

The logo features a large, bold, black number '20' with a white outline. The '0' is stylized as a circular graphic with concentric lines, resembling a vinyl record or a target. Inside the '0', the text 'STEFANIE H. WELL CENTER FOR THE PERFORMING ARTS' is written in a clean, sans-serif font. To the right of the '0' is the text 'TH' in a bold, black, sans-serif font. Below the '20TH' graphic, the word 'ANNIVERSARY' is written in a large, bold, black, sans-serif font.

20TH
ANNIVERSARY

2021-22 VOLUNTEER HANDBOOK



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Greetings from the Executive Director!

Do you remember your first concert? You likely remember who you were with, details of what you saw, and even what you wore. Above all, you remember how that experience made you feel. Why? **Because music is memorable.**



Music helps us recall some of the best times of our lives. That's why more than 30,000 children, families, couples, friends and visitors chose to make memories at the Stefanie H. Weill Center for the Performing Arts each season. With music, movies, dance, comedy, family shows and more - *there's something for everyone!*

To make these experiences memorable we rely on the generosity of nearly 200 volunteers each season - people like you who are passionate about giving back to their community and engaging with the arts. We are so grateful for your support.

On behalf of the Board of Directors, staff, and patrons of the Weill Center, we appreciate you volunteering and look forward to making memories with you this season!

With gratitude,

A handwritten signature in black ink that reads "Katy Glodosky". The signature is written in a cursive, flowing style.

Katy Glodosky
Executive Director



Weill Center for the Performing Arts

A Destination for Experience Seekers, Concertgoers, and Theater Enthusiasts

The Weill Center for the Performing Arts is a 1,150-seat live event venue located in the heart of Downtown Sheboygan's growing arts and culture district. Each season the theater presents a variety of live events ranging from concerts and theatrical performances to comedy acts, movie nights, a family series and more. This season the theater will celebrate the 20th Anniversary of its restoration and reopening with a lineup like never before.

The history of the theater dates to the 1920s; Radios were a common household amenity, people listened to jazz music and drank bootleg liquor in secret speakeasys, and most Americans enjoyed nights out at the movies. Across the nation, hundreds of theaters were built to meet consumer demand. Today, the Weill Center is one of these remaining historic venues.

After sitting vacant for years, a group of dedicated volunteers committed to restoring the theater to its original grandeur - a Spanish colonial revival architectural style "atmosphere" theater with a starry night sky ceiling. With a generous gift from the Stefanie H. Weill Charitable Foundation and support from hundreds of community corporations and individuals, the theater reopened its doors twenty years ago on October 13, 2001. The theater is currently listed on the National Register of Historic Places.

To celebrate its 20th Anniversary season, the Weill Center will present a special lineup with a larger variety of acts than ever before appealing to a regional audience of more than 45,000 patrons. The season will kick off with headliner Josh Turner, multi-platinum country star. To follow, the legendary Oak Ridge Boys will bring their Elvira40 Tour to Sheboygan.

Broadway will also be back to Sheboygan for the first time in a decade with *An Officer and a Gentleman*. This new musical is based on the classic 80s movie starring Richard Gere and will feature the Grammy Award-winning #1 hit single 'Up Where We Belong', and a catalogue of music that gave voice to a generation. The Weill Center will also present the hilarious off-Broadway musical comedy spoof, *Spamilton: An American Parody*.

In addition, all ages will enjoy a cirque experience at B-The Underwater Bubble Show. Scott Bradlee's Postmodern Jukebox will appeal to many with a set list of classics to top 40 hits, all played with a vintage twist. Patrons can reminisce with The Drifters, The Platters & Cornell Gunter's Coasters, a salute to three of the most beloved Rock & Roll Hall of Fame groups.

Other performances include original bluegrass, americana, indie and folk music, movies, dueling pianos, tribute bands, professional dance performances, and more. Additional performances will be announced throughout the season including holiday shows and a family series. Corporate event sponsorships are also available. The theater is available for rent for team retreats, holiday parties, special events and more.

Weill Center for the Performing Arts

MISSION

Preserve this historic landmark theater in order to provide & sustain a majestic performing arts venue for the community and to serve the people of Sheboygan County and surrounding communities with the opportunity to enjoy cultural, educational, civic, and corporate events that will entertain and inspire.

STAFF

Katy Glodosky, Executive Director
Kim Meller, General Manager
Jenny Dibona, Accounting Manager
Olivia Parrott, Marketing and Events Coordinator
Brynne Wilman, Ticketing and Development Coordinator
Julian Jetzer, Technical Director
Tracey Cook, Production Coordinator
Greg Rakun, Audio Director
Austin Hamilton, Audio Technician
Grace Caster, Audio Technician
Daniel Wroblewski, Lighting Technician
Ryan Nischik, Technician
David Rothe, Technician
Ashley Fogeltanz, Graphic Designer
Jen Headley, Beverage Coordinator
Michelle McDaniel, Bar Lead
Kristin Weiland, Bar Lead
Ron McGettrick, Custodian

BOARD OF DIRECTORS

Chad Hamilton, President - Sargento Foods Inc
Jeff Madson, VP - The Vollrath Company
Mike Isken, Treasurer - Piggly Wiggly Midwest, LLC
Jennifer Le Clair Bemis, Secretary - The Le Clair Bemis Miller Group, Baird Private Wealth Management
Thomas Brickley - Commerce State Bank
David Gallianetti - Lakeland University
Paul Jochimsen - Jochimsen Wealth Management
Gerald Jones - Merrill Lynch, The O'Hare Wealth Management Group
Doug Pelletiere - Sargento Foods Inc
Amanda Salazar - John Michael Kohler Arts Center

Follow us for up to date information on all of our events!



