



GUILD OF VOLUNTEERS

2022- 2023 HANDBOOK





Thank you for choosing to volunteer at Greater Boston Stage Company!

This packet is designed to give you a general outline of Greater Boston Stage Company and what it means to be a member of The Guild. If you have questions or concerns about anything included in this packet, please contact Gina Galise at 781-279-2200 or send an email to gina@greaterbostonstage.org.

As a volunteer, you are a very important part of what makes Greater Boston Stage Company what it is. Over the past twenty years, our volunteers have grown tremendously, and we are now nearly 150 members strong.

We hope you enjoy your time here and we look forward to getting to know you. Please accept our sincere thanks and gratitude for the generous gift you have made of your time. Thank you for being a part of our family. With your help, we will continue to provide our patrons with a friendly, safe, and professional experience every time they pass through our doors.

GENERAL INFORMATION ABOUT THE GUILD

CONTACT INFORMATION

If you have any questions about The Guild, your membership status, contact information, etc., you can contact Gina Galise at 781-279-2200 or gina@greaterbostonstage.org. If you have questions about an ushering assignment, you can also call your Captain.

If you need to mail anything to us or if you want to visit, our address is 395 Main Street, Stoneham, MA 02180. The administrative offices are located beneath the theatre. The entrance is two doors to the right of the main theatre entrance.

WHAT IS THE GUILD?

The Guild at Greater Boston Stage Company is a volunteer force nearly 150 members strong. It provides personnel to usher at all Greater Boston Stage Company performances. Guild members also house actors, help in the offices and at events, and perform many other needed functions for the theatre.

MISSION STATEMENT OF THE GUILD

To support the Staff and Board of Trustees, to enhance the overall experience of the theatre's patrons and to promote awareness of Greater Boston Stage Company in the community.

GUILD CAPTAINS

Cindy Allard	553 Russell St Woburn, MA 01801	(781) 724-4256 cindyallard2010@yahoo.com
Kathleen Boardman	8 Grant St Stoneham, MA 02180	(781) 279-9180 boardmankathy@yahoo.com
Peggy Snow	1192 South St Tewksbury MA 01876	(978)697-1935 peggy.snow@me.com
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Robert DePalma	5 Corey Ave Stoneham, MA 02180	(781) 279-1146 robert_depalma18@yahoo.com
Joanne DiMambro	9 Cabot Road Stoneham, MA 02180	(781) 438-5212 jdimambro13@hotmail.com
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Linda O'Leary	88 Summer Street Stoneham, MA 02180	(781) 249-7926 Lsummer25@aol.com
Mary Decristoforo MT Team	51 Albion St, #A1 Melrose, MA 02176	(781) 662-8281
Paula Falzone	7 Elizabeth Rd Stoneham, MA 02180	(781) 507-3669 paulamn@msn.com
Patty Quill StonehamBank	80 Montvale Avenue Stoneham, MA 02180	(781) 481-5779 patty.quill@stonehambank.com

Tina Hull MT Team	12 Larkspur Rd Billerica, MA 01821	(978) 808-9388 tinahullpc@comcast.net
Patricia Kilty	P.O. Box 46 Stoneham, MA 02180	(781) 696-9043 parkilty@comcast.net
Rebecca Mohammadi	8 Irving Street Stoneham, MA 02180	(781) 279-4961 rebeccanwm@msn.com
Grace McManus	5 Forest St Stoneham, MA 02180	(781) 438-2039 gracemcmanusx@comcast.net

MEMBERSHIP INFORMATION

All volunteers must register for The Guild and pay their membership dues prior to participating as a volunteer in any capacity. Membership dues are assessed annually. Membership is \$25 for an individual.

Money collected through membership dues pay for the ongoing administrative costs of The Guild; any remaining funds are donated back to the Theatre to support specific projects.

GUILD VOUCHERS

1. Guild members will earn a voucher valid for one complimentary ticket for every three shows they usher or for every nine hours they volunteer for other activities (i.e. administrative support, hospitality, transportation, etc.).
2. The Box Office Lead will track team members' hours/performances worked and distribute vouchers accordingly.
3. Guild vouchers are processed digitally and can be redeemed in-person, by phone, or by emailing boxoffice@greaterbostonstage.org (details below).
4. Guild vouchers may be redeemed for Greater Boston Stage Company MainStage productions with more than 50 seats still available. Select special events (Fundraising Events, New Year's Eve, etc.) or rental events may be restricted at the decision of management – please check eligibility with the Box Office.
5. Premium seating may not be available for every performance.
6. No more than 4 Guild vouchers per Guild Member may be redeemed for a given performance.
7. Guild vouchers may be redeemed in someone else's name. Just tell the Box Office whose name the tickets should be reserved under.
8. Beginning ½ hour prior to curtain time, the Box Office must concentrate on the pre-show rush and evening closing duties. Captains and ushers are reminded to be respectful of the Box Office staff's time and avoid redeeming vouchers or ordering other tickets at this time.
9. Beginning July 2022 all new vouchers issued will be **digital only**. Previously awarded physical vouchers will be honored.
- 10. Guild Vouchers will expire 1 calendar year from the date awarded.**

GUILD VOUCHERS

To redeem Guild Vouchers on the website, an usher can take the following steps or call the Box Office for assistance.

1. On <https://www.greaterbostonstage.org/>, click "Patron Login", and then "Login" at the top
 - a. Then enter the Email or User ID and Password associated with their account
 - b. If they haven't logged in to the website before, hit "Register" instead
2. Click where it says your name in the top right (next to the Cart icon) and click "My Account"
 - a. Select the "Ticket Packages" tab
 - b. Click "Select a production to reserve your tickets" under the Guild Voucher
 - c. Select your seat as normal: select a date, then a time if there are more than one, then select "Select seats from a map" to choose your seats
3. You can also select the show/date/etc. and then select "Guild Voucher" instead of a price point

GENERAL INFORMATION ABOUT GREATER BOSTON STAGE COMPANY

CONTACT INFORMATION

Address	395 Main Street, Stoneham, MA 02180
Website	greaterbostonstage.org
Box Office Phone	781-279-2200
Box Office Hours	Noon to 4pm Tuesday through Friday and one hour before all shows
Office Phone	781-279-7885

WHAT IS GREATER BOSTON STAGE COMPANY?

We are a 350-seat non-profit professional theatre that produces 5-7 shows each year as part of our Mainstage series. We also present concert and rental events, host community events, and we have an extensive year-round education program called The Young Company.

MISSION

Greater Boston Stage Company brings vibrant professional theatre and dramatic education beyond the boundaries of Boston, featuring world and regional premieres alongside fresh interpretations of familiar work. Within this setting, GBSC uniquely fosters the artists of tomorrow by providing ongoing performance and employment opportunities to their company of current and former students.

