



VOLUNTEER HANDBOOK



WELCOME BACK TO WHAT WE LOVE!

TheatreWorks Florida is excited to have a new performance venue at the *Haines City Community Theatre* and is proud to have partnered with this supportive theatre arts company!

We are **THRILLED** that you have chosen to volunteer with TheatreWorks Florida. Volunteers are a vital part of achieving our goals and our mission, as well as bringing awareness of the Arts to our local communities, especially NE Polk County.

The following information packet includes details about our organization, contact information, and the roles and responsibilities of our volunteers.

IMPORTANT NUMBERS

Abel Gonzales	Company/House Manager	407.340.0473
Jennifer Roman	Production Manager	917.364.1901





PURPOSE OF THE HANDBOOK

This packet was written with YOU in mind to help you become the ROCKSTAR volunteer we know you will be! No handbook can answer every question, but we do hope that this packet will allow you to feel comfortable enough to see the direction we are aiming for, and to ask questions as they arise.

We depend on you – your success is our success. Please read this packet in its entirety. Familiarize yourself with it and use it as a reference to make yourself a stronger and more enthusiastic volunteer for TheatreWorks Florida. We hope you find volunteering a positive and rewarding experience!

GET TO KNOW: THEATREWORKS FLORIDA

TheatreWorks Florida ("TWF") is a 501(c)(3) Central Florida, award-winning professional theatre company. We offer some of the finest theatrical musicals available today as well as produce new, original works from area artists and artists from around the country. Led by Artistic Director/Producer, Scott A. Cook, originally from New York, TWF has already attracted many of Central Florida's best actors, musicians, and dancers, as well as stage and production crews who raise the performance bar ever higher.

Mission Statement

TWF strives to create a positive contribution to the quality of life through the arts by bringing superior, professional performances to the stage and our community on a year-round basis.

Vision Statement

TWF has established several diverse programming divisions working simultaneously within the corporation. Utilizing a strenuous yet realistic ten- year plan, TWF will strive to become a highly respected regional theater company, providing many performances with a wide realm of subject matter.

It is our reality to become an icon of professional quality and cultural growth for the NE Polk county community and all of Central Florida.



Impact of the Arts – TheatreWorks Florida’s Contribution to Community

The Arts are a vital part of our community:

- *Provides people of all ages a unique means of expression, creativity, and the exploration of new ideas, subject matter, and cultures*
- *Increases the understanding across disparate and historically unequal groups and supporting the agency of underrepresented communities to create, maintain and share their own stories*
- *Enriches student’s education, and has been proven to improve academic performance*
- *Strengthens local economy, tourism, and community, from going out to dinner at a local merchant’s restaurant before or after a show, to paying for city parking to come to the theatre, to travel lodgings.*
- *Encourages people to come together who might not have come into contact with one another*

Lead Staff

Abel Gonzales – Company/House Manager: Abel has a 24-year background with the USAF where he was most recently the Operations Manager, Aerospace Medicine, MacDill AFB, FL. He has a very strong background in management, supervision, and training, exceling in research and development. He is responsible for creating TheatreWorks Florida's efficient and effective business and administrative operating procedures and policies, as well as negotiating legal contracts, overseeing company and production budgets and has developed a strong research team.

Jennifer Roman – Production Manager: A native of New York, Jennifer brings over 23 years of experience both as a performer and behind the scenes as Production Manager. She earned her BFA in Music Theatre from Elon University in North Carolina. Jennifer spent 7 years in New York performing on cruise ships, theme parks, regional theaters, as well as film and television. While in New York, she worked with The Producer’s Club, The Lark Theatre, Streetsoul Productions and The New York Fringe Festival. She was the Tour Manager for Flying Ship Productions in New Jersey. Jennifer also worked for The Arts Trust of New Jersey where she held many positions including Assistant to the Director and Company Manager. Shortly after moving to Florida, Jennifer joined TheatreWorks Florida in 2008 as Production Stage Manager for *Plaid Tidings*, *Forever Plaid*, *The Great American Trailer Park Musical*, *The Marvelous Wonderettes* and *Winter Wonderettes*. She has performed and been the Production Manager in TheatreWorks Florida's productions of *Little Shop of Horrors*, *Legally Blonde: The Musical* and *Nunsense*.

