

INTERACTIONS WITH PATRONS & PERFORMERS

At LOH, we want everyone to have the best experience while remaining safe. When interacting with anyone at LOH, volunteers should adhere to the volunteer pillars by treating everyone fairly and kindly.

A volunteer should never be verbally or physically aggressive with patrons, performers, other volunteers, or LOH staff. Volunteers should never approach any patrons, performers, other volunteers, or LOH staff members in a sexual manner. If you have firsthand experience or have witnessed someone acting inappropriately, please use the LOH Volunteer chain of command to report such instances.

PATRONS

A patron is a customer or person attending an event.

Volunteers are among the first people that patrons encounter when coming to LOH. Smiling and helping answer questions while efficiently executing your assigned tasks will help give all patrons a wonderful experience.

Patron Situations

On occasion, patrons may ask questions to which you do not know the answer. Please refer to your house manager who will be able to assist.

If you find yourself in a difficult situation with a patron, please find your house manager immediately and let them handle the situation. If a patron is harassing you, please find a safe location. You can enter the LOH box office, for example. Your safety is our top priority.

PERFORMERS

Occasionally, performers will join patrons in the LOH lobby following their performance. In these instances, please remember that you are still responsible for being available to patrons and completing post-show tasks.

When appropriate, you are free to get a photo or purchase some merchandise from the artist but please check with your house manager first.

YOUTH

Youth, as defined within the state of NH, is anyone under the age of 18.

When in doubt, avoid any questionable situations; children can mistake well-meaning attention as sexual misconduct.

LOH Youth Volunteer Interaction Policy

When interacting with someone whom you know or believe to be under the age of 18, any volunteer who is an adult (a person aged 18 or older) should:

- Always be accompanied by at least one other adult
- Never initiate physical contact.
 - This can include: high-fives, hugs, handshakes, pats on the back, fist-bumps, or touching of any kind.
- Never share opinions or comment on any youth's appearance.
 - This can include: clothing, body shape/size, and other physical attributes.
 - This includes comments that are both positive and negative.
 - No volunteers should share an opinion or comment about any youth to another volunteer, performer, patron, or staff member.
- Never stare or leer at any youth.
- Never share or provide alcohol, drugs, or tobacco products with any youth.
- Never take photos or video of any youth unless granted explicit consent by said youth.

If you have any questions about the LOH Youth Volunteer Interaction Policy please contact the Volunteer Coordinator at volunteer@lebanonoperahouse.org