



# Volunteer Handbook



# Table of Contents

Volunteer Handbook Statement of Purpose .....	1
LCT Mission Statement and Values .....	1
LCT Board of Directors and Staff .....	2
LCT Staff Directory .....	2
Definitions:.....	3
Conflict Reporting Practices .....	4
Sexual Harassment Policy.....	4
Drug and Alcohol Policy.....	5
Youth Protection Policy .....	6
Social Media Policy:.....	9
Volunteer Ticket Program .....	9
Cast, Crew, and Musician Policies and Procedures.....	10
Costume Shop Policies and Procedures.....	12
Scene Shop Policies and Procedures .....	12
Front of House Policy and Procedures.....	13
Volunteer Agreements.....	15

## Volunteer Handbook Statement of Purpose

La Crosse Community Theatre (LCT) is dedicated to and dependent on its volunteers for success. We hold ourselves and all of our volunteers to a professional standard in the quality of our productions and experiences. As such, this handbook has been written to serve as a **Code of Conduct** for the volunteers of LCT. There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions concerning eligibility for a particular benefit, or the applicability of a policy or practice, you should address specific questions to the Director of LCT.

## LCT Mission Statement and Values

La Crosse Community Theatre creates productions and projects that enhance the theatrical literacy of our audience members, volunteers, students, and staff. We provide opportunities for creativity and personal growth in a fun, collaborative environment. As a community, we celebrate human connections through communication and interaction.

### Core Values

**Community:** All who value or may benefit from a creative environment, whoever they are and wherever they may be.

**Creativity:** Having the ability to see opportunity in challenges.

**Excellence:** Exceeding expectations in the quality of our productions and the effective stewardship of our resources.

**Personal Growth:** Providing our audience, volunteers, staff, and students of all ages the opportunity to develop self-awareness through experience, skill advancement, and education.

**Tradition:** Embracing the history and experiences that laid our foundation.

### Vision

- To demonstrate excellence by producing high-quality productions, creating positive experiences for our supporters, and providing efficient stewardship of our resources.
- To build relationships with individuals, businesses, and organizations so that La Crosse Community Theatre will be a cornerstone of a thriving arts district that promotes our community as a great place to live, work, and raise a family.
- To increase audience awareness of personal growth opportunities by attending and participating in workshops and performances.
- To expand artistic programming to give volunteers and patrons more involvement opportunities, to strengthen community support, and to use our space creatively and efficiently.
- To honor our history and to continue our tradition of excellence by contributing to a vibrant community for generations.

La Crosse Community Theatre has been a La Crosse tradition since 1963. Our season runs September through June and includes dramas, comedies, musicals, and children's performances.

## LCT Board of Directors and Staff

<b>President</b> .....	Bradley Weber
<b>Vice President</b> .....	Mary Isaacs
<b>2<sup>nd</sup> Vice President</b> .....	Mike Herro
<b>Legal Secretary</b> .....	Mary Ann Gschwind
<b>Treasurer</b> .....	Patricia Sprang
<b>Past President</b> .....	Susan McDonald-Conroy
<b>Members at Large:</b> .....	Stacey Everson
.....	Pat Heim
.....	Tamera Hill
.....	Tim Kolek
.....	Bill Koutsky
.....	Brady Lowe
.....	Joan Temple
.....	Mary Rathgaber
.....	Kathy Van Kirk-Przywojski
<b>Director</b> .....	TBD
<b>Technical Director</b> .....	Pet Suardi
<b>Patron Services Manager</b> .....	Mary Cate Wesling
<b>Production and Special Event Coord.</b> .....	Dominique Luecke
<b>Marketing Director</b> .....	Tegan Blank
<b>Bookkeeper</b> .....	Mary Hofer
<b>Box Office Staff</b> .....	Kallan Deckert
<b>House Managers</b> .....	, Sharon Dawidowski, Lisa Keyser, and Beth Moratto

