

NORTHERN SKY

T H E A T E R

Volunteer Handbook

- 2022 -



Last updated 4/12/2022

Disclaimer: Contents of Handbook are subject to change.

Volunteer Handbook

(When you shine, we all shine!)

Index

- I. Welcome!
- II. Northern Sky Mission Statement
- III. Northern Sky Service Mission
- IV. Organization Chart
- V. Northern Sky Volunteer Program Goals
- VI. Health & Safety
- VII. Volunteer Rights & Responsibilities
- VIII. Volunteer Scheduling
- IX. Overview of Opportunities
 - Front of House Opportunities at the Park & Gould
 - Volunteer Parking Policies at Peninsula State Park
 - Special Events and Other Opportunities
 - Seating Charts at the Park & Gould
- X. Volunteer Benefits
- XI. Helpful Information
- XII. Tracking of Hours (non-show related)

I. Welcome!

Dear Volunteer,

Welcome to the Northern Sky Theater 2022 season!! We are so excited to be performing on the Amphitheater stage and Gould Stage once again and even more excited that you have chosen to volunteer with us! 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.

When you volunteer at Northern Sky Theater, you become one of our biggest stars – shining brightly in every role you undertake. As a show volunteer, you may be asked to usher, assist with parking, sell merchandise or concessions, greet patrons as they enter the lobby, assist patrons with mobility concerns or tend to our beautiful fire areas. We always take your preferences into account when assigning roles, and sometimes will place you in a new role that we are confident fits with your skills. We thrive on flexibility in every member of our theater family.

We offer other chances to volunteer as well, including assisting with special events, such as our Opening Night Reception, our Red-Carpet Night, benefits, readings that take place throughout the year, and meal preparation for some between show meals and others. We also occasionally need help in the office with a mailing or other office tasks. Please let us know what you may be interested in!

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



Kathleen Jackson, CTA
Volunteer Coordinator &
House Manager
(920) 633-3226 – Direct Dial

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.

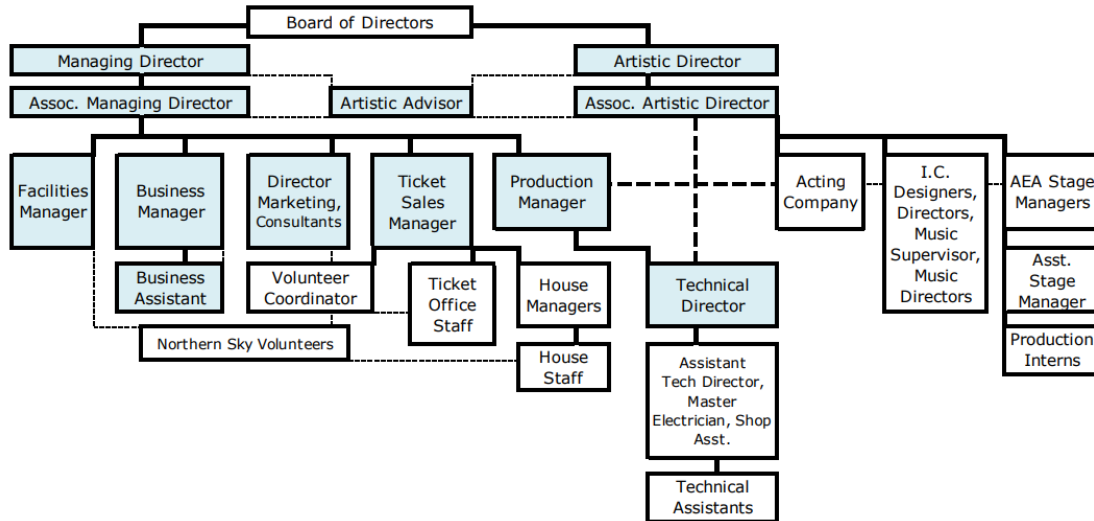
Patrons will leave knowing we're thankful that they chose to spend time with us.

