the House to open.
6. Standby to start the performance and for any last-minute requests.
7. Go over running notes, cues, etc. with the staff for final determination of performance duties.
8. **At least five (5) minutes prior** to the scheduled start time, be in place and ready to begin. This could be earlier as situations and/or as per the client's request.

PRODUCTION STAFF DUTIES (CONT.)

DURING PERFORMANCE

1. Work to ensure that the performance is running as smoothly as possible.
2. Standby for any last-minute requests and/or requirements and/or "emergencies".

INTERMISSION (IF THERE IS ONE)

1. Liaise with the Production Supervisor and other Production Staff. Take a break, and/or assist with production requirements as necessary.
2. Standby to start the performance and for any last-minute requests.
3. Go over running notes, cues, etc. with the staff for final determination of performance duties.
4. **At least five (5) minutes prior** to the scheduled restart time, be in place and ready to begin. This could be earlier as situations and/or as per the client's request.

PERFORMANCE END

1. Once the vast majority of the audience has exited, proceed with the strike and restore. Liaise with the Production Supervisor. Assist the client with getting their equipment struck and loaded out prior to restoring the Farquhar's equipment.
2. Return your radio.
3. Finalise any production notes by communicating or writing them down on the Production Info Sheet.
4. When dismissed, log your hours worked along with any billable materials from your area on the day's time sheet.



EMERGENCY PROCEDURES

REGISTER FOR UVIC EMERGENCY ALERTS uvic.ca/alerts

Download the UVic Mobile App for emergency procedures information anytime.

FIRE



- Pull fire alarm. Call 911 and Security.
- Use an extinguisher if the fire is small.
- Proceed to nearest exit using stairs, not elevators. Close doors and windows.
- Meet at building assembly points.
- DO NOT re-enter the building until directed by emergency personnel.
- IF YOU CANNOT EVACUATE: Use stairwells as refuge areas and stay low.

NATURAL GAS LEAK



- DO NOT pull fire alarm. Call Campus Security.
- Assist with building evacuation by word-of-mouth.
- Once outside, move to designated building assembly points and DO NOT re-enter the building until directed by emergency personnel.

MEDICAL EMERGENCY



- Call 911 and ask for an ambulance. Provide your name and location on campus, including building and room number.
- Call Campus Security.
- If trained, administer CPR or first aid.
- If not trained, direct first responders to the incident location.

HAZARDOUS MATERIALS



- If not trained to manage the release or spill clean-up, call Campus Security.
- If there is risk of fire or explosion, call 911.
- DO NOT operate electrical devices, phones, light switches or equipment in the spill area.
- Alert people in the immediate area to evacuate if toxic materials have spread.
- Evacuate to building assembly points.

BUILDING FLOOD



- DO NOT walk through flood water —it could be electrically charged or contaminated.
- Call Campus Security.
- If possible, shut off power to the affected area.
- Move all hazardous chemicals and vulnerable equipment to countertops.

POWER OUTAGE



- Turn off computers and other voltage-sensitive equipment.
- If in science labs, secure experiments and shut off research gases.
- Move cautiously to an emergency exit and evacuate the building if safety is a concern.
- DO NOT re-enter the building until directed by emergency personnel.

SUSPICIOUS PERSON/OBJECT



SUSPICIOUS PERSON

- DO NOT confront the person.
- DO NOT block the person's access to an exit.
- Call 911 and Campus Security. Give as much information as possible, including description and direction of travel.

SUSPICIOUS OBJECT

- DO NOT touch or disturb object.
- Call 911 and Campus Security.

EARTHQUAKE



- DROP, COVER AND HOLD ON under a table, desk or inside wall until the shaking stops.
- If shaking lasts for more than 30 seconds or there is visible damage to the building, evacuate AFTER the shaking stops to the Campus Assembly Area.
- DO NOT use elevators.
- DO NOT pull fire alarm unless there is a fire.
- Prepare for aftershocks.

THREAT OF VIOLENCE



- Quickly determine the best way to protect yourself and call 911 when safe to do so.

GET OUT

- Consider safe evacuation of the area only if you know the location of the threat. When evacuating, keep your hands visible and follow police instructions.

HIDE

- Barricade doorways and entrances using any means available.
- Close window/door blinds.
- Stay behind solid objects away from the door and turn off the lights.
- Minimize noise from your location. Turn off your cell phone ringer, alarms and vibration.

FIGHT

- Only confront a violent or potentially violent person as a last resort. Attempt to incapacitate the threat using physical aggression.

EMERGENCY INFORMATION UPDATES

uvic.ca | CFUV 101.9 FM

UVic emergency information line:
250-721-8620 | 1-888-721-8620

UVic Emergency Planning
uvic.ca/services/emergency

Emergency Preparedness Tips:
@PrepareUVic

Emergency Information: @UVic

911

FIRE POLICE AMBULANCE

CAMPUS SECURITY SERVICES
250-721-7599

YOU ARE HERE

Building name: _____ Room #: _____ Phone #: _____

Building Assembly Point: _____ Campus Assembly Area: _____

Created by the Emergency Planning Office with assistance from Campus Security Services, Facilities Management, Occupational Health, Safety and Environment, and University Communications + Marketing

Emergency Preparedness Tips: [@PrepareUVic](https://twitter.com/PrepareUVic) | Emergency Information: [@UVic](https://twitter.com/UVic) | uvic.ca/alerts



July 2017



HOW TO RESPOND WHEN AN ACTIVE THREAT IS IN THE VICINITY

WHAT IS AN ACTIVE THREAT?