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WEILL CENTER FOR THE PERFORMING ARTS

826 N 8th STREET, SHEBOYGAN, WI 53081

TICKET OFFICE: 920-208-3243

WEILLCENTER.COM

COVID-19 INFORMATION

as of August 2021



- The Weill Center will remain open at full capacity.
 - Masks are encouraged for patrons and volunteers.
 - Masks are required backstage.
 - Masks are required for unvaccinated staff/contractors in common areas and for ticket office volunteers.
-



Hand sanitizer stations are located throughout the theater.



Increased and enhanced cleaning between performances.



Patrons recently exposed to someone who tested positive for COVID-19 or those feeling ill must stay home.

Our policy is no refunds and no exchanges, but some exceptions can be made for those unable to attend due to COVID-related instances.



Glass barriers have been installed in the ticket office for in-person orders. Online orders are encouraged.



Credit card (touchless interaction for patron) and cash are accepted at concessions.

Pre-packaged popcorn is available for purchase at movie nights.

There will be no access to the coat room for select events.

Digital event programs will be emailed to patrons prior to events (for select events).

EMERGENCY PROCEDURES

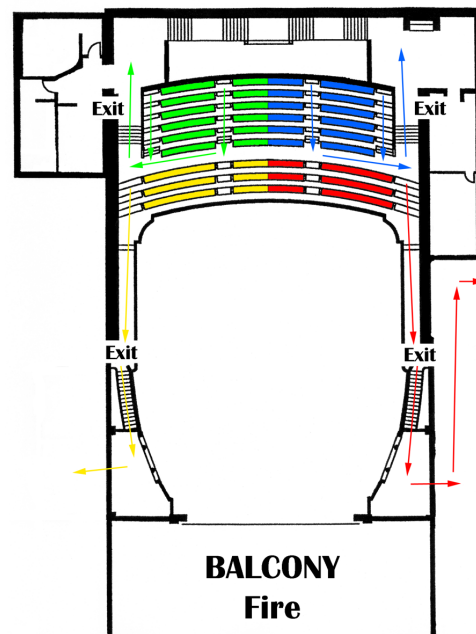
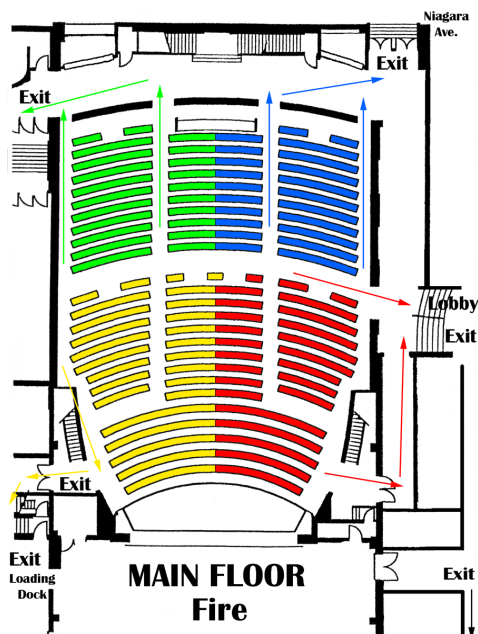
FIRE

Your primary responsibility: Get you and all the patrons near you out the nearest fire exit!

1. Report the condition to the House Manager.
2. Direct the occupants through the nearest available exits (see below directions).
3. During evacuation, DO NOT evacuate through smoke. DO NOT use elevator. Seek an alternate route.
4. Notify the authorities about patrons who may be in the building.

NOTES:

- If you are trapped in an area, stay and await rescue. The fire department's first mission is search and rescue.
- Our detection system automatically calls the Fire Department (you will likely not hear the alarm). Do not attempt to put out the fire or call the fire department.
- If you are a "mid-usher" on the main floor, it is your responsibility to assist patrons with mobility issues as you are able. Proceed to the handicap exit, near the front of the stage on the west side.
- During a fire there may be a lose electrical power. The emergency generator will power on within one minute and provide emergency lighting. The fire exit signs will remain lit.



