

SCT VOLUNTEER HANDBOOK

THANK YOU FOR VOLUNTEERING WITH SEATTLE CHILDREN'S THEATRE!

Welcome to our team! We value you and the contribution you make to the success of the theatre! SCT is such a special place, and you the volunteers make it that way. Volunteers make an impact in two ways. First, volunteers are the face of SCT. Often the welcoming smile and helpful information given by a volunteer SCT member is what our guests remember most about their experience here. Second, volunteers do essential tasks like receiving tickets, and directing and seating guests that are extremely important to our ability to make a show run smoothly.

Thank you for stepping up! Your commitment to this position and cheerful demeanor are essential to our success as a whole and we so appreciate having you on the team!

ABOUT THE HANDBOOK

This handbook will introduce you to SCT and provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation, and recognition.

In return we expect you to:

1. Honor your commitment to SCT.
2. Respect other staff members.
3. Perform your assigned duties to the best of your abilities.

As our organization grows and changes, there may be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to stay informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact us at volunteering@sct.org.

OUR MISSION STATEMENT

At Seattle Children's Theatre (SCT), we are proud to be one of the most prominent theatres for young audiences in the United States and the world. Our mission is to provide children of all ages and backgrounds access to professional theatre, with a focus on new works, and theatre education. For many children, we are the first, and sometimes, sole, exposure they have to live theatre.

OUR HISTORY

Seattle Children's Theatre (SCT) was technically founded in 1975, but our humble beginning actually dates back to 1971, when Seattle's theatre scene for young people was virtually nonexistent. So, with the support of local teachers and graduate students, The Woodland Park Zoo (known at the time as "Woodland Park Children's Zoo") joined forces with the City of Seattle's fundraising arm, the Patrons of Northwest Civic, Cultural and Charitable Organizations (PONCHO), to build the Poncho Theatre, located on the grounds of the Zoo. A grassroots effort, this theatre was truly a labor of love; a bare bones operation largely staffed by volunteers and sharing a space with various other organizations, as well as the occasional wild animals.

Despite the lean resources, the productions that were mounted in our early years were very well-received. As many theatres throughout the country have experienced, SCT lost much of our City funding in 1983. We turned to generous corporate and private sponsors to stay afloat. Longtime Seattle actor and director Linda Hartzell (Artistic Director Emerita) assumed the role of Artistic Director in 1984, and SCT quickly began to thrive, breaking attendance records faster than you can say *Go Dog Go*. We had become the second largest professional children's theatre in the country; we were going to need a bigger boat.

Our dreams were realized thanks to longtime Seattle philanthropist, Charlotte Martin, who established the Charlotte Martin Foundation before her death. In 1990, SCT was named the recipient of a \$1.2 million foundation grant, which would fund the new Seattle Children's Theatre space on the grounds of Seattle Center. In 1993, much to the joy of enthusiastic children and families, the Charlotte Martin Theatre was open to the public. We had arrived. Just shy of two years later, SCT opened a second venue adjacent to the Charlotte Martin. The Eve Alvord Theatre (named for a longtime supporter of SCT) is perfect for shows of a more intimate nature. SCT continued to be the gracious recipient of generous contributions in 2000, when the Allen Family Technical Pavilion was completed. This state-of-the-art facility houses our paint, costume, prop, and scene shops, as well as our bright rehearsal and classroom spaces. The Allen Family Technical Pavilion was the first of its kind in the nation, and continues to be a model for many other theatres for young audiences around the country.

SCHEDULING

SCT utilizes Signup Genius as an easy method to schedule our volunteers. If something comes up that prevents you from working your regular commitment and volunteer when you are scheduled, email volunteering@sct.org to let us know as soon as possible.

SIGNING UP MADE EASY:

- When you receive an invite to a sign up, you can do so with or without creating an account.
- For a standard sign up, click the “Sign Up” button next to the slot(s) you want to sign up for.
- Scroll to the bottom of the page and click the “Submit & Sign Up” button.