- An active threat is an individual or individuals actively engaged in attempting to harm or kill people in a confined space or other populated area. In most cases, active threats use firearms and there is no pattern or method to their selection of victims.
- Active threat situations are unpredictable and evolve quickly.
- Active threats usually will continue to move throughout a building or area until stopped by law enforcement, suicide or other intervention.

QUICKLY DETERMINE THE BEST WAY TO PROTECT YOURSELF

EVACUATE

- Have an escape route and plan in mind.
- Leave your belongings behind if necessary.
- Keep your hands visible.

HIDE OUT

- Hide in an area out of view.
- Block entry to your hiding place and lock the door.
- Silence your cell phone.

TAKE ACTION

As a last resort and only when your life is in imminent danger:

- Attempt to incapacitate the threat.
- Act with physical aggression and throw items at the threat or use other means to stop the individual(s).

CALL 911 WHEN IT IS SAFE TO DO SO

HOW TO RESPOND WHEN THE POLICE ARRIVE ON THE SCENE

HOW TO REACT:

- Remain calm and follow officers' instructions.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers, such as attempting to hold on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating. Proceed in the direction from which officers are entering the building.

INFORMATION TO PROVIDE TO THE POLICE OR 911 OPERATOR:

- Location of the active threat.
- Number of people, if more than one.
- Physical description of the person(s).
- Number and type of weapons held by the person(s).
- Number of potential victims at the location.



COMMUNICATING WITH CAMPUS SECURITY AND 911

Contacting Campus Security (250-721-7599) and/or 911

- If the situation involves fire or life-safety concerns call 911 first, then call Campus Security.
- State your first and last name.
- State where you are calling from.
- State the nature of the situation in as much detail as possible:
 1. Example (a call to Campus Security): This is Bob Smith at the Farquhar. This does not seem urgent. There is a chaperone backstage requesting an ice pack for a young lady who is saying that she twisted her knee and it is sore.
 2. Example: (a call to 911) "This is Bob Smith at the Farquhar at UVic. There is an elderly man in the lobby who has turned gray, seems to be having some trouble breathing, and isn't making sense when talking to us."
 3. Example #2 when communicated to Campus Security: "This is Bob Smith at the Farquhar. This seems urgent. There is an elderly man in the lobby who has turned gray, seems to be having some trouble breathing and isn't making sense when talking to us. We have already contacted 911 and they are sending assistance."
- Answer any and all questions to the best of your knowledge.
- If you are put on hold, stay on the line.
- If you feel that you need to go and attend to the situation have another staff member stay on the phone.
- Note that calls to both Campus Security and 911 are recorded, even while you are on hold.

EVACUATION & OTHER EMERGENCIES

last updated January 2019

As an employee of the Farquhar, it is your responsibility to know the University's and Farquhar's guidelines for the safety and security of audiences, clients, and other Farquhar staff (as well as yourself). If you have any questions regarding these procedures please refer them to your supervisor immediately.

The preceding two pages are the University's Emergency Procedures and Active Threat posters. Furthermore, The University has developed a number of web pages outlining best practices in the event of an emergency:

<https://www.uvic.ca/services/emergency/>

Further to that information the following are the Farquhar's guidelines in the event of an emergency:

DO NOT PUT YOURSELF OR ANYONE ELSE IN HARM'S WAY

Evacuation of the Farquhar may be necessary in the event of fire, bomb threat or suspicious package, active threat, a power failure, or after an earthquake.

SOME GENERAL NOTES:

1. Note that the **majority** of fire detectors in the Farquhar are "rate of rise" and not particulate detectors. This means that smoke will not necessarily cause the fire alarm to be sounded, but a significant increase in temperature will set off the alarm.
2. If you discover a situation, you must assess the situation and react accordingly. If it is a situation that can be easily remedied (example: a small confined fire in an ashtray), take charge if/as able and extinguish the fire yourself. Report the situation to your Supervisor.
3. The fire alarm system in the Farquhar has one stage and is activated either by a detector being set off, or by a pull station being activated.
4. If a situation has been discovered, but the fire alarm has not yet sounded:
 - If you smell smoke, report to your Supervisor (who will investigate further and/or notify Campus Security) and then return to your post.
 - If you see smoke and/or flames, pull the fire alarm, report to your Supervisor, return to your post and then aid in the evacuation of the building.
5. Note that there is a "Direct-Dial-To-Campus-Security" phone at the University Centre in the breezeway.

