



The Old Town Playhouse
Volunteer Handbook

Revised by the Volunteer Committee & Staff
September 2019

*NOTE: PRINTED VERSIONS MAY BE OUT OF DATE. FOR AN UP TO DATE VERSION OF THE VOLUNTEER MANUAL,
PLEASE VISIT WWW.OLDTOWNPLAYHOUSE.COM*



Dear Volunteer,

It is with great pride that we welcome you to the Old Town Playhouse. The Playhouse has been a gem in this community for 60 seasons. Today, we have many facets – Mainstage, Studio, Young Company and Aged To Perfection. Wherever you decide to participate, we hope it will be an enjoyable experience.

Our volunteers are the lifeblood of this organization. Volunteers support us in many different areas, such as front of house, backstage, on stage, and in many other special capacities. There is a role for everyone. We hold our volunteers to the highest of standards and hope that each of you takes a great deal of pride in your service to our community, as part of the Old Town Playhouse team.

This manual outlines the policies and procedures that have been instituted to ensure the comfort, enjoyment, and safety of our volunteers and patrons. It is important that you take the time to completely read the manual; it will provide you with the knowledge you will need to feel comfortable in any situation. **A volunteer waiver-media release form must be signed by every volunteer and turned into the Business Office.**

We at the Old Town Playhouse are proud of the quality programming we offer; it is a rewarding experience to be a part of this organization. We are pleased that you have decided to join our volunteer organization.

A handwritten signature in black ink that reads "Deb Jackson". The signature is written in a cursive, flowing style.

Deb Jackson, Interim Executive Director

STAFF DIRECTORY

Interim Executive Director || Deb Jackson

231 947-2210 X104

deb@oldtownplayhouse.com

Business Manager || Colleen Hill-Rakunas

231 947-2210 X 4

Fax Number: 231 947-4955

office@oldtownplayhouse.com

Box Office || Paul Fretheim

231 947-2210 X2

tickets@oldtownplayhouse.com

Education Director || Mychelle Hopkins

231 947-2210 X3

mychelle@oldtownplayhouse.com

Resource & Production Manager || Gary Bolton

231 313-1452

gary@oldtownplayhouse.com

COMMITTEE DIRECTORY

Volunteer Committee Chair || Melissa May

volunteer@oldtownplayhouse.com

Artistic Committee Chair || Nick Viox

artistic@oldtownplayhouse.com

Young Company Committee Chair || June Neal

office@oldtownplayhouse.com

Aged to Perfection Committee Chair || Margaret Anne Slawson

office@oldtownplayhouse.com

ABOUT THE OLD TOWN PLAYHOUSE

OLD TOWN PLAYHOUSE MISSION STATEMENT

The Old Town Playhouse is to be a volunteer-based organization promoting quality community theatre experiences for the people of Northwest Michigan by providing educational opportunities and entertainment in theatrical arts.

Values central to our mission are: Rigorous pursuit of excellence, Courage to take risks, Commitment to diversity and inclusion, Belief in continual learning, Exploration and discovery, Fiscal integrity

The history of the Old Town Playhouse began in April 1960 when Elnora Milliken, who earlier founded the Traverse Symphony Orchestra, gathered Interlochen faculty and 40 local theatre buffs to stage the play *You Can't Take It with You* at a local school. The group became known as the Traverse City Civic Players. The Traverse City Civic Players soon sought a home with larger facilities, and found that space in the early 1970s, first sharing the First Christian Church and subsequently purchasing the building in 1975. The name was changed to the Old Town Playhouse and it has been home to community theatre in Traverse City ever since.

The Studio Theatre was introduced in 1978 to offer audiences an intimate theatre experience while also providing a training ground for local actors, directors and writers. The Traverse City Children/Teen Theatre (currently the OTP Young Company) was incorporated as the educational arm of Old Town Playhouse in 1993 and offers an ambitious slate of workshops, classes and productions for area young people.

The summer of 1998 proved to be a pivotal point in OTP history. Due to new fire code restrictions, the theatre was closed. That season, the OTP "took the show on the road." A huge vote of community support and a major capital campaign in 1999 allowed the aging playhouse to undergo the renovations to meet safety codes. One year later, the doors reopened.

In 2013, OTP began a three year renovation program to make its 100 plus year old building safer and more audience friendly. The project was completed in the fall of 2015.