## LCT Staff Directory

<u>Name:</u>		<u>Phone Number:</u>	<u>E-Mail:</u>
<b>Box Office/Tickets</b>		(608) 784-9292 Ext. 2	info@lacrossecommunitytheatre.org
<b>Wesling, Mary Cate</b>	Patron Services Manager	(608) 784-9292 Ext. 2	mcwesling@lacrossecommunitytheatre.org
<b>Blank, Tegan</b>	Marketing Director	(608) 784-9292 Ext. 7	tblank@lacrossecommunitytheatre.org
<b>Hofer, Mary</b>	Bookkeeper		mhofer@lacrossecommunitytheatre.org
<b>Luecke, Dominique</b>	Production and Special Event Coordinator	(608) 784-9292 Ext. 4	dluecke@lacrossecommunitytheatre.org
<b>Suardi, Pete</b>	Technical Director	(608) 784-9292 Ext. 8	psuardi@lacrossecommunitytheatre.org

## Definitions:

**Actor:** A volunteer who has been engaged to perform a role on stage in a production.

**Contracted Staff:** These individuals are not employees of LCT but rather independent contractors or consultants who are hired to perform a task according to his/her own methods. They are subject to control and direction only so much to ensure the necessary results are accomplished. Guest directors, music directors, choreographers, stage managers, conductors, and guest designers are examples of contracted staff.

**Crew:** A volunteer who has been engaged to perform technical tasks for a production such as moving set pieces, props, costumes, etc...

**Full Time Staff:** Employees who are not in a temporary or introductory status AND who are regularly scheduled to work the full-time schedule at LCT.

**Member:** Any individual who has served as a volunteer, ticket holder, patron, or staff member in the preceding calendar year is considered a member of La Crosse Community Theatre.

**Musician:** A volunteer who has been engaged to play an instrument in the orchestra for a production or other event.

**Part Time Staff:** Employees who are not in a temporary or introductory status AND who are regularly scheduled to work less than the full-time work schedule, but at least 20 hours per week.

**Usher:** A volunteer who has been engaged to perform front of house tasks for a particular performance of a production.

**Volunteer:** Any individual who is engaged in any kind of work/activity with or on the behalf of La Crosse Community Theatre without the benefit of financial compensation.

## Conflict Reporting Practices

A cornerstone of this handbook is accountability. La Crosse Community Theatre recognizes that no LCT sponsored event or activity can be successful and rewarding for all participants involved if there is no recourse for violations of the policies and procedures outlined in this handbook. Therefore, we have detailed the complaint path to address concerns that volunteers may have regarding the policies and procedures of LCT. This handbook contains the necessary contact information regarding the complaint path.

### Structure

- Level One—A complaint that can be resolved through conversation with the parties involved.
- Level Two—The following staff should be granted a certain level of authority and trust to determine whether a complaint can be resolved at this level or if it needs to be sent to the next level.
  - Stage Manager
  - Director
  - Relevant LCT Staff Members (tech director, box office manager, etc...)

All complaints reaching this level should be reported to the Director by the stage manager, even if no further action is needed.

- Level Three—These people should be considered the final level of the path, capable of resolving issues that have not been resolved prior to reaching this stage. They are strongly advised to consult with each other and review legal or other implications of any decision.
  - Director
  - LCT Board President

## Sexual Harassment Policy

According to the U.S. Equal Opportunity Commission (EEOC), sexual harassment is defined as follows:

“It is unlawful to harass a person (an applicant or employee) because of that person’s sex [sic]. Harassment can include “sexual harassment” or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Harassment does not have to be of a sexual nature, however, and can include offensive remarks about a person’s sex. For example, it is illegal to harass a woman by making offensive comments about women in general. Both victim and the harasser can be either a woman or a man, and the victim and harasser can be the same sex [sic]. Although the law doesn’t prohibit simple teasing, offhand comments, or isolated incidents that are not very serious, harassment is illegal when it is so frequent or severe that it creates a hostile or offensive work environment or when it results in an adverse employment decision (such as the victim being fired or demoted). The harasser can be the victim’s supervisor, a supervisor in another area, a co-worker, or someone who is not an employee of the employer, such as a client or customer.”