STRUCTURE

Board of Trustees	The voting Board of the Theatre. This group meets six times per year and is responsible for budget approval, financial oversight, and overall strategic planning for the Theatre. Shanna Cahalane is Board Chair and President.
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Staff	The individuals who run the day-to-day operations of the Theatre.
The Guild	The volunteer organization that provides ushers, hospitality, and numerous other tasks to assist in the smooth running of the Theatre.

WHAT DO WE DO?

Main Stage	Greater Boston Stage Company's Main Stage Series produces 5-7 professional productions each year, covering a broad range of plays and musicals.
Concerts and Special Events	In an effort to provide a wide array of entertainment to the community Greater Boston Stage Company offers occasional concerts and events throughout the year.
The Young Company	Greater Boston Stage Company offers year-round workshops, classes and performance opportunities for young people grades 1-12.
The Gallery	The Gallery features a rotating array of artwork by community artists.

Our Staff

MANAGEMENT

Weylin Symes, PRODUCING ARTISTIC DIRECTOR, weylin@greaterbostonstage.org,
781-587-7903

Heather Mell, OPERATIONS MANAGER AND DIRECTOR OF DEVELOPMENT,
heather@greaterbostonstage.org, 781-587-7900

DEVELOPMENT AND FINANCE

Elisa Cortés, COMMUNITY OUTREACH DIRECTOR, elisa@greaterbostonstage.org,
781-587-7918

Autumn Blazon-Brown, OFFICE ASSISTANT, admin@greaterbostonstage.org, 978-807-8881

Theresa Pluskey, BOOKKEEPER, theresa@greaterbostonstage.org, 617-699-9166

EDUCATION AND ARTISTIC

Julia Nelson, DIRECTOR OF EDUCATION, julia@greaterbostonstage.org, 781-587-7904

Casey Leone Blackbird, PRODUCTION MANAGER, casey@greaterbostonstage.org,
781-587-7908

MARKETING

Vanessa De Zorzi, MARKETING DIRECTOR, vanessa@greaterbostonstage.org,
781-587-7901

Bryan Miner, MANAGER OF PR AND SALES, bryan@greaterbostonstage.org, 781-587-7907

Gina Galise, BOX OFFICE LEAD, gina@greaterbostonstage.org, 781-279-2200

Vanessa Schukis, HOUSE MANAGER, vanessas@greaterbostonstage.org, 781-279-2200

BOX OFFICE STAFF

Carola Roeder, Steve Roeder, and Christopher Robin Wamsley
boxoffice@greaterbostonstage.org, 781-279-2200

Greater Boston Stage Company *frequently asked questions*

Q: Is Greater Boston Stage Company a community theatre?

A: No. We work under a contract with Actors' Equity Association, the union of professional actors and stage managers. All of our actors, designers and artists are paid professionals.

Q: Is Greater Boston Stage Company a non-profit?

A: Yes. We are a 501(c)3 non-profit corporation.

Q: Where do the shows come from?

A: We produce our own shows. That means that we create them from the ground up. We choose the scripts. We hire directors, musicians, and designers. We audition the actors. We build the sets, create the costumes, and hang the lights. We rehearse downstairs at the theatre and then we finally get on-stage to show our audiences the results of all our hard work.

Q: Where do the actors come from?

A: Most of our actors and designers come from the Boston area, but we also bring in artists from New York and across the country. That's why we sometimes need help with housing our visiting artists.

Q: Where are the theatre offices?

A: The theatre's administrative office is located underneath the actual performance space on the ground floor at 395 Main Street. The main door to our offices and rehearsal space is located two doors to the right of the main theatre entrance.

Q: Where do the actors rehearse?

A: Our rehearsal spaces are located in the same place as our office.

Q: What does the Stage Manager do?

A: The Stage Manager (or SM) is responsible for making sure that everything on-stage runs smoothly for a show. They are in contact with the performers and technicians during the show. The SM lets the House Manager know when the house will open, when the show will begin, and when intermission is over.

THE GUILD

frequently asked questions

Q: How do I join The Guild?

A: If you're not already a member or if you know someone who might be interested in joining The Guild, simply contact the Theatre, and we'll send out information and a membership form. All you need to do is fill out the form and send it back to the Theatre along with your membership fee.

Q: Wait a second, I have to pay money to join The Guild? Why? Where does the money go?

A: Guild members show their commitment to helping Greater Boston Stage Company by paying a small annual membership fee (\$25 per member). Money collected pays for the ongoing administrative costs of The Guild; any remaining funds are donated back to the Theatre to support specific projects.

Q: Do I get to see shows for free if I join The Guild?

A: Volunteering as a Guild member earns you complimentary passes to see our shows. For example, if you usher for three shows or work in the office for nine hours you earn one complimentary ticket. Guild members are also invited to the Final Dress Rehearsal of our Mainstage performances. These ***Guild Sneak Peeks*** are typically held at 7:30pm on the evening before the opening of each show.

Q: What if I don't want to usher? Can I still join?

A: Absolutely. We can always use volunteers in other aspects of the Theatre. Just let us know on your membership form what you would like to do, and we'll do our best to accommodate you.

Q: Can I usher with my friend?

A: Yes. If you express a preference for working with another Guild member on a specific team we are happy to accommodate your request.

Q: How will I know what to do when I start to usher?

A: We'll tell you everything you need to know and you'll have a team Captain who will show you the ropes. If you have any questions, just ask your Captain, give us a call or send an email.

Q: What's a Captain?

A: Captains are Guild members who have offered to head up an usher team. They are a great resource for team members.

Q: What's a House Manager anyway?

A: House Managers are responsible for making sure that everything at the Theatre is ready for the patrons' arrival so they can have a great night out at the theatre. Basically, everything that isn't on-stage is the responsibility of the House Manager. The House Manager is responsible for making sure the bathrooms are clean and stocked with supplies, the trash is emptied throughout the theatre, the concessions area is stocked and ready to go, the heating and air-conditioning is running properly and most importantly, making sure that the patrons are comfortable, well taken care of and have everything they need to enjoy their time at the Theatre. When you are ushering, the House Manager and your

team Captain are the people to turn to if you have questions or concerns.

USHER MANUAL

Everything you need to know about volunteer ushering at Greater Boston Stage Company

INTRODUCTION

The first impression for our theatre patrons is made within the lobby. The Box Office staff, House Managers, and Ushers are the people with whom our audiences mostly interact. It can get pretty hectic right before curtain times; the more people we have who know what's going on, the more smoothly things can run.