WEATHER

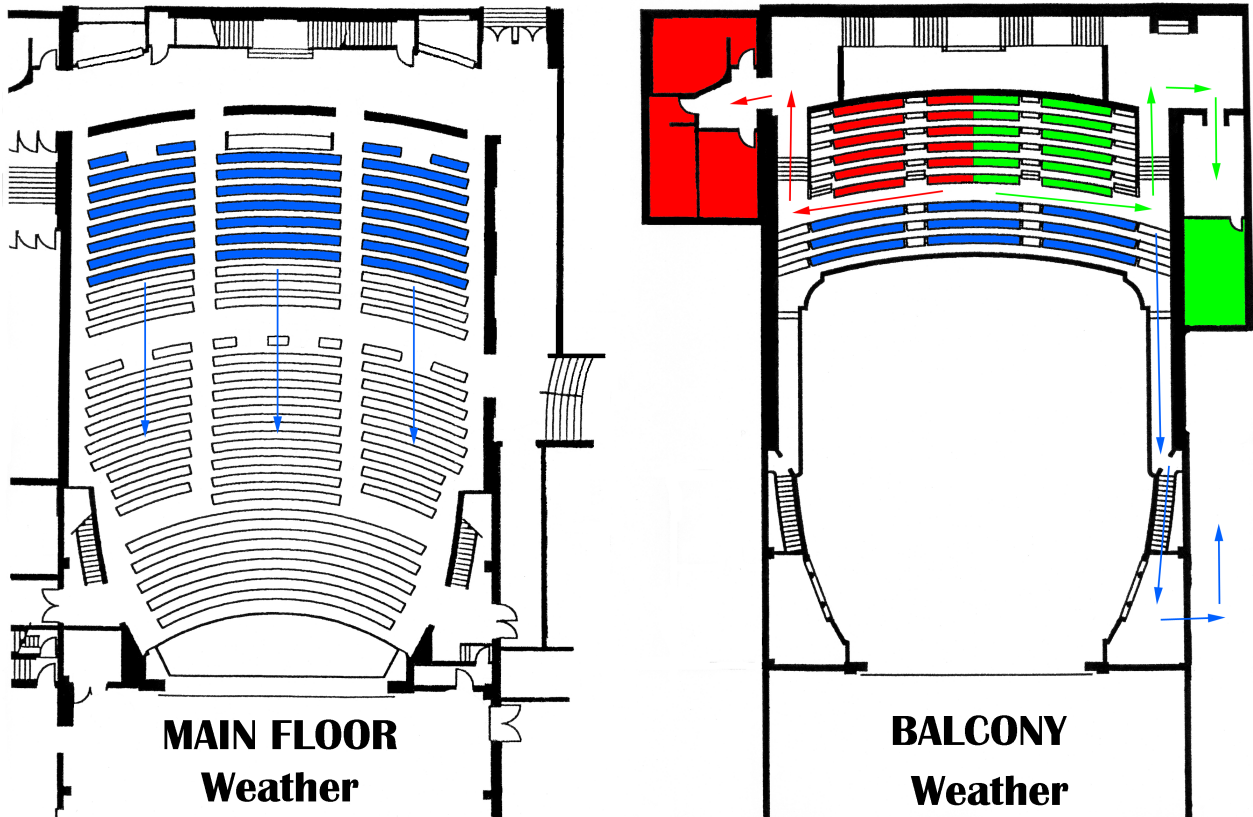
In the case of severe weather an announcement will be made for the audience. Ushers defer to the below emergency procedures:

- MAIN FLOOR: The main theatre structure is safe - ask patrons to remain seated. Have those patrons sitting under the balcony to move out from under the balcony.
- BALCONY: Balcony ushers should escort balcony patrons down the stairs to the stage. Guests should be seated on the stage.

The basement area under the Green Room and the stage is the most structurally sound location in the building. However, it is not a safe procedure to move the audience to the basement because they would pass exterior building walls, doors and windows in the process.

NOTES:

- If power is lost the emergency generator will power on within one minute. The fire exit signs will remain lit.
- Flashlights can be found in the bottom drawer of the volunteer cabinet in the coat room.
- The elevator car will remain wherever it was when the power failed. Emergency lights will switch on immediately. To become operable, the elevator must be serviced by the fire department, who will automatically be notified.



MEDICAL EMERGENCY

A medical emergency may include but is not limited to: cardiopulmonary emergency (heart attack, stroke, choking, breathing problems, etc.); seizure; fall; severe bleeding; loss of consciousness.

The Wisconsin Good Samaritan Law supports that a Weill Center Employee or Volunteer may attempt to assist the victim (if they are NOT a certified physician or nurse) and not be liable for civil litigation (lawsuit). Employees or volunteers who are CERTIFIED by an accredited organization (American Heart Association, American Red Cross, etc.) may perform first aid measures up to the level of their certification. If a Weill Center volunteer is trained in CPR, it remains a personal decision of the individual volunteer whether they would like to assist the victim.

With a medical emergency:

1. Direct a person to CALL 9-1-1 - Direct them to the Weill Center at 826 N. 8th St., Sheboygan.
2. Clear the area around the victim.
3. If necessary, Start CPR or rescue breathing - if you are trained.
4. Direct a person to notify the House Manager.
5. Direct a person to meet the Emergency Medical Service personnel at the lobby doors.