*The EEOC covers “employees” only, not contractors and volunteers. For that reason, this handbook seeks to provide definition for sexual harassment in the theatrical workplace for participants not covered by EEOC laws.*

Harassment in a broader sense includes, but is not limited to:

- Inappropriate or insulting remarks, gestures, jokes, innuendoes or taunting about a person's gender, gender identity, sexual identity, racial or ethnic background, color, place of birth, citizenship, ancestry, creed, or ability.
- Unwanted questions or comments about a participant's private life outside of the boundaries of consent established in rehearsal.
- Posting or displaying materials, articles, or graffiti, etc. which may cause humiliation, offence or embarrassment on prohibited grounds that are outside the parameters of the production. A production about pornography, violence, racism, etc. may involve such images, but such images are not appropriate for open display in dressing rooms, bathrooms, etc...
- One or a series of comments or conduct of a gender---related or sexual nature outside the boundaries of consent or production content, that is known or reasonably ought to be known to be unwelcome/unwanted, offensive, intimidating, hostile, or inappropriate.

La Crosse Community Theatre respects the rights of everyone to be free from conduct considered harassing or coercive. In the event that you experience or observe sexual or other harassment at LCT, you are encouraged to attempt resolution yourself by directly communicating that the words or behaviors are not welcomed and must stop. We encourage you to do this verbally or in writing if you feel safe to do so.

If uncomfortable with the direct communication of this message or if the behavior continues, please report it to LCT's Director or the executive committee of the board to attempt clarity, resolution or an investigation. You may expect a prompt investigation which may be brief due to the time-limited and sometimes urgent needs during theatrical productions. False harassment claims and retaliation will not be tolerated. Following an investigation appropriate action may include, but is not limited to, no disciplinary action, education, an apology, termination from the production, termination from all future LCT productions, or other corrective action. The complainant and the subject will be informed, where appropriate, of the findings of the investigation.

### **Drug and Alcohol Policy**

In an effort to provide a safe workplace, LCT is committed to ensuring an environment free from substance abuse and so will implement and enforce this drug and alcohol policy. LCT recognizes chemical dependency as an illness. At the same time, the abuse of drugs or alcohol can jeopardize the health, safety, and well-being employees, volunteers, and patrons. The use of drugs or alcohol by staff or volunteers while at work negatively affects productivity, morale, and the safety of LCT and its members. Use, possession, distribution of, or reporting to work or a LCT-sponsored event under the influence of alcohol or unlawful substances is strictly prohibited. Failure to adhere to this policy will result in the person involved being removed from the theatre or show.

Distribution and/or attempted distribution of illicit or illegal drugs while at the theatre will result in the immediate removal of the person and notification of the proper legal authorities.

Smoking and tobacco use of any kind is prohibited in the Weber Center facilities. Actors are prohibited from smoking while wearing any portion of their costume.

### **Background Checks**

La Crosse Community Theatre will conduct a background check on all adult volunteers (18 years old and up) who may come into contact with minors involved in any production. These background checks will be considered valid for 24 months. The volunteer will be rechecked if the volunteer remains active and the 24 month period has expired.

LCT will conduct a background check on productions involving only adults at the discretion of the Director and LCT Board of Directors.

The background check is handled by an accredited institution and the results of any background check will be shared with appropriate LCT board and staff ONLY. All results will be kept confidential except where required by law.

If a volunteer declines to participate in a background check when requested, they will be disqualified from continuing to participate in the production or activity.

## Youth Protection Policy

### I. Statement of Purpose

La Crosse Community Theatre (LCT) seeks to support youth in their artistic and personal growth through instruction and mentoring, and by providing opportunities to perform and participate in theatre programming. LCT seeks to assure participants, parents, and the community that the environment, staff, and volunteers are safe for youth, and that safety for youth is a shared responsibility between LCT and families.

### II. Care for Alleged Victim

LCT believes the safety of youth is of paramount importance and, in the event of an allegation of abuse, LCT will:

- A. Ensure the youth is placed in a safe environment
- B. Ensure, in consultation with the parents, that an alleged victim is given proper support and is referred for an evaluation to identify treatment needs.