05/17/2019 (Fri. 5:00pm - 9:00pm)	Concessions (2)	1 of 2 slots filled CF Cam Fignewton Sign Up
05/21/2019 (Tue. 5:00pm - 9:00pm)	Concessions (2)	Sign Up
05/23/2019 (Thu. 5:00pm - 9:00pm)	Concessions (2)	Sign Up
05/27/2019 (Mon. 5:00pm - 9:00pm)	Concessions (2)	1 of 2 slots filled Mike L. Jordan Sign Up
05/29/2019 (Wed. 5:00pm - 9:00pm)	Concessions (2)	Sign Up

Submit and Sign Up

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- On the next page, enter your first and last name and email address. You do not need an account to sign up.
- Depending on the sign up, you may be asked to fill in some other fields in addition to your contact info.
- After you have completed the form fields, click “Sign Up Now” at the bottom of the page.

Sign Me Up

Available Slot	Date (mm/dd/yyyy - EST)	My Comment	Quantity
Concessions	Tue., 05/21/2019 5:00pm - 9:00pm	<input type="text"/>	1
Concessions	Thu., 05/23/2019 5:00pm - 9:00pm	<input type="text"/>	1

Name

Email

Already have a SignUpGenius account? Login

- The “Thank You” page will display, indicating you have successfully completed the steps to sign up.
- You can click on a calendar icon to add the item to your digital calendar.
- When you enter your email address, you will also receive an automatic confirmation email. If you have an account, you can log in to your account at any time to view your active and past sign ups.

VOLUNTEER ROLES

SCT Volunteers are the public face of the theatre. You are the introduction for our guests to each performance and, for many young patrons, their very first theatre experience! Your welcoming smile and helpful information are what make our patrons feel at home and excited to come back.

TICKET SCANNERS

Ticket Scanners will scan tickets and greet the patrons as they arrive. They will provide patrons with show information such as the run time and show content. After the completion of the show, Ticket Scanners are expected to walk the theatre and pick up any garbage and lost and found items.

GREETERS

Greeters will be positioned at the bottom of the accessible ramp or top of the main staircase, welcoming patrons and directing them to the door listed on their ticket. Greeters are responsible for assisting patrons with mobility needs to the appropriate entrance. They will also direct patrons to the restroom, gift shop, concessions, upper lobby, etc. These ushers should be knowledgeable about our facility and lobby spaces. Greeters will also be handing out any printed materials. After the completion of the show, Greeters are expected to act as stage watchers and ensure there is no photography of the stage.

USHER

Ushers will be stationed in one of the entrance doorways or in front of the stage. This important role will also be responsible for stage watching, reminding patrons to stay off of the stage as well as ensure there is no photography of the stage. These ushers will be greeting patrons entering the theatre and assisting them to their seats. This position will also be responsible for helping with accessible seating. After the completion of the show, Ushers are expected to assist any patrons with returning to the lobby from accessible seating. If there is no patrons in need of assistance, they will help with picking up garbage and lost and found items in the theatre.

GIFT SHOP/CONCESSIONS ASSISTANT

Those comfortable working with our Point of Sale system may assist with Gift Shop and Concessions sales. This position will interact directly with patrons making purchases, helping to answer questions. They will also help to keep the area neat and tidy. After the completion of the show, the Gift Shop/Concessions Assistant will return to the Gift Shop and carry out post-performance purchases.

VOLUNTEER POLICIES AND PROCEDURES

These volunteer policies and procedures have been created to give you all a clear understanding of expectations and ensure an excellent volunteer and theatre experience for all. These procedures are meant to address any concerns that may come up, but do not cover the breadth of any needs. When we find it necessary, we will adjust and/or add policies and procedures that will best fit SCT's and volunteer needs.

VOLUNTEER PERKS

As a volunteer, you are able to watch the shows for free on the day that you usher. You are also entitled to the 10% staff discount at the SCT Gift Shop.

Volunteers who volunteer for 4 shows during the season are able to request up to 4 complimentary tickets per individual; meaning one person who volunteers for the 4 shows, can request 4 tickets. These tickets can be used for themselves or gifted to others.

HEALTH AND SAFETY

The safety of our volunteers, audiences, students, artists, and staff is our first priority. We continue to follow the guidance of the CDC and the Washington State Department of Health and update our practices and plans as circumstances and guidelines change. We have first aid kits located throughout the building in case of minor, or major medical events. Our building's HVAC units operate with MERV13 filters which circulate filtered fresh air, and touchless sanitation stations are available throughout our lobby spaces. While masks are no longer required in our facilities, they are available upon request. In the event that you are sick, we request that you remain home to avoid getting others sick. You can do so by emailing volunteering@sct.org.

BACKGROUND CHECK

As a theatre for young audiences, children are our primary concern. For that reason, all volunteers over 18 years of age go through a more detailed background check to create a safe and secure a facility as possible.