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

NORTHERN SKY THEATER
Organization Chart - 2022 (Updated 2/1/22)



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.

VI. 2022 Health and Safety Protocols for Volunteers

Northern Sky Theater's health and safety protocols are focused on providing a safe environment for our patrons, company members, staff and volunteers. Our 2022 protocols are based on recommendations from the CDC County/Community Covid level reports and the Actors' Equity Association.

Please note that our protocols are subject – and likely – to change based on local case counts and guidance from local health officials. Thank you for your patience and understanding as we continue to plan for the 2022 season and beyond.

Covid-19 Vaccinations:

While Northern Sky Theater continues to require all company members and staff to be fully vaccinated for Covid-19, we are no longer requiring our volunteers to be fully vaccinated.

Masking:

As long as Door County CDC Covid-19 levels report as "LOW", masking is voluntary for volunteers with the following exception:

- *We ask that you wear your mask when/if you socialize with the cast and company members involved with the production.*

As protocols still require occasional testing for our cast and company, we want to ensure that we don't lose any revenue due to positive Covid tests. Even an asymptomatic company member or two could potentially cause us to cancel a performance.

Outdoor Park Amphitheater

- VACCINATION: Proof of vaccination or negative COVID test is not required for entry.

- MASKING: Masking is welcomed, but not required.

Indoor Gould Theater

- VACCINATION: Proof of vaccination or negative COVID test is not required for entry.

- MASKING: Masking protocols at the time of your volunteer assignment will be based upon the current CDC County/Community Covid -19 level report for Door County.

CDC County Report Status:

Low

- Masking is welcomed, but not required.

Medium

High

- Masking is required.

Current CDC County reports can be found at this website: <https://www.cdc.gov/coronavirus/2019-ncov/your-health/covid-by-county.html>

VII. 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 are sent out at the beginning of April for the summer Season. Fall Registration Forms will be out at the end of July.

- If you need a registration form, please contact the 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 2022 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 the PARK

- 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

You are the very first interaction most patrons have with the theater. This is important for the Greeter because we have two theaters, we need to make sure that patrons (if they already purchased tickets or want to) are at the right location. If they are you can send them to the parking lot, if they are not we have instructions that you can share with them to get them to the right place. You stand at the top of the hill in the park and greet the cars.

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.

Concessions

Concession sales are a great way to interact with patrons! The NEW concessions building usually has one volunteer handing out candy, snacks, soda, and water before the show starts. You will work with staff to keep the line moving smoothly. In this position you will be on your feet moving around helping patrons find the treats that they are looking for. You may be asked to assist with re-stocking of some items.

Merchandise

Our new merchandise building consists of the selling of t-shirts, sweatshirts, hats, magnets, CDs, and so much more. Merchandise is sold before and after the show. A

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.

Ushers

There are a quite a few different tasks for those who are ushers. The House Manager will coordinate specific assignments for each volunteer. We are looking to staff 5 ushers in total. 2 ushers doing tickets at the main entrance, 2 in the theater helping people find their seats, and 1 at the shuttle drop off. In the outdoor theater we have 2 types of seating: Premium seating and Standard Seating. This season all of our seats will be assigned. Duties for these assignments 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
 - Scanning tickets and advising patrons which side of theater to head toward
 - Helping patrons find their seats.

- After the show:
 - Standing at exits as directed by the House Manager
 - Holding “Buck in the Bucket” and collecting
 - Cleaning up debris left in theater to prepare for the next performance
 - Collecting and storing the cushions

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.

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.

Front of House Opportunities at the GOULD

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

Parking Lot Greeter

You are the very first interaction most patrons have with the theater. This is important for the Greeter because we have two theaters, we need to make sure that patrons (if they already purchased tickets or want to) are at the right location. If they are you can send them to the parking lot, if they are not we have instructions that you can share with them to get them to the right place. You stand in the parking lot as the first person.

