

# **NORTHERN SKY**

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

# **Volunteer Handbook**

## **- 2023 -**



Last updated 4/4/23

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 2023 season!! We are looking forward to having you volunteer with us as we roll out an exciting lineup of shows this year! We will be presenting five musical comedies about life in Wisconsin including a little fishing (ice and lake), hunting, cheese making, and a snapshot of life on a Door County farm. Plus, we will bring our fall concerts to the park for three weekends. Three of our 2023 shows will be performed in our tried-and-true Outdoor Amphitheater in Peninsula State Park and the other three will be performed in our beautiful Indoor Gould Theater! 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 as needed. 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 "Call Me in a Pinch 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)



Kathleen Jackson, (she/her)  
Volunteer Coordinator  
(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.

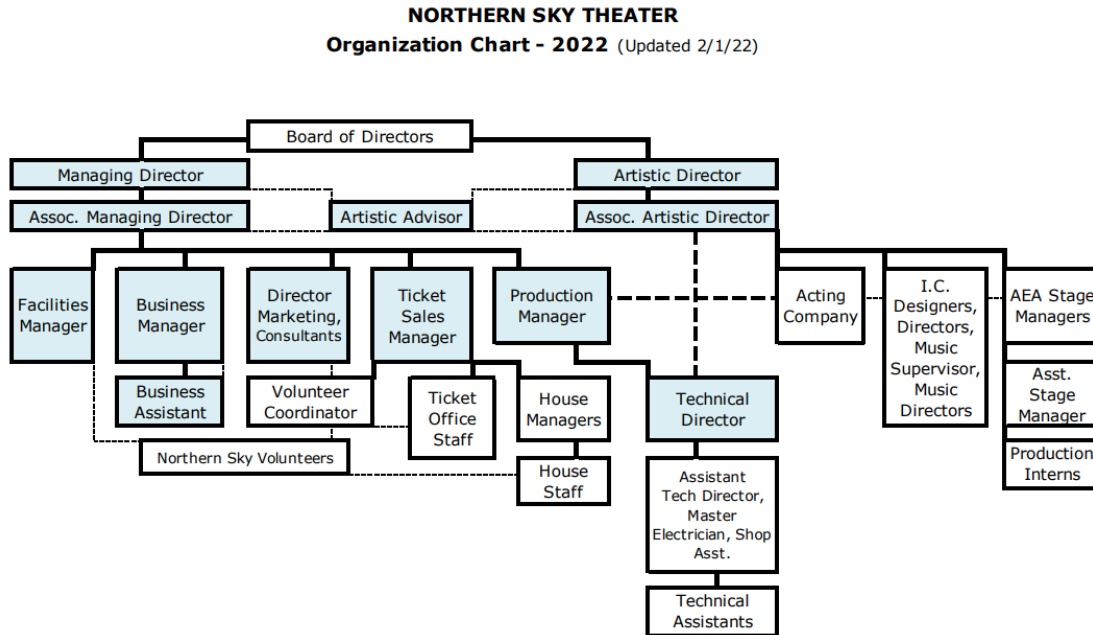
Patrons will leave knowing we're thankful that they chose to spend time with us.

### 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.

Northern Sky started an Inclusion, Diversity, Equity, and Access Solutions (IDEAS) Taskforce in 2023. To learn more about these efforts visit <https://northernskytheater.com/inclusion/>.

## 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.

## **VI. 2023 Health and Safety Protocols for Volunteers**

Northern Sky Theater's health and safety protocols continue to focus on providing a safe environment for all involved with our shows including patrons, company members, staff, and volunteers.

Our goal is to keep everyone healthy so all shows can go on as planned this season. To increase the odds of reaching this goal, we are specifically focused on the prevention of spreading illnesses. How do we plan to do this?

We hope to achieve this by asking the vital members of the company (this includes our volunteers!) two things:

1. If, on the day you are expected to volunteer, you test positive or have any symptoms related to Covid, or any other infectious illness, please let Kat or the Ticket Office know, as soon as possible, that you will not be available for your shift so we can backfill your position. We hope you take this time to rest and get better!
2. If you've been in contact with someone who isn't feeling well, we ask that you please wear a mask around others, even if you don't have symptoms.