This manual is designed to help clarify the duties connected with being a Guild member. Please keep it handy as a reference. **Our objective is to present a friendly, safe and professional theatre.**

GENERAL INFORMATION

1. Greater Boston Stage Company ushers work in concert with the Director of Marketing, The Box Office Lead, the House Manager, and the Box Office Staff to ensure a pleasant and safe theatrical experience for all audience members. Ushers are a vital service link between Greater Boston Stage Company and its patrons. By assisting patrons to their seats, caring for their safety, and solving their problems, ushers become the frontline of customer service. Together we can give our patrons an ideal theatre experience.
2. **Volunteer ushers should not assume they will be able to watch the performance for which they are working.** Ushers serve many important functions during the performance, and you may be needed to help seat late-comers or there may simply not be any empty seats available. You will often be able to watch much of the show, but it should not be expected. Ushers earn complimentary tickets by working on a show, so we promise you can come back to enjoy the show as a "civilian" at a later date.
3. Ushers are required to wear black pants or skirts and white tops. When an usher is assigned to be outside the doors to the building, they must wear the provided safety vest.
4. An usher tag, identifying the Guild member as an usher, is to be worn during an event. This name tag will be provided free of charge. Replacements of the personalized name tags will cost \$15 each.
5. Each usher is assigned to a team and a Captain. Scheduling for an event will be handled by your assigned captain. If you are unable to volunteer at an event for which you've been scheduled, please inform your Captain as soon as possible.
6. Ushers should familiarize themselves with the Theatre layout, the lobby layout, tickets prices, the season's schedule of shows, and the location of supplies.
7. Ushers must be at least 18 years of age.
8. A maximum of 8 ushers is the goal for each team for each performance. For the safety of all, please do not schedule more than 8 ushers for a performance unless requested by Captain or Staff Member.

PARKING

1. Parking in the municipal lots close to the theatre is limited to two hours until 6pm Monday through Friday. This means that for most shows, parking in these areas is not a problem. Guild members are not to park in front of the theatre or on Main Street. These spaces are for patron use only. A map of available parking locations can be found below.
2. To the extent of our abilities, for Wednesday matinees we seek relaxed parking enforcement from the Town of Stoneham Police. Please let us know if you encounter any problems.



GENERAL THEATRE POLICIES

1. *Photos and Video* - We do not allow recording or photographing of any of our MainStage performances (including the scenery). Please check with the House Manager regarding the photography policy for special events.
2. *Patron Access* - Patrons should never go on-stage, back-stage, or in the booth. They should also never use the Emergency Exits except in the case of emergency and they should not touch any lighting or sound equipment.
3. *Smoking* – Smoking is not allowed in Greater Boston Stage Company. We are allowed to let actors smoke on-stage. This is a very rare occurrence, and we will put signage in the lobby to alert Patrons.

ACCESSIBILITY FOR OUR PATRONS

1. *Assisted Listening Devices* - We have an assisted listening system available for patrons who need it. Simply send the patron to the Box Office where they will be asked to leave an ID.

2. *Wheelchair Seating* - We have seating for wheelchairs and other patrons with disabilities in the rear of the theatre.
3. *Mobility Device Access* – The ramp out front provides access into the theatre.
4. *General Note about Assisting Patrons with Walkers and Wheelchairs* - Please be aware that it is potentially dangerous, and considered impolite, to touch an individual's wheelchair or walker without first asking permission. Therefore, do not help to push a wheelchair up the ramp into the theatre or attempt to guide someone into the wheelchair seating area without first receiving permission from the patron. Suggested question to ask: "How can I help you?"
5. *Walkers* – When seating patrons with walkers, inform them that their walker will be stored in the Gallery. Attach a claim ticket to the walker and write the patron's seat number on it. Ask the patron if they would like the walker to be returned to them at intermission and note this on the claim ticket as well. If requested, return the walker to the patron at intermission. Walkers must be returned to the patron at the conclusion of the performance and in the event of an emergency.
6. *Booster Seats* - Child booster seats are located in the Gallery closet for use by our patrons. The patron simply needs to leave an ID at the Box Office.
7. If a patron needs extra time to get into the theatre, please check with the House Manager to see if we can allow them into the Theatre auditorium prior to the other patrons. **This is highly recommended if we have a full house and/or several patrons with walkers or wheelchairs.**
8. If there are many elderly patrons, people with disabilities, or anyone who requires seating, we do have extra chairs in the kitchen off the Gallery. Feel free to ask the House Manager if they can get them for you.
9. If for any reason a patron needs to be reseated during the performance, please ask the House Manager for assistance.
10. *Service dogs* are allowed in the theatre as required by law. Service dogs (who perform necessary tasks for their humans) are always "four on the floor" when working, meaning they always have their four paws on the floor when they are working, and they will not be in a carrier, a stroller or on a lap. If you have a question about a Service dog that is present, please consult the House Manager.

COMMUNICATION

1. Individual volunteers with questions, concerns, or suggestions regarding the Guild or theatre are encouraged to contact their Captain.
2. During a performance, Ushers should bring any concerns or questions to their Captain and the Box Office Manager, if they are on duty, or the House Manager. The Audience Services Manager, when they are on duty, and the House Manager are the theatre's management representatives during all performances, and responsible for all front of house procedures.
3. As a member of the customer service team for the theatre, your behavior is critical in helping to create a professional atmosphere in the lobby. To this end, please be aware that your appearance, the conversations you have with other ushers and staff, and your interactions with patrons all contribute to the overall experience. We expect that our staff and Guild members will observe these standard guidelines:
 - Praise in public, criticize in private. If you have a concern or grievance, address it privately, in a non-public setting, with the person directly

responsible. Avoid using critical language in the lobby or theatre where it can be overheard by patrons.

- You are a role model for our patrons. If you are talking and making noise during a performance, you are not only disturbing the patron experience, but you are also indicating to them that this behavior is acceptable.
 - Please ensure that your usher “uniform” is clean and in good repair. Stained, ripped, or overly wrinkled clothing is not acceptable.
 - Follow the golden rule: Speak to and treat people as you would like to be spoken to and treated.
4. The mandated Bystander Training for Ushers gives you tips for intervening in instances of harassment, racism or other difficult circumstances involving patrons.
 5. Members of the staff and the Guild Captains intend volunteering to be a fun and rewarding activity and welcome input from all volunteers. If you have thoughts, opinions or suggestions about what we do or how we can serve our patrons better, the best way to do this is through your Captain. Please be aware that during a show may not be the best time to make your suggestions. We’d be happy to talk to you on the phone or through email at a time when we can give you the appropriate attention and consideration.

EMERGENCIES (Please see attached Emergency Exit Procedures for more details)

1. In the event of any emergency, the House Manager should be informed immediately. This includes, but is not limited to, medical emergencies, if a patron falls, is injured or is intoxicated, fire emergencies, or power outages.
2. Every effort should be made to avoid disrupting the performance – for example, by trying to escort an ill patron to the lobby.
3. If it is not possible to move the ill patron to the lobby because their condition prevents this, the House Manager will call 911 immediately and inform the Stage Manager.
4. If for any reason the House Manager, the Audience Services Manager or the Box Office Staff are not available, the Guild Captain should make the 911 call and inform the Stage Manager. In the event the performance needs to be interrupted, the House Manager will inform the audience that the performance will be re-started as soon as possible.
5. If an incident involving a patron occurs, it is important to assist the House Manager in obtaining the contact information of the patron involved and any witness details, so that paperwork may be submitted to the theatre’s Managing Director and Insurance Company. Avoid speculating to the patron about the cause of the incident.