Parking

Parking volunteers are the very first interaction patrons have with the theater. You will help direct cars into the parking lot before shows, and between shows on two-show days. Two- four Parking Assistants will be on duty – one to greet and direct cars as they enter the lot, and the others in the parking lot to direct the car to the appropriate space. Extra orientation is needed for this position.

Fire Captain

The theater has a campfire that is located on our patio and 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.

Usher

There are a few different tasks for those who are ushers. The House Manager will coordinate specific assignments for each volunteer when you arrive at the theater. Duties for this assignment may include:

- **Before and during the show:**
 - Checking for debris in the theater
 - Placing program inserts in playbills, if necessary.
 - Scanning tickets and advising patrons which side of theater to head toward.
 - Showing patrons to the correct row and the correct seat(s)
 - Opening and closing shutters as directed by House Manager
- **After the show:**
 - Standing at exits as directed by the House Manager: Collecting donations and/or collecting playbills from those who wish to turn them back in
 - Cleaning up debris left in theater to prepare for the next performance
 - Checking returned programs and putting them back in boxes

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.

Volunteer Welcome Back Picnic

We're celebrating **you** and all you've done for us over the last 2 years.

We'll have food, fellowship, and fun at this welcome back event held on the grounds of the Gould. Dave Maier & Rich Higdon will be grilling for us!

We'll talk about what is coming up for the year in a mini orientation and answer any questions you have about this year.

All are welcome! Bring some friends who are interested in joining our volunteer program and get a fun gift! Who knows, we may even get a teaser of one of our summer shows!

"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.

