

# Parent Volunteer Handbook



**Frozen Jr.  
Spring 2020**

**Parent Volunteer Handbook**  
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## Q & A

### **Why does Haven require parent volunteer requirements?**

Requiring parents to volunteer in our program achieves two big goals for us here at Haven. First, parent volunteers help us to keep our program affordable. Every time a parent volunteers, those are funds that Haven saves on hiring an outside party and is able to put towards other expenses. These dollars saved allow Haven to keep tuition low, and to continue to offer scholarships to any student in need. Secondly, we believe that having parents involved in their child's program is important. It allows parents to see what their kids are up to, and teaches our students, through role modeling, that it's important to work together to make a show happen.

### **What are the requirements?**

**Each family must sign up for 4 Volunteer Slots, one of which MUST be either Load In or Set Strike.**

Please read the descriptions for each slot and choose those in which you feel you would be most helpful.

Scholarship families are required to choose an additional two volunteer slots (6 slots total).

The deadline to sign up is Friday, January 31<sup>st</sup>. If you do not sign up by 5 pm on Friday 1/31, we will assume that you have chosen to pay the non-participation fee and will be receiving a bill.

The nonparticipation fee is \$50.00 for EACH volunteer credit. Please only sign up for the slots you intend on being at. If you are signed up for additional slots you will still be billed even if you fulfilled your requirement.

This is not meant to punish anyone; we simply need everyone to choose his or her slots before our workdays begin so that we know whether or not we need to hire additional help.

*Please note that if you intend to have multiple family members volunteer for one workday or performance, each volunteer needs to sign up individually. For example, if Mr. Smith and Mrs. Smith are showing up to help with Load In, they must sign up for 2 slots. This helps us keep track of your volunteer credits, and prevents us from sending you unnecessary invoices.*

**(No one under the age of 18 may fulfill a parent volunteer requirement)**

### **What happens if I don't fulfill my requirements?**

If you do not fulfill the requirement of 4 Volunteer Slots (including either Load In or Set Strike), you will receive a bill from Haven for \$50.00 *per missed requirement*. Again, receiving a bill is not intended to be a punishment. Many families choose to pay the opt out fee, which allows Haven to hire outside help we need.

**\*\*MAKE SURE YOU SIGN IN WHEN YOU SHOW UP!**

We will have a sign in sheet. If you show up and you are not on the list, make sure that we have your name, and everyone's name in your party, down.

Please plan to stay for the entire time slot. If you leave early or show up late, you will not receive a full credit, and will be charged.

**\*NEW Policy for Missed Volunteer Slots\***

**With the exception of a true family emergency, failure to show up for a volunteer slot will result in a \$75 "no show" fine. If you plan on paying the \$50 opt out fee, please do not sign up for a volunteer slot. You will be fined for slots that you sign up for and then decide not to attend.**

**\*NEW Policy for Switching Volunteer Slots\***

**Once you sign up for a slot, you are responsible for that slot. If you are no longer able to attend your volunteer slot, it is your responsibility to find another adult age 18 or older to work your shift. We recommend finding another cast parent to switch jobs with you. Please provide the Haven office with the name of the adult who will be filling your slot. If either you or your sub do not attend, you will be billed the \$75 "no show" fine.**

**DEADLINE TO SIGN UP IS FRIDAY, JANUARY 31<sup>ST</sup> BY 5:00 PM**

You must pay any outstanding bills before you can register your child for their next production or class.

## Required Parent Volunteer Slots: Workdays & Performances

(Choose 3 – scholarship families choose 4)

### Workday Parent Volunteer Slots

#### **Set Painting and Craft days**

*Paint sets and props for our musical. Artistic skill is not mandatory, but very helpful. Please dress in old clothes you don't mind getting dirty.*

**Saturday 2/29 9:00 AM - 12:00 PM or 12:30 - 3:30 PM**

**Saturday 3/7 9:00 AM - 12:00 PM or 12:30 - 3:30 PM**

**Saturday 3/14 9:00 AM - 12:00 PM or 12:30 - 3:30 PM**

**Saturday 3/21 9:00 AM - 12:00 PM or 12:30 - 3:30 PM**

**Needed: 8 parents per shift**

### Performance Parent Volunteer Slots

#### **Lobby\*:**

Parent volunteers will be assigned to tickets, act-o-grams, concessions, or programs. Volunteers arrive 2 hours prior to the performance and work before the show and during intermission.