INCLEMENT WEATHER

1. In the event of extreme weather (snow, hurricane, etc) it is possible that we will cancel a performance. Please note that this is very unusual, and you should always assume the show will go on, but if we do decide to cancel a performance, we will make the decision at least three hours before the show is scheduled to start. We have a phone tree in place and the Captain on duty for the performance in question will be called. They will then be responsible for contacting the rest of the team. We also post show cancellation information on our website and on the outgoing Box Office phone message (781-279-2200).

2. If you are unable to volunteer at a scheduled performance due to weather, please let your Captain know as soon as possible so that they can find a substitute.
3. The stonework in the entryway of the Theatre can become very slippery. The House Manager will place the red rug mats on the stone to alleviate this problem. The House Manager should put these out, but please request them if you notice they have not been put in place.
4. We do have ice-melt and shovels available (in the closet in the Gallery) if snow or ice are a problem. We hire a company to shovel out all entrances to the Theatre when it snows heavily, but often a touch-up is required. Again, the House Manager will take care of this, but please let them know if you have concerns.

ALCOHOL

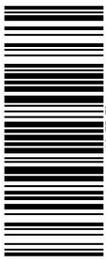
1. Alcohol may be served one half-hour prior to the performance and is generally not served after intermission. The theatre's liquor license does not restrict the types of alcohol we are allowed to serve, so assorted mixed drinks may be available during certain performances.
2. If a member of the staff or a volunteer feels that a patron is intoxicated or is becoming intoxicated, they should alert the House Manager.
3. The Theatre reserves the right to refuse to serve alcohol to patrons.
4. Guild members may **not** drink alcohol while they are serving as ushers for a performance.

TICKETING

1. As an Usher you may be asked to help our patrons locate their seats.
2. As of September 2022, Greater Boston Stage Company will be moving to **digital ticketing**. Patrons will show you their tickets via a smartphone device. Below is an example of what an e-ticket may look like.

Greater Boston Stage Company

E-Ticket

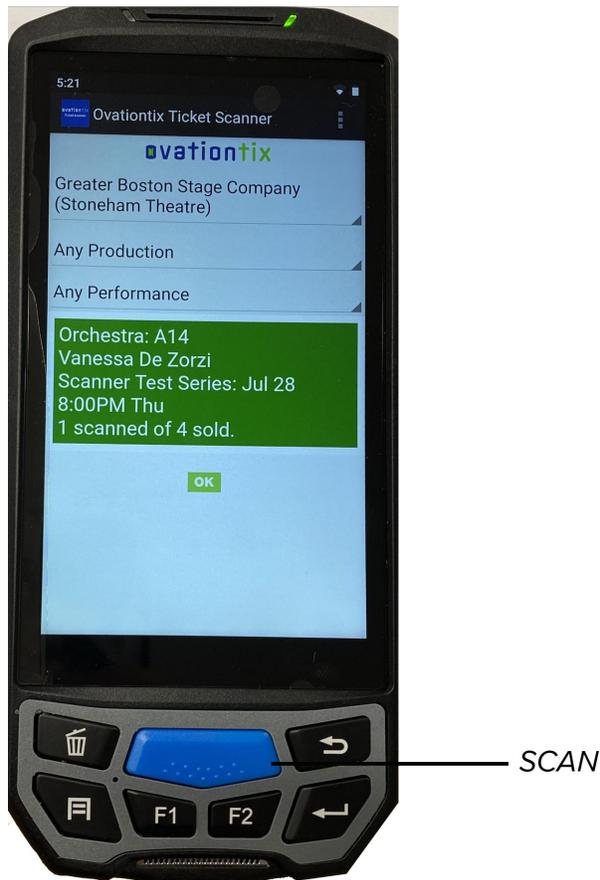
Order Number: PR87145478			De Zorzi, Vanessa	
	Section Balcony	Seat Row R Seat 21	Type Adult	Price \$60.00
Michael Dutra and The Strictly Sinatra Band at Greater Boston Stage Company 395 Main Street Stoneham, MA02180			Saturday, 12/31/22 7:00pm	
				

3. Please scan the QR code on the e-ticket with your AudienceView ticket scanner (directions below).
4. The information on the ticket can be understood as follows:
 - Orchestra indicates that they are seated downstairs. Balcony seating is upstairs.
 - The row is listed clearly (A-R). Please note there is no row "I."
 - The third piece of information is the seat number (1-22). Since there is no center aisle in our Theatre, it is best if patrons in seats 1-11 enter along the left side of the auditorium and patrons in seats 12-22 enter along the right side.
5. Patrons can also print tickets out directly from our website or request a printout from our box office if needed. These are just a regular piece of paper but will have the same seating information on it. Please let patrons keep these print outs. You do not need to keep a "stub" or tear the ticket in any way.
6. *Troubleshooting*: if you have a "double-seating" problem (in other words, two patrons seem to have the same seat), there are some things that you can do to solve the issue before you bring it to the attention of the House Manager:
 - Check the seating: Orchestra and Balcony can confuse people, or they can misread the row or seat.
 - Check the date: sometimes people come on the wrong day entirely.
 - Ask the patron if it is possible that they exchanged the tickets and mistakenly kept the old ones. If this is the case, we can print out the new tickets at the box office.

If you do seek the assistance of the House Manager or Box Office Staff for a ticketing issue, please provide all of the tickets involved in the situation and confirm that the names of the patrons are on the tickets. This information is necessary for the House Manager and staff to solve the problem.

