

# **NORTHERN SKY**

## **T H E A T E R**

# **Volunteer Handbook**

# **Outdoor Theater**

# **- 2021 -**



Last updated 4/30/2021

Disclaimer: Contents of Handbook are subject to change.

# Volunteer Handbook

(When you shine, we all shine!)

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## I. Welcome!

Dear Volunteer,

Welcome to the Northern Sky Theater 2021 season!! We are so excited to be performing on the Amphitheater stage once again and even more excited that you have chosen to volunteer with us to help Northern Sky bring live music back to the Park! We know that you have many choices for volunteering in Door County and we're thrilled that you are sharing your time and talents with us. Thank you.

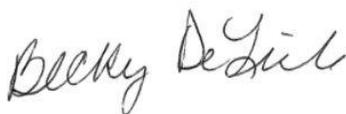
You may have heard that our 2021 season will be somewhat different from past years. For example, we will not be selling tickets at the park, our seating capacity will start at 25% and will include PODs, and we all need to adhere to the agreed upon COVID-19 mitigation plans we have in place with the DNR and the actor's union.

What is the same? You may be asking yourself! We will still have plenty of volunteer opportunities for you! However, some of our usual roles may not be available at the start of the season and some may not be available at all this year. For those of you who look forward to roles like volunteering in Concessions or as Fire Captain, we hope you will try something new this season – like ushering, greeting or maybe even parking! Whatever you choose – we look forward to seeing you and working with you, our shining stars!

If you haven't already, please let us know your availability and role preferences so we can build our master schedule. We understand that sometimes life events happen and schedules change - we just ask that you keep us informed. And in return, we will keep you informed of any changes that may occur as we make our way through this transitional year.

We are also in need of volunteers who we can call on short notice to help fill those "life happens" holes in our schedule, so please let us know if you're willing to have your name added to our "on-call" list.

If you have any questions or suggestions, please feel free to contact us: (920) 633-3226 or [volunteer@northernskytheater.com](mailto:volunteer@northernskytheater.com)



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## **II. Northern Sky Mission Statement**

The mission of Northern Sky Theater is to create, develop and present professional musical and dramatic productions that will further the knowledge and appreciation of the culture and heritage of the United States.

The theater is dedicated to maintaining standards of artistic excellence; celebrating and illuminating the human condition; reaching a large audience of all ages, including families; and fostering a humanistic work environment with adequate and appropriate emotional, financial and creative support for all those associated with us.

## **III. Northern Sky Service Mission (Customer Service Philosophy)**

At Northern Sky, we take responsibility for the entire patron experience. We embrace the mission of creating lasting and rich family memories. Northern Sky celebrates relationship and connection, and we encourage a sense of familiarity with our audience. We treat people with kindness and generosity, and we enjoy sharing a good laugh.

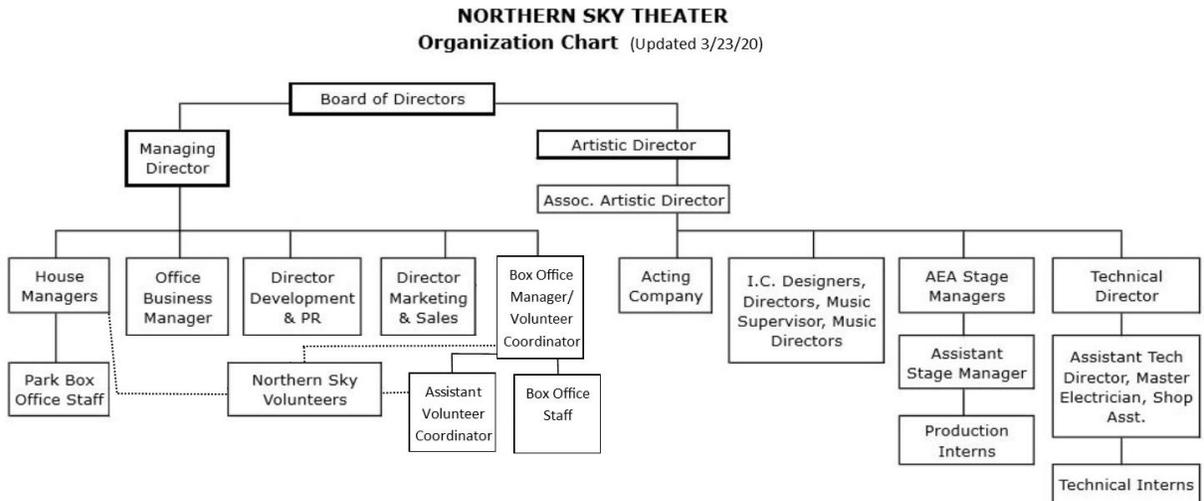
We give people the benefit of the doubt. When issues arise, we shape our response by prioritizing safety first, and always strive to make "greatest-good" choices that benefit the entire audience. If a patron makes a request for something special, we do everything we can to say, "Yes!" - to go the extra mile.