EVACUATION & OTHER EMERGENCIES (CONTINUED)

In The Event Of a Fire/Alarm - DURING A PERFORMANCE CALL

When the alarm sounds: **EVACUATE THE FARQUHAR**

1. The Supervisor(s) will liaise and then will inform Staff of the situation. One of the FOH Supervisors should check the annunciator panel (located outside in the breezeway at the back of the Senate Chamber) and report what area the alarm was triggered in to determine the best evacuation route(s) available.
2. The lighting operator will hit the panic button to bring house lights to full, switch on all hall and backstage lights, and disable the theatrical lighting.
3. ** In the event the lighting console is inoperative or inaccessible, push the "panic" button at the production control position (Stage Right) and switch on all hall and backstage lights (relays 1-7).
4. The audio engineer will shut off all sound inputs to the mixing console and monitor speakers.
5. A Production Supervisor will then address those in the Farquhar using the paging system or a bullhorn. One bullhorn is located under the audio console at the production control position, and one is located in the FOH Room. The Production Supervisor will direct performers and patrons to move in a calm and orderly fashion to the appropriate exits. It is important to act with calm authority so as to reduce the risk of panic:
"Your attention please. Due to circumstances beyond our control we have to ask you to evacuate the building. Please proceed to the nearest exit. Farquhar Staff are available to assist you. Thank you for your cooperation."
6. The audience is to exit through house right, main, and house left doors. Performers should be directed to exit through the stage door and other back stage exits, but not through the loading zone doors that open inwards.
7. Do not use the elevator. People with mobility or other restrictions can be left in safe zones (on the Balcony level at the top of designated escape stairs). Make sure that these individuals understand that they are to remain in that area and that help will be with them shortly. Report that someone has been left in that certain safe zone to the Supervisor.
8. The audience exiting through the house left doors and the performers are to be marshalled by an usher to the grassy hill across, and off of, the fire lane on that side of the building.
9. The audience members exiting through the house right and main doors are to be marshalled by an usher to the traffic island and off of the driveway.
10. Production Staff will evacuate the stage and backstage areas.
11. Once people are outside, Staff should be stationed at the mustering locations. They will be responsible for directing the crowd away from the building and fire lanes, and for relaying information given to them by the Supervisors.
12. Staff should listen carefully for anyone who believes someone is missing. Get a description as well as "I saw them last at . . ." information and relay it to the Supervisors.
13. If it is safe to do so, the Supervisors will make a building check to ensure everyone has left (including washrooms, exits and stairwells) and that all of the interior doors have been closed.
14. One of the FOH and Production Supervisors should check in with Campus Security and the Fire Department at the annunciator panel and relate any relative information to those authorities (number of people in the Farquhar vs. number of people evacuated, the specific location of the fire, etc.). The authorities at the annunciator panel (in the breezeway) will also be able to provide valuable information on the status of the evacuation.

In The Event Of a Fire/Alarm During a REHEARSAL

When the alarm sounds: **EVACUATE THE FARQUHAR**

1. The Supervisor(s) will inform the client and any other staff of the situation and that the building needs to be evacuated.
2. Bring all of the venue's "work light" to full: push the "panic" button at the production control position **(Stage Right) and switch on all hall and backstage lights (relays 1-7).**
3. A Supervisor **or designated staff member** will then go to the production booth and address those in the Farquhar using the paging system or a bullhorn. One bullhorn is located under the sound console at the production control position, and one is located in the FOH Room. The Supervisor will direct those in the Farquhar to gather their belongings and move in a calm and orderly fashion to the appropriate exits. It is important to act with calm authority so as to reduce the risk of panic:

"Your attention please. Due to circumstances beyond our control we have to ask you to evacuate the building. Please proceed to the nearest exit. Thank you for your cooperation."

4. Those onstage and backstage should be directed to exit through the stage door and other backstage exits, but not through the loading bay doors which open inwards.
5. Those exited people are to be marshalled to the grassy hill across, and off, of the fire lane on the loading zone/stage door side of the building.
6. Once people are outside, direct the crowd away from the building and fire lanes.
7. The Supervisor(s) should liaise with the client's representative(s) in order to better ascertain that everyone is out of the building (their folks & any guests who were in the building).
8. Do not re-enter the building, wait outside for Campus Security to arrive.
9. One of the FOH and Production Supervisors should check in with Campus Security and the Fire Department at the annunciator panel and relate any relative information to those authorities (number of people in the Farquhar vs. number of people evacuated, the specific location of the fire, etc.). The authorities at the annunciator panel (in the breezeway) will also be able to provide valuable information on the status of the evacuation.

ACTIVE THREAT PROCEDURE

1. All employees should subscribe to the emergency alert system on campus if possible.
2. If there is an active threat alert on campus, FOH Supervisors will inform the client representative and other staff of the situation. The Alerts will usually not be prescriptive in its messaging. It might state that an active threat event is occurring in location X, avoid the area, and to either Get Out, Hide or Fight. It will be up to the staff in each area of campus to make an assessment on what to do based on the limited information they have at the time.
3. Staff and others in the lobby will need to move inside the Farquhar. All the inside doors will be closed and everyone will move into the main house of the Farquhar. Performers need to move from backstage areas to the stage. Production Staff will ensure that both the Stage Door and Choir Ramp Door are locked.
4. A Production Supervisor will liaise with the client representative informing them of the situation and stop the rehearsals or event
5. Once inside, the FOH Supervisor will call Campus Security and/or 911 informing them that there is an event in the venue with people inside and ask for a course of action. Note that it will be very likely that both Campus Security and 911 may not be able to answer your call or provide you with much information in the heat of the moment. Once you are able to establish contact with one of those authorities, follow the directives received.
6. A Production Supervisor will come on to the PA system or bullhorn and say the following announcement:

"Your attention please. It has come to our attention that there is an active threat on campus. We request that you remain as calm as possible and keep your voices at a minimum. You are encouraged to stay off your mobile phones to help keep the cellphone towers free for emergency services. If you must use your mobile phone please only use the texting function. We will update and evacuate everyone as soon as we have any more information."
7. Once Campus Security or the Police have either called or arrived with more information, all Farquhar employees will assist if/as requested.
8. In the very unlikely event that an active threat enters the Farquhar, you must not put yourself in harm's way. Watch UVic's official video on "Get Out, Hide or Fight" for further information.
<https://www.uvic.ca/services/emergency/hazards/threats/>

EVACUATION & OTHER EMERGENCIES (CONTINUED)

BOMB THREAT OR SUSPICIOUS PACKAGE

If a bomb threat is received or a suspicious package is discovered, follow the procedures in the University's *Emergency Procedures & Information* booklet. Contact the Police and Campus Security immediately:

1. In the case of a bomb threat being received, DO NOT PULL THE FIRE ALARM.
2. If the Police or Campus Security deem that an evacuation is necessary, proceed with an evacuation of the Farquhar using the same procedures for a fire evacuation.
3. Do not touch or otherwise disturb the package.
4. Keep others away from the package.

EARTHQUAKE PROCEDURE

Take action at the first indication of ground shaking:

1. Drop, Cover and Hold On.
 - If you are inside the Farquhar, face the pillars (main floor), or shelter yourself inside an exit way.
 - If you are in the Lobby, remain under cover. Do not enter into the open area of the lobby where glass will be falling. Stay as far away from that area as possible.
 - Do not use the elevator.

After the ground stops moving:

2. If there is reason to believe that the building is unsafe to occupy, aid in the evacuation of the building using the same procedures for a fire evacuation. Do not use the fire alarm system following an earthquake unless there is a fire.
3. In all likelihood as soon as the ground stops moving, people will want to get out of the venue. Aid in the evacuation of the building using the same procedures for a fire evacuation.

POWER FAILURE

In the event of a power outage:

1. After a brief period, emergency lighting will come on providing some light in the venue. It is not very much light, but enough to safely get people out (don't forget that we have flashlights that will assist in this situation).
2. An announcement will be made by a Production Supervisor:
"Your attention please. It seems that we are experiencing a power failure. We hope to continue with today's event as soon as possible. Please remain in your seats. We will provide updates as soon as we are able."
3. If there are folks who wish to leave at this point they are welcome to.
4. A Production Supervisor will contact Campus Security to let them know that we are experiencing a power failure (they may have information about it).
5. A Production Supervisor will check the BC Hydro website (if able) for updates. Typically BC Hydro has information on their website regarding power failures and estimated times for restoration as quickly as five minutes after a failure.
6. A Production and FOH Supervisor will liaise with the client's representative in order to determine the course of action (either wait for more information, or wait XX minutes and then cancel/postpone the event).
7. Keep people (audience members) updated about every 5 minutes in order to try to discourage worry, even if an update amounts to "We are still waiting for information."
8. If the decision is made to cancel/postpone the event, aid the evacuation of the building using the same procedures for a fire evacuation. If this happens after sundown, the outside of the building could be very dark. Some staff members with flashlights should go outside and help illuminate the stairs surrounding the venue as best as they are able.

EVACUATION & OTHER EMERGENCIES (CONTINUED)

MEDICAL ATTENTION

1. **Any injury** that requires **any amount** of medical attention must be reported **immediately** to a Supervisor who will **immediately** contact Campus Security.
2. You can proceed with administering First Aid **ONLY** if you are certified and qualified to do so.
3. If the situation is obviously serious call 911 prior to Campus Security.

DEALING WITH ICK

1. We can have ick that ranges from used gum and tissues, all the way to a tiny 1cm-square zip-lock bag full of white powder (which later tested positive for cocaine).
2. For ick that is immediately affecting patrons, clients, or staff, contact Facilities Management (250-721-7616, Mon-Fri, 8 a.m.-4:30 p.m.) or Campus Security (250-721-7599 after hours).
3. For ick that is "saved" for janitorial, the Supervisor needs to leave a note on the backstage janitor's room describing what the ick is and where it is. (Post-it notes seem to work well).
4. **Please** put on gloves if you are inclined to deal with **ANY** ick.
5. It is standard practice to double-glove in order to be safe. I would rather have to go and get more gloves than have you get sick or (worst case) have to call Campus Security/911 to administer Naloxone.
6. In the event of an unknown powder or substance:
 - a. Do not touch, taste, inhale or otherwise disturb the powder or substance.
 - b. Contact a Supervisor, who will contact Campus Security to come and deal with the powder or substance.
 - c. Keep others away from the powder or substance.

MAINTENANCE AND/OR SERVICE SAFETY SITUATIONS

There will be times when a safety hazard is apparent (spills, light bulb out, broken seat, etc.) that would normally be taken care of by staff from another UVic Department or areas. When these hazards exist, inform the Supervisors and they will:

1. Attempt to contact Facilities Management (250-721-7616, Mon-Fri, 8 a.m.-4:30 p.m.) or Campus Security (250-721-7599 after hours).
2. If timely service/maintenance is not available, a Supervisor is to take action that would properly address the hazard in the interim (fixing the seat, dealing with the spill, putting up an "Out Of Order" sign, etc.).