VOLUNTEERING FOR PERFORMANCES

General Information

- Volunteers ensure that patrons have the best experience possible and are always professional and courteous.
- Haines City Community Theatre (*GPS address*): **303 Ledwith Ave., Haines City, FL 33844**
- This is the front view of the Haines City Community Theatre:



- When you arrive, please use the **Back Door** to enter. Report immediately to the House Manager.
- If you are late, please contact the House Manager by phone: **407.340.0473**.
- **Park in the back of the theatre.**
- Turn in any personal items to be stored to the House Manager who will secure them.
- Volunteers must be 16 years of age or older. 16-18 years require a permission slip. **See slip at the end of this handbook.**
- If you are unable to fulfill your commitment, notify the Company Manager by calling **407.340.0473** or email at **volunteers@theatreworksfl.org**.
- No outside food or beverage is permitted in the theatre.
- Snacks and bottled water sold at the concession are allowed in the theatre. Soda is prohibited. Subject to change.
- Haines City Community Theatre is a SMOKE-FREE environment (including e-cigs & vap).
- All performances are **General Admission** – no reserved seating.



Know Before You Go

ARRIVAL

- Arrive 1 hour prior to performance start time. **Sign in immediately upon arrival.**
- Upon arrival, please familiarize yourself with the “cheat” sheet (performance details).
- The House Manager will lead a pre-show briefing and ask you to ready the house (sweep, check bathrooms, stock concessions, etc.).

DRESS CODE

- White shirt/blouse with sleeves
- Black or Tan dress pants
- Dark color or tan closed-toe shoes
- No t-shirts, shorts, flip-flops or sneakers
- Dress **professionally**

Event Information

BEGINNING OF THE EVENING

- Once the lobby area is open, please report to your assigned area.
- Once the lobby area is open, please do not read newspapers or books, use cell phones, etc.
- All volunteers are expected to remain for the duration of the show (unless you have made arrangements in advance with the House Manager).
- Volunteers should never be on stage, in the box office area, or in the backstage area of the theatre unless instructed to do so by the House Manager.
- Please do not interact with the Stage Manager, stagehands or crew with regard to sound, lighting, etc. Concerns should be directed to the House Manager.

DURING A PERFORMANCE

- Volunteers are invited to watch the performance after all late seating is complete, if open seats are available (The House Manager will make this determination).
- If you watch the performance, you are asked to sit in the back of the theatre.
- Volunteers should be aware that, during the performance, they are still responsible for their assigned area.
- Volunteers should not enter or exit during a performance unless assisting patrons.
- Please return to your assigned station for Intermission.
- If you prefer to “hang out” during a performance we ask that you wait in a designated area.
- If a patron becomes loud or unruly, please contact the House Manager immediately.
- Use of cell phones, photography and other electronic recording devices are **strictly prohibited during a performance**. If you notice a patron utilizing a device, kindly inform them of our policy. If they are uncooperative, please ask the House Manager for assistance.
- It is very important that volunteers set the tone and abide by the NO cell phone rule.



DURING INTERMISSION

- Volunteers should return to their assigned areas to assist patrons as needed.
- The House Manager may assign a volunteer to additional areas as needed.