Now in its 6th decade, the Old Town Playhouse has expanded its reach with Mainstage and Studio Productions, *Aged to Perfection*, and the OTP Young Company. The Old Town Playhouse has thrived – presenting more than 330 productions – all due to extraordinary talent, community support and volunteer spirit. We are the community's playhouse...and the community enables growth and makes us strong.

VOLUNTEERS

Volunteers are a vital part of the Old Town Playhouse community. The generous donation of time that you and nearly 500 other talented volunteers give to Old Town Playhouse makes it possible for us to continue to producing great theater.

The Volunteers mission is to support and augment Old Town Playhouse activities, provide additional resources to support the theater's mission, and act as Old Town Playhouse ambassadors in our many communities.

The Volunteer Committee exists at the Old Town Playhouse to recruit, engage, train and retain volunteers, while working with the staff to provide the support and tools volunteers need. The Volunteer Committee will continue to be reflective of the OTP community in all aspects.

VOLUNTEER RECOGNITION & BENEFITS

All active volunteers who have dedicated at least ten hours during the current season will receive an invitation to our Annual Volunteer Celebration. Join us for catered appetizers and a celebration where we recognize ALL volunteers and reward top dedicated volunteers. Awards presented at the celebration include the:

- Peg Brace Award first awarded in 2007 to long-standing OTP champion Peg Brace as the "Unsung Hero" award. This award is given in honor of those who silently and without drama go above and beyond for the Old Town Playhouse.
- Volunteer of the Year Award is selected annually and awarded to the person or persons who have given the most to the overall success of the performance season.
- Hall of Fame Award is the organization's highest honor. It is awarded to those individuals who have served the Playhouse for over many years and have contributed immeasurably to the health, growth and development of the organization.

For further information about the awards, please visit our website.

We invite all our volunteers to join us in our annual Season Kick-off Party in early September. An afternoon to gather, reconnect and celebrate another season of camaraderie ahead.

All volunteers who are part of a show, and are listed in a program for the current season, earn one complimentary ticket to be used within the current season. Active volunteers are also eligible for rush ticket pricing. For more information, contact the Box Office.

GENERAL POLICIES OF OTP VOLUNTEERS*

Participation in the Old Town Playhouse shall be without regard to race, color, religion, weight, height, handicap, sexual orientation, national origin, age, or gender.

The Old Town Playhouse will not tolerate violations of laws concerning the use of alcohol, tobacco, or illegal substances. Should any of these unlawful activities be discovered on these premises, violators will be removed from the premises. Any volunteer who is under the influence of controlled substances will be removed immediately; a volunteer will also be removed if acting in such a manner as to jeopardize the safety of others.

There shall be no alcoholic beverages brought into the Old Town Playhouse other than those provided by The Parlor, our bar service. Should anyone be discovered doing so they will be asked to leave the premises and brought to review of the staff and Board of Trustees.

There shall be no smoking or vaping anywhere in the Old Town Playhouse facility.

Parking in the theatre lot by anyone other than theatre patrons is not permitted during performances. There is to be no parking in the alley behind the theatre.

Sale of personal properties, or services, not specifically used in a production is prohibited, those used in a production will be, at the discretion of the Executive Director, acknowledged in the program only.

The Old Town Playhouse values the participation of children and youth as cast and crew members. In order to foster a safe environment, background and sex offender registry checks are to be conducted on all employees and volunteers participating with children. Two adults are required in the company of a minor at all times.

VOLUNTEER SAFETY & EMERGENCY TRAINING *

All volunteers are required to participate in a physical walk-through of the building to ensure a complete understanding. Emergency evacuation instructions along with fire extinguisher locations and elevator use instructions will also be included. This will be conducted by the Resource Manager or someone he designates. Defibrillator training will be provided. Participation in a fire drill may be required at least once a year.

Volunteers are to abide by general safety standards when in or around the Old Town Playhouse. When interacting with others the best safety practices should be adhered to. Reckless behavior will not be tolerated and actions will be brought to the attention of the staff and Board of Trustees for consideration.

CONDUCT & DISCIPLINE

ATTITUDE & PROFESSIONALISM

Frequently, the first or only person a patron has contact with at Old Town Playhouse is a volunteer. As ambassadors for Old Town Playhouse, it is essential that volunteers are professional, accessible, and welcoming. This is true for not only patrons, but staff and fellow volunteers. Volunteer attitudes and behaviors should foster the continued growth and well-being of the Old Town Playhouse with emphasis on the mission statement.