### III. Hiring/Training of Staff

- A. All staff must undergo a state and federal criminal background check, including the sex offender registry, prior to hiring.
- B. Reference checks will include references pertaining to the applicant's character in interacting with youth.
- C. All staff members must participate in training on an annual basis.

### IV. Volunteers

- A. All volunteers who interact with youth will undergo a background check consisting of at least a CCAP or similar computer check of criminal history of any state in which the volunteer is known to have resided within the last ten years, as well as a sex offender registry check.
  - a. Interact means activity that involves contact with youth as a significant part of the activity and is ongoing. This does not include activity in which contact with youth is incidental or occasional, e.g. ushering, etc.

- B. All volunteers must sign an acknowledgement that they have been given and have read and understand the Code of Conduct, as outlined in this handbook.

## **V. Additional Expectations**

- A. No staff member or volunteer shall be alone with a youth in an isolated area. Two adults shall be present at all times. If it is necessary for a staff member or volunteer to meet individually with a youth, it should be done in an area in which all are clearly visible by others.
- B. Youth may be released from activities only to individuals designated by the parents. Parents shall at registration provide a list of persons authorized to transport their child. This list may be updated verbally, with a record of the date, time, and participants being maintained by LCT.
- C. LCT will not release a child to an authorized person if there is question that the child's safety will be compromised.
- D. Staff members will allow themselves to "friend" youth only on social media sites approved by the Director and communicated to parents. The Director reserves the right to require that any or all staff also "friend" the Director on any social media site in which they are "friended" to LCT-involved youth.

## **VI. Reporting Procedures**

- A. Staff and volunteers are to immediately report any instance in which he/she has reason to suspect that a youth has been the victim of physical or sexual abuse or neglect.
- B. Any report should be made to La Crosse County Human Services. A contemporaneous report shall be made to the program director or Director. Any program director shall notify the Director who shall also notify the Board President. If the suspect is the Director, the board president shall be notified.
- C. Reports shall be made to the Protective Services intake worker at La Crosse County Human Services:
  - Monday through Friday, 8:00 a.m. to 4:30 p.m.
  - La Crosse County Human Services
  - 300 4th St. North
  - La Crosse, WI 54601
  - 608-784-4357
  - After 4:30 p.m. weekdays, holidays, and weekends, call 608-785-5962, police non-emergency dispatch.
- D. Any interview of a youth shall be limited to determining whether there is reason to suspect abuse. Greater detail will be elicited through forensic interviews conducted by law enforcement or child protective services.
- E. The suspected perpetrator or other responsible adult may be interviewed by LCT staff after consultation with law enforcement.
- F. Parents shall be notified if it is clear that the suspected perpetrator is a non-family member.
- G. The Director shall have the options of suspending a volunteer, or staff member's activities, terminating employment and/or retaining the status quo. In any event, the Board shall be notified if a report is received by LCT.

## **VII. Training and Education of Staff and Volunteers**

- A. All staff members shall attend an annual training that includes LCT policies pertaining to youth safety, abuse symptoms and dynamics, and mandatory reporting practices, and must sign a statement acknowledging receipt of LCT policies and Code of Conduct. Documentation of all training will be maintained in each individual's personnel file.
- B. All volunteers must sign a statement acknowledging receipt and understanding of policies and the Code of Conduct as outlined in this handbook.