END OF THE EVENING

- Please wait for House Manager's approval to enter the house for cleaning.
- Scan aisles and seats for programs and other trash - dispose of properly.
- Sweep/vacuum floors in theatre.
- Disinfect all public areas as necessary. Refer to the House Manager for instructions.
- Report any spills, damages, or lost items to the House Manager.
- **Always remember to sign out.**

VOLUNTEER STATIONS (Balmoral Resort FL-Event Center)

Ushers (Lobby Area & House)

DUTIES

- Greet patrons.
- Scan the ticket, confirmation sheet, or phone – if the scanner shows anything other than green writing, ask the House Manager for assistance. Please do not tear tickets or confirmation sheets. Any ticket issues should be referred to the House Manager.
- Hand out playbills. *(See COVID-19 rules and regulations at the end of this handbook)*
- Assist entire party to seating of their choosing if necessary.
- As house fills up, ask politely that patrons fill in all available seating in a row.
- If there are any patron problems, ask House Manager for assistance. It is usually better to take the patrons with you and assure them that the House Manager will assist them.
- Please assist patrons with special mobility needs. Wheelchairs and walkers must be moved to the side of the house or lobby/studio area during show time and then taken back to patron at intermission (as requested) and end of performance.
- Keep the flow of traffic moving by directing patrons into the theatre.
- House Manager will give signal when it is show time.
- At Intermission and performance end, be at your assigned station.
- Kindly remind patrons "No outside food or beverage is permitted in theatre".
- **Children under the age of 2 are not permitted at the theatre.** Young children may sit in a parent's lap, but they should also have a designated seat. Check with House Manager if clarification is needed.
- LATE SEATING: Latecomers and those who exit during a performance will not be admitted back into the theater until an appropriate interval.
- Snacks and bottled water sold at the concession stand are allowed in the theatre. Soda is prohibited. Subject to change.
- You may be assigned additional duties if necessary.



Concession Cashier

DUTIES

- Must be at least age 18 years old.
- Please report to your area immediately following pre-show briefing.
- The House Manager will open the cash box.
- Count and verify the cash box with House Manager.
- Ask House Manager for change, if needed.
- At Intermission, please return promptly to your station.
- Check with House Manager for additional assignments.
- Count cash box when concession closes with House Manager.

Concession Attendant

DUTIES

- Please wash your hands whenever handling food, drink, cups, etc.
- Please report to your area immediately following pre-show briefing.
- Snacks and bottled water sold at the concession stand are allowed in the theatre. Soda is prohibited.
- Please keep concession area clean at all times.
- Remember to set the pace of sales and work with Concession Cashier to keep flow moving.
- At start of shift, ensure that all soft drinks, popcorn, snacks and candy are fully stocked.
- Prior to intermission, ensure all concession items are fully stocked.
- At intermission, please return promptly to your station.
- After intermission, ensure all concession items are fully stocked for the next performance.
- POPCORN: Please use gloves (provided) when handling popcorn.
- POPCORN: Please become familiar with popcorn machine.
- POPCORN: Prior to show & prior to intermission, ensure popcorn is ready.
- POPCORN: You will be asked to clean the popcorn machine once the concession is closed.

Floater (Any Position)

DUTIES

- Upon arrival please check in with House Manager for assignment.
- Assist with overcrowding in lobby area.
- Assist with guiding patrons into theatre.
- Assist with Ushering (as needed).
- Assist where needed (as determined by House Manager).



EMERGENCIES

- Volunteers should always think SAFETY AND ACCESSIBILITY. Any emergency that may arise should be brought to the House Manager's attention immediately. Accidents/incidents should be referred to the House Manager who will complete a report for insurance purposes, as necessary.
- In the event a guest trips or falls, or otherwise injures themselves, or needs assistance, please take the following steps:
 - Attend to the patron immediately
 - Send a second Volunteer to get the House Manager who will then handle the emergency procedure
 - Stay with the patron – If the person has fallen, **DO NOT MOVE THEM!**

TORNADOES/WIND EVENTS

- Everyone is to remain sheltered "in place". Stay put.

FIRE OR SIMILAR EMERGENCIES

- Refer to House Manager for evacuation plan.