**8 parents per performance**

#### **Clean-Up\*:**

After each performance or tech rehearsal, parent volunteers tidy up the lobby, auditorium, bathrooms, and backstage area to prepare for the next performance.

**2 parents per performance or tech rehearsal**

#### **Backstage\*:**

Parent volunteers needed during both tech rehearsals and performance to monitor actors backstage.

**4 parents per performance or tech rehearsal**

#### **Tech Week Snack\*:**

Donates a small, healthy snack for cast and crew during one of our tech rehearsals.

**1 parent per tech rehearsal**

*\*Please refer to the online Sign-Up Page for specific arrival times*

## **Required Parent Volunteer Slots: Load Ins & Set Strikes**

**(Choose 1 – scholarship families choose 2)**

### **South Bay Load In: Sunday 3/22 1:30 PM**

*Load in all set pieces, costumes, and props for the production.*

**Needed:** 6 strong Dads (or a male age 18+), 6 additional parents

### **South Bay Partial Set Strike: Saturday 3/28 4:30 PM**

*Parents work to temporarily store costumes and props, and to restore facility. Volunteers perform a partial strike of the stage- moving sets to the sides temporarily.*

**Needed:** 4 Strong Dads, 4 additional Parents

### **South Bay Costume Reset: Sunday 3/29 1:30 PM**

*Parents place costumes on chairs to prepare Elementary Cast Tech Week.*

**Needed:** 4 Strong Dads, 4 additional Parents

### **South Bay Full Set Strike: Saturday 4/4 (after closing performance)**

*Parents and cast members strike all set pieces and carry props and costumes up to prop room. Volunteers clean church facilities and put furniture back into its original configuration.*

**Needed:** 6 Strong Dads, 8 additional parents

### **Spring Concert Load In: Thursday 5/7 8:30 PM**

*Load in all set pieces, costumes, and props for the Spring Concert Performance.*

**Needed:** 4 Strong Dads, 2 additional parents

## Additional Volunteer Opportunities

*Please note which requirements the following jobs fulfill*

### **House Manager (covers all volunteer requirements), 2 parents needed:**

Oversees the lobby and house during all performances. Sets up and decorates the lobby for the show. Oversees lobby volunteers in the different areas: act-o-grams, concessions, ushers, tickets. Coordinates with Stage Manager timing for opening the house and intermission. Supervises clean up of lobby, bathrooms, and house after each show.

### **Head of Concessions (covers all volunteer requirements), 2 parents needed:**

Purchases and sets up soda and snacks for concessions in the lobby. Oversees the concessions counter at all performances. You do not need to be physically present at the table, but you do need to train your volunteers at the beginning of each performance. Collects and counts the money at the end of each performance

### **Make-Up Head (covers all volunteer requirements):**

Takes inventory of hair and make-up supplies, then purchases any missing items. Sets up hair and make-up tables during load in. Checks in periodically during tech week and performances to take inventory and tidy up the supplies. Helps with make-up station for dress rehearsals and before all performances.

### **Props (covers all volunteer requirements):**

Responsible for gathering and creating ALL props for the show. During load in, organizes a labeled prop table. After the show, insures that all props go back to either the prop room or to the person who lent them.

### **Tech Week Dinner Coordinator (covers all volunteer requirements)**

1 parent needed to take orders, collect money for, set up, pass out, and clean-up dinner for our cast during Tech Week. Parent may get dinner donated, if possible. Dinner needed for 3/23, 3/24 & 3/25 (Jr. High Tech Week), and 3/30 & 3/31 (Elementary Tech Week)

### **Ticket Head (covers all volunteer requirements), 2 parents needed:**

Oversees the organization and sales of tickets.