COMMUNICATION AND FEEDBACK

The Old Town Playhouse believes that communication is key in the collaborative volunteer experiences that continue to bring opportunities to the community and growth of the organization. Individual volunteers are asked to treat each other with respect. It takes a multitude of individuals with many different beliefs and background to come together and build a production. Volunteers are asked to keep an open mind, discuss issues within the pertinent group of volunteers and use the communication channels before escalating a problem. When necessary contact the Production Resource Manager for resolution.

The Old Town Playhouse will ensure all volunteers have the opportunity to give and receive information relevant to their role. Feedback is encouraged through routine feedback forms for each production that is sent out from the Executive Director. During the process of the production, if there is necessary feedback please contact the person your volunteer position should be reporting to or the Production Resource Manager.

DISCIPLINARY PROCEDURE

Volunteers who do not adhere to the procedures of the Old Town Playhouse or who fail to perform their voluntary role satisfactorily may be subject to disciplinary procedures.

Volunteers can expect the following as part of this process:

- To be treated with dignity and respect
- Supportive and constructive feedback
- Clear details of the inappropriate behavior
- Suggestions regarding what and how to improve; and an agreed period of time to demonstrate improvement (unless their behavior is such that their volunteering with the Old Town Playhouse should cease)

A volunteer placement may be ended without warning if the Old Town Playhouse Executive Director believes that there is sufficient cause.

The Board of Trustees or the Old Town Playhouse staff, shall be responsible for the removal of any persons from production or theatre activities of the Old Town Playhouse for violation of any rule or policy established. Reinstatement of any person(s) so removed will be reviewed by the Board of Trustees, and the Executive Director.

JOB DESCRIPTIONS

GENERAL FRONT OF HOUSE VOLUNTEER INFORMATION

We take pride in the professional appearance of our volunteer staff. You should always present a well-groomed appearance by following these suggestions. Plain, black professional business attire, no denim or shorts. Name tags will be provided and must be worn at all times. Service animals that are allowed in the Theatre during a performance are required to be wearing their vest. Volunteers and patrons are asked not to go into the backstage area for any reason. If patrons request access to the stage or backstage areas, please direct them to the Front of House Manager. Flash Photography and audio and video recording are forbidden during all performances. Those who are warned and do not comply will be asked to leave the performance. Late comers will be seated at the discretion of the House Manager. Late comers are not entitled to disrupt the show to take their assigned seats nor are entitled to refunds or ticket exchanges.

FRONT OF HOUSE MANAGERS

Ensure the safety and enjoyment of all patrons, resolve patron issues, and ensure the house is ready on time. Conduct a briefing prior to every event to ensure volunteers are assigned roles and provided with specific event information, coordinate an evacuation in the event of an emergency. Manages the overflow seating based on usher and production team needs. Coordinate initial curtain and intermission with the Stage Manager. Complete an incident report for any issues with patrons.

TICKET TAKERS

Arrive one hour prior to show time, greet patrons enthusiastically and with a smile, read ticket and direct patrons into the theatre.

USHERS

Arrive one hour prior to show time, create a safe, friendly, and welcoming atmosphere for all patrons attending and assist them to their aisle and in locating their assigned seats, and any inquiries they may have. Alert Front of House Manager of any concerns or incidents. Assist with cleanup of the house. Orientations and training required (including handicap accessibility assistance).

CONCIERGE

Arrive one hour prior to show time, greet patrons enthusiastically and with a smile before, at intermission, and after the show to gain feedback for promotional media of the production.

PERFORMERS

The Performers at the Old Town Playhouse include anybody who graces the stage of the Old Town Playhouse or the Studio Theatre. Performers must be able to work collaboratively with all Old Town Playhouse volunteers, adhere to OTP Policies and Procedures, follow the rehearsal schedule, be on time, and work well with other volunteers.

MUSIC DIRECTOR

Beyond the expected musical expertise, the music director must have strong communication and organizational skills, and be able to work collaboratively with the show's director, cast and orchestra. The Music Director is responsible for working with the Director in preparing a theatre production for public performance, including rehearsing the vocalists and orchestra, casting, and conducting and selecting the orchestra.

MUSICIANS

Attend a minimum of 3 rehearsals plus a dress rehearsal and up to 14 performances, confirm agreed upon performances with music director. Be available for additional performances should we post an extension. Take reasonable care of musical materials provided and return promptly at completion of production.