**Please be considerate of others and know that masks are always welcome at Northern Sky.**

Our hope is that if we all work together to decrease the spread of germs, we will increase the company's chances to present live theater all season long. We believe that we can be successful if each of us decides to value the health and safety of the person next to us. **Again, our goal is to ensure that we keep our company (including YOU!) safe and healthy throughout the season!**

## **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 ticketed 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 events /shows are sent out in mid-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 you can download it from our 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 2023 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, so it is important that the Greeter greets the patrons in each car warmly and with a smile! It is also important for the Greeter to quickly find out which show they are there to see to ensure that they are at the correct venue (we have two; the Park and the Gould) and to ensure that the line moves quickly. 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.

### **Parking**

Parking volunteers 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 back 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. In 2023, we will also be selling beer and wine. 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. We use Square as our point-of-sale system. If you are unfamiliar with Square, training will be provided. The merchandise area accepts credit cards, cash, and checks. You may be asked to assist with re-stocking of some items.

## Ushers

There are quite a few different tasks for those who are ushers. The House Manager will coordinate specific assignments for each volunteer. For each show, we are looking to staff 5 ushers in total. Two ushers will check tickets at the main entrance, two are needed in the theater to help people find their seats, and one at the shuttle drop off. In the outdoor theater all the seats are assigned in either Premium Seating (with cushions) or Standard Seating.

Duties for these ushers may also include:

- Before the show:
  - Sweeping the benches and checking for debris in the theater.
  - Placing cushions on seats as directed by the House Manager.
- After the show:
  - Manning the exits as directed by the House Manager, to help patrons exit the theater.
  - Helping to collect the “Buck in the Bucket” donations.
  - 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 distinguishing 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, so it is important that the Greeter greets the patrons in each car warmly and with a smile! It is also important for the Greeter to quickly find out which show they are there to see to ensure that they are at the correct venue (we have two; the Park and the Gould) and to ensure that the line moves quickly. 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.

### **Parking**

Parking volunteers will help direct cars into the appropriate space in the parking lot before the show. Generally, we look to have two to four Parking volunteers on duty. Extra orientation is needed for this position.

### **Fire Captain**

The theater has a campfire that is located a short walk from our patio and can be 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 distinguishing 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 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)
  - Greeting patrons as they arrive in the lobby, answering their questions, letting them know about any special things going on that night like food trucks, concessions, fire ring, etc...
- **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 playbills 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.

### **Providing Meals for Company**

From time to time, we ask volunteers to provide a meal for company members. The most common time is for the first week of rehearsals for the outdoor season. Most of the time this is in the middle of May. We also provide “in-between shows” meals for the cast, crew, staff and volunteers who are working during the times we offer two shows in the same venue on the same night. This year it is on Mondays at the Park.

### **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** again this year!

Join us on Saturday, June 3, 2023, from 11:00am – 2:00pm.

We'll share food, fellowship, and fun at this welcome back event held on the grounds of the Gould. We'll talk about what is coming up for the year during a mini orientation session and answer any questions you have about volunteering at Northern Sky this year. All are welcome! Bring some friends who are interested in joining our volunteer program and get a fun gift!

### **“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 Day**

Worker Bees will be gathering on Sunday, June 11, 2023 at 9:00am at the Park Amphitheater to assist in a variety of duties including general clean-up of the theater area and spreading wood chips at the outdoor theater in Peninsula State Park.