First Aid Kits (antiseptic, bandages, gauze, tape and cold packs) are in the:

- Ticket Office
- Green Room (Backstage area)
- Coat room, above the refrigerator

An AED device for restarting a heart is located in the lobby hallway, on the wall near the lady's restroom.

Narcan nasal spray for opiate overdose is located in the Ticket Office.

PROCEDURE

- Ask permission to assist the person. (If he/she is alone and not conscious, it is assumed he/she would give us consent to assist)
- Do not offer victim any drugs or food or water.
- Do not move victim. (Only move victim if he/she is in immediate danger such as in a fire)
- Strongly encourage victim to remain lying down to avoid further injury.
- If the individual is with a companion, get as much information from he/she as possible regarding the situation.
- Make sure the person is made as comfortable, if possible, until Emergency Medical Service personnel arrive.
- Fill out an Accident Report found in the Ticket Office after any medical emergency is over. It is important to receive the victim's signature or signature of significant other.

To report an injury, notify the house manager. You will be asked to complete an injury report.

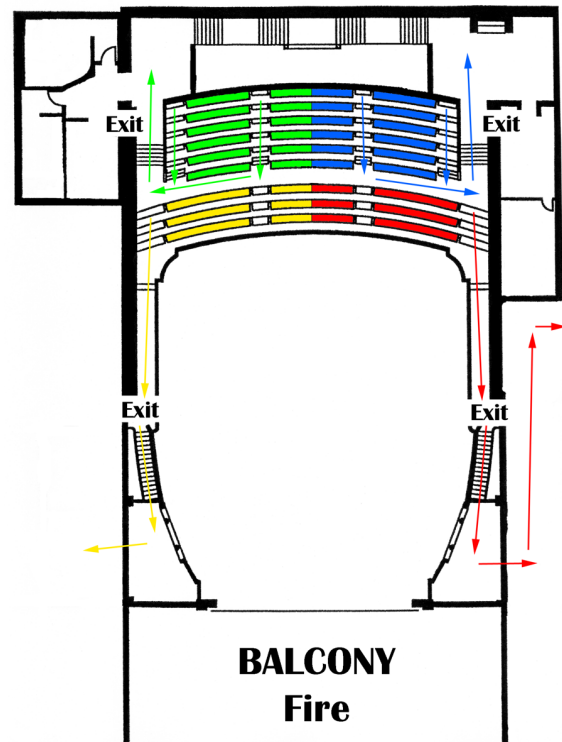
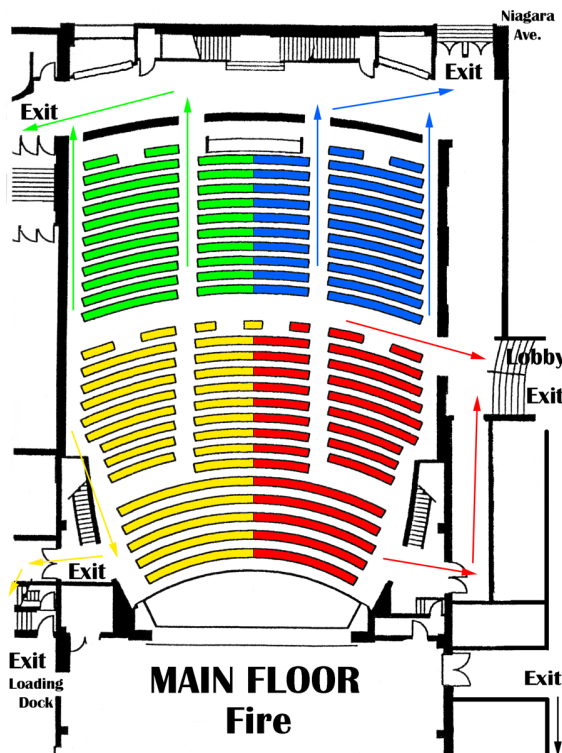
BOMB THREAT

Your primary responsibility: Evacuate - Get you and all the patrons near you out the nearest exit!

Evacuation Procedures:

1. Facility staff is notified by radio or in person before an evacuation plan is initiated.
2. An announcement will be made with instructions.
3. Direct the occupants through the nearest available exits. (See directions below)
 - *If you are a "mid-usher" on the main floor, it is your responsibility to assist patrons with mobility issues as you are able. Proceed to the handicap exit, near the front of the stage on the west side.
4. Do NOT re-enter the building.

*If you have additional information on the bomb threat, please alert authorities and inform Weill Center staff.



ACTIVE SHOOTER

House lights will be turned on if possible.

If there is an accessible escape path, attempt to evacuate the premises.

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

If evacuation is not possible:

- Find a secure location, stay quiet and keep the lights off until authorities arrive and announce themselves.
- If the shooter manages to breach your location, throw as many items at the shooter as possible. Be loud and disruptive as this will create confusion for the shooter.

*If you have additional information on the shooter, please alert authorities immediately.