### **VIII. Youth Protection Policy on Social Media**

- A. LCT recognizes that social media and digital communication allow LCT staff to quickly communicate with others and share information and ideas. On the other hand, social media carries the potential for abuse and victimization. LCT seeks to promote safe and effective use of social media by limiting interaction between staff and youth to forums developed or approved and monitored by LCT.
- B. Staff members will allow themselves to "friend" or communicate with youth only on social media sites developed by LCT or approved by the Director. Only such sites that allow monitoring by LCT may be approved.
- C. Parents will be advised of the sites utilized by LCT so they may monitor communications between their child and LCT staff.
- D. Staff members are strongly discouraged from using social media for personal purposes during working hours or accessing social media sites on LCT property, including computers, laptops, and smart-phones, or through LCT's network. Staff members' personal use of social media during non-work hours must comply with the applicable provisions of this Policy. Staff should not use their work email address for accessing personal social media accounts.
- E. Staff members are prohibited from using social media at any time to engage in discrimination, unlawful conduct, threatening violence, harassment, vulgarity/obscenity or defamatory statements toward or about LCT, its patrons, volunteers, or other staff members.
- F. When using social media, staff members are expected to comply with other applicable LCT policies, which are now in place or may be in the future.
- G. Information technology equipment, including computers, laptops, and smart-phones, and networks are the property of LCT. LCT has the right to access and review use of social media on LCT property or through LCT networks. Staff members have no expectation of personal privacy with respect to such use.
- H. LCT recognizes that in certain circumstances, staff members may have legitimate reasons to access or use social media on behalf of LCT. LCT is the sole owner of all LCT social media accounts, including Facebook pages, Linked-in accounts, Twitter, and other accounts used by LCT for business purposes or otherwise. Staff members who have legitimate business needs to access or use social media on behalf of LCT must seek approval from the Director or designee before such access or use. When using social media on behalf of LCT for work-related reasons, staff members should remember the following:
  - a. Staff members should disclose that they are a representative of LCT and identify their position.
  - b. Staff members should represent LCT accurately, avoiding misstatements or typographical errors. If a misstatement or error is made, it should be corrected as soon as possible.

- c. Staff members may not publish information, including pictures, logos, links or other information about LCT's partners, vendors, or patrons without their express written consent.
- I. If a staff member has questions or concerns about any content to be published or posted on behalf of LCT, the staff member must confer with the Director before publishing the content.
- J. Nothing in this policy is intended to interfere with any staff member's right to engage in concerted activity under the National Labor Relations Act or other applicable law.
- K. Violation of this policy may give rise to disciplinary action.

## Social Media Policy:

Facebook, Twitter, Instagram, Snapchat, and other social media are awesome but dangerous tools. Social media constitutes a major component of the theatre's marketing plan. Therefore, you are encouraged to use all types of social media to help advertise, promote, or market the show and theatre. As a member of the theatre, you are encouraged to join our Facebook group and our electronic mailing list.

When posting about the theatre or production on public forums, please keep your posts positive and respectful. Do not insult your show, your cast-mates, your audience, or this theatre in a place where the general public has access to it. If you do choose to engage in negative social media activity in a public forum, the theatre reserves the right to remove you from the production and prevent you from volunteering at LCT in the future. What you do say or share in private messages is your own business. However, if a private message demeaning the theatre or its members is made public by a third party that you have shared that message with, you will be held accountable.

## Volunteer Ticket Program

To show our gratitude to our volunteers for their hours of hard work, anyone who works 6 or more hours onstage, backstage, or in the scene or costume shops on any show is entitled to the following privileges:

- Theatre tickets. Every volunteer (or a parent/guardian if the volunteer is under 18 years old) is set up with an account in our ticketing software. The following discounts will be applied to each volunteer account:
  - 2 free tickets. These 2 tickets can be used for any show in the current LCT season, not just the show the volunteer is currently working on. 2 free tickets will be added for each show the volunteer helps with.
  - A \$4 discount on any full-priced ticket to any LCT show remaining in the current season. The discount will only apply when the volunteer (or parent/guardian of volunteers under 18 years old) makes the purchase. Others (family, friends, etc.) cannot apply the volunteer's discount to their purchase.
- These discounted tickets can be redeemed by calling or stopping in the Box Office during regular hours. Volunteers may reserve their seats starting the same date as LCT season subscribers. Refunds are not guaranteed for tickets purchased online or purchased without mentioning your volunteer status.
- Ticket benefits earned during the last two shows of the season may be expanded into the following season.