UNIFORM

Dress appropriately for your duties. Volunteers will be issued a volunteer tag/lanyard so our Patrons can easily recognize you as a person who can help them. Clothes should not be torn, frayed, dirty, or reveal any part of the cleavage, midriff, or buttock. Please wear shoes that are comfortable and closed toe. If you have any trouble with attire, please don't hesitate to let the Front of House Manager know and we will look forward to assisting you in any needs you might have. We want you to be comfortable, but dressed in a way that is appropriate for young eyes.

If volunteers need to store personal belongings during their shift, they can ask the Front of House Team who will gladly direct them to where they can store their items safely.

STANDARD OF BEHAVIOR

We refer to the people we help as Patrons and we honor them with compassion and respect at all times. It is very important to be understanding, patient, and helpful. If you have any conflict or issues with understanding or helping a Patron, then please get the Front of House Manager or staff member to assist.

By entering this shared space, you agree to SCT'S Community Agreements:

- **Respect All:** Treat others with respect. Our differences are what make us beautiful. Celebrate each individual's unique identity and show this with your words and actions.
- **Lead with Curiosity:** Approach individuals, interactions, and stories with a curious mind and listening ear. Challenge yourself to be a learner, not a knower.
- **Model Positive Behavior:** Assume good intentions and understand mistakes happen, with others and ourselves. We all learn through failing, listening, and trying again.
- **Clap Hard, Cry Hard:** All feelings are welcome here. We invite you to be vulnerable. We are in the business of inspiring, educating, and entertaining; all of which can cause a number of feelings, from triumph to anguish.
- **Be an Upstander:** Stand up for others, and use your voice to make our community stronger. Bullying will not be tolerated at SCT. If you see something, say something.

You are the first smile that our patrons see when they arrive at our performance spaces. Many times patrons will remember you, and how you assist them. It is important for there to be mutual respect when helping patrons and their theatre experience. We hope to instill a culture of respect amongst patrons and all staff including yourself! If at any time, you feel threatened, are unable, or feel uncomfortable handling a situation, please let the Front of House Manager know. We are more than willing to step in and handle what comes up.

CELL PHONES

Ushers should limit their phone usage while on shift. We request that you do not use your phone while patrons are present within the building. If there is an emergency to attend to, please let the Front of House Manager know and arrangements can be made with you.

ATTENDANCE AND ABSENTEEISM

You are a volunteer staff member and we depend on you to complete your scheduled shifts. While certain situations may arise that prevent you from doing so, please give as much advance warning as possible. Please make any changes in Sign-Up Genius a week prior to your shift and then alert the Front of House Manager.

Volunteers are expected to arrive on time, dressed appropriately and ready to work at the start of your shift. Tardiness delays the entire team and causes the House Manager to have less time to properly go over shift details. Please let us know you are here by waiting at our main doors, or alerting a staff member at the Ticket Office window. Volunteers can sign in at the beginning of their shift and sign out at the end of their shift in the volunteer office by the gift shop. Breaks can be taken at any time you need one; however, please let a House Manager know before doing so.

Shifts usually start 75 minutes before the show begins. This allows the House Manager 15 minutes to assign duties and go over any special notes or training. Our main lobby will open to the public 1 hour before the start of the show. Volunteers are expected to be at their stations 5 minutes before the lobby opens. The doors to the theatre (or House), opens approximately 30 minutes to the start of the show. A House Manager will come around approximately 5 minutes before the start of the show to dismiss volunteers who wish to see the show.

After the completion of the show, volunteers should begin end of show duties (Which can be found in the Volunteer Roles). Only once these tasks are completed may volunteers find a House Manager and be dismissed.

We understand that sometimes scheduling issues come up and prevent you from working your regular commitment. If you are unable to come when you are scheduled, please let us know as soon as possible. This prevents your name from going on the sign-in list so House Managers better manage assignments by not expecting you.

In the event of an unscheduled absence—illness or emergency—please alert the Front of House Staff by emailing volunteering@sct.org as soon as possible.

PROBLEM SOLVING PROCEDURE

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

In situations where differences arise between volunteer, volunteers and patrons, or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.

If a third party is needed, the Associate Director of Operations is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.

If the grievance is in regard to the Associate Director of Operations, the Director of Finance and Operations.