GENERAL SUGGESTIONS/TIPS/HINTS

- **Restrooms:** Restrooms are located in the Lobby. Additional restrooms are in the theater area but are reserved for Handicap patrons. Guide patrons as necessary. Try to help with over-crowding before show and at Intermission.
- **Special Needs Seating:** The special needs seating areas are in the front and side areas of the theatre. Arrangements are usually made in advance for special seating.
- **Drinking Fountain:** A drinking fountain is located near the restrooms.
- **Concessions:** The concession stand sells soda, water, popcorn and various snacks/candy.
- **Lost and Found Items:** Lost items are to be turned into the House Manager.
- **Fire Extinguishers:** Fire Extinguishers are located throughout the venue. Please refer to the House Manager for locations.
- **Emergency First Aid:** A First Aid kit is located at the box office, with the stage manager and backstage.

COVID-19 GUIDELINES

On the following pages, you will find COVID-19 Guidelines for the 2021-22 Series. These guidelines were written for our Patrons but also include Volunteers since you will be operating in the same area as Patrons. **Please review carefully.**



COVID-19 HEALTH & SAFETY POLICIES



Updated: May 31, 2021

**TheatreWorks Florida is a “Covid Conscious Company”.
We’re safe. You’re safe.**

This plan was developed with recommendations from the CDC ([Centers for Disease Control and Prevention](#)). We will place the safety of our staff and patrons, through our actions and decisions, above all.

As our 2021-22 Series begins, TheatreWorks Florida shares the public’s concerns about protecting against the spread of COVID-19. We will continue to follow the guidelines provided by the CDC (Centers for Disease Control and Prevention) and will coordinate with community partners regarding all health and safety updates.

As CDC guidelines become updated so will the affected policies in this document and our internal operations. **Check back with us often.**

Health & Safety Mitigations

We have learned that maintaining social distancing guidelines of at least 6-feet is significantly important, masks can make a profound difference and frequent hand-washing and/or abundantly available sanitizer are essential.



Operational Requirements

In order to offer our guests the safest and most enjoyable experience possible, the following operational requirements will be in effect through the 2021-22 Series. Requirements will continue to be reviewed throughout the year, but out of an abundance of caution, all procedures will continue until further notice.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable.

By participating in events and programs with TheatreWorks Florida at Balmoral Resort Florida-Event Center, you voluntarily assume all risks related to exposure to COVID-19.

The following guidelines are required for entrance to any TheatreWorks Florida program or event:

Face covering



If guests have been fully vaccinated, face coverings are NOT required. If guests have not been vaccinated, they must wear a mask that fits tightly over their nose, mouth, and chin during their visit, including staff and volunteers, at all times. **Neck gaiters are not permitted.** Face shields are only permitted if you are wearing a mask underneath. Masks will be supplied at the venue only if someone has accidentally forgotten to bring one.

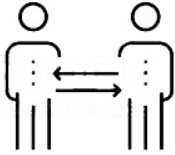


Wash and sanitize hands often

Our staff and volunteers are required to wash their hands frequently for at least 20 seconds, and we encourage our guests to do the same. Ample hand sanitizer stations have been strategically placed throughout the venue.



Physical distancing



Practice physical distancing and keep at least 6 feet (2 meters) between your travel party and others. Our staff and volunteers will help to keep guests aware of this policy as well as additional signage throughout the venue.



No food or drink are permitted

At this time, for the comfort of the audience, no food or drinks will be allowed inside the Balmoral Resort Florida-Event Center. In addition, no concessions will be sold before showtime or at intermission. Subject to change.

Avoid contact with people who are sick



We encourage all patrons and theatre-goers to take the necessary steps to protect their health. Please note the CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19.

Guests should evaluate their risk in determining whether to attend. People who show no symptoms can spread COVID-19 if they are infected, any interaction with the general public poses an elevated risk of being exposed to COVID-19, and we cannot guarantee that you will not be exposed during your visit.