## Cast, Crew, and Musician Policies and Procedures

### General Information:

- Safety is our first priority. If you encounter an unsafe situation, notify the stage manager immediately. Steps will be taken to fix the issue before continuing.
  - If an accident occurs that involves any kind of injury, inform the stage manager IMMEDIATELY!
- Food and drink are not allowed in the Lyche Theatre, Veteran's Studio Theatre, or the Studio Classrooms.
  - If you need to eat during rehearsal, you may eat in the lobby at one of the tables. Under no circumstances shall you eat in the green room, scene shop, or costume shop.
  - You are encouraged to have a capped bottle of water in the theatre during rehearsals.
  - No food or drink other than water is allowed in the green room and dressing rooms at any time.
- As a part of any production, you may be called upon to participate in promotional activities including attending photo sessions, interviews, and public previews. The director and stage manager will make every attempt to notify all participants in a reasonable and timely manner. We will do our best to avoid job/school conflicts when possible.
  - Reporters/interviewers may request your phone number and/or email to conduct interviews. We will provide this information unless specifically told not to. LCT will only request permission to release this information for those under 18 years old.
- **All cast and crew are expected to attend strike upon the completion of the final performance.** Those under the age of 12 are exempt. Volunteers must be at least 12 years old to operate a power tool.

### Rehearsals:

- Attend all rehearsals, including dress rehearsals and technical rehearsals, as scheduled by the director.
- If additional rehearsals are needed, they must be approved by the Director. LCT is a tenant of the Weber Center and must respect their reservation procedures.
- Abide by the conflicts scheduled at time of casting. Additional conflicts (ie. illness and emergencies) must be approved by the director and are subject to approval of the Director of LCT.
  - Repeated failure to attend rehearsals will result in recasting or dismissal from the cast.
- Cast and crew should use the stage door on Front Street for all rehearsals. The doors can be unlocked with the code provided 15 minutes prior to the scheduled call time.
- Parents of youth should sign in with the stage manager as soon as they arrive.
- Rehearsals are closed to the general public. Only cast, crew, theatre personnel, and persons approved by the director are allowed to attend rehearsals.
- Off book deadlines fluctuate from show to show. Here's a good rule of thumb: Use your script when you block a scene and the first time you review it. After that you should be memorized.
- The stage manager is the only person permitted to prompt an actor for lines.
- Please TURN OFF all phones and pagers during rehearsals. You may use phones during your break time.
  - If there is an emergency during REHEARSALS, your family can call the stage manager or directors cell-phones. The numbers are provided on the contact sheet.

- Repeated violation of this policy may result in you being asked to turn your phone in to the stage manager upon arrival at the theatre. If the problem continues after that, it may result in your removal from the production.
- Dress appropriately for rehearsal. Wear comfortable clothing you can move in and can get dirty. The director won't adjust rehearsals to accommodate your clothing choice. No sandals or open-toed shoes are allowed unless provided by the costumer. Also, avoid dangly jewelry such as earrings, bracelets, necklaces, etc...
- Good personal hygiene is a must. Rehearsals can be hot, intense, and happen in close proximity. Please brush your teeth, bathe, and wear deodorant for the benefit of everyone. Please refrain from using perfumes, colognes, or other body sprays - especially Axe.

## Performances

- Arrive at appropriate call time and sign in. The sign-in sheet will be located on the call-board outside of the dressing rooms.
- Call the stage manager as soon as possible if you know you will be late or have an emergency.
- All cast and crew must remain quiet during performances; this includes in the green room, dressing rooms, backstage, lobby, etc.
- There is absolutely no cell-phone use of any kind allowed during performances, including during intermission.
  - If you must keep a pager on you for professional reasons, please notify the stage manager.
  - If there is an emergency during PERFORMANCES, your family can call the LCT box office at 784-9292 Ext. 2
  - Repeated violation of this policy may result in you being asked to turn your phone in to the stage manager upon arrival at the theatre. If the problem continues, it may result in your removal from the production.
- Cast, crew, and musicians are not allowed in the Lobby prior to curtain or during intermission. They are also not allowed in the house after the doors open or during intermission.