STAGE CREW

The Stage Crew is directly responsible to the Stage Manager and Assistant Stage Manager. Stage Crew should begin attending rehearsals at least a week before Tech week. They should read the script and be familiar with the play. They are responsible to change the scenes and are required to wear black.

PROPS & SET DRESSING

The Property Master is responsible to the Director and/or Stage Manager to acquire, create, and manage props to be used in the show by attending production meetings to gain knowledge of the Director's vision. Organize props backstage for the ease of use by the performer or stage crew.

COSTUMES

The Costumer consults with the director to determine the style and color pallet of the costumes. Costumes are assigned to sewing volunteers based on their ability and availability. Keep costumes looking their best. Sometimes they need washing, ironing, or repairs between shows. During shows volunteers help with quick changes for performers.

HAIR/MAKEUP

The Hair and/or Makeup Designer is responsible to the Director and Costume Designer to create the Director's vision for each individual performer. This includes making sure

the performer is comfortable maintaining the design or is available to implement design for each show.

DIRECTOR

The director is responsible for the artistic and aesthetic interpretation of a show and the implementation of that concept. Responsibilities include script analysis, set, lighting and sound design, auditioning and selecting the cast, setting and running the rehearsal process, and coordinating the technical aspects necessary to achieve artistic goals. Coordinate with stage manager additional rehearsal and/or tech dates as needed to ensure readiness for scheduled opening.

ASSISTANT DIRECTOR

The Assistant Director (AD) is responsible for helping the Director with the artistic and aesthetic interpretation of a show and their implementation. Assist Director with all responsibilities. The AD position offers the aspiring director invaluable experience.

PRODUCER

In partnership with the Director, the Producer is responsible to coordinate with the Business Office on the organization and management of the production. This includes, the production staff, marketing, financial aspects of the production, scheduling, dissemination of information, and maintaining the physical aspects of the production.

STAGE MANAGER

Responsible to the Director and Producer for the management of the stage and backstage areas of the show from auditions through strike. Responsibilities include, calling the show, managing the backstage crew, and acts as show liaison among the performers, Director and Producer.

LIGHTING

Read the script and work with the Director to gain the artistic concept of the show. Responsibilities include, hang lights, focus and gel them, set up any special lighting required for the artistic design of the show. Programing the board or cue sheet, any projections and/or video, or spotlights, needed for the show. Write the LX cues, program the light board, and attend the show Paper Tech, Dry Tech and Tech Week. Consult the Lighting Chair for any repair to equipment or purchases of needed equipment. Strike all instruments, at the end of the run, remove gels, and return instruments to storage.

SOUND

Read the script and work with the Director to gain the artistic concept of the show. Responsibilities may include, hang stage mics and set up monitors where needed. Create any special effects sounds that are needed in the show. These may be played through the sound board or rigged to be triggered back stage by Stage Manager or crew. Write the sound cues, program the sound board, and attend the show Paper Tech, Dry Tech and Tech Week. Set up and teaching the use of body mics for musicals. They should dispense mics to the cast before the show and collect them after each performance. Consult the Sound Chair for any repair to equipment or purchases of

needed equipment. Strike all cable, mics, speaker, and monitors, at the end of the run, and returns them to their storage place as needed.

SET DESIGNER

Read the script and work with the Director to gain the artistic concept of the show. Responsibilities may include, design the set to fit the available space while maintaining sightline. Ensure that the construction is safe for the entire cast and crew. Communicate with the Director, the construction crew, and the Production Resource Manager.

CONSTRUCTION

Construction crew volunteers are vetted by the Construction Head to assess their abilities. They are assigned tasks that the Construction Head feels they have the ability to accomplish to the satisfaction of the Set Designer. Crew is expected to use best safety practices when working on a set, this includes using eye and ear protection, setting up guards and safety devices correctly when using power tools, wearing closed toe shoes and appropriate clothing, and using ladders safely. The stage is a construction site when a set is being built.

PAINTING

Painters work in conjunction with the construction crew and the set designer. The Construction Head designates a “lead painter” and notifies them when parts of the set are ready for paint. The lead painter then calls people who have expressed interest in painting for that show. Painters are responsible for getting the look the Director envisions. This often requires special techniques. Open communication with the Set Designer and Director is crucial to accomplishing this.