### **Act-O-Gram Liaison (covers all volunteer requirements), 2 parents needed:**

1 parent needed to act as liaison between our Act-O-Gram company and Haven. Assist with set-up, sales, and distribution during shows.

## **In Depth Guide: House Manager**

### **Before Opening Night**

Check in with Act-O-Gram, Ticket, and Concession Heads to see if they have any needs or questions

Decorate the lobby (optional)

Set up tables for Act-O-Grams and tickets (your heads can tell you what they need)

Work with Ticket Head to place seat number labels on all chairs

Straighten chairs

Count chairs to make sure they are consistent with seating charts

Make sure all pens, Bibles, and prayer cards are removed from seat backs (this may already be done during Load In)

Check in with Rachel to get petty cash for Concessions, Tickets, and Act-O-Grams

Set up chairs in lobby for special needs

### **2 hours to curtain**

Arrive two hours prior to curtain

IMMEDIATELY put out ALL parking lot signs

Check in all parents who are assigned to lobby duty. Check in any backstage parents then send to Assistant Director for their assignment.

Pass out backstage passes to anyone who needs one

Assign volunteers to their jobs:

3-4 to Concessions

2-3 to Act-O-Grams

2-3 to tickets

1-2 to passing out programs

2-3 parents guarding back stage doors

Before opening the doors:

Restock toilet paper and paper towels in all bathrooms

Wipe down bathroom counters

Vacuum lobby

Pick up trash and left over programs in the auditorium

Check bathrooms for make-up and hair items left by cast members

Check in with each Head to assure they are ready. Pass out money for change.

### **1 hour to curtain**

Open box office. You just need to open two of the glass doors and block the entrance with the ticket table. Don't actually let anyone in the building, but allow them to come up to the door and purchase tickets.

Notify Stage manager BEFORE you open the lobby doors. He will need to clear all parents out of the backstage area, and clear all cast members out of the lobby.

Make the final call on any ticket issues or discrepancies

An hour before curtain kids need to be cleared out of the lobby and all parents not designated back stage need to be cleared from back stage.

Open front doors into lobby

Alert tickets takers to start letting people in



Keep the doors to the auditorium closed  
Open all concessions and act-o-gram sales  
Run interference if any parents or friends try to sneak backstage (it will happen)

### **15 minutes to curtain**

Check with the Stage Manager that we are ready to open the house (this may be able to happen even earlier if mic check is finished)  
Place 1-2 volunteers at the auditorium doors to pass out programs  
Seat anyone with special needs first

### **At curtain**

Blink the lights to move audience members into the auditorium  
Work with the Stage Manager to hold curtain if lines are long

### **During the show**

Station someone at the ticket table for at least 20 minutes  
Always make sure at least one person is in the lobby at all times  
Assign volunteers to seat late arrivals. Make sure you check with director for any restrictions in late seating.

### **Intermission**

Open the doors from the auditorium into the lobby, as well as the doors leading out on to the patio  
Keep track of the time. Keep intermission to roughly 15 minutes  
Communicate with the Stage Manager 5 minutes to the end of Intermission so that he can call places  
Blink lobby lights when intermission is over

### **After the show**

Stand behind the info counter and check in your clean up crew  
Collect money from the night from all your heads. Return to Rachel.  
Be sure to collect all the backstage passes at the end.  
Have people sign in when it's time for clean up, and assign roles.  
Assign your clean up crew a job:

- Take out ALL trash in the building, put in fresh bags
- Restock toilet paper and paper towels in bathroom
- Check kitchen. Throw away any food trash. Wash dishes.
- Pick up left over programs and trash from the auditorium
- Bring in parking signs

Indicate no shows for parent helpers at the end of the night.

### **During Load Out**

Restore info counter  
Bring all extra act-o-grams and concessions upstairs  
Take down all decorations  
Restore auditorium chairs to original Sunday Morning lay out

Put pens, reg cards, and Bibles back in seats

Straighten chairs

Return all tables to closet (except for one in front of the coffee kitchen)

*Documents Needed:*

*Auditorium Chair Lay Out*

*Picture of Seat Backs*

*Set Strike Check List*

## **In Depth Guide: Concessions Head**

### **Before Opening Night**

- Refer to the “Suggested Purchase List” for an idea of which items to buy.
- Pick up snacks and drinks from Costco or Smart and Final.
- We can either write you a reimbursement check, or provide you with petty cash ahead of time. If you need to go the petty cash route, please give us three days notice so that Rachel can arrange to stop by the bank.