Patrons will leave knowing we're thankful that they chose to spend time with us.

### An Excerpt from the Northern Sky Theater Employee Equity, Diversity, and Inclusion Policy Rider:

Northern Sky Theater employees are responsible for contributing to an inclusive, respectful, and anti-racist work environment for everyone they interact with during their period of employment. A racist, ableist, or otherwise exclusionary workplace diminishes the quality of the theater we create, and negatively impacts individuals, the company and our audiences. It takes all of us to build and sustain an organization and industry based in trust, equity, and safety for every person.

## IV. Organization Chart



## V. Northern Sky Volunteer Program Goals

- To furnish friendly and capable front of house staff at Northern Sky Theater performances and support staff for Northern Sky’s special events and office operations as needed.
- To provide Northern Sky Theater volunteers with an enjoyable and fulfilling experience.
- To support an enthusiastic group of Northern Sky Theater advocates.

## VII. Health and Safety

All Northern Sky staff and volunteers must adhere to the agreed upon COVID-19 mitigation plans that are in place with the DNR and the actor’s union.

- Volunteers must have completed a full Covid-19 vaccine course at least 14 days prior to their first volunteer date. Due to this requirement, Northern Sky cannot accept volunteers under the age of 16 for the 2021 season.
- Volunteers must wear a mask at all times while at the Northern Sky amphitheater in the park or at the Gould Theater.
- Volunteers must do their best to maintain appropriate social distancing between themselves and patrons, other volunteers and Northern Sky staff members.
- Volunteers are not allowed on stage or back stage.

## **VI. Volunteer Rights and Responsibilities**

### **Your Rights**

- To be given proper information and training to carry out your assignment.
- To a safe and friendly environment.
- To enjoy the performance or event at which you are volunteering when you are not occupied with your assignment.

### **Your Responsibilities**

- To sign up for dates that you will be able to commit.
- To ask questions when you do not understand an assignment.
- To be on time for your assignment.
- To represent Northern Sky in a positive light.
- To accommodate the seating needs of paying customers.
- To respect and follow the instructions and requests of the House Manager, Stage Manager, Volunteer Coordinators, and any other staff members who are providing guidance and/or direction.
- To understand that any form of racism, misogyny, homophobia, transphobia, ableism, or other forms of hatred, bias, or discrimination will not be tolerated, and may be cause for termination of your volunteer status.

## **VIII. Volunteer Scheduling**

Registration forms and calendars of event /shows were sent out at the end of April for both summer and fall. If you need a registration form, please contact a Volunteer coordinator or look on the website. We are incredibly lucky to have close to 200 returning volunteers each summer and fall and we will do our best to schedule everyone as fairly as possible.

We suggest that you sign up for a variety of dates and roles to increase the likelihood of volunteering throughout the season.

We use the registration form information to create a master schedule. Our 2021 goal is to communicate monthly assignments two weeks before the month starts. Prior to the week of your assigned show(s), you will also receive a reminder email.

We also use the master schedule to identify areas and dates where we need additional volunteers. Our goal is to communicate any open volunteer opportunities in a shared calendar on our website as well as through weekly communications to the volunteer community.