UNDESIRABLE GUESTS

Some of the events we have hosted at the Farquhar have seen a number of unwelcome people (folks with restraining orders & condition of contact orders) try to attend or otherwise make contact with those they are not to have contact with.

These incidents have caused profound distress for the participants, their guardians, client representatives and witnesses on what should have been a day full of joy and celebration. The start of one event had to be delayed and both our Campus Security and Saanich Police have had to attend to each of these incidents.

We have been asked to become as informed as we can be regarding any potential situations, such that our staff, UVic Campus Security, and Saanich Police can also be made aware of these.

In advance of these types of events, the Farquhar's Management will contact the client's representative and ask that they make us aware of undesired guests so that information can be shared with Campus Security, Saanich Police, and Farquhar Staff.

"Prepare for the worst and hope for the best."

EVACUATION & OTHER EMERGENCIES (CONTINUED)

Should the unwelcome parties try to attend/get tickets:

At the Ticket Centre:

- Let them know that tickets are currently unavailable. Proceed selling/distributing tickets as if those transactions are all pre-orders.
- Ask them to wait in case tickets become available and that may take until a few minutes after the event starts. This will keep those individuals on-site and identifiable for when Campus Security arrives. (Do not start / initiate conflict with those individuals).
- Contact Campus Security (250-721-7599) and let them know what is going on and where.
- Radio a Supervisor to let them know what is going on, and where it is going on so they can pass that info along to the client & Farquhar Staff.
- Upon their arrival Campus Security will want to talk to the client representative to confirm that the unwelcome individual(s) are in fact unwelcome.

When a client representative, patron, participant, or other informs staff that someone who is unwelcome is in attendance:

- Contact Campus Security (250-721-7599) and let them know what is going on and where.
- Radio a Supervisor to let them know what is going on so that they can pass that info along to the client & Farquhar Staff.
- Upon their arrival, Campus Security will want to talk to the client representative to confirm that the unwelcome individuals are in fact unwelcome.

DOCUMENTATION AND SUPPORT

1. Should anything happen that falls under this section, please fill out an Incident Report using as many pages as you need to.
2. Should anything happen that falls under this section, PLEASE feel free to contact the Farquhar's Director, Manager of Production Services, Client & Audience Services Coordinator, and/or the Ticket Centre Coordinator (home numbers, cell phones, text messaging are all absolutely okay to use).

OTHER OPERATIONAL INFORMATION

RECRUITMENT OF EMPLOYEES

Practices and Procedures

The hiring of new casual employees in Front of House (FOH) and Production is handled by the Farquhar's Management and is subject to applicable provisions in any applicable collective agreements.

FOH and Production Staff are hired as Casual Term employees from September through to the end of August the following calendar year.

Additional FOH and Production staff are hired throughout this term in order to maintain adequate staffing levels.

This employment is for UVic students, and sometimes students from other accredited post-secondary educational institutions.

Preference is given to full-time UVic students / former employees.

In the area of Production, all things being equal, employment preference is given to students, however, the Farquhar does and has employed non-student Production Staff due to operational necessity.

For postings the Farquhar will:

- Notify existing staff of any vacancies via posting a notice of vacancy on our staff bulletin boards or via email;
- Post these positions through Career Services on the Campus Worklink website;
- Notify UVic Human Resources and any unions with collective agreements affecting the Farquhar of any applicable FTE or PTE vacancies.

INTERNAL PERSONNEL FILES

Practices and Procedures

Confidential files will be created and maintained in a secured cabinet by the Director or their designate. An employee may review the contents of their file and may respond in writing to materials contained therein. UVic Human Resources will maintain the employees' official Human Resource Files.

Information contained in the Farquhar's internal files may include, but is not limited to:

- Personal information such as: Name, address, telephone number, current resume, etc.
- Medical information such as: Emergency contacts, physician's notes, medical conditions e.g. allergies, diabetes, etc.
- Benefit information such as: Marital status, dependents, social insurance number, beneficiary, etc.
- Performance information such as: Performance appraisals, disciplinary action, letters of recommendation, termination documents, etc.

Employees are responsible for providing current information (address, phone, email, etc.) for their file.

PERFORMANCE REVIEW & ADVANCEMENT

PRACTICES AND PROCEDURES

The Farquhar utilises a systematic objective performance review process for Regular and Casual employees seeking advancement. This process supports the notion that ongoing two-way feedback is the key to:

- Developing a mutual understanding of expectations between the employee and the Farquhar; and
- Providing recognition for exceptional performance; and
- Addressing performance issues and developing plans to assist the employee to overcome obstacles to professional development; and
- Improving and developing individual employee skills and abilities; and
- Creating and maintaining a strong, highly skilled team of professionals.

It is incumbent on the Farquhar to recognise the skills and abilities of its employees and provide the opportunity for those skills and abilities to be utilized to the betterment of the employees, as well as the level of service provided to the clients and patrons.

FOR FRONT OF HOUSE STAFF

Anyone wishing to be considered to be employed as Front of House Supervisor must be an employee of the Farquhar for not less than six months or have equivalent professional experience, and must schedule a performance evaluation and an interview with the Farquhar's management.

Successful applicants will have demonstrated that they are an example to their co-workers in work ethic and adherence to the Farquhar's and University's policies and procedures, as well as having an implicit knowledge of the policies and procedures governing the operation of the Farquhar in the area of Front of House.