ADMINISTRATIVE & PRODUCTION VOLUNTEER

Occasionally staff may request our help. These projects usually occur during regular business hours (Mon–Fri, 10 am–5 pm). These volunteers are key in preparing mid-sized mailings throughout the year. This is a terrific way for students to earn service-learning hours and an enjoyable day for anyone who wants to socialize while helping Old Town Playhouse.

* This information has been pulled from the Old Town Playhouse Policy and Procedures Manual

** This information has been pulled from the Old Town Playhouse Production Manual

OLD TOWN PLAYHOUSE, INC.

VOLUNTEER AGREEMENT

I have entered into my relationship with the Old Town Playhouse (OTP) voluntarily and acknowledge that there is no specified length of service or financial compensation. Accordingly, either OTP or I can terminate the relationship at will, with or without cause, and at any time, so long as there is no violation of applicable federal or state law.

I acknowledge that the Volunteer Handbook has been made available to me and I understand it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. Since the information, policies and benefits described in the handbook are subject to change, I acknowledge that revisions may occur and that I will be notified of changes through official notices. I understand that revised information may supersede, modify or eliminate existing policies.

MEDIA RELEASE

I consent and agree that OTP, its employees, or agents have the right to take photographs, videotape, or digital recordings of me and to use these in any and all media, now or hereafter known, and exclusively for the purpose of promoting OTP, its shows and volunteers. I further consent that my name and identity may be revealed therein or by descriptive text or commentary. I do hereby release to OTP, its agents, and employees all rights to exhibit this work in print and electronic form publicly or privately and to market copies. I waive any rights, claims or interest I may have to control the use of my identity or likeness in whatever media used.

RELEASE, INDEMNIFICATION AND HOLD HARMLESS AGREEMENT

In consideration of participation in OTP activities, I hereby agree to release and discharge from liability arising from negligence (OTP), its Trustees, staff, other volunteers and all other persons or entities acting for them (hereinafter collectively referred to as "Releasees"), on behalf of myself and my children, parents, heirs, assigns, personal representative and estate, and also agree as follows:

1. I acknowledge that activities at OTP may involve known and unanticipated risks which could result in physical or emotional injury, permanent disability, death or property damage. Risks include but are not limited to slips, falls, or injuries from costumes or stage sets that might result in medical conditions or damaged property. I understand such risks simply cannot be eliminated despite the use of safety equipment, without jeopardizing the essential qualities of the activity.
2. I expressly accept and assume all of the risks inherent in OTP activities or that might have been caused by the negligence of the Releasees. My participation in this activity is purely voluntary and I elect to participate despite the risks. In addition, if at any time I believe that event conditions are unsafe or that I am unable to participate due to physical or medical conditions, then I will immediately discontinue participation.
3. I hereby voluntarily release, forever discharge, and agree to indemnify and hold harmless Releasees from any and all claims, demands, or causes of action which are in any way connected with my participation at OTP or my use of their equipment or facilities, arising from negligence. This release does not apply to claims arising from intentional conduct. Should Releasees or anyone acting on their behalf be required to incur attorney's fees and costs to enforce this agreement, I agree to indemnify and hold them harmless for all such fees and costs.
4. I represent that I have adequate insurance to cover any injury or damage I may suffer or cause while participating in this activity, or else I agree to bear the costs of such injury or damage myself. I further represent that I have no medical or physical condition which could interfere with my safety at OTP or else I am willing to assume and bear the costs of all risks that may be created, directly or indirectly by any such condition.
5. I agree that if any portion of this agreement is found to be void or unenforceable, the remaining portions shall remain in full force and effect

By signing this document, I agree that if I am hurt or my property is damaged during my participation at OTP, then I may be found by a court of law to have waived my right to maintain a lawsuit against the parties being released on the basis of any claim for negligence.

I have had sufficient time to read this document and should I choose to do so, consult with legal counsel prior to signing. I understand that participation might not be made available to me if I were to choose not to sign this release. **I have read and understood this document and I agree to be bound by its terms. If, participant is a minor under the age of 18, the parent or guardian agrees on behalf of the minor.**

VOLUNTEER'S NAME (printed) _____ PHONE _____

PARENT'S NAME (printed) if volunteer is a minor _____

VOLUNTEER'S/PARENT-GUARDIAN SIGNATURE _____ DATE _____

ADDRESS _____ CITY _____ STATE _____ ZIP _____