### **Tech Week**

- Set up snacks and drinks at the info counter. It works best to display a few of each variety in easy to access baskets on the counter, then restock as things sell.
- Make signs advertising prices. Everything will sell for \$1
- The House Manager will provide you with petty cash. Please make sure you make note of how much petty cash you start with at the beginning of the weekend.
- Drinks can be kept cool in the fridge in the storage room next to the kitchen. We recommend purchasing at least 24 hours ahead to assure they will be cold at performance time.
- Snacks can be stored in the closet behind the info counter.

### **Each Performance**

- Arrive 90 minutes prior to each show.
- Check in with House Manager for a list of volunteers assigned to you for the evening.
- Have your volunteers help you set out the snack and drink display each night. Make sure they all understand what to charge, how to re-stock, and when they are expected to sell.
- Concessions are sold starting 30 minutes before show and during intermission.
- Clean up directly after intermission during the beginning of the second act. You will want to lock up all concessions in the closet behind the info counter in between shows.
- Turn in your cash each night to the House Manager.
- Keep an eye on inventory and restock any items that are running low.

### **After the Show**

- Provide Haven with final tally of earnings, as well as the total amount spent to purchase concessions.
- Turn in ALL receipts to Haven. Even if you go the petty cash route, we still need the receipts, so make sure you save everything.

## **Concessions: Suggested Purchase List and Tips**

**Best Place to Buy:** Costco. You will get the best selection and the best price.

### **Suggested Items:**

#### **Snacks:**

Chips - one box of Lay's, one of Hawaiian, one of Sun Chips and possibly one of mini-Pringles  
Chocolates - variety packs are popular, although check the price to ensure you are getting value.  
M&Ms and Peanut M&Ms also sell.  
Skittles - 1 mixed pack  
Mentos - 1 box of colored Mentos  
Nuts - mixed box (eg cashews, peanuts, almonds)  
Trail mix - some like healthier choices and trail mix can sell  
Corn Nuts- one box  
Famous Amos Chocolate Chip Cookies – one box  
Sour Patch kids – 1 box (or anything else sour)  
Redvines- 1 big tub lasted all 4 shows, no need for more

#### **Drinks:**

Waters- biggest seller, an average of 80/night.  
Soda- becoming less popular, start with one case of Sprite, Diet Coke, and Coke.  
Capri Sun- 5 boxes to start

### **Additional Tips:**

- We can return unopened boxes, but can't return things that have been opened.
- If items are selling well, top up on the water and most popular items, yet be careful not to "over-buy" before the final performance. It may be better to sell off some of what is left rather than buying too much and having too much left over.
- As much as possible it is best to keep all prices to \$1.50. It is best to keep that in mind when buying to avoid anything that would have a unit cost too high (eg over 60-70c and definitely below \$1). Water's unit-cost can be below 15c.

## **In Depth Guide: Snacks**

- Check with Haven staff to make sure you have the correct number of students and staff. We like to feed both our cast and our hard working tech crew.
- We prefer healthy and non-messy.
- Fruit and veggies are always welcome.
- Snacks should be dropped off to the kitchen no later than 5:00 PM on the day your snack will be served. Perishable items can be placed in the fridge.
- When dropping off, please label your snack “Haven” along with the date.
- Please send your snack ready to serve on platters/bowls or in individual baggies.
- Juice boxes, Capri Suns, or water bottles are welcome, but not required. If sending drinks, please only send individually boxed or bottled drinks.
- Please avoid snacks that contain peanuts.

