



OLD TOWN PLAYHOUSE

Production Manual

Mission Statement

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

QUALITY THEATRE IS WHAT WE DO. IMPACTING LIVES IS WHY WE DO IT.

Core Values of Old Town Playhouse

- ✓ ***Creativity*** - We celebrate new ideas, challenge our audiences and volunteers, and take responsible risks to broaden our impact and test the limits of our artistic horizons.
- ✓ ***Quality*** - We adhere to the highest standards possible in community theatre and strive for consistency and excellence.
- ✓ ***Variety*** - We offer a broad variety of artistic programs for all ages.
- ✓ ***Inclusiveness*** - We welcome and encourage all and do not tolerate discrimination of any kind.
- ✓ ***Integrity*** - We conduct ourselves ethically and responsibly at all times.
- ✓ ***Community Engagement*** - We collaborate with other organizations when possible through partnership and outreach.
- ✓ ***Awareness of Community Theatre*** - We strive to increase awareness of community theatre and its benefits.
- ✓ ***Fiscal Responsibility*** - We are fiscally responsible and strive to be financially sustainable.
- ✓ ***Volunteers*** - We strive for meaningful engagement and experiences for all our volunteers; *Volunteers are our heartbeat.*
- ✓ ***Education*** - We offer learning experiences for youth and adults.

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Version History

Date	Version	Notes
1/23/2023	2023.01	Compiled from previous versions, full job descriptions moved to website, this becomes the canonical document as a PDF on the OTP website.
9/28/2023	2023.02	Update staff contacts.
10/5/2023	2023.03	Update staff contacts. Change "Waiver" to "Volunteer Agreement" and add link and privacy statement. Separate Props and Set Dresser Production Positions.
2/21/2024	2023.04	Update Acknowledgment of Receipt form language to remove date-specific reference.
7/17/2024	2023.05	Removed Acknowledgment of Receipt form, now included in separate Volunteer Agreement form.
8/30/2024	2024.01	Added Concessions Coordinator and Concessions Volunteer positions.
9/27/2024	2024.02	Updated contact information and all procedures to include new Artistic Director.
2/19/2025	2025.01	Updated links to reflect website changes, updated staff contact information.
5/27/2025	2025.02	Updated language in Emergency Planning and Conduct Guidelines sections.
2/18/2026	2026.01	To be more inclusive, anyone involved with OTP is now called a "participant." Updated the Concern Resolution Pathway.

Participating at OTP

Anyone who works on an Old Town Playhouse production, project, or event, whether volunteer, stipend recipient, temporary or permanent staff, or contractor, is a **participant** at OTP.

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 Board of Trustees (BoT) values the participation of children and youth as cast and crew members. To foster a safe environment, anyone participating in a production with youth are subject to a background and sex offender registry check.

Smoking is not allowed anywhere in the OTP facility. Anyone who is acting in a manner as to jeopardize the safety of others or is negatively impacting the creative process may be removed.

All participants are required to have a signed Participant Agreement on file with the Box Office before participating in activities at the Playhouse. Note that Participant Agreements were formerly titled Volunteer Agreement, and those agreements are still valid as Participant Agreements until their normal expiration. Participants are required to complete a new Participant Agreement at least once per season. Current Agreement forms should always be downloaded from the OTP website:

<https://www.oldtownplayhouse.com/volunteer/agreement.html>

NOTE: Old Town Playhouse does not sell, disclose, or share contact information gathered on Participant Agreements to any third parties.

Participant Information Online

Participants are encouraged to find the most current information available in the Volunteer section of the OTP website at <https://www.oldtownplayhouse.com/volunteer/>

Finding Participants

If you are looking for someone to fill a particular role or job area, contact the Box Office Manager or Production Manager (see Staff Contacts) to request an email or printed list of possible participants.

Program Information

Cast and select crew members are expected to submit a short (125 word) bio, preferably written in third person.