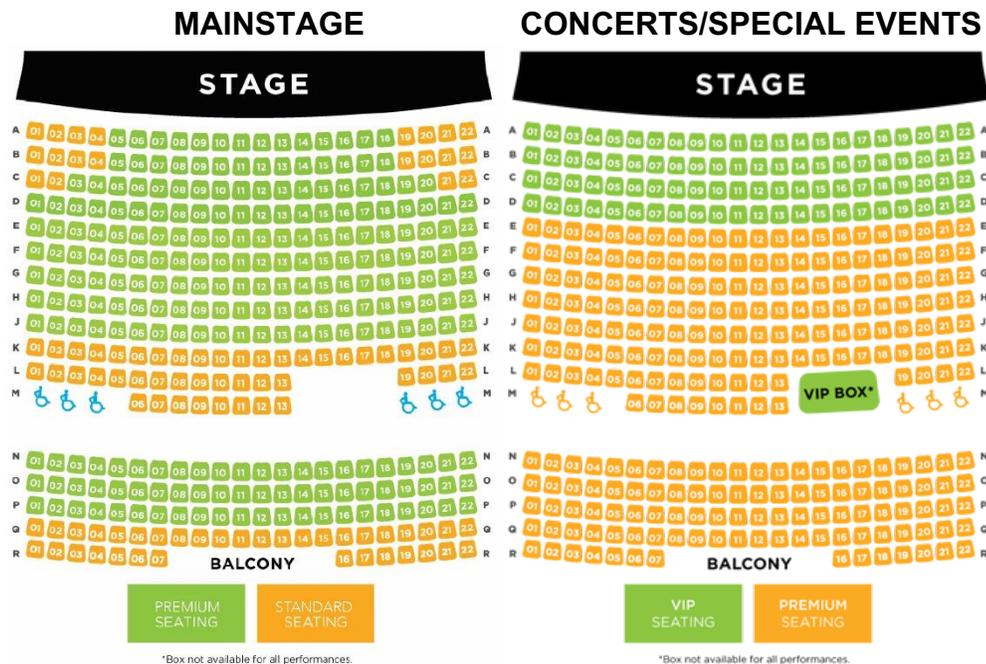
7. Staff members or other folks who work on our shows may come in and out of the Theatre throughout the performance. They will be wearing Greater Boston Stage Company badges that will let you know it is okay to let them pass.
8. Flashlights are available in the Gallery kitchen for assisting patrons to their seats or seeing the tickets clearly. Please make sure that the flashlights are in good working order prior to the start of the performance. Please avoid shining flashlights in the air or toward the stage.

HOW TO USE YOUR TICKET SCANNER



1. The House Manager will distribute the ticket scanners to The Guild prior to the House Opening. The devices will be sanitized, set up, and ready to use.
2. On the digital screen, hit the circle icon that says Ovation.
3. To scan a ticket, hold the device at a 90-degree angle and hit the blue button at the bottom center of the device then hover the red laser over the barcode.
4. A green box will appear with the seating details, patron name, and event date and time. This information will remain on the screen until the next ticket is scanned.
5. If the device will not scan the ticket, please ask the patron to turn up the brightness on their phone. If this does not work, please send the patron to the Box Office to verify their ticket date and details. Please note: Tickets will only scan 18 hours prior to the event.
6. If the patron does not have an e-ticket or print out, please send them to the Box Office for assistance.
7. When all patrons are seated, please return the devices to the House Manager.

SEATING CHARTS



FRONT OF HOUSE PROCEDURES

PRE-SHOW

1. Ushers will arrive promptly one hour prior to their scheduled performance.
2. The House Manager and/or Guild Captain will lead a brief meeting to cover any information specific to the performance, Greater Boston Stage Company updates, or other pertinent business including:
 - Number of patrons expected, number of handicap/wheelchair seats required.
 - Any special timing for intermissions or other sequences in the performance.
 - Any circumstances relevant to the specific performance (for example: cameras are allowed, actors will be in the aisles, etc.)
3. The Captain will determine the number of Ushers assigned to a task. Below are some of the duties assigned:
 - Assignment of Ushers to serve as Exit Monitors in the event of an emergency. See attached *Emergency Exit Procedures* for more details. These ushers should check the Emergency Exit door to which they are assigned to make sure it is functioning properly and cleared of any obstruction.
 - Assignment of Ushers to serve as assistants for patrons in the wheelchair areas in the event of an emergency. See attached *Emergency Exit Procedures* for more details.
 - Assignment of two (2) Ushers to assist patrons with walkers. When seating patrons with walkers, inform them that their walker will be stored in the Gallery during the show. Attach a claim ticket to the walker and write the patron's seat number on it. Ask patron if he/she would like the walker to be returned at intermission and note this on the claim ticket as well. If requested, return the

- walker to the patron at intermission. Walkers must be returned to patrons at the conclusion of the performance and in the event of emergency.
- If possible, assignment of Usher(s) to stand just inside the front lobby doors of the Theatre to serve as a greeter to welcome all patrons as they come into the building and provide any assistance or direction they may need.
 - Stuffing of programs inserts as needed.
 - Placement of programs in the allotted spaces to be handed out as patrons are seated.
 - Checking of theatre to make sure it is clean and safe for the patrons and that the velvet ropes by the wheelchair areas and leading to the balcony are in place.
 - Assignment of Ushers to stand by the auditorium doors prior to House opening. Patrons are not allowed in the Theatre until the house opens. The House Manager will inform the Captain when the house may be opened.
 - Assignment of Ushers to sell raffle tickets if necessary.

HOUSE OPENING

1. If there are multiple wheelchair patrons or other patrons who may need extra time to be seated, check with the House Manager to see if we can let those patrons into the theatre a few minutes prior to the opening of the house. This will prevent traffic jams as patrons enter. If this is not possible or if patrons with special needs arrive late, please stagger the entrance of these patrons in order to avoid traffic jams.
2. When Pre-Show preparations are complete, and the House Manager signals that the House is ready to open:
 - Volunteer to Coat Check in Gallery to assist as needed
 - Ticket takers open theatre doors and stand at the entrance to the theatre and at the stairs leading to the balcony
 - Ushers in the orchestra level and in the balcony will escort patrons to their appropriate row, indicate their seat(s) and hand them a program
 - Stage guard(s) make certain that patrons do not step on-stage or back-stage or use the emergency exits
 - Store tagged walkers in the Gallery.
3. In the event of a double booking or other seating issue, bring all tickets in question to the House Manager. If the House Manager is not available, bring all tickets in question to the Box Office.
4. In the event of any emergency, alert the House Manager or Box Office immediately.

DURING THE PERFORMANCE

1. The House Manager will determine which seats are available for ushers who wish to watch the performance. If there are fewer than 50 unsold seats for any given performance, Ushers must wait until 10 minutes after the performance begins before sitting to watch the show, as the seats must remain available for potential late-comers. Ushers should sit on the aisles. Ushers should not sit on the Balcony stairs or in chairs behind the wheelchair section. Ushers should not watch the performance while standing along the side walls of the Orchestra. Under no circumstances should a patron be asked to stand up from their seat so an usher can pass by to sit. Check with the House Manager if you have questions.