DISCIPLINARY PROCEDURES

The following guidelines may be used in some instances at the sole discretion of Seattle Children's Theatre:

- Verbal warning with documentation in the personnel file
- Written warning to individual and copy to personnel file
- Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Seattle Children's Theatre is "at-will".

PROCEDURE FOR DISMISSAL

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Associate Director of Operations and, if appropriate, the Director of Finance and Operations. If a volunteer is unreliable, irresponsible or disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of SCT, this can result in dismissal.

ENDING VOLUNTEER SERVICE

You may resign from your volunteer service with the organization at any time. We request that you notify us at volunteering@sct.org ideally two weeks prior to your next ushering arrangement or planned volunteer time, and request that you complete the Exit Interview process.

POLICY AGAINST NON-HARASSMENT/NON-DISCRIMINATION

Seattle Children's Theatre prohibits discrimination or harassment based on age, race, ethnicity, color, gender, gender identity, gender expression, physical, mental or sensory disability, religion, creed, national origin, marital status, sexual orientation, military status, veteran status, or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including harassment.

Discrimination includes, but is not limited to: making any employment decision or employment- related action on the basis of age, race, ethnicity, color, gender, gender identity, gender expression, physical, mental or sensory disability, religion, creed, national origin, marital status, sexual orientation, military status, veteran status, or any other status protected by applicable law.

Harassment is defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic or otherwise, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic or otherwise.

SCT will not tolerate sexual harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include, but are not limited to: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

POLICY FOR CONDUCT WITH MINORS

Any volunteer who conducts themselves unlawfully or inappropriately with minors, or violates the SCT policy on Conduct with Minors, will be immediately dismissed.

Seattle Children's Theatre (SCT) is a theater dedicated to and for children. SCT recognizes that theatre and acting are intense emotional experiences that minors are an especially vulnerable group and that misconduct with a minor is harmful to the minor, his or her family, SCT, society and the perpetrator. Therefore, all persons associated with SCT, whether employees, independent contractors, volunteers, or interns shall have no one-to-one contact with minor students, actors, work-study helpers or audience members either on or off the SCT premises or contact shall take place in a public area. All persons associated with SCT, whether employees, independent contractors, volunteers, or interns, shall have no inappropriate contact with minors via electronic media. A minor is anyone under the age of 18 years old. In addition, SCT asks the following:

- If you believe this policy has been violated, immediately and confidentially report such violation to the Managing Director who, with any expert assistance necessary, shall undertake a thorough investigation and, if this policy or the law has been violated, deal appropriately with the violation.

- If you are a person associated with SCT who believes a situation is or may be developing which, if not resolved, could lead you into violating this policy or create an appearance of violating the policy, confidentially discuss the potential problem and resolutions with the Managing Director. Any person who chooses to discuss a potential problem will not be disciplined for so doing provided the reporting person has not yet violated this policy or the law with regard to conduct with minors.
- If you are a minor or parent of a minor who believes a situation may be developing which could violate the law or this policy, confidentially report the situation to the Managing Director. If the situation is a potential, but not yet actual violation, the Managing Director, utilizing any expert advice necessary, shall attempt to resolve the potential situation before a violation of this policy or the law actually occurs.

SCT believes the above policy is in the best interest of SCT, its students, performers, artisans, employees, independent contractors, audience, participating families and all other persons associated with SCT. Respect for all people, whether adults or children, is important, as is communication and interaction between people of all ages. SCT seeks to foster such communication and interaction but will not tolerate inappropriate communications or interactions.

THEATER INFORMATION, LAYOUTS AND EVACUATION

EMERGENCY AND EVACUATION INFORMATION

The House Manager can't be everywhere at once. As a volunteer, you are the ears and eyes of the House Manager. You will be the person that the patron will look to for guidance if an emergency comes up. While we hope these encounters never happen, we do want to be prepared. Please familiarize yourself with exits, entrances, and the building safety features. It is not your responsibility to try and handle a situation on your own. If possible, send another volunteer for the House Manager. If they are not available, please send a patron to the box office.

Should the need for a fire alarm be pulled or goes off, please CALMLY lead the patrons in an orderly fashion to our evacuation area, located on the grassy area of the Mural Amphitheatre (the red circle marked in below photo). The House Manager will direct further actions.

In the case of a true emergency, call 911 or direct a nearby person to call 911. Involve the House Manager as soon as you are safely able to.