FOR PRODUCTION STAFF

Anyone wishing to be considered to be employed as a Production Supervisor must be an employee of the Farquhar for not less than six months or have equivalent professional experience, and must schedule a performance evaluation and an interview with the Farquhar's management.

Successful applicants will have demonstrated that they are an example to their co-workers in work ethic and adherence to the Farquhar's and University's policies and procedures, as well as having an implicit knowledge of the policies and procedures governing the operation of the Farquhar in the area of Production.

IN EITHER CASE:

The employee meets with the Director or their designate(s) to discuss the employee's performance. Topics include:

- Updates on ongoing work activities;
- Status of special projects;
- Review of deadlines;
- Recognition and acknowledgement for exceptional performance;
- Feedback from clients, patrons and colleagues;
- Areas of concern and corrective action plans;
- Developmental activities, including training or education requirements.

The Director or their designate(s) will complete a written report summarizing the key points of these meeting(s).

The employee and the author of the report sign off the report. The original report is placed in the employee's Human Resources file and a copy is given to the employee.

AVAILABILITY FOR WORK

The Farquhar recognises that on occasion an employee may experience periods of time when they are not available for work, or may not wish to continue employment with the Farquhar.

BEING UNAVAILABLE FOR WORK:

In some cases Regular Employees may be eligible for a Leave of Absence. Information regarding Leave of Absence provisions is available through the University's Human Resources Department and/or the applicable union.

For the Farquhar's Casual Employees:

1. An employee can make a written request for a leave of absence for any period of time in excess of five (5) working days.
2. Written requests must be submitted to the Director or their designate for approval at least four (4) weeks prior to the requested start of the leave.
3. Written requests must contain the start and finish dates of the leave, the purpose for the leave, and any information the employee feels may support the request.
4. Subject to the operational requirements, the Director or their designate may approve or deny the leave request. In either case the employee will be notified in writing of the decision.

Abandonment: An employee who fails to report for work for two (2) consecutive scheduled working days without notifying the Farquhar, or be unavailable for work for a period greater than four (4) weeks without an approved leave, will be deemed to have abandoned their position and their employment will be terminated. Should the employee provide a satisfactory explanation of the absence, the Director or their designate may reinstate employment.

Resignation: A voluntary termination freely made by the employee – the job is not what an individual thought it was going to be and further does not wish to continue - the individual has secured "better" employment, etc. Individuals are encouraged to give a minimum of two (2) weeks' notice.

INCIDENT REPORTING AND INSURANCE

INSURANCE

All accidents such as slips and falls, thefts and similar incidents are to be reported immediately to Campus Security (who are the recognized First Aid Attendants for the campus) for both assistance and investigation. The security officer will proceed with a formal report and investigation as required. If appropriate, Campus Security advises the Director of Accounting Services and the Risk & Insurance Analyst so that immediate notification to our insurance company can be made. Immediate completion of an Incident Report form is also required.

The University can have other claims made against it by employees, students, or other third parties such as threatened suits for libel, harassment, pollution, negligence, etc. This can include a claim by a third party against an employee or student where the University is also named as a party to the action. If you are witness to such a threat, request the name, address and telephone number of the person. Do not defend, argue or admit liability. Refer the matter to a Supervisor(s). This must be documented on an Incident Report Form.

At the earliest possible date the Director of Accounting Services should be advised of such potential claims and exposures so that our insurance company can be notified. Under our policy, failure to so advise within a reasonable period can result in a denial of insurance coverage. For Example, a University Department received a statement of claim, appointed a lawyer on their own accord and issued a statement of defense on an incident with no notification to our insurer. Thus exposing the University to a possible denial of coverage with that insurer.

In the event of an allegation or claim, officers and employees of the University must refrain from acknowledging liability. Any acknowledgment will be done formally by the University following an investigation.

UVic and 57 other Canadian universities are well served and have excellent relations with our insurer CURIE, but we also have an immediate responsibility following an incident to protect the interests of the University and other financially interested parties, including employees, by prompt and professional investigation through CURIE's facilities.

REPORTING OF INJURIES IN THE WORKPLACE

All injuries or near-miss situations that take place while working must be reported immediately through supervisory staff to the Farquhar's Management, and then on to the UVic's Department of Occupational Health, Safety & Environment and WorkSafeBC (per current legislation). The Supervisor(s) should note names, phone numbers and a brief description of these injuries on an Incident Report Form.

IMPORTANT NOTE:

An injury to employees, clients, or patrons that requires ANY amount of medical attention must be reported immediately to Campus Security.

OTHER INCIDENTS

The Farquhar is committed to addressing the concerns of its employees, clients and patrons in order to provide a proactive and healthy environment.

In order to most effectively facilitate this communication, an Incident Report Form has been generated to help standardize the reporting of:

1. Suggestions;
2. Maintenance concerns;
3. Supply concerns and/or shortages;
4. Personnel situations;
5. Work related incidents or disputes;
6. Exceptional work or handling of a situation, and the like.

INCIDENT REPORTING AND INSURANCE LIABILITY (CONT)

Reporting Procedure

Any suggestion, maintenance, supply concerns and personnel, accident, client, and patron situations should be noted on an incident report form via the shift's supervisor and forwarded to the Director or their designate for consideration.