2. Ushers must be as quiet as possible when taking their seats (especially if the performance has started).
3. The Captain and one usher will be asked to remain in the lobby for the first fifteen minutes of the performance to assist latecomers in finding their seats. **To avoid disrupting the performance, latecomers should be seated in the rear of the Theatre unless it is easy and unobtrusive to bring them to their ticketed seats on an aisle.** If there are no empty seats in the rear of the Theatre, please check with the House Manager to see if we have any house seats available on the aisle. Patrons may be shown to their correct ticketed seats at intermission. Two Ushers should be available in the Lobby or Gallery at all times during the performance. These Ushers may take turns with other teammates to cover the Lobby and Gallery.
4. It is important to keep in mind that voices from the lobby can be heard from the audience. ***Once the show begins, all talking in the lobby must be kept at a whisper level – or feel free to head into the Gallery to chat. There is no talking in the theatre once a performance has begun.***
5. While in the audience, if anything out of the ordinary happens, such as the use of flash photography, or disruptive patrons etc., the House Manager should be notified immediately.
6. In the event of any emergency, the House Manager or Box Office should be alerted immediately.

INTERMISSION

1. Ushers should open theatre doors so audience can exit for intermission.
2. If patrons with walkers need to access their walkers during intermission, an usher should bring the walker to the patron. Please do not do this until the act ends (in other words, be careful not to begin this process while the show is still playing).
3. Ushers take posts as assigned by the Captain.
4. Additional duties will be assigned, as necessary, by the House Manager, such as guarding the stage area.
5. Near the end of intermission, the House Manager will flash the lobby lights signaling patrons to re-take their seats.
6. House Manager will let ushers know when they can close the theatre doors again.
7. When patrons have been re-seated, the House Manager and/or Captain will allow ushers to re-take their seats.

POST PERFORMANCE

1. When final applause begins, ushers should open auditorium doors to the lobby. It is imperative that ushers who are watching the show leave their seats as quietly as possible. Ushers should be in the lobby 10 minutes prior to the show ending.
2. Ushers should return walkers to patrons as needed. Please do not start this process until the show is over and the applause has ended.
3. Two ushers will be posted at the doors leading to the backstage areas and the emergency exits to prevent patrons from leaving through those doors. Ushers should not assume this position until the curtain call has begun.
4. One or two ushers may be assigned to the coat check area to return coats to patrons.

5. Once the majority of patrons have exited the building the House Manager will inform the Guild Captain that the ushers may leave.

ANTI-HARASSMENT POLICY

It is the goal of GBSC to promote a workplace that is free of harassment based on race, color, religion, creed, national origin, sex, age, ancestry, sexual orientation, genetics, pregnancy, marital status, gender identity/expression, disability, handicap, military obligations, veteran status, participation in discrimination complaint-related activities or any other category protected by law (“protected class status”). Harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated.

To achieve our goal of providing a workplace free from harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by employees. Because we take allegations of harassment seriously, we will respond promptly to complaints of harassment and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate. Please note that while this policy sets forth our goals of promoting a workplace that is free of harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual or other harassment. Please also note that for the purpose of this policy, the word “employee” is inclusive of all year-round and temporary production employees, un-paid production staff, independent contractors, volunteers including the Board of Trustees, and/or anyone working on behalf of, or representing Greater Boston Stage Company.

Definition of Sexual Harassment

In Massachusetts, the legal definition for sexual harassment is this: “sexual harassment” means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or,
- such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment. The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment. While it is not possible to list all those

additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

- Unwelcome sexual advances - whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, cartoons;
- Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- Inquiries into one's sexual experiences;
- Discussion of one's sexual activities; and
- Dissemination in the workplace of sexually-explicit voice mail, e-mail, graphics, downloaded material or websites.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this organization.

CONCERN RESOLUTION PATHWAY

Creating a safe and comfortable environment for all members of our team is important to GBSC. We take concerns seriously and seek to address issues in a sensitive and timely manner. The following individuals are available to help you resolve any concerns or issues that arise. We encourage concerns of level 2 and above to be made in writing when possible. You are also encouraged to report to anyone you feel comfortable speaking with.

Reporting has no effect on current or future involvement with GBSC. The reporter is never the problem. At the initial meeting, you may be accompanied by a colleague or trusted individual if you wish.

Level One

If you feel comfortable and safe doing so, we encourage you to first directly address your concerns with the individual(s) involved. This helps to foster an honest and open community and is often the fastest path toward resolution.

Level Two

If you are not comfortable directly addressing the individual(s) involved, or if no resolution can be agreed upon, your next points of contact can be your direct supervisor or any of the following:

Heather Mell, Operations Manager and Director of Development
heather@greaterbostonstage.org; 781-587-7900

Weylin Symes, Producing Artistic Director
weylin@greaterbostonstage.org; 781-587-7903

Level Three

If an issue has not been resolved through Levels One and Two, or if you are an individual named in Level Two who needs assistance, your next points of contact can be any of the

following. Contacts at this level may consult with each other and review any legal or other implications of any decision.

Shanna Cahalane, Chair of Board of Trustees at GBSC
scahalane@readingcoop.com; (617) 943-2562

Liz Warrick, Chair of Personnel Committee, GBSC Board of Trustees
liz8135@yahoo.com; 781-254-1682

State and Federal Remedies

In addition to the above, if employees believe they have been subjected to unlawful harassment, they may file a formal complaint with either or both of the government agencies set forth below. Using our complaint process does not prohibit them from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC and MCAD – 300 days).

1. The United States Equal Employment Opportunity Commission (“EEOC”) 475 J.F.K. Federal Building Government Center Boston, MA 02203-0506 (617)-565-3200
2. The Massachusetts Commission Against Discrimination (“MCAD”) Boston Office: One Ashburton Place – RM 601 Boston, MA 02108 (617)-727-3990 Springfield Office: 436 Dwight St., Suite 220 Springfield, MA 01103 (617)-739-2145 New Bedford Office: 800 Purchase Street, Room 501 New Bedford, MA 02740 (508)-990-2390

Special Covid Considerations for Ushers
As of July 2022 (Policies regularly reviewed)

- All Greater Boston Stage Company ushers and staff are required to be fully vaccinated. If you are new to the Guild within 12 months, please provide proof of vaccination.
- Ushers and staff must wear a mask when on duty.
- Masks are encouraged, but not required for guests.
- We will have signage in the lobby regarding our safety policies.
- Because of Union restrictions, it is important that patrons are not allowed backstage or on stage. This is to protect artists.
- Additional cleaning and disinfection of high-touch areas will be handled by staff prior to, during, and after performances.

PLEASE GO TO: greaterbostonstage.org/plan-your-visit/health-safety/
for the most up-to-date health and safety information, policies and procedures
regarding Covid-19. We update this page regularly.

GREATER BOSTON STAGE COMPANY EMERGENCY EXIT PROCEDURES

FRONT OF HOUSE

In the event that the Emergency Voice Activation System goes off during a public performance, please follow these procedures to ensure the safety of our patrons and staff. All Guild members must remain in designated positions during an emergency to ensure clear communication.