## Costumes, Sets, and Props

- Treat the designers with the professional respect that they deserve.
- Do not give any feedback on costumes, sets, or props outside of fit, safety, or comfort issues.
  - Acceptable: "My shoes are too tight."
  - Unacceptable: "My character wouldn't wear these."
- Do not touch props, sets, or costumes not assigned to you.
- Be sure to hang up all costume pieces and return all props immediately after use.
- **No smoking or eating in costume at any time!** This includes all food of any kind with the exception of water or food eaten on-stage during the show.
  - If you smoke in costume, you will be charged for any additional cleaning that is required. If you damage the costume as a result of smoking (burns, smell, etc...) you will be charged for the full replacement cost of all costume pieces damaged.
- You are not allowed to change, embellish, or choose not to wear any piece of your costume during performance.
- You are not allowed to change how you wear your hair once it has been approved by the costumer. This includes cutting, styling, dyeing, etc...

- Do not touch anything in the costume shop, scene shop, or green room such as tools, machines, supplies, pins, make-up, hairspray, spike tape, washers, screws, etc... without the expressed permission of the appropriate theatre or production staff.
- Quite often we share our rehearsal space with unfinished set pieces. Abide by any instructions that the stage manager gives you regarding these instances.

### **Costume Shop Policies and Procedures**

The costume shop is located on the third floor of the Weber Center. It is the workshop where costumes for each LCT production are designed and produced. LCT's costume storage is at the Theatre Annex, 508 Main Street in La Crosse.

#### **Volunteering:**

- All volunteers ages 8 and up are welcome in the costume shop.
- Volunteers 15 and under must be accompanied by a parent, guardian, or approved adult who is not an LCT staff member.
- Volunteers must be at least 12 years old to use the sewing machines. Other equipment may be used at the costume designer's discretion.
- All volunteers who put in at least six hours in the costume shop for any given show are eligible to participate in the volunteer ticket program.
- Anyone interested in volunteering in the costume shop should contact the office manager. We encourage all volunteers to arrange times in advance to allow the costume designer time to develop plans and projects for volunteers.

### **Scene Shop Policies and Procedures**

The scene shop is located on the first floor of the Weber Center. It is the workshop where sets for each LCT production are designed and produced. The shop is staffed by a full-time professional Technical Director who oversees the work and trains volunteers. LCT's set storage is at the Central States Warehouse, 1629 Caledonia Street.

The standard scene shop hours are Monday-Friday, 11am to 5pm. There are occasional evening, Saturday, and Sunday work calls dependent on the demands of the current production.

#### **Volunteering:**

- All volunteers ages 12 and up are welcome in the scene shop.
  - Youth ages 8-11 are welcome to volunteer in the scene shop for Theatre for Youth productions.
- Volunteers 15 and under must be accompanied by a parent, guardian, or approved adult who is not an LCT staff member.
- Volunteers must be at least 12 years old to use all power tools. Other non-powered equipment may be used at the technical director's discretion.
- Volunteers must be at least 16 years old to use power saws.
- Volunteers must be at least 16 years old to use the Lyche stage fly system.
- All volunteers who put in at least six hours in the scene shop for any given show are eligible to participate in the volunteer ticket program.

- Anyone interested in volunteering in the scene shop should contact LCT's Technical Director. We encourage all volunteers to arrange times in advance to allow the Technical Director time to develop plans and projects for volunteers.
- The scene shop dress code prohibits all open toed shoes, sandals, dangling jewelry, neck-ties, loose clothing, and any other apparel that may cause a safety hazard. Determinations of appropriate clothing will be made at the Technical Director's discretion.
- The first aid kit is located on the scene shop wall next to the paint room.
- Safety apparel such as gloves, ear protection, and eye protection is made available to all scene shop volunteers.

## Front of House Policy and Procedures

The main responsibility of ushers is to provide friendly and helpful assistance to guests of our facility. The ushers report to and receive direction from the House Manager. For main stage productions in the Lyche Theatre, ushers must be 12 years or older. For main stage productions in the Veterans Studio Theatre, ushers must be 16 or older. All ushers under the age of 16 must be accompanied by an adult.