Cast Parties

OTP does not contribute to cast parties. Cast parties should be held off site. Absolutely NO alcohol is allowed to be brought into the building.

Recordings of Productions

Reproductions of production recordings are **NOT** allowed under our licensing arrangements.

Complimentary Tickets

Performers and production team members may be eligible to receive one or more complimentary tickets for each show in which they participate. Complimentary tickets (or Comps, for short) are assigned in the ticketing system when the Box Office first learns of the participant's activity and are valid for use between the time they are received and the end of the following season. The Box Office sends notices to complimentary ticket holders periodically with instructions in their use. Contact the Box Office for information on the status or use of your complimentary tickets.

Participant Experience Surveys

Surveys will be made available during the run of the show to all production team members and performers. We value your feedback. All are encouraged to complete these surveys each time you are involved with a show.

Emergency Planning and Preparedness

In case of emergency, all patrons and participants must exit the building and walk away from the OTP property including the parking lot to leave room for emergency vehicles. DO NOT try to exit in cars.

The Front of House (FoH) Manager and Stage Manager for each production will have a meeting prior to the opening of the production and discuss how announcements will be made to the patrons depending on what the emergency entails. Each emergency will be different in how the safety of the audience and backstage personnel will be handled.

Prior to each performance, an announcement will be made on the preshow video or talk regarding the location of emergency exits. The Stage Manager should know where all fire extinguishers are located (list on bulletin board backstage).

In case of an emergency during a performance, both the FoH Manager and the Stage Manager will be immediately notified and the FoH Manager and the Stage Manager will make a 911 call, activate the building alarm, and lead in putting the evacuation plan into place.

The FoH Manager will call the Executive Director (or another staff member if the ED is unreachable).

The Stage Manager will make an evacuation announcement to the patrons from the stage, requesting that they follow the instructions of the House Manager and the Ushers.

All ushers must have flashlights to guide patrons out of the building. The OTP building has emergency backup lighting.

In general, the FoH Manager is responsible for leading the evacuation of the patrons and volunteers in the balcony, main level, and lower level in the public areas using the following map.

The Stage Manager is responsible for guiding the evacuation of performers, stage crew, orchestra, backstage personnel, and any other volunteers involved in the performance. The Stage Manager will evacuate all backstage personnel down the backstage stairway and meet at the corner of Ninth St and Cass St.

AED

A defibrillator is located in the ticket area at the top of the stairs to the auditorium.

First Aid Kits

They are located:

- On the wall outside the kitchen on the lower level
- On the wall in the Green Room on the main level
- Behind the door of the Costume Shop on the upper level

Fire Extinguisher Locations

If a fire extinguisher is discharged, notify the Business Office at once!

