

# **CONTENTS OF POLICIES AND PROCEDURES HANDBOOK**

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# **Policies and Procedures for Albany Civic Theater, Inc.**

**Originally Adopted August 2, 2009**

**Amended August 2023 and approved by the board of directors, updated August  
COVID-19 Protocols added September 2021 and updated September 2022.**

**COVID-19 Protocols removed August 2023 .**

## **Mission Statement:**

**Albany Civic Theater is an all-volunteer, non-profit community theater that entertains and enriches our audiences through a variety of productions that enhance the cultural life of our community. ACT offers a range of challenging creative opportunities to include and inspire diverse populations and people of all backgrounds and ages to participate in theater. ACT cultivates an appreciation of the performing arts in our community, educates through experience, and cooperates with other arts groups.**

## **Purpose for this Manual:**

**Albany Civic Theater has developed a manual so that members do not need to rely on people putting in their notions on how things should be done or have been done in the past. Remember, policies and procedures can be changed in the future but having a manual gives all volunteers and future boards a good starting point.**

**One of the goals of the Board of Directors is seeing that volunteers succeed both on stage and off. In order to do that, Albany Civic Theater has established a protocol that identifies who is in charge and who knows the guidelines directed by a policy and/or a procedure. Not only will a policy and procedure manual help our volunteers succeed, it will also offer future boards a blueprint of what has worked in the past. It is important to add that policies must not conflict or countermand the Bylaws.**

## **1. Policy Review, Dating and Numbering**

### **Policy:**

**1.0 Policies should be logically organized, reviewed, and updated as needed.**

### **Procedure:**

**1.1 All policies shall be dated, numbered, and retained in notebook fashion in the mailroom.**

**1.2 Policies shall be designated as approved and reviewed annually by the Board of Directors.**

## **2. Adopted Policies**

**Policy:**

**2.0** The purpose of this policy is to establish guidelines for developing policies for Albany Civic Theater. (Hereafter referred to as ACT)

**Procedures:**

**2.1** Board policies are the documents by which the Corporation is governed. The Board shall operate the Corporation within the framework of these policies. Proposals for new policies or changes to existing policies may be initiated by any Board Member or Administrative Member.

**2.2** Final action on a policy or policy change shall not be adopted at the meeting at which a change proposal is introduced. Action shall be taken no sooner than the next regularly scheduled board meeting.

**2.2.1** Temporary approval may be granted by the Board in lieu of formal action to meet emergency conditions which shall take place before formal action can be made.

**2.3** The Secretary shall establish an orderly plan for preserving and making accessible printed and/or digital copies of the policies adopted by the Board.

### **3. Fiscal Year**

**Policy:**

**3.0** The fiscal year of Albany Civic Theater, Inc., begins on September 1 and ends on August 31.

**Procedure:**

**3.1** All budgeting accounting and business functions shall be conducted on a fiscal year basis.

**3.2** The play season and administrative membership shall correspond to the fiscal year as set.

### **4. Check Signing**

**Policy:**

**4.0** All checks issued on behalf of the Corporation shall be written by the Treasurer or a board-approved designee, and signed by two designated board members. At least three board members shall be designated as check signatory.

**Procedure:**

**4.1** Prior to the beginning of the