At the Captain and Usher Meeting before each performance, the House Manager or Captain will assign eight (8) ushers to serve as Emergency Exit Monitors. These ushers will be divided as follows:

- One usher will be assigned to sit in seat A1 and, in the event of emergency, will assist patrons in exiting out the house-left emergency exit. Prior to the house opening, this usher should check the exit doors to make sure they are operational and unobstructed.
- One usher will be assigned to sit in seat A22 and, in the event of emergency, will assist patrons in exiting out the house-right emergency exit. Prior to the house opening, this usher should check the exit doors to make sure they are operational and unobstructed.
- One usher will be assigned to sit in seat M6 and, in the event of emergency, will assist wheelchair patrons and other patrons in the rear of the orchestra in exiting through the lobby and out the Theatre's main doors.
- One usher will be assigned to sit in seat M17 and, in the event of emergency, will assist wheelchair patrons and other patrons in the rear of the orchestra in exiting through the lobby and out the Theatre's main doors.
- One usher will be assigned to sit in seat R1 (balcony) and, in the event of emergency, will assist patrons in exiting down the stairs to the lobby and out the Theatre's main doors.
- One usher will be assigned to sit in seat R22 and, in the event of emergency, will assist patrons in exiting out the balcony-right emergency exit. Prior to the house opening, this usher should check the exit doors to make sure they are operational and unobstructed.
- Two ushers will be assigned to serve as assistants for patrons with walkers. In the event of an emergency, these ushers will return walkers to patrons and provide assistance in exiting the building. For safety purpose, patrons with special needs, wheelchair or walkers should be encouraged and assisted to leave the Theatre via the front doors if possible.

In the event that the Emergency System is activated, Exit Monitors will ensure that the doors are open for the patrons and assist the patrons as they exit. Monitors will instruct all exiting patrons to stay at least 50 feet away from the theatre. They will then close the doors, stand with the patrons and await further instructions.

The Captain and Box Office staff will proceed to the front doors to assist patrons outside. They will instruct all exiting patrons to stay at least 50 feet away from the theatre. They will then close the doors and stand with the patrons.

The House Manager, or someone designated by them, will check to make sure that there is no one left in the restrooms, gallery, gallery kitchen, or any other public area. They will then proceed to the Emergency System Panel and make sure that the Gallery door to the street is unlocked, so the Fire Department can have quick access to the building. If the House Manager

has designated others to clear any areas, the House Manager must check that the designee has safely returned and that all spaces are clear.

OFFICES AND REHEARSAL ROOMS

Once the performance has begun, the House Manager will have a staff designee check the downstairs rehearsals spaces, bathrooms and office space to ensure that they are vacant. The box office should always have a list of any classes taking place in the building and instructors will be required to check in with the box office or office upon arrival. Instructors will also be informed to evacuate in the event of emergency.

If the House Manager is aware that a class or event is happening downstairs, they should find the instructor or leader to ensure that the downstairs areas have been vacated. At the earliest possible time, the House Manager should inform the Producing Artistic Director and/or Managing Director. If neither party is available, please call the Production Manager.

After the Fire Department has assessed the situation, the House Manager will inform the Captain and Exit Monitors as to the situation in the theatre. They will pass this information along to the patrons. If the Fire Department gives clearance to re-enter the theatre, the House Manager will inform the Captain and then the patrons, and request that they take their seats to resume the performance.

STAGE CREW AND ACTORS

For every performance, the Stage Manager will assign two (2) Emergency Monitors (stage manager, assistant stage manager, production assistant, crew member, etc.) to assist in the event of an emergency. The Stage Manager will also inform the cast and crew to exit via the stage door and gather in the parking lot behind The Watchmaker store front in the event of an emergency.

Simultaneously with front of house activities the Stage Manager will communicate with the ASM/PA via headset backstage to make sure that all the actors and crew have been alerted to the emergency. To the extent that they can do so safely, the first Emergency Monitor will ensure that the backstage area, dressing rooms, green room, costume storage, bathrooms and laundry areas are empty and assist all actors and production crew in exiting through the stage door. This Monitor will instruct the exiting actors and backstage crew to meet by The Watchmaker and wait for further instructions. The other Emergency Monitor will immediately go on-stage to inform the patrons of the need to evacuate, assist in pointing out emergency exits and provide assistance as necessary from the stage area. The Stage Manager will exit by the balcony door and confirm the safety of the actors and crew.

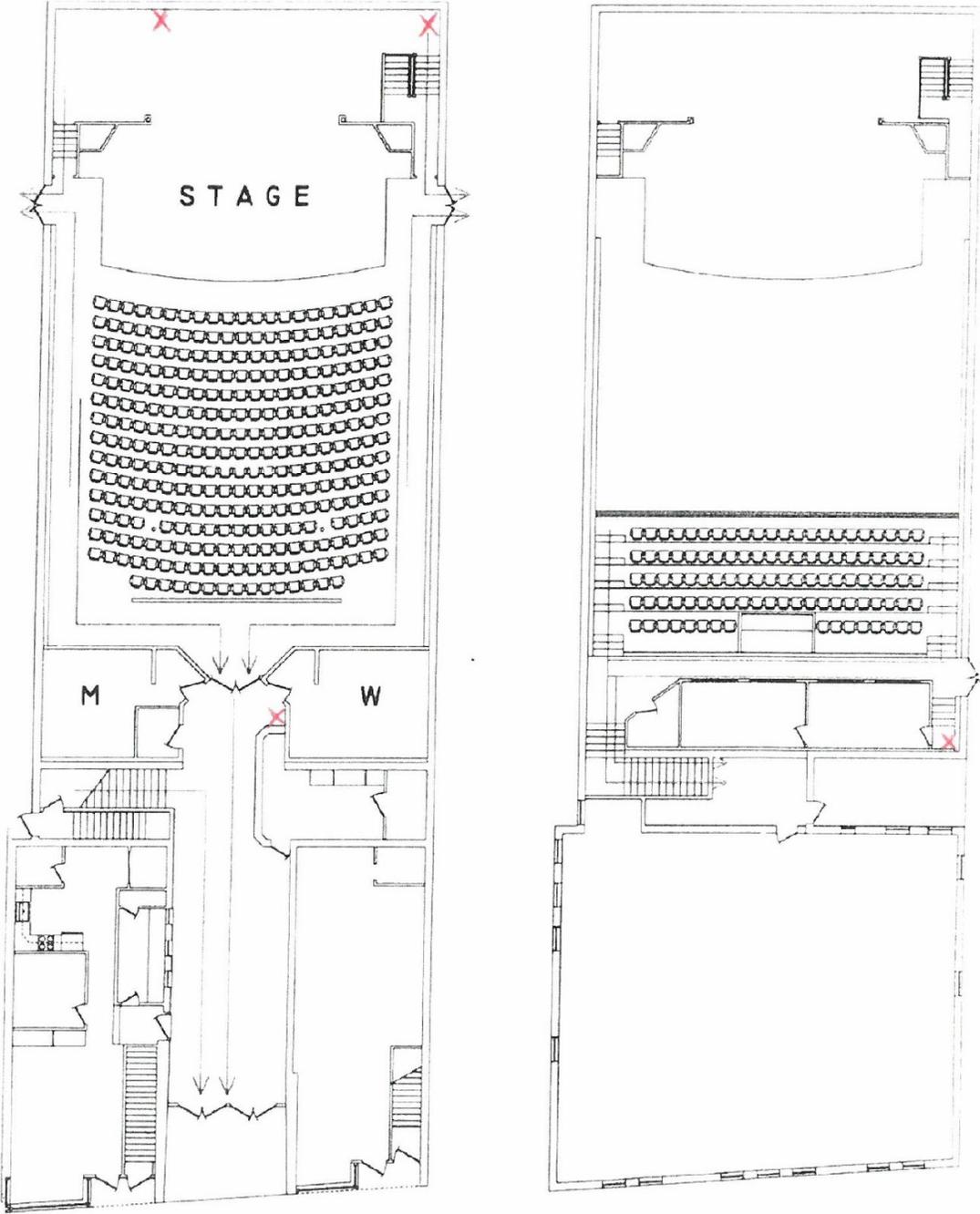
In the event that the Fire Department gives clearance to re-enter the theatre, the House Manager will inform the Stage Manager, who will prepare to return the cast and crew to “places” prior to resuming the performance. The Stage Manager will inform the ASM, Cast and Crew as to the situation in the Theatre.



In the event that the Fire Department denies re-entry to the theatre, causing the performance to be canceled, the House Manager will inform the Stage Manager, the Guild Captain and the patrons that the performance will not resume. Patrons should be informed that the Box Office staff will contact them on the next business day to discuss exchanges or refunds.

EMERGENCY EXIT MAP

Note fire extinguishers marked in red.



ACTIVE SHOOTER ADDENDUM



ACTIVE SHOOTER EVENT

QUICK REFERENCE GUIDE

An "active shooter" is an individual who is engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

- Victims are selected at random
- Event is unpredictable and evolves quickly
- Knowing what to do can save lives

3 FIGHT

- Fight as a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with as much physical aggression as possible
- Improvise weapons or throw items at the active shooter
- Commit to your actions . . . your life depends on it

The first officers to arrive on scene will not stop to help the injured. Expect rescue teams to follow initial officers. These rescue teams will treat and remove injured.

Once you have reached a safe location, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

ACTIVE SHOOTER EVENTS

When an Active Shooter is in your vicinity, you must be prepared both mentally and physically to deal with the situation.



You have three options:

1 RUN

- Have an escape route and plan in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area where the active shooter may be
- Keep your hands visible
- Call 911 when you are safe

2 HIDE

- Hide in an area out of the shooter's view
- Lock door or block entry to your hiding place
- Silence your cell phone (including vibrate mode) and remain quiet

When law enforcement arrives:

- Remain calm and follow instructions
- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask questions when evacuating

Information to provide to 911 operations:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons shooter has
- Number of potential victims at location



Department of Homeland Security
3801 Nebraska Ave, NW
Washington, DC 20528

HISTORY OF STONEHAM THEATRE AND GREATER BOSTON STAGE COMPANY

In 1917 the town of Stoneham, population 7,500, already boasted two movie houses. Many doubted the need for a third. However, The Stoneham opened on Friday, November 2, 1917 at an estimated cost of \$47,000. The feature attraction of the opening performance was *Womanhood, the Glory of the Nation*, with all proceeds given to the Stoneham Red Cross.

Movies were silent when The Stoneham was born. Though early films lacked sound effects and spoken dialogue, they were usually shown with accompaniment by a harried piano player whose tunes suited the action. A new era in the field of moving pictures, the talking and sound picture arrived at The Stoneham on Sunday, May 12, 1929. The renovation to sound placed a new screen at the front of the stage with the speaker behind it. It also caused an increase in ticket price, but for adults only. Amazingly, some people did not want sound, and for their benefit on two days a week The Stoneham offered a double feature—one picture with sound and the other silent.

THE GREAT DEPRESSION AND BEYOND

Right on the heels of such great strides for The Stoneham came the Great Depression. The 1930s were bleak in Stoneham, but, like other movie houses, The Stoneham provided temporary relief from worries and fears of the future. In March 1933, The Stoneham even offered its patrons the privilege of writing an IOU for the 35-cent admission!

The 1940s were undoubtedly the golden years of movies at The Stoneham. Surrounded by a war-torn world filled with separations and anxieties, residents sought solace by watching dramas in the lives of others. Among the films enjoyed during this decade were *Casablanca*, *The Lost Weekend*, *Mildred Pierce*, and *Miracle on 34th Street*.

By the 1950s there was a noticeable drop in box-office receipts. Drive-ins sprang up and TV kept people at home. New filming techniques in the late 1950's and early 1960's contributed to the demise of The Stoneham. These productions required large screens, multi-projectors, and advanced sound systems. The Stoneham, like most other small town movie houses, could not afford this equipment. For the most part, B movies were presented in the 1960s and the number of shows per week declined, culminating with the closing of The Stoneham in the late 1960s.

A NEW BEGINNING

After a quarter century of abandonment and dilapidation, The Stoneham was revived and restored, opening its doors once again December 1, 2000. The hard work of many months made it as up to date for the 21st century as it was for the 20th when it first opened. The marquee replicates the original box style installed in 1930. The rear stage wall still contains the original 1917 screen—a wooden surface painted black and silver.

Today, the building is home to Greater Boston Stage Company, a professionally producing regional theatre which is the only company founded within the past fifteen years ranked by the Boston Business Journal among the area's ten most popular performing arts organizations. It is consistently praised by critics and audiences for its superior caliber of production, its connection to the communities it serves and its comfortable atmosphere. Greater Boston Stage Company continues the proud legacy of its predecessor—one where laughs flow freely, tears are occasionally shed, and a good time is had by all.

Dear Guild Member,

Thank you for volunteering to be a part of Greater Boston Stage Company.

By signing below, you acknowledge (please check each section):

- that you have read, understood, and will abide by the terms, conditions, rules and regulations as spelled out in this handbook.
- that failure to act in accordance with the information in this handbook may result in your removal from service as a member of the volunteer Guild.
- that you have attended a GBSC Guild training session in the last 12 months.
- that you have read, understood, and agree to abide by the terms of GBSC's Harassment Policy.
- That you have been fully vaccinated for Covid-19 and provided documentation to this effect. If you cannot be vaccinated for medical reasons, please talk to a staff member.

Signed and accepted:

Guild Member Signature

Date

Please print name here:

Please print Team name here:

Please provide email address:

Please list name as you would like it to appear on your nametag:

Note: New personalized nametags will be provided free of charge. Replacement nametags will cost \$15.