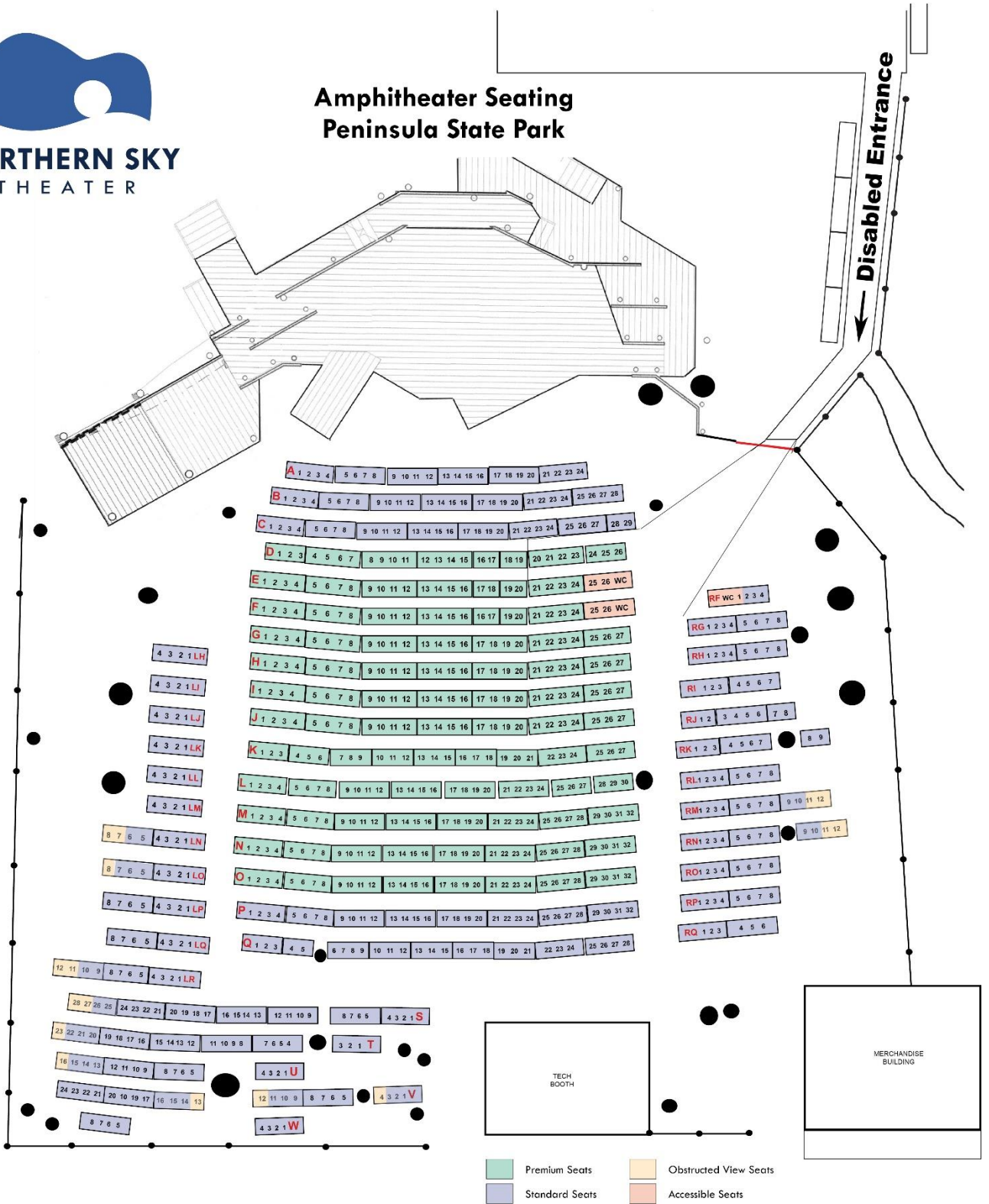
Tuesday Crew

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.