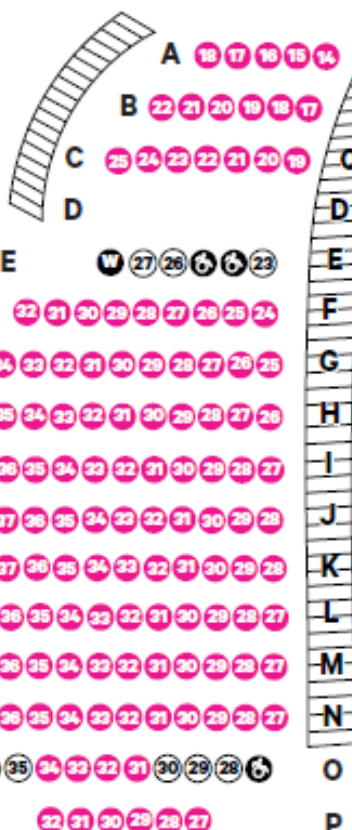


CHARLOTTE MARTIN THEATRE

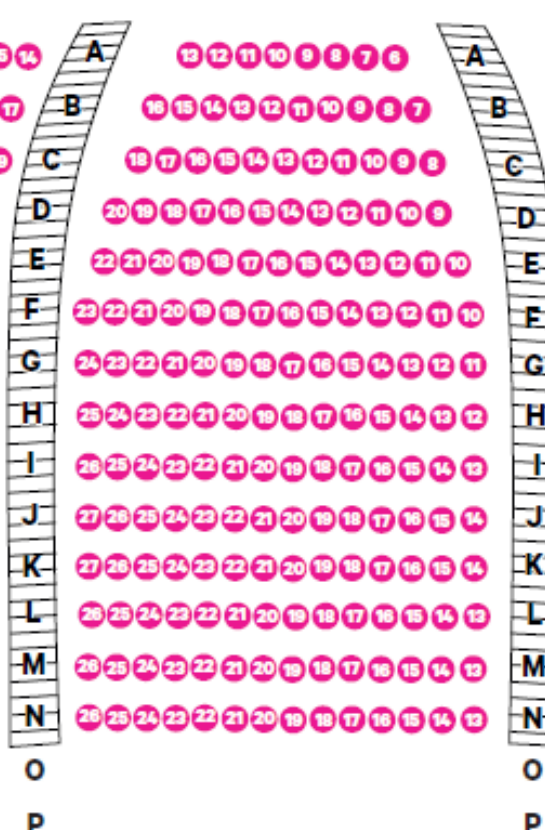
● SEAT ♿ WHEELCHAIR SEAT ○ WHEELCHAIR SPACE W WIDE SEAT

STAGE

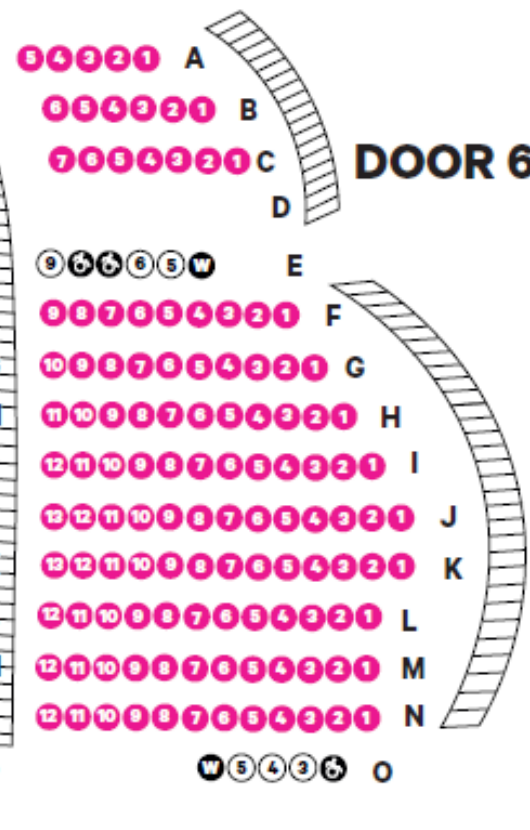
DOOR 1



DOOR 3



DOOR 5



EVE ALVORD THEATRE

● SEAT ♿ WHEELCHAIR SEAT ○ WHEELCHAIR COMPANION SEAT

AISLE 2

STAGE

AISLE 1

A	24	23	22	21	20	♿											♿	14	13	12	11	10	♿											♿	5	4	3	2	1	A
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