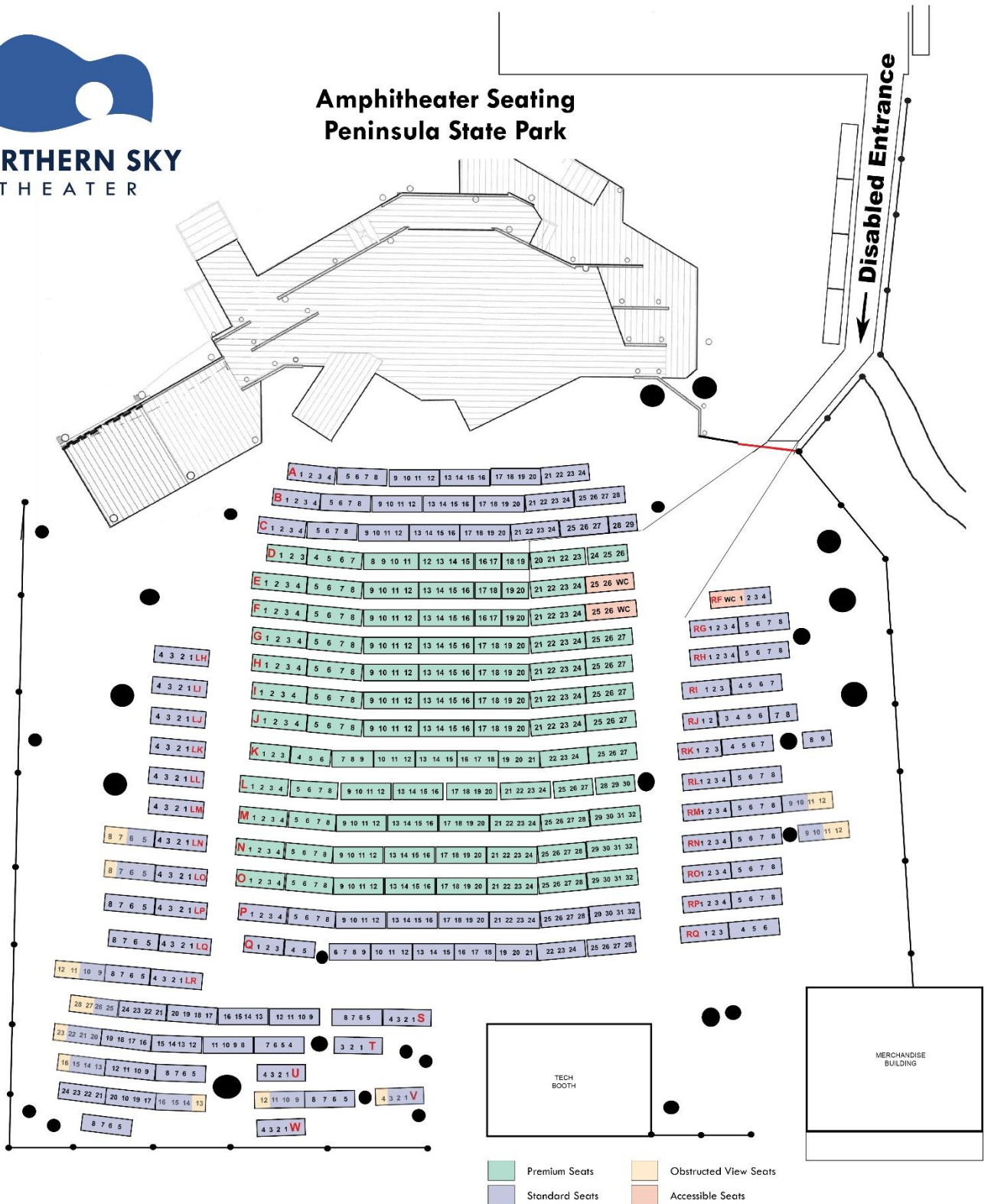
### **Tuesday Crew**

This dedicated group of volunteers 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.