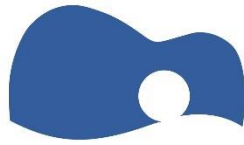
Seating Chart – Park



Amphitheater Seating Peninsula State Park

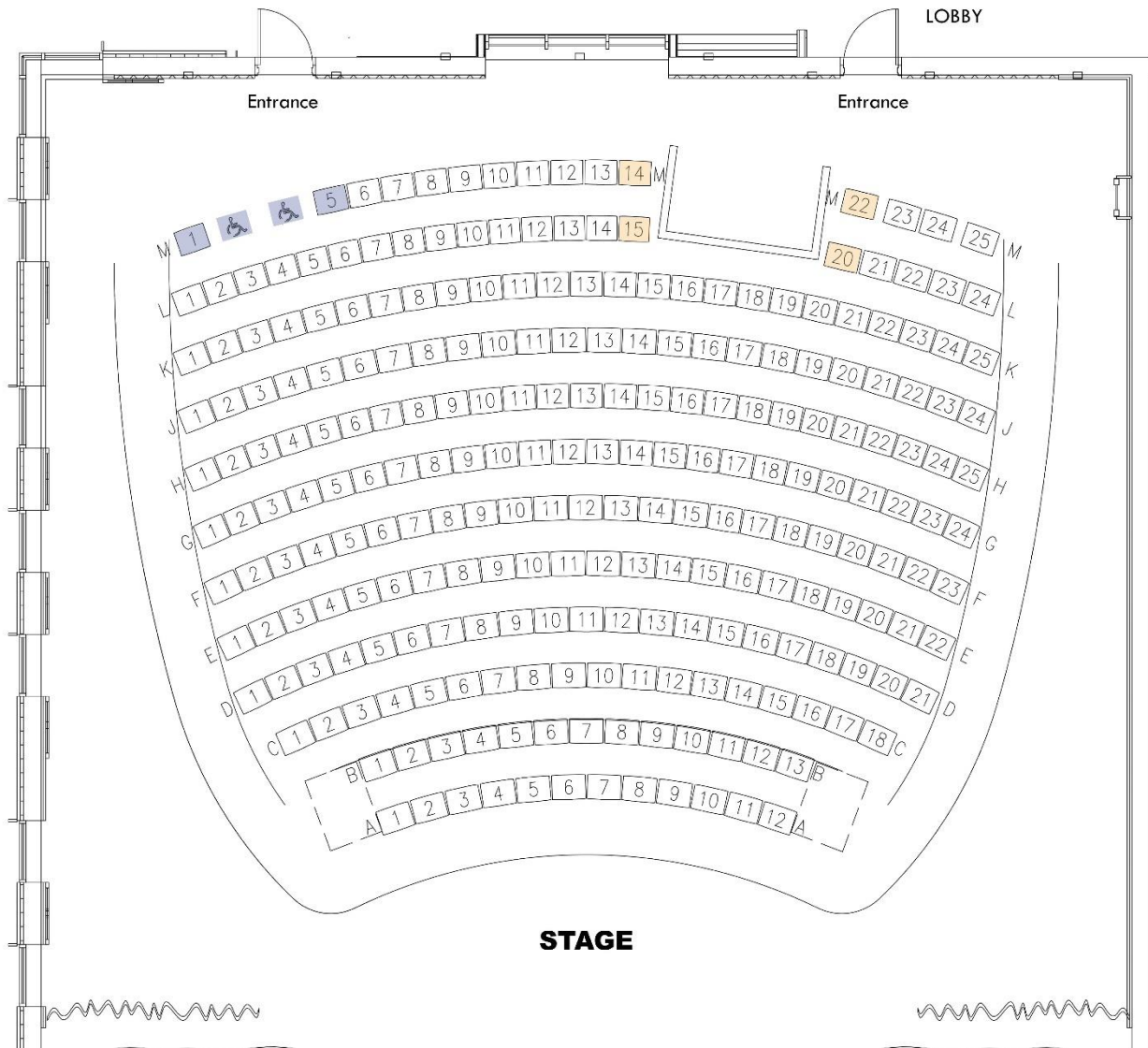


Seating Chart – Gould



NORTHERN SKY
T H E A T E R

Indoor Seating
Barbara & Spencer Gould Theater



- Partially Obstructed Seats
- Accessible Seats

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 choose 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 or the wonderful ambiance of the Gould Theater.



BIGGEST BENEFIT!

Watch one or two shows on the night you volunteer for free once your assigned pre-show duties are fulfilled.

Hourly Benefits

Volunteers will receive the following benefits based on the prior year's individual totals. New volunteers: in your first year you will receive benefits as they are earned. **Hours can be earned for volunteering at performances or in any number of capacities like Tuesday Crew or Marketing Support.**

Valiant Volunteer: 10-20 hours

- Volunteer Discount Code*

Victorious Volunteer: 21-35 hours

- Volunteer Discount Code*
- Volunteer Merch Discount

Versatile Volunteer: 36-50 hours

- Volunteer Discount Code*
- Volunteer Merch Discount
- 2 complimentary tickets for the outdoor theater

Virtuous Volunteer: 51-75 hours

- Volunteer Discount Code*
- Volunteer Merch Discount
- 4 complimentary tickets for the outdoor theater

Venerable Volunteer: 76+ hours

- Volunteer Discount Code*
- Volunteer Merch Discount
- 4 complimentary tickets for the outdoor theater
- 2 complimentary tickets for the indoor theater

A Personalized Name Badge will be received when level 2 has been reached

**The Volunteer Discount Card applies to all family members who accompany the volunteer to each of Northern Sky's outdoor shows.*

Other benefits

Between Show Meals (BSM)

Volunteers who work both shows on Mondays or Thursdays will be provided a BSM that is prepared and/or donated by volunteers. The House Manager will inform the volunteers when they may go backstage for the meal. Because the food is served outside behind the stage during the performance, please be as quiet as possible.

FREE Popcorn and Water

Indulge in one popcorn cup and bottle of water on the night you volunteer!

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. 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 bathrooms.