## **In Depth Guide: Tech Week Dinners**

- Check with Haven staff to make sure you have the correct roster of students
- Cost of dinner should be between \$5-\$10
- Volunteers will be responsible for providing a menu and order forms one week before, and will collect order forms AND money from cast members.
- Volunteers will need to provide paper plates and silverware (again, try to have this donated) and will need to set up and clean up.
- *Students are not required to order dinner, and are welcome to bring their own food from home.* If at all possible, parents may try to have dinners donated. Our goal is to provide an easy way for students to be fed during long rehearsal, while raising funds for our program.

## **In Depth Guide: Backstage Parent Volunteers – Younger Kids**

You have been assigned to a specific casting group and will stay with this group of students through the entire show. Please make sure that you are always supervising these students.

### **Before the Show:**

- **Make sure all students are getting hair and make-up done.** Most younger students will have parents to help them. If a child does not have a parent present, please help them. Or escort them to the make-up station where there will be extra helpers.
- **Make sure all students get in costume.** Students should change into their base costume (leotard and tights or shorts and tank) in the bathroom. After that, you can help our little ones with the other pieces in their assigned room.
- After everyone is ready, please **keep your students INSIDE their assigned room.** They can play board games, watch a movie, color, or read. But they need to stay inside their assigned room until we call them for warm up.

### **During the Show**

- **Keep your students INSIDE their assigned room** when they aren't on stage or waiting for a cue.
- **Keep the noise level at a minimum.** Students are welcome to use their down time as they wish, but please make sure they can't be heard from the hallway outside the room.
- **If students are not cooperating,** you may require that they sit quietly in their assigned chair when not on stage.
- **Our assistant director will come get you for cues.** You do not need to worry about which scene comes next or where your students are supposed to be.
- **Help line students up and walk with them to their places.** Our assistant director will help you with lining the students up in order. She will have you escort a small group of students to the backstage area where they enter on their cue.
- **Wait with the students while they wait for their cue.** Please make sure your students wait quietly.
- **Wait in the wings for your students to exit the stage.** Then escort them back to their assigned room.
- **Help with costume changes.** The assistant director will tell you when the changes occur. The kids will need help with bulkier items. Again, they should keep their base costume on so that you can do quick changes in the room.

## **In Depth Guide: Backstage Parent Volunteers – Older Kids**

You have been assigned to a specific casting group and will stay with this group of students through the entire show. Please make sure that you are always supervising these students.

### **Before the Show:**

- **Make sure all students are getting hair and make-up done.** Older students should be able to do their own stage make up. If they are struggling, you can help or direct them to our make-up volunteers.
- **Make sure all students get in costume.** Students should change into their base costume (leotard and tights or shorts and tank) in the bathroom. Often our older kids procrastinate. Please encourage them to change into their costume as quickly as possible.
- After everyone is ready, please **keep your students INSIDE their assigned room.** They can play board games, watch a movie, or read. But they need to stay inside their assigned room until we call them for warm up.

### **During the Show**

- **Keep your students INSIDE their assigned room** when they aren't on stage or waiting for a cue.
- **Keep the noise level at a minimum.** Students are welcome to use their down time as they wish, but please make sure they can't be heard from the hallway outside the room.
- **If students are not cooperating,** you may require that they sit quietly in their assigned chair when not on stage.
- **Students are responsible for their own cues.** You do not need to worry about which scene comes next or where your students are supposed to be.
- **Wait with the students while they wait for their cue.** If all your students are waiting backstage for a cue, please wait with them and help maintain the noise level.
- **Help with costume changes.** Even our older kids will need help with bulkier items. Again, they should keep their base costume on so that you can do quick changes in the room.