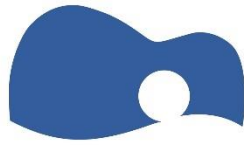
# Seating Chart – Park



## Amphitheater Seating Peninsula State Park

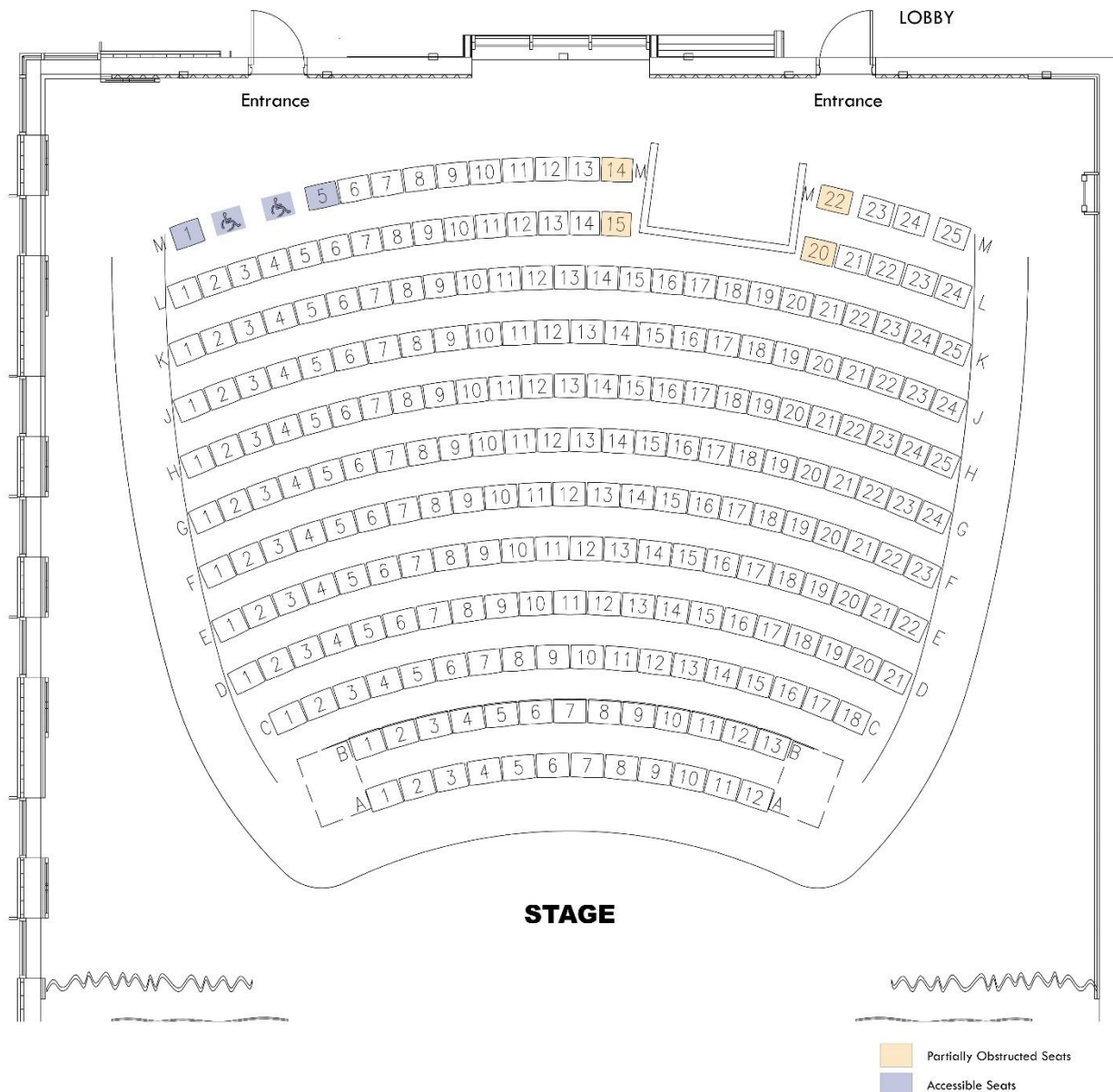


## Seating Chart – Gould



**NORTHERN SKY**  
T H E A T E R

**Indoor Seating**  
**Barbara & Spencer Gould Theater**



## **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.

As a volunteer for Northern Sky you get to:

- 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 for free on the night you volunteer once your assigned pre-show duties are fulfilled.

## **Benefit Levels Based on Volunteer Hours**

Volunteers will receive the following benefits based on the prior year's individual total hours. 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 Code 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 at both shows on Mondays will be provided a meal 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 & Intern 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:** Patrons may bring them into the Park amphitheater. For shows in the Gould Theater, patrons are encouraged to arrive early to enjoy concessions on our beautiful patio or fire ring. Only covered bottled water is allowed in the Gould Theater itself.
- **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 booth in the Park and at the front desk in the Gould 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.

## XII. Tracking of Hours (non-show related)

Help us to keep track of your volunteer hours. Your generosity is very important when we are applying for grants, and for reporting purposes. **We'll keep track of the time that you spend volunteering at shows, and special events.**

However, if you are a member of the Tuesday Crew, a Marketing Supporter, or if you take on a special project or task that doesn't have specified hours, please keep track of your hours for these tasks. You may email the Volunteer Coordinators to report your hours, or you may use the form below.

### Non-Show Volunteer Hours

Name(s): \_\_\_\_\_

Date	Work performed	Total Hours (including travel time)
	Total Hours	