This form is to be completed on a fact-only basis, void of supposition, exposition and opinion. For instance:

Situation:

An elderly gentleman has tripped and fell down the balcony stairs.

Do not report that:

An old man wasn't able to get down the stairs, fell down and hurt himself because he was old and didn't walk too good.

Do report that:

A gentleman (name & phone number) who was using a cane to assist his mobility and refused assistance from the Balcony Usher (name & phone number) was not able to maintain his balance while negotiating the balcony stairs leading to his seat, tripped and fell down (#) steps. The gentleman complained of a sore ankle, and there were no other obvious injuries. He was moved into a comfortable position at his request and was attended to by Campus Security _____ minutes following the accident. There was no loose carpeting, loose carpet edging or other items in the immediate area at the time in which the fall took place. (you get the idea – **DETAILS**)

Also note that every effort shall be made to resolve any personnel situations, and/or work related incidents and disputes at the time that they occur between the parties involved. The situation, incident or dispute shall be reported via the completion of an Incident Report Form and forwarded to the Director or their designate and any applicable union for consideration and for further action as is deemed appropriate.

IMPAIRMENT

The Farquhar is committed to providing a safe working environment for each of its employees, clients and visitors and acknowledges that all work performed by its employees is safety sensitive. The Farquhar recognizes that impairment can have serious, adverse effects on work place safety, an employee's health, and job performance.

The WorkSafeBC's regulations 4.19 and 4.20 follow:

4.19 Physical or mental impairment

(1) A worker with a physical or mental impairment which may affect the worker's ability to safely perform assigned work must inform his or her supervisor or employer of the impairment, and must not knowingly do work where the impairment may create an undue risk to the worker or anyone else.

(2) A worker must not be assigned to activities where a reported or observed impairment may create an undue risk to the worker or anyone else.

4.20 Impairment by alcohol, drug or other substance

(1) A person must not enter or remain at any workplace while the person's ability to work is affected by alcohol, a drug or other substance so as to endanger the person or anyone else.

(2) The employer must not knowingly permit a person to remain at any workplace while the person's ability to work is affected by alcohol, a drug or other substance so as to endanger the person or anyone else.

(3) A person must not remain at a workplace if the person's behavior is affected by alcohol, a drug or other substance so as to create an undue risk to workers, except where such a workplace has as one of its purposes the treatment or confinement of such persons.

Note: In the application of sections 4.19 and 4.20, workers and employers need to consider the effects of prescription and non-prescription drugs, and fatigue, as potential sources of impairment. There is a need for disclosure of potential impairment from any source, and for adequate supervision of work to ensure reported or observed impairment is effectively managed.

PRACTICES AND PROCEDURE

When there is reason to believe that an employee is reporting for work in a condition prohibited by WCB Regulations, the Director or their designate will ensure that:

- a) The employee in question will be immediately sent home (**safely**) for the remainder of the day, without pay. "Safely" may require the involvement of Campus Security.
- b) The Director or their designate will document the incident and distribute copies to the employee in question and the University's Human Resources Department for further consideration and/or disciplinary action.

CONFLICT OF INTEREST

PRACTICES AND PROCEDURE

The Farquhar is committed to providing a working environment for each of its employees that is free of breach of trust, or conflict of interest, or potential implied obligation. Employees of the Farquhar shall refrain from activities, which are or may be a breach of trust or conflict of interest with the Farquhar's and/or University's goals and best interests.

Employees who believe that they might be in a potential conflict of interest should describe their concern in writing to the Director or designate who will respond in writing.

As a general guideline, employees shall refrain from activities that are or may be in conflict of interest with the Farquhar and/or University and shall not:

- Engage in any outside employment, business or undertaking that will or is likely to interfere with their performance of duties while at work with the Farquhar.
- Receive or give any benefit that would influence or adversely affect the good faith in carrying out of their responsibilities and duties or the business of the Farquhar and/or University.

Example:

Situation:

A friend, family member, faculty member, department chair, or other University official has requested (demanded) to see a performance without having a ticket (and/or is unwilling to purchase a ticket).

Resolution:

For regular staff: confer with your supervisor, reporting to those making the request that you "Have to check with your supervisor". The FOH and Production Supervisors can do the same, conferring with each other. Make sure that the incident is reported.

Result:

You have removed yourself from the situation by referring "up" (or sideways for the supervisors).

***** Supervisors are to document these situations on an Incident Report Form *****

HARASSMENT FREE AND RESPECTFUL WORKPLACE GUIDELINES

Purpose/Rationale/Principles

The Farquhar is committed to:

- ensuring that all individuals are treated with dignity and respect, free from discrimination, harassment and bullying, and are supported in managing workplace differences: and
- providing and promoting an environment that respects and promotes human rights and personal dignity.

As members of the public service, our mission is to provide excellent service to all staff and users of the Farquhar. Like the public we serve, our workplace is diverse, with individuals from different backgrounds and different life experiences.

The Farquhar recognizes that conflicts occur, and these Respectful Workplace Guidelines are not meant to interfere with everyday work interactions where some conflict may be normal or expected. Employees are to demonstrate behaviour that creates and maintains a respectful workplace and to resolve issues in a way that contributes to a healthy and productive workplace.