## **In Depth Guide: Ticket Head**

### **Tech Week**

- Choose two days during Tech Week to be available for exchanges and additional ticket purchases. There are no refunds. Make sure you record additional purchase on the seating chart so that you can see what you have left.
- Set up ticket table at the entrance of the lobby.
- Print seat labels and work with House Manager to label all seats

### **Each Performance**

- Arrive 90 minutes prior to each show. Box office opens one hour before curtain and you will need time to train your volunteers.
- Check in with House Manager for a list of volunteers assigned to you for the evening.
- Have your volunteers help you set up the ticket table. You will need to assign two people to the ticket table and two taking tickets at the door. Make sure you volunteers understand the different prices for the different tickets.
- Create two lines: one for ticket purchases and one for people who already have their tickets and are waiting for the doors to open.
- Make sure to have the seating chart available each night. Cross off additional seats as they are sold. Use the chart to show costumers which seats are available.
- Make sure to have the attendee list available to in case you have a discrepancy or a lost ticket.
- Label and organize any will call or comp tickets set aside by staff members.
- You are NOT responsible for selling other cast member's tickets. Cast members may not give you their tickets to sell for them at the door.

### **After the Show**

Provide Haven with final tally of at the door ticket sales.

### Tech Week Clean up Checklist

	Take out ALL trash. Take bags all the way to dumpster. Bags must go inside dumpster.
	Wash any dishes in the sink or kitchen
	Tidy kitchen and throw away all trash – especially food trash
	Check bathrooms for make-up splatters in counters/sink, hangers, or leftover costume pieces
	Make sure there are no sets, props, belongings obstructing the pathway in all halls

### Haven Set Strike Checklist

	<b>Lobby/Bathrooms</b>
	Restore info counter
	Bring all extra act-o-grams and concessions upstairs
	Take down all decorations
	Restore auditorium chairs to original Sunday Morning lay out
	Put pens, reg cards, and Bibles back in seats
	Straighten chairs
	Return all tables to closet (except for one in front of the coffee kitchen)
	Wipe down bathroom sinks and counters
	Remove any Haven items from bathrooms
	<b>Stage Left Hallway</b>
	Return chairs to their proper room
	Bring all costume pieces to Cry Room
	Bring all props upstairs
	Return tables to hall closet
	Gather lost and found items in one box and bring upstairs
	CAREFULLY remove paper on walls – PARENT ONLY
	Sweep
	Pick up trash
	Bring all hair and make-up supplies upstairs
	<b>Cry Room</b>
	Bring all costumes upstairs
	Vacuum (before bringing in couches)
	Bring couches back in
	CAREFULLY remove paper on walls – PARENT ONLY
	<b>High School Room</b>
	Stack all chairs along back wall
	Bring all costume pieces to Cry Room
	Bring all props upstairs
	Remove caution tape from stage
	Pick up trash
	Collect lost and found items and bring upstairs
	Sweep
	<b>Kitchen</b>
	Put dish towel back out
	Take down signs on cupboards
	Wash, dry, put away all dishes
	Pick up trash, take out trash
	Wipe down counters
	Bring any Haven items, including lost and found upstairs
	Clean out fridge: throw away ANY food left by Haven staff or cast members
	<b>Jr. High Room</b>

	Return all chairs to original room
	Bring all costumes to Cry Room
	Pick up trash
	Collect all lost and found items and take upstairs
	Locate projector remote for Sunday
	Sweep
	<b>Stage</b>
	Disassemble all sets
	Bring all sets and props upstairs
	Vacuum before restoring
	<b>Room 5 and Back Hall</b>
	Bring all props and sets upstairs
	Pick up trash
	Collect and bring any lost and found items upstairs
	Reconfigure room with proper chairs and table

**Haven Load IN Check List**

	<b>Lobby</b>
	Clear items from info counter
	Pull 3-4 tables from closet
	<b>Stage Left Hallway</b>
	Set up and label chairs in Hallway
	Buckets under chairs
	Set up and label prop table
	Set up make up station at far end
	Bring down all make-up and hair supplies
	Put up paper on walls where sets will be stores – USE ONLY BLUE TAPE!
	<b>Cry Room</b>
	Move all but one couch into Jr. High Room
	Set up 2 long tables
	Bring down costumes
	Put up paper over windows – USE ONLY BLUE TAPE!
	<b>High School Room</b>
	Set up and label chairs
	Buckets under chairs
	Block off stage with caution table
	Close dividing doors to kitchen, place sign: “These doors are to remain closed during all rehearsals and performances.”
	<b>Jr. High Room</b>
	Set up and label chairs
	Buckets under chairs