## **IX. Overview of Opportunities**

There are many volunteer opportunities at Northern Sky Theater. Some of the most frequent are listed below:

### **Front of House Opportunities at Shows**

- When you arrive, check in with the House Manager to receive your assignment and any information that you may need for the evening.
- Please wear a Northern Sky vest and name tag, available at the venue.
- Plan to arrive at the amphitheater 75-90 minutes prior to show times.

### **Parking Lot Greeter**

The Parking Lot Greeter not a new position but it comes with new duties. You are the very first interaction most patrons have with the theater. Many of our returning patrons may think that they can buy a ticket for that evenings show at the theater. However, in 2021, tickets will not be sold at the Park at any time. This is important for the Greeter to know because as you greet our patrons you will need to ensure they have already purchased their tickets before you send them to the parking lot. If they haven't purchased their tickets you will need to communicate the status of the show, whether it is sold-out or if tickets are available. If tickets are available and it is before 7:00, they can call the ticket office to see what is available for purchase.

### **Parking**

Parking volunteers are the very first interaction most patrons have with the theater. You will help direct cars into the parking lot before shows. The greeter will direct cars to you, and then you will direct cars into the appropriate position, including accessibility parking. You communicate over walkie talkies. Extra orientation is needed for this position.

### **Shuttle Driver**

Many of our patrons depend upon the shuttle to get them from the parking lot to the theater. These patrons also love the conversational aspect of the shuttle: the banter back and forth between the driver and patrons. The person in this position is responsible for shuttling patrons who are unable to make the walk from the main parking lot to the amphitheater. The driver may assist patrons into the shuttle, drives them to the front of the house, and may assist them in exiting the shuttle. Those interested in this position will complete special training. Note for 2021 season – the shuttle will be sharing the main path to the theater with patrons who are walking.

### **Usher**

There are a quite a few different tasks for those who are ushers. The House Manager will coordinate specific assignments for each volunteer. In the outdoor theater we have 2 types of seating: Premium seating and Standard Seating. This season all of our seats will be assigned and are organized into PODs of various sizes. Duties for this assignment may include:

- **Before the show:**
  - Sweeping the benches and checking for debris in the theater
  - Placing cushions on seats as directed by the House Manager
  - Sanitizing the cushions
  - Scanning tickets and advising patrons which side of theater to head toward
  - One volunteer will be positioned on each side of the theater to direct patrons to their pods
  
- **After the show:**
  - Ushering patrons out of the theater in a socially distanced manner
  - Standing at exits as directed by the House Manager
  - Monitoring the “Buck in the Bucket” process
  - Cleaning up debris left in theater to prepare for the next performance
  - Collect and store the cushions

#### Concessions\*

Concession sales are a great way to interact with patrons and other volunteers! The concessions stand usually has two volunteers selling candy, snacks, soda, and water before the show starts. The concessions’ stand does not accept credit cards, it only accepts cash and checks. In this position you will count currency and fill out a reconciliation form. You may be asked to assist with re-stocking of some items.

#### Fire Captain\*

Located across the path from the theater is our campfire area that is used before shows to welcome guests and/or after shows for a short sing-along with cast members on select nights. The task of the Fire Captain is to oversee the igniting, maintaining and extinguishing of the fire. In this position, you will be able to enjoy great conversations with patrons from all walks of life.

#### Merchandise\*

Our merchandise booth consists of the selling of t-shirts, sweatshirts, hats, magnets, CDs, and so much more. Merchandise is sold before and after the show. A touch screen computer is used to sell items. The merchandise area accepts credit cards, cash, and checks. You may be asked to assist with re-stocking of some items.

#### Will Call\*

All ticketing will be moved to a touchless ticketing process; therefore, we will not need a will call volunteer at this time.

*\*These positions may not be available at the beginning of the season. This may change as the season goes on and we will keep you updated.*

## **Special Events and Other Opportunities**

### **Marketing Support**

Marketing Support volunteers are responsible for the distribution of brochures and posters to shops, hotels, and information centers in the spring through fall. They assist the marketing department in maintaining an accurate list of locations. They may be asked to distribute additional marketing materials for special events in their designated area.

### **Special Events**

At our special events, we need people to assist with set-up, on-site operations, and tear-down. You may be asked to set up tables, decorate, assist with on-site ticket and/or merchandise sales, assist with silent auction management, stack tables and chairs, etc. You will be in direct contact with donors and fellow fans and friends of Northern Sky.