Excellence, innovation and commitment are the touchstones of our service to the public. Commitment to a harassment free and respectful workplace ensures the Farquhar is a great work environment for us all.

The Farquhar supports the maintenance of a Harassment Free and Respectful Workplace by providing:

- training in appropriate workplace behaviour
- appropriate levels of supervision and management to ensure appropriate workplace behaviour
- Encourage open, honest and rank communications between staff, supervisors, managers and director
- harassment, bullying and dispute resolution
- a fair process for informal resolution of respectful workplace complaints;
- formal processes for the reporting and investigation of respectful workplace complaints, including discrimination and discriminatory harassment: and
- interventions to strengthen workplace relationships

Scope

This policy applies to all persons associated with the Farquhar (collectively defined as “individuals”) including:

- work-study, casual, part time and full time employees of the Farquhar
- supervisors, managers, directors, and executive members
- individuals authorized to access the Farquhar’s facilities or equipment

Principles

Respectful conduct in the workplace

Individuals are responsible for conducting themselves in a respectful manner in the workplace and at all work-related activities. Failure to maintain respectful conduct may lead to discipline up to and including termination of employment, and/or cancellation of contract.

Behaviors that create and support a respectful workplace:

- The contributions of all employees
- Positive communication and collaborative working relationships
- Courteous, respectful treatment of others
- Treating everyone equitably and fairly
- Listening to what others have to say
- Recognizing and valuing diversity in the workplace
- Willingly and sincerely apologizing when something said or done may have offended another individual.

Our Harassment Free and Respectful Workplace Guidelines defines workplace harassment in four ways: abuse of authority, harassment, personal harassment and sexual harassment. If it occurs within the course of the employment relationship, many forms of behaviour can constitute workplace harassment. Following are some examples:

- Serious or repeated degrading or offensive remarks, such as teasing about a person's physical appearance, put-downs or insults
- Inappropriate comments regarding clothing and/or physical appearance
- Verbal and written harassment through jokes, racist or sexist remarks, derogatory comments, offensive language, gossip and slander, mobile telephone ring tones, threats, letters, emails
- Visual displays of posters, computer screen savers, downloaded images, graffiti, obscene gestures, cartoons, or any other offensive material
- Isolation or non-cooperation at work, exclusion from social activities, initiations and/or pranks
- Repeatedly singling out an employee for meaningless or dirty jobs that are not part of his or her normal duties
- Unwelcome sexual advances
- Physical contact ranging from touching to serious assault (unwanted touching may include hugs and other forms of contact)
- Threats, intimidation or retaliation against an employee, including one who has expressed concerns about perceived unethical or illegal workplace behaviour
- Intrusion by pestering, spying, or interfering with personal effects, work equipment, etc.

Inappropriate behavior may be:

- verbal and/or non-verbal
- deliberate and/or unintended
- a single incident and/or a series of incidents

Workplace harassment does not include:

- Exclusion of individuals for a job based on specific *bona fide* occupational requirements necessary to accomplish the safe and efficient performance of the job
- Advising someone of the possible consequences of poor performance, insubordination or insolence
- An isolated incident of a minor nature for which a person has promptly apologized
- Strongly expressed opinions that are different from yours
- Free and frank discussion about issues and concerns in the workplace without personal insults
- A social relationship welcomed by both individuals (inappropriate intimacies in these cases should not take place within the work environment)

RESOLUTION

Every effort is made to resolve conflicts in a fair and respectful manner without having to resort to a formal complaint process. You are urged to resolve conflict through discussion with the other party as the first and least confrontational approach to dealing with offensive behaviour. Management encourages prevention and resolution of conflict through frank communication and a firm commitment to finding solutions and implementing them. The use of problem resolution mechanisms, such as one-on-one or facilitated discussion, can in many instances resolve the issue and prevent the situation from escalating to the point where filing a complaint is necessary.

The following progressive conflict resolution process should be followed whenever possible:

Individual Problem Solving

- Should always be the first step as long as employee does not believe his/her safety is at risk or his/her economic livelihood or career is threatened.
- Only the parties involved in the conflict participate.

Facilitated Discussion

- If individual problem solving is not feasible or does not work, employee should report any incident to the Director, Manager, Supervisor or other representative with whom the employee feels comfortable.
- If individual problem solving does not resolve the issue, the Director, Manager, Supervisor their delegate will take action to advise the individual and monitor compliance with the request.

Formal Complaint

- If an employee believes that his/her safety is at risk or his/her economic livelihood or career is threatened, the Director, Manager, or their delegate will take prompt action to have the report investigated and acted upon as per University Policy; and
- Administer the proscribed corrective action up to and including dismissal, refusal of service or denied access to the University's premises.

UVic Policies and Procedures: <https://www.uvic.ca/universitysecretary/policies/search/index.php>

Policy HR6100: Equity Policy for Employees

Policy GV0200: Policy on Human Rights, Equity and Fairness

Policy HR6115: Employment Accommodation

Policy HR6105: Equity Policy for Female Faculty Members

Policy SS9105: Violence and Threatening Behaviour

Policy GV0205: Discrimination and Harassment Policy

Policy HR6110: Guidelines on Preferential or Limited Hiring

Policy SS9120: Policy on Prevention of Violence in the Workplace

FORMS & DOCUMENTS