Internal Procedures

As we look towards reopening, TheatreWorks Florida will be adhering to all current CDC guidelines for Large Gatherings. We have planned the following internal procedures:

- To best protect your health, we will implement physically-distanced seating for most of our Series 2021-22. We will be leaving vacant seats between preset available seating to minimize close contact with other patrons in your row. Subject to change.
- All shows in the 'Small but Mighty Musicals' Series 2021-22 will reduce the number of tickets normally sold per show. Please check the online box office page to determine the actual number of tickets available.
- The Balmoral Resort Florida-Event Center runs an air handling system that brings in fresh air from outside and is filtered before it leaves the system.
- Seats, armrests, countertops, restrooms, and other high-touch surfaces will be treated with disinfectant before and after each performance.
- Please attempt to practice physical distancing as you wait in line to enter the Event Center. There is only a one-door entrance into the performance area.
- **The preferred method of purchasing tickets is e-tickets from our online box office.** Patrons should print their tickets at home or prepare to have their tickets scanned from their phones upon arrival. If you must purchase tickets at the door, only credit cards will be accepted. No cash or check.
- Show programs will be placed on every seat for contactless service.
- If you need additional help with purchasing tickets please call the box office at 407-340-0473 or email boxoffice@theatreworksfl.org. We can discuss ticket options to keep your party in the same row or seating vicinity.

Additional Information & Health Resources

- [The Centers for Disease Control & Prevention](#)
- [Florida Department of Health COVID-19 Information](#)
- [World Health Organization](#)

When planning your trip to see TheatreWorks Florida at Balmoral Resort Florida-Event Center, please give yourself an additional 15 minutes to navigate parking and these enhanced safety procedures.

Theatre can heal, educate and empower us all to be better versions of ourselves. Let's put the UNITY in commUNITY... and get back to what we love!



Parental/Guardian Release and Information Form

This form must be completed in FULL, including signatures of parents/guardians. Separate forms are needed for each applicant. Incomplete applications will not be reviewed. Please Print and Sign in blue or black ink and return to TheatreWorks Florida.

General and Contact Information Student Information:

Name of the Applicant: _____

Age: _____ Grade: _____ School Attending: _____

Student Home Phone: _____ Student Cell Phone: _____

Student Email: _____

Student Home Address: _____

Parent/Guardian Information:

Parent/Guardian Name: _____

Parent/Guardian Cell: _____ Home Phone: _____

Parent/Guardian Email: _____

Parent/Guardian Home Address: _____

Emergency Information

Emergency Contact Name #1: _____

Home Number: _____ Work Number: _____ Cell: _____

Emergency Contact Name #2: _____

Home Number: _____ Work Number: _____ Cell: _____

Medical information TheatreWorks Florida should be aware: _____



Parental/Guardian Release

I hereby:

1. Give permission to the above named student to attend and participate with TheatreWorks Florida as a Volunteer.
2. Give permission to the staff to provide medical information to emergency services/911 in case of an emergency.
3. Give permission for my child to participate in the specified activities related to volunteering. I understand that my child will donate time and services without any compensation and shall at no time be considered an employee of TheatreWorks Florida, and TheatreWorks Florida will not provide insurance coverage for my child.
4. I assume all risks of my child participating in this volunteer activity and full responsibility for my child's conduct and actions, including any injury to my child or others or damage to property that may result while volunteering.
5. I, binding my heirs, executors, administrators, hereby agree to release, hold harmless and indemnify TheatreWorks Florida, its officers, officials, employees, agents and volunteers from and against any and all loss, damage, expense or cost (including attorneys fees) of any kind for injuries (including property damage, personal injury, disability and death) arising out of this volunteer activity, whether caused by the negligence of TheatreWorks Florida or otherwise.
6. I understand that my child may be photographed, and that these photographs may be included in publications, websites, social media of TheatreWorks Florida.
7. Certify that I am the child's parent or legal guardian. On behalf of myself and my spouse, partner, co-guardian or any other person who claims the participant as a dependent, I have read the above Parental Guardian Release and Information. I understand the contents of this Parental Guardian Release and Information, assent to its terms and conditions, and sign it of my own free act.

Name of Parent or Guardian: _____

Signature of Parent or Guardian: _____

Date: _____

Completed signed form can be sent via email to: abel@theatreworksfl.org
Or Mailed to: 8 East Cypress St | Davenport, FL 33837.