VOLUNTEER POLICIES

Signing up to work an event

Every few months, the Weill Center will distribute sign-up sheets for upcoming events via email. Promptly return these forms with your availability to the Weill Center and a member of our staff will confirm what dates/times/positions where help is needed. It is recommended to sign up for at least 3 shows in each two-month period.

Mandatory volunteer meetings

Volunteers must attend the volunteer meeting for each show you are confirmed to work. The volunteer meeting is held in the main lobby 15 minutes before the House opens. (The House normally opens 1 hour before the show starts.) Assignments and policies are reviewed and adjusted per show. Important show information is shared at this meeting.

Volunteer expectations:

- Be prompt and reliable.
- Be polite and professional.
- Be neat and clean.
- Sign-in upon arrival on the volunteer sign-in sheet in the coat room.
- Get your volunteer nametag (alphabetized in the cabinet) and lanyard (hanging on the coat rack).
- Volunteers are expected to fulfill their volunteer duties for the duration of the event until excused by the House Manager.
- Each volunteer is allowed one complimentary beverage per shift.
- Volunteers must be excused by the House Manager (please check with the House manager to confirm duties are fulfilled prior to leaving).

YOUR VOLUNTEER CONTACT:

Brynne Wilman, Ticketing and Development Coordinator
920-208-3243, bwilman@weillcenter.com

*****Please notify Brynne 24 hours in advance or more if you are unable to make your shift.*****

HOUSE POLICIES:

MASKS ARE ENCOURAGED.

DELAYS - We reserve the right to delay the start of an event due to any circumstance.

PHOTOS AND VIDEOS ARE PROHIBITED unless otherwise noted during the curtain speech. No flash photography is allowed at any time.

CLOTHING – All patrons are required to wear shoes and shirts when in the building.

SMOKING IS PROHIBITED in the theater, including the use of e-cigarettes. Designated smoking areas are located outside of the front lobby doors.

RE-ENTRY IS NOT PERMITTED (Except for those in designated smoking areas. Please have ticket available for re-entry.

CONCESSIONS are available in the back of the theater. Concession workers are volunteers. Please be kind and generous.

ACCESSIBILITY - Handicap accessible seating is available for patrons on the main floor. Please note the elevator does not have access to the theater balcony seating, only on the main floor. The handicap accessible exit is the front lobby doors.

EXITING AFTER THE SHOW - You may use the rear theater exits and the lobby exit after the show.

DISCLAIMER: Any and all photos or videos taken by the Weill Center of you can and may be used for promotional pieces.

EMERGENCY EXITS are located under each EXIT sign. In case of emergency, quickly exit through one of these doorways. A handicap accessible emergency exit is located through the curtains near the stage, house right.

TICKETING INFORMATION:

EXCHANGES/REFUNDS – All ticket sales are final. There are **NO** refunds and **NO** exchanges of tickets.

LOST/MISPLACED TICKETS – For lost tickets, call the Ticket Office prior to the performance for assistance. Reprinted tickets will cost \$1 each and will be placed in Will Call only.

SEATING – Municipal Fire Code requires all patrons to possess a ticket for admission to any performance. There are no exceptions to this rule.

LATE SEATING – For the consideration of the patrons and artists, latecomers will be asked to enter the theater through the back and escorted to their seat.

PROHIBITED ITEMS:

- Cigarettes/e-cigarettes
- Weapons of any kind
- Food & beverage
- Large purses and backpacks
- Strollers/car seats
- Large cameras



WEILL CENTER VOLUNTEER DRESS CODE

Each event's dress code will be communicated with your shift confirmations.

CLASSIC ATTIRE

TOP

- Long sleeve white or black shirt/blouse with collar (appropriate neckline)
 - Black sweater if desired
- Name tag lanyard provided by the Weill Center
- Optional: Black bow tie and/or formal vest
 - *Black formal vest and bow tie are available for purchase at DuBois or provided for one-night use by the Weill Center (in coat room)*

BOTTOM

- Black dress pants or modest-length black skirts. No denim or leather.
- Black shoes - in good condition (No open toes)

CONTEMPORARY ATTIRE

TOP

- Weill Center-issued t-shirt or black shirt/blouse with collar (appropriate neckline)
- Name tag lanyard provided by the Weill Center

BOTTOM

- Dark pants (jeans are acceptable)
- Clean shoes - in good condition (No open toes)



VOLUNTEER JOB DESCRIPTIONS

VOLUNTEER POSITIONS

- Ushers
- Security / Lobby Attendants
- Ticket Scanners
- Elevator Attendants
- Coat Room Attendants
- Door Greeters
- Merchandise Sales
- Concessions

- Ticket Office Volunteers*
- House Managers*


* Separate training required for TICKET OFFICE VOLUNTEERS and HOUSE MANAGERS. Please speak with Brynne Wilman to coordinate an individual training if you are interested in these positions. *

NOTES:

- All volunteers report to the house manager night of show.
- Not all positions are used for all shows.
- Volunteers are *assigned* to positions for each show – your assignments may change from show to show.
- Flashlights and ear plugs are in the bottom drawers of the volunteer cabinet in the coat room.
- LOST AND FOUND is located in the ticket office.