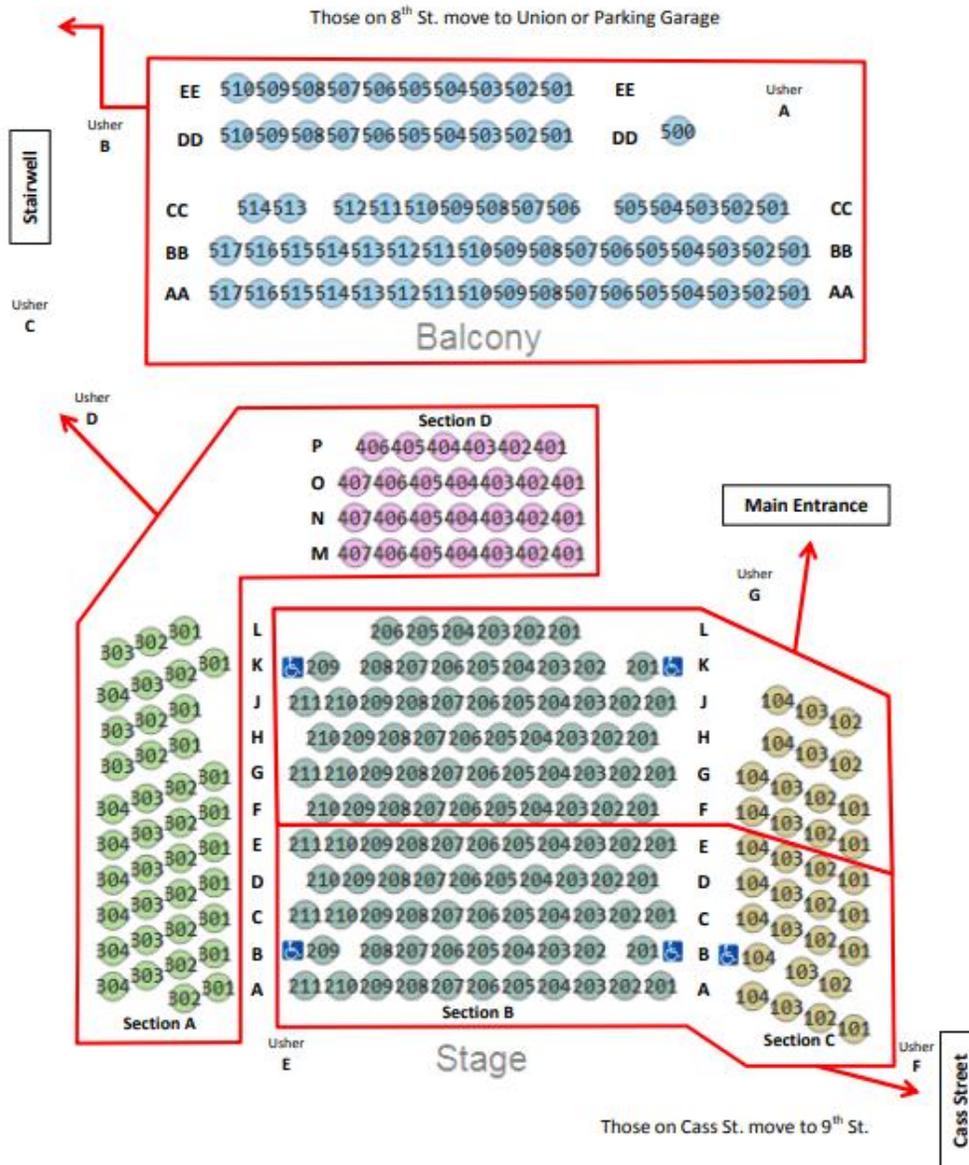
LOWER LEVEL	MAIN LEVEL	UPPER LEVEL
<ul style="list-style-type: none"> • Inside elevator control room • Hallway across from Business Office • Hallway outside Conference Room • Outside the Kitchen door • Side wall of Multi-purpose room stairs • Just inside boiler room door 	<ul style="list-style-type: none"> • Just inside Main Auditorium entrance door • Next to Lighting storage closet • Hallway across from elevator door • Paint room next to hallway door • Hallway next to rear stairway exit door • Backstage left on Stage Manager's Desk • Backstage right next to Emergency Exit door 	<ul style="list-style-type: none"> • Hallway next to rear stairway exit door • Dressing room next to door separating rooms • Inside door from costume shop to orchestra pit • Hallway across from 3rd floor prop room door • Control Booth near entrance door

Fire Exits

Refer to the following map or use this guide.

If you are in	Exit via
Control Booth	Front stairwell out to Lower Level Old Town Parking Deck
Balcony	Front stairwell out to Lower Level Old Town Parking Deck
Orchestra Pit	Front stairwell out to Lower Level Old Town Parking Deck
Costume Shop	Backstage Right stairwell to Emergency Exit out to Cass St & Ninth St
Dressing Rooms	Back stairwell out to Cass St & Ninth St
Prop Room	Back stairwell out to Cass St & Ninth St
Section D	Front stairwell out to Lower Level Old Town Parking Deck
Section A	Front stairwell out to Lower Level Old Town Parking Deck
Section B (Rows F-L)	Main stairwell out to Lower Level Old Town Parking Deck
Section C (Rows F-L)	Main stairwell out to Lower Level Old Town Parking Deck
Section B (Rows A-E)	Emergency exit out to Cass St & Ninth St
Section C (Rows A-E)	Emergency exit out to Cass St & Ninth St
Stage	Backstage Right emergency exit out to Cass St & Ninth St
Production Room	Back stairwell out to Cass St & Ninth St
Green Room	Back stairwell out to Cass St & Ninth St
Wood Room/Workshop	Front stairwell out to Lower Level Old Town Parking Deck
Offices/Conference Room	Nearest entrance out to Lower Level Old Town Parking Deck
Multi-Purpose Room	Back stairwell out to Cass St & Ninth St
Schmuckal Theatre & Kitchen	Main entrance or Business entrance out to Lower Level Old Town Parking Deck

Evacuation Plan Old Town Playhouse MainStage Theatre



Z:\box Office\Seating Charts\Seating Chart Evacuation September 2017.docx

Revised: 9/1/17

Building Use and Maintenance

Parking

Parking is permitted for all participants through the rehearsal process until Dress Rehearsal. Beginning with dress rehearsal ALL participants must park offsite – exceptions are made for the Stage Manager as they are the first in/last out volunteer of the production.

There is no parking in the alley behind the theatre.

Scheduling the Building

With all that is happening in our facilities, we are scheduled tightly. When you need to schedule a production meeting and, once you have your rehearsal schedule set, please send that information ASAP to the Production Manager and Artistic Director (see Staff Contacts).

On the occasion where there are back-to-back rehearsals, performances or events in the same building, there must be no disturbances of the activity in process. Traffic through the building and warm-up locations may be altered so that all functions can occur without disturbance.

The OTP Young Company has priority access to the Schmuckal Theatre, Multi-Purpose Room and MainStage Theatre from 4:00 PM to 6:30 PM each day when in session. OTP rehearsals may begin on those stages as early as 6:45 PM.

The most current building calendar is available online at:

<https://www.oldtownplayhouse.com/building-calendar>

Be respectful of other groups using the shared spaces and do not gather or begin early if another group is using the space.

OTP has limited resources and an ever-expanding schedule. All volunteers are asked to consider the needs of other productions as they will often be asked to share resources. Allocation of resources – lighting instruments, costumes, set and prop pieces – will be decided based on which production has the most immediate need and closest performance date(s) by staff. The Production Manager oversees all building activity and is the communications link.

Our evening performances for MainStage shows begin at 7:30 pm. ALL matinees begin at 2 pm. Young Company performances begin at 7 pm and 2 pm for matinees. The house opens approximately 30 minutes before each production.

All rehearsal spaces, the Schmuckal Theatre, the Conference Room, and the Multi-Purpose Room must be cleaned up and vacated no later than **one** hour prior to the start of any performance, regardless of whether that performance is being held on the MainStage or in the Schmuckal Theatre.

The stage door entrance is locked 15 minutes prior to performances.

Entry Codes

Entry codes are provided to the Stage Manager and/or the Director by the Production Manager and may not be shared. Anyone in need of an entry code must obtain it from the Production Manager. Entry codes may be changed at any time for any reason at the discretion of the Production Manager.

Cancellation Policy: Rehearsals

If area schools are closed due to inclement weather, then all Young Company classes and rehearsals are automatically canceled for that day. OTP rehearsals are left to the discretion of the Director and Production Manager to decide whether to hold abbreviated rehearsals, to only call certain cast members for rehearsal, or to cancel rehearsals completely.

Cancellation Policy: Performances

Should inclement weather arise, all OTP and Young Company performances will be held at the discretion of the Artistic Director.

Closing the Building

The Production Manager, Director, or Stage Manager are responsible for ensuring that the following things are done each evening before leaving the building.

Lower Level: Kitchen/Schmuckal Theatre/Offices

- Turn off all lights.
- Ensure concessions appliances are turned off.

Main Level: Auditorium/Backstage

- Lock all exterior doors (Main Entrance, Business Entrance, Back Stage Entrance).
- Turn off all lights, including orchestra stand lights if they are being used.
- Ensure ghost light on stage is in place and on.
- Close all windows.
- Secure emergency exits to Cass St.
- Make sure spotlight fan motors are off.
- Leave magnetic doors into the main floor of the auditorium and the balcony open. Close all other interior doors.
- Turn off appliances in the Green Room.
- Store any food in the Green Room properly.

Upper Level: Dressing Rooms

- Turn off all lights (costume closet has an automatic light).
- Unplug all curlers, curling irons, etc. in makeup rooms.
- Turn off the irons in the sewing room.

All outdoor lighting is automatic.

Nothing may be in the stairwells, halls, or blocking exits or signs.

Production Manager

The Production Manager is responsible for the day-to-day implementation of the theatre’s activities within the established policies and procedures of the organization. Responsibilities include coordinating and managing each production budget, schedule and personnel, and facilitating the accomplishment of tasks between each production department.

For questions and concerns regarding building use, maintenance and production resources, contact the Production Manager (see Staff Contacts).

If you are unable to reach this person, please contact the Artistic Director.

Production Positions

The following is a list and job description for positions for MainStage and Studio Theatre productions. Not all positions are required. Those listed in bold are required and may be part of the **Production Team** as defined by the Director. *Production Team members should not hold more than one job and should not be cast in the show without approval of both Director and OTP Artistic Director to ensure their full attention is on the needs of the production.* We highly encourage assistants to mentor other volunteers interested in learning these positions.

Detailed position descriptions including Duties and Expectations are available on the OldTownPlayhouse.com website. Links are available for each position below. The descriptions on the website are the only official and correct versions.

<p>Director – Selected by Artistic Committee Assistant Director</p> <p>Stage Manager Assistant Stage Manager Stage Crew</p> <p>Set Designer Set Construction Crew</p> <p>Orchestra/Music Director (req. if musical) Music Conductor Assistant Orchestra Director Orchestra Pit Instrumentalist</p> <p>Vocal Director (req. if musical) Accompanist</p> <p>Other Leads Choreographer Fight/Weapons Choreographer Intimacy Coach</p> <p>Actor Cast Deputy - selected by cast</p>	<p>Costume Designer Sewing Volunteers Hair/Makeup</p> <p>Props Designer</p> <p>Set Dresser</p> <p>Lighting Designer Assistant Lighting Designer Light Board Operator Spotlight Operator Projection Designer</p> <p>Sound Designer Sound Operator</p> <p>Front of House Manager - Selected by House Manager Chair Ticket Takers Ushers Concessions Sales</p>
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Director

Responsible to the OTP Artistic Director for the artistic and aesthetic interpretation of a show and the implementation of that concept. They are chosen by the Artistic Committee through an application and interview process. The Director chooses or delegates those that will fill all other production jobs.

OldTownPlayhouse.com/volunteer/beyond-the-stage/director.html

Assistant Director (AD)

Responsible for helping the Director with the artistic and aesthetic interpretation of a show and their implementation.

OldTownPlayhouse.com/volunteer/beyond-the-stage/assistant-director.html

Stage Manager

Responsible to the Director and Production Manager for the management of the stage and backstage areas from auditions through strike.

OldTownPlayhouse.com/volunteer/beyond-the-stage/stage-manager.html

Assistant Stage Manager

In some larger productions, the Assistant Stage Manager is chosen by the Stage Manager to assist as needed.

OldTownPlayhouse.com/volunteer/beyond-the-stage/assistant-stage-manager.html

Stage Crew

Responsible to the Stage Manager and Assistant Stage Manager to set and strike set pieces and other tasks as needed.

OldTownPlayhouse.com/volunteer/beyond-the-stage/stage-crew.html

Set Designer

Responsible to the Director for designing, installation, and operation of the sets used in the production.