### **Mailings**

From time to time, we have small mailings that may require folding, sealing, labeling, stamping, and/or stuffing envelopes.

### **Orientation Day**

We encourage all volunteers who are in Door County on Saturday, June 5th to join us at the Amphitheater for an orientation overview of what's new this year! Not only are things a little different in 2021, but it's also been over a year since we've seen many of you and a little refresher course may be just what we all need. No worries if you can't make it! The House Manager and other staff members will be available at the shows if you have questions.

### **"Call Me in a Pinch"**

We understand that sometimes life events happen and volunteers may have to change their plans. In those cases, we turn to our "Call Me In A Pinch List" and call the volunteers on this list until we find someone who is willing to step in at the last minute and help us out.

### **Worker Bee**

Worker Bees gather for one day prior to the start of the show season. They assist in a variety of duties including general clean-up of theater area and spreading wood chips at the outdoor theater in Peninsula State Park.

### **Tuesday Crew**

This dedicated group of people meet weekly throughout the season to work on a variety of projects: construction, maintenance, repair and upkeep of buildings and paths, and many other duties necessary to keeping Northern Sky's facilities in great shape.

### **Seating Chart (Coming soon)**

## **X. Volunteer Benefits**

We know that you have many choices here in Door County when it comes to how you spend your time, and we are forever grateful that you chose us! We truly couldn't do it without you.

Here are a few benefits for volunteering with us:

- Meet members of our community and welcome visitors from all over.
- Feel pride in contributing to the arts, culture and heritage of Door County.
- Enjoy the outdoor amphitheater experience in Peninsula State Park.



**BIGGEST BENEFIT!**  
Watching a show on the night you volunteer for free once your assigned pre-show duties are fulfilled.

### **2021 Benefits**

Our volunteer benefits look a little different in 2021. It is a transitional year for Northern Sky and we hope to be offering our robust list of benefits in 2022.

After your first completed volunteer assignment you will be eligible for:

- A Northern Sky Theater Volunteer mask (you will receive the mask at your first volunteer assignment)
- Company discount on merchandise
- Volunteer (for the volunteer only) discounted ticket price for Park shows
  - Premium = \$27
  - Standard = \$19

Call the ticket office to purchase your tickets, availability is not guaranteed.

### **Other benefits**

#### Volunteer Appreciation Picnic

In August, we have a picnic with all the trimmings to celebrate YOU and everything you do for Northern Sky Theater. This party is traditionally an outdoor picnic. You'll be invited to enjoy some food, camaraderie, and special Northern Sky entertainment.

## **XI. Volunteer Parking Policies at Peninsula State Park**

Volunteers at Peninsula State Park are required to have a park sticker or day pass attached to their car's windshield. When arriving for your assignment, park in the Nicolet Beach parking lot. There is a lighted path directly to the amphitheater. Do not park in the boat trailer area of the theater parking lot – you will be ticketed by the DNR.

## **XII. Helpful Information**

- House Manager: Is a volunteer's "go-to" supervisor. They will answer all questions before, during, and after the performance. Don't hesitate to ask if you need help or clarification.
- Amphitheater Restrooms: Our new flush toilets are available near the entrance of the amphitheater.
- Food and Drinks: Usually patrons may bring them into the amphitheater. However, this year we are not encouraging this because we would like them to keep their masks on for the duration of the time they are in the theater. Alcoholic beverages are not encouraged but are allowed.
- Disruptive patrons: If you see a patron that is disturbing other patrons or the performance, get a House Manager to deal with the situation.
- Photography and recording devices: Are prohibited during the show. Notify the House Manager if there is a problem.
- Hearing Amplification Devices: Are available at the merchandise for patrons needing hearing assistance.
- Unhappy Patrons: Please try to guide them to a low-traffic area and always strive to make choices that benefit the audience. If you are not comfortable managing a patron's requests, excuse yourself and find the House Manager.
- Water: We aim to be environmentally responsible, and we encourage you to bring a refillable water bottle. We have a water bottle filler by the new bathrooms.