HERE'S WHAT A
2021-22 TICKET
LOOKS LIKE

123348	NO REFUNDS / NO EXCHANGES
Customer Id	Josh Turner
Last Name	Weill Center for the Performing Arts
FestivalGold	02 Apr 2019 02:30 PM
\$20.00	FestivalGold \$20.00
SECT. A	A Q S1
ROW Q	
SEAT S1	



QR CODE

ROW

SEAT

USHERS

Volunteer stations - outlined on attached seating map

Down Front Left	Mid Aisle 4	Rear Aisle 3
Down Front Right	Row A Left	Rear Aisle 4
Mid Aisle 1 Side	Row A Right	Balcony Center
Mid Aisle 2	Rear Aisle 1	Balcony Right
Mid Aisle 3	Rear Aisle 2	Balcony Left

- **Ushers are always on 'on duty'** - you will NOT be able to see the entire show.
- Stand for long periods of time and climb up and down stairs.
- Remain at volunteer position for the duration of the time required.
- In case of emergency - participate in emergency evacuation.
- Assist patrons with a safe evacuation without compromising your own safety.
(See emergency procedures)
- Balcony - NO ONE is allowed on the side balcony walkways.
- The Down Front House Right curtains/exit is for EMERGENCIES ONLY.
- Show people to their seats.
- Familiarize yourself with ticket layout and seating chart. (Separate page)
- Carefully read the tickets to ensure patrons are seated correctly.
- When the show starts, Down Front ushers and Mid Aisle Side ushers to close curtains.
- Escort latecomers to the rear of the theater to enter - rear ushers to assist with finding their seat. (May need to use flashlights)
- Scan the audience - correct patron's behavior as necessary. (No flash photos or behavior problems - if necessary, notify the house manager)
- Dispose of programs, packaging, cups, debris, etc. in the auditorium.
(Garbage bags and plastic gloves are in the coat room by the volunteer sign-in sheet)
- Put any Lost and Found items in the Ticket Office.

TICKET SCANNERS

SET UP:

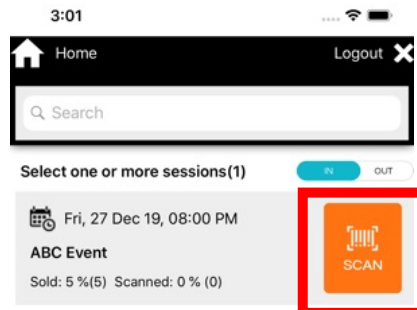
- Set up ticket taking stations and stanchions near entrance.
- Roll out the donation box from the coat room into the lobby.

REMINDERS:

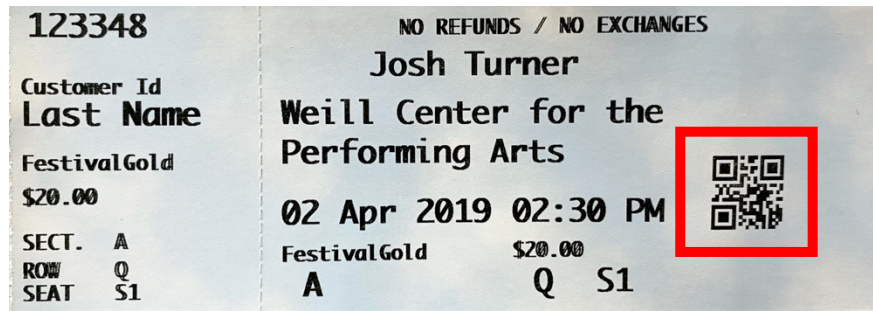
- Do not allow large purses, backpacks, etc. - ask that patrons return to vehicle.
- NO carry-ins.
- All strollers and car seats should be left in vehicles.
- If there are any problems during ticket taking, send the patron to the Ticket Office.

SCAN TICKETS:

- Have patron rest their ticket on the ticket stanchion to keep it steady.
- If not already at the camera screen, select SCAN for the appropriate event.



- Hold phone 6 inches away from the ticket, pointing the camera at the QR code.



- Hold camera over QR code until you hear the beeping noise and see the green window pop up at the bottom of the screen.
- If you see a red window pop up at the bottom of the screen and hear an alarm noise, direct the patron to the Ticket Office.

ATTEND TO THE LOBBY:

- Remain in the lobby through the entirety of the event. (There must always be someone in the lobby!)
- Ensure patrons who come late have a ticket
- No re-entry is permitted (with exception of smoke breaks). - People should present ticket upon re-entry.
- Alert house manager or authorities (call 911) if any suspicious individuals enter the lobby.
- You may sit on the couches in the lobby.