OldTownPlayhouse.com/volunteer/beyond-the-stage/set-designer.html

Set Construction Crew

Works with the Set Designer to construct sets as needed for the show.

OldTownPlayhouse.com/volunteer/beyond-the-stage/set-construction-crew.html

Music Team

Works collaboratively with the Director and cast for musical performances and consists of the following positions:

Orchestra Director (Conductor)

Responsible for working with the Director in preparing the musical aspects of a theatre production for public performance.

OldTownPlayhouse.com/volunteer/on-the-stage/orchestra-director.html

Assistant Orchestra Director

Responsible for working with the Orchestra Director to select and organize the orchestra.

OldTownPlayhouse.com/volunteer/on-the-stage/assistant-orchestra-director.html

Vocal Director

Responsible for working with the Director and Orchestra Director in preparing the singing aspects of a theatre production for public performance.

OldTownPlayhouse.com/volunteer/on-the-stage/vocal-director.html

Accompanist

Provides piano accompaniment during rehearsals and perhaps during performances. This is a paid position.

OldTownPlayhouse.com/volunteer/on-the-stage/accompanist.html

Instrumentalist

Plays during rehearsals and performances under the direction of the Orchestra Director or Assistant Orchestra Director. This position may receive an honorarium.

OldTownPlayhouse.com/volunteer/on-the-stage/instrumentalist.html

Choreographer

Responsible to the Director for creating and teaching dance numbers that fit within the vision and aesthetic of the show.

OldTownPlayhouse.com/volunteer/beyond-the-stage/choreographer.html

Fight and/or Weapons Choreographer

Someone certified in fight choreography that teaches actors how to implement the vision of the Director safely.

OldTownPlayhouse.com/volunteer/beyond-the-stage/fight-weapons-choreographer.html

Actor

Responsible for working with the Director and fellow castmates to produce a quality show that follows the Director's vision. See the Auditions page on the website for upcoming audition opportunities.

OldTownPlayhouse.com/volunteer/on-the-stage/actors.html

Cast Deputy

Creates a confidential and peer-level reporting channel between participants in the production. Selected from the cast by the cast only, through nomination and secret ballot.

OldTownPlayhouse.com/volunteer/on-the-stage/cast-deputy.html

Costume Designer

Consults with the director and the lightning designer to determine the style and color palette of the costumes.

OldTownPlayhouse.com/volunteer/beyond-the-stage/costume-designer.html

Sewing Volunteer

Constructs costumes as directed by the Costume Designer.

OldTownPlayhouse.com/volunteer/beyond-the-stage/sewing-volunteer.html

Hair/Makeup Technician

Responsible for implementing the vision of the Director by creating, replicating and teaching hairstyles and makeup designs to delegated individuals such as actors and other volunteers.

OldTownPlayhouse.com/volunteer/beyond-the-stage/hair-makeup-technician.html

Props Designer

Responsible for helping the Director create their vision of the show by choosing, preparing and placing objects to be used on the stage.

OldTownPlayhouse.com/volunteer/beyond-the-stage/props-designer.html

Set Dresser

Responsible for working with the Director, Set Designer, and Props Designer to create a “lived-in” quality for every scene by preparing or acquiring an assortment of props, decor items, materials and smaller furniture for the set.

OldTownPlayhouse.com/volunteer/beyond-the-stage/set-dresser.html

Lighting Designer

Responsible to the Director for design, installation, and operation of the lighting and special electrical effects used in a production.

OldTownPlayhouse.com/volunteer/beyond-the-stage/lighting-designer.html

Assistant Lighting Designer

Responsible to the Lighting Designer for tasks as needed.

OldTownPlayhouse.com/volunteer/beyond-the-stage/assistant-lighting-designer.html

Light Board Operator

Responsible to the Lighting Designer and the Stage Manager to run the light board during performances.

OldTownPlayhouse.com/volunteer/beyond-the-stage/light-board-operator.html

Spotlight Operator

Responsible to the Lighting Designer and the Stage Manager to run the spotlight during performances.

OldTownPlayhouse.com/volunteer/beyond-the-stage/spotlight-operator.html

Projection Designer

Responsible to the Director for images and/or videos used in the production.

OldTownPlayhouse.com/volunteer/beyond-the-stage/projection-designer.html

Sound Designer

Responsible for managing all sound equipment used in the production, working closely with the Director and Music Team.

OldTownPlayhouse.com/volunteer/beyond-the-stage/sound-designer.html

Sound Operator

Prepares and runs all necessary sound equipment for use during a performance as directed by the Sound Designer and the Stage Manager.

OldTownPlayhouse.com/volunteer/beyond-the-stage/sound-operator.html

Front of House Manager

Responsible to the OTP Executive Director for the management of all interactions with patrons.

OldTownPlayhouse.com/volunteer/beyond-the-stage/front-of-house-manager.html

Ticket Taker

Reads tickets and directs patrons under the direction of the Front of House Manager.

OldTownPlayhouse.com/volunteer/beyond-the-stage/ticket-taker.html

Usher

Assists patrons with seating, safety, answers to questions, and house cleanup before, during, and after a performance under the direction of the Front of House Manager.

OldTownPlayhouse.com/volunteer/beyond-the-stage/usher.html

Concessions Coordinator

Recruits and schedules Concessions Volunteers.

OldTownPlayhouse.com/volunteer/beyond-the-stage/concessions-coordinator.html

Concessions Volunteer

Sells snacks and beverages to patrons from the concessions window at a MainStage performance before the performance and during intermission.

OldTownPlayhouse.com/volunteer/beyond-the-stage/concessions-volunteer.html

Conduct Guidelines

Safety

Old Town Playhouse is committed to providing a safe environment for all participants and patrons. All participants are expected to conduct all tasks in a safe manner, complying with all applicable safety laws, guidelines, and procedures.

If you have a safety concern, please bring it to the immediate attention of the Stage Manager, Director, Production Manager, Artistic Director, or Executive Director. OTP will not knowingly require anyone to work in a manner that OTP determines to be unsafe.

Any accident or injury should be immediately reported as noted above. If the injury requires emergency care beyond first aid, **calling 911 is the first priority** – OTP should be notified as soon as possible. Regardless of the level of care needed (first aid, UrgentCare, 911, etc.), an **Incident Report** must be filed with the Business Office on the day of the incident or the following business day at the latest. Find the report form at <https://www.oldtownplayhouse.com/volunteer/incident-report.html>

Discrimination, Harassment, and Intimidation

OTP is committed to maintaining an environment which fosters respect among all participants. Unlawful discrimination, harassment, and intimidation undermines the integrity of our working relationships and disrupts the operation and management of OTP and our productions, events, and activities.

Accordingly, OTP will not tolerate any form of unlawful discrimination, harassment, or intimidation which is based upon a person's race, religion, disability, color, sex, sexual orientation, gender identity, age, national origin, height, weight, marital status, veteran status, or any other basis protected by applicable law.

OTP expects all participants (including but not limited to cast and crew members, and members of any production management team) to conduct themselves with dignity and with respect for fellow staff, volunteers, the public, and others. We each have the right to work and participate in an environment free from discrimination, harassment, and intimidation.

Any participant who witness or are subjected to any form of unlawful discrimination, harassment, or intimidation should immediately report such conduct to the Artistic Director or Executive Director.

All claims of unlawful discrimination, harassment, or intimidation will be promptly investigated, and appropriate remedial action will be taken, up to and including dismissal or replacement, when warranted by the circumstances. To the extent feasible, complaints will be handled confidentially.

Concerns can be raised in good faith without fear of reprisal or retaliation. OTP prohibits retaliation against a participant for making a good faith complaint under this policy or assisting in a complaint investigation. See the Concern Resolution Pathway for details on this process.

Attitude and Professionalism

Frequently, the first or only person a patron has contact with at Old Town Playhouse is a participant. As ambassadors for Old Town Playhouse, it is essential that participants are professional, accessible, and welcoming. This is true not only for patrons, but also for staff and fellow volunteers.

As a cross-section of the community, we all come from different places and beliefs. Once together at OTP we are working toward a common goal.

With this in mind, OTP expects all participants to comply with the following and promote a positive OTP environment:

- Treat everyone with dignity and respect.
- Comply with all applicable laws.
- Exhibit a spirit of professionalism.
- Be prepared for rehearsals, if applicable.
- Be open to receiving supportive and constructive feedback.
- Address conflict, if any, in a respectful and professional manner.
- Work together to keep OTP a place where people can learn, grow, and have fun.

Should concerns or conflicts arise within a production there is a Concern Resolution Pathway (provided below) that we follow at Old Town Playhouse.

Concern Resolution Pathway

Old Town Playhouse intends every participant's experience to be a good one. But as with any human endeavor, there will be times when there are disagreements, disrespect, harassment, or serious interpersonal problems, here collectively called *concerns*.

When you experience a situation in which you feel uneasy, unheard, uncomfortable, or unsafe, you should communicate about it.

Old Town Playhouse leadership is committed to providing a safe environment, with active listening and responsiveness without fear of reprisal should concerns arise. Therefore, the following sections constitute our Concern Resolution Pathway (CRP).

Who to Talk to When There's a Concern

When experiencing a concern, you should immediately communicate your experience to someone involved in the project, production, or event on which you are working. The person to talk to depends on your comfort with those involved in the project, production, or event along with the seriousness of the concern. Choose one of the following options. Then, the person you communicated with will address the problem or escalate it as necessary to reach a resolution.

Pick one person to talk to and work with them to pursue a resolution.

1. Respectfully address the problem directly with the **person causing the concern**. Sharing and hearing concerns with openness and respect can many times prevent problems from escalating further. If this is not comfortable for you,

2. Discuss the problem with the **Director** or person in charge of the project. If this is not comfortable for you,
3. Discuss the problem with the **Stage Manager or Cast Deputy**. If this is not comfortable for you, or the problem is very serious,
4. Discuss the problem with the **Artistic Director**. If this is not comfortable for you,
5. Discuss the problem with the **Executive Director**.

As always, if you feel endangered or witness unlawful behavior, you should report that to the appropriate civil authority and Artistic Director or Executive Director.

Following the Concern Resolution Pathway

Once a concern has been communicated, the person you informed of the problem will follow this pathway to resolution:

1. **Identify the source of the problem.** This could be anything from minor disagreement to a serious violation of the law. Unlawful activities should be reported to the appropriate civil authority and Artistic Director or Executive Director.
2. **Openly and respectfully discuss the problem.** If possible, bring the parties together in a safe space to express their thoughts and feelings. Use active listening.
3. **Privately explore the underlying interests.** Often, problems arise when there are competing interests that are not necessarily related to the problem that caused the concern.
4. **Collaboratively generate options.** If possible, have the parties suggest possible resolutions to the problem and discuss their feasibility together.
5. **Agree on a resolution.** If possible, the parties should all agree on how the problem can be resolved. If agreement is not possible, then Corrective Action may be necessary (see below). Report this resolution to OTP leadership.
6. **Follow up.** Check in with the parties to ensure that the resolution is working.

Corrective Action

Participants who do not adhere to a CRP-generated resolution or the boundaries, procedures, and/or expectations of the Old Town Playhouse as defined in this Production Manual may have their ability to participate with OTP limited, restricted, and/or ended at any time.

A participant's placement may be limited, restricted, and/or ended without warning if OTP believes that there is sufficient cause, in OTP's sole discretion.

Additionally, OTP reserves the right to take other corrective action as appropriate, in OTP's sole discretion, including but not limited to: canceling a rehearsal; canceling or postponing a production; reassigning roles or duties; and dismissing or replacing members of the cast, crew, and/or production management team.