**Signing up:** Individuals can sign up for ushering slots starting the day subscribers are able to reserve their seats for a given show (approximately one month before opening performance). They can sign up either on our website or by contacting the Box Office. For group ushering, the leader of the group may contact the Box Office at any time. Groups that have previously ushered with us will be contacted in July to get first choice of any available Group Usher slots. If you are unable to attend a slot you have signed up for, please contact the box office no later than 24 hours before the scheduled shift, so that a replacement may be found if necessary.

### Arriving on the night of your shift:

- Ushers should arrive an hour and a half before curtain (6:00 p.m. for a 7:30 p.m. show or 12:30 p.m. for a 2:00 p.m. show) to ensure plenty of time to receive instructions, be assigned tasks, and have any questions answered before we open the lobby to patrons. It is a more welcoming presence to our patrons when our ushers are already trained, organized, and ready to assist when they enter our lobby.
- If you are running late, or know in advance that you will not be able to make the assigned call time, please call the Box Office and leave a message.
- When arriving for the show, ushers should enter via the river front lobby doors. The use of the stage door is for the cast and crew only. The river front doors open two hours before curtain.
- Please wear black and white dress clothes. If not available, any nice clothing is acceptable. Groups may wish to wear a form of matching clothing if they prefer. Any coats, purses or other personal items may be locked in the House Manager closet for the duration of ushering shift.
- Specific duties for a given shift will be assigned once all ushers are present on the night of the performance.

### Usher Assignments Include:

- Will Call Window: These ushers will work in the Box Office distributing tickets to patrons who purchased their tickets in advance.

- Raffle Ticket Sellers: These ushers will move about the lobby and house prior to curtain and during intermission selling 50/50 raffle tickets to patrons.
- Ticket Takers: Ushers at the main doors of the orchestra level and the balcony will check tickets to make sure patrons have tickets for the correct performance and are entering the correct entrance.
- Distributing Programs/Seating Patrons- Ushers inside the theatre distribute programs and direct/escort patrons to their assigned seats.

Ushers are not required to stay through the entire show, but they are invited to stay and watch the performance for free. Seats will be assigned based on the availability for a given performance. Groups are not guaranteed that they will be able to sit together.

During intermission, ushers are asked to help open and close doors to the theatre and to move around the lobby to answer any questions that patrons may have. After the performance, ushers are asked to help collect programs and garbage left in the house.

## Volunteer Agreements

- I will practice toleration, acceptance, kindness, and respect for one another at all times.
- I will treat all LCT staff, volunteers, and patrons with respect and consideration.
- I consent to have my name and/or likeness used in publicity relating to any production or activity sponsored by LCT. This may include print, television, radio, and web based media.
- I will play every performance to the best of my ability, regardless of how small my role or how large my personal problems.
- I will never miss an entrance or cause a curtain to be late by my failure to be ready.
- I will forego all social activities that interfere with rehearsals and will be on time to all scheduled events.
- I will not leave the theatre building or stage area until I have completed my performance or duties and have received a release from the stage manager or director.
- I will remember that my aim is to create illusion and that I will not destroy that illusion by appearing in costume and/or make-up outside the theatre.
- I will not allow the comments of friends, relatives, or critics change any phase of my work without proper authorization from the director or stage manager.
- I will not alter lines, business, lights, properties, settings, costumes, or any phase of the production without consultation with and permission from the director and/or stage manager.
- I will accept the director's advice in the spirit in which it is given, for they see the production as a whole and my role as a portion thereof.
- I will forego the gratification of ego for the demands of the play. This and every production is a collective effort demanding my utmost trust and cooperation.
- I will be patient and avoid temperamental outbursts. They create tension and serve no useful purpose in the rehearsal room.
- I will not blame my mistakes, challenges, failures, or frustrations on my colleagues.
- I will not engage in caustic criticism of another artist's work in any form, nor will I tolerate others engaging in similar behavior.
- I will inspire the public to respect me and my craft through graciousness in accepting both praise and constructive criticism.
- I will not lose my enthusiasm for theatre because of disappointment or failure, for they are the lessons we use to create great art.
- I will direct my efforts in such a manner that when I leave the theatre it will stand as a greater institution for my having labored there.