ELEVATOR ATTENDANT

- Look for individuals with wheelchairs, escort through lobby and assist with getting them from lobby level (L) to auditorium level (A).
- Hold elevator doors open for patrons.
- Escort individuals with handicaps and wheelchairs out exit routes in case of emergency.
- Please wait until 20 min. after the show has started to leave your station - *Find a seat near the back of the theater and enjoy the show!* * **There will be events that require attendants to remain by the elevator for the entire event.**
- Report back to the elevator prior to the start of intermission and 30 minutes prior to the end of the show.
- Please check with the house manager prior to leaving.

COATROOM ATTENDANT

*The coatroom may not be used for every event.

- The coat room is a complementary service for our patrons.
- Have the donation boxes in place. (These are in the coat room above the safe)
- Hang all garments as carefully and accurately (in numerical order) as possible.
- Provide patrons with one of the two identical “tags” on the hanger.
- Patron keeps (and must return) ticket tag to get coat.
- Please wait until 20 min. after the show has started to leave your station - *Find a seat near the back of the theater and enjoy the show!*
- ***There will be events that require attendants to remain in the coatroom for the entire event.**
- Report back to the coat room prior to intermission until show resumes, and again prior to the end of the show.
- When all coats have been returned to patrons, you may leave.

MERCHANDISE SALES

- Responsible for merchandise inventory, cash till and iPad/Square point of sale.
- Set up merchandise table, artist merchandise, and signs.
- Be familiar with items, prices, and sales procedures - accurately sell merchandise.
- Remain at this station for the entire event. (May coordinate breaks with volunteer assigned to staying in the lobby)
- Manage after show sales.
- Close out event sales with house manager or artist merchandise representative. You are not expected to handle the settlement or accept money from the representative. The house manager will handle that task.

CONCESSIONS

Work with the Concession Lead to determine who will lead register transactions and who will prepare drink orders

- Get cash bag and tray from house manager.
- Prepare cash tray.
- Turn on i-Pad.
- Get ice for mixed drinks and put in ice bucket. (Use bags of ice or get ice directly from ice machine)
- Ice product if needed. (Ask bar support for help)
- Prepare limes/lemons for mixed drinks.
- Ensure storage areas are unlocked and accessible if extra product is needed.
- Ensure each area is stocked appropriately; stock with product if needed.
- Assist with icing product as needed.

Close concessions - *Get cue from house manager*

- Wipe down counter tops, throw away old fruit, dump ice in sink, close gate.
- Gather all bar towels and place in a pile on counter.
- Wash shot glasses, knives and cutting boards.
- Count cash and give cash bag to volunteer lead. (Whoever is conducting volunteer meeting)
- PLUG IN i-Pad FOR CHARGING!
- Empty garbage as needed and place into garbage cans in NW exit lobby.
- Manage beverage lines - direct individuals to another bar location if line is too long.
- Bag ice. (Lower level of east concessions)

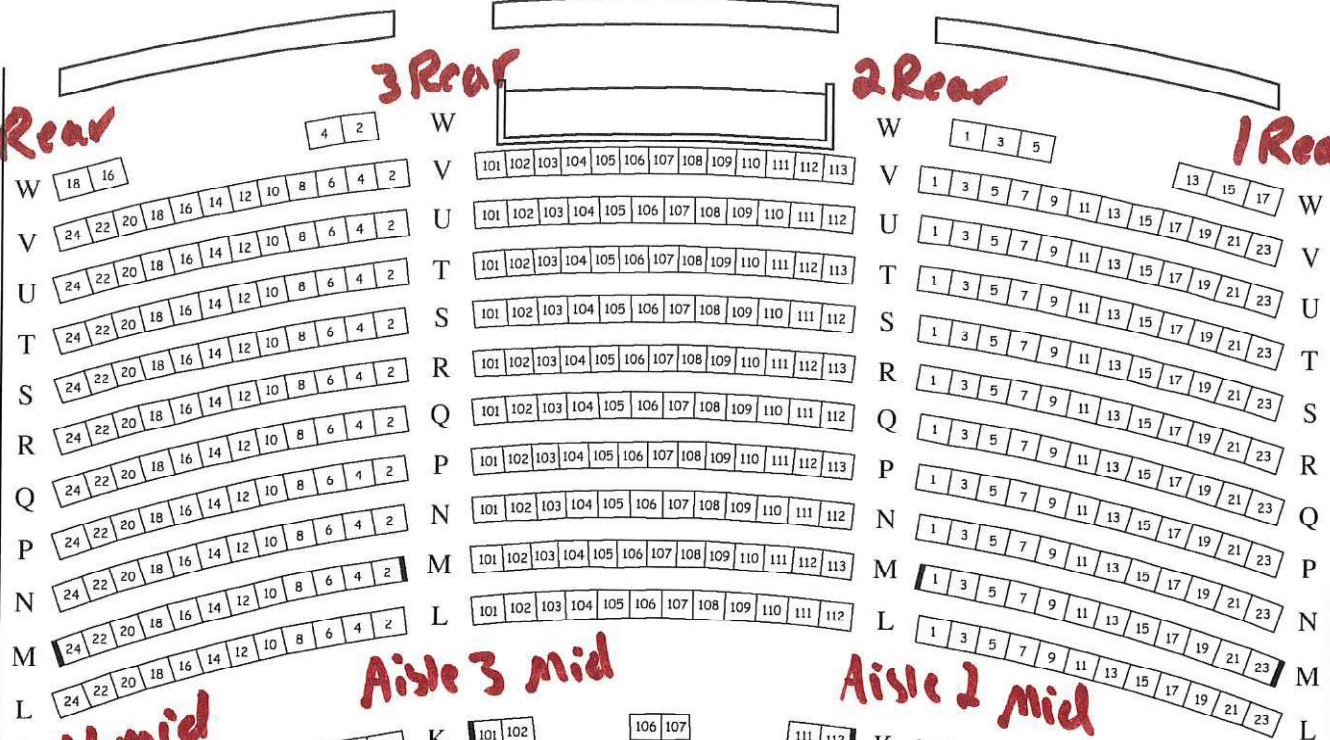
RE-STOCK IF NEEDED

4 Rear

3 Rear

2 Rear

1 Rear

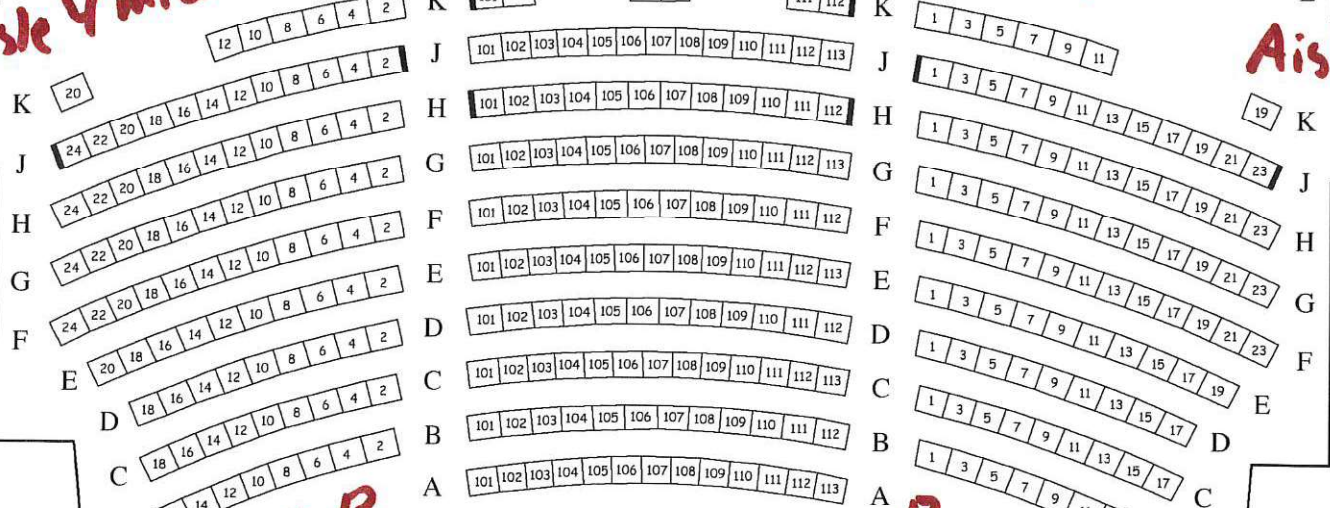


Aisle 4 mid

Aisle 3 mid

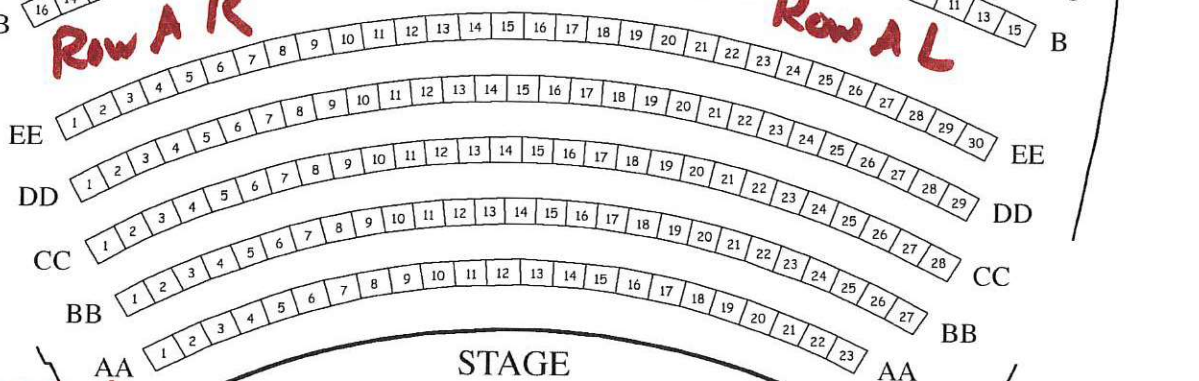
Aisle 2 mid

Aisle 1 Side



Row A R

Row A L



Down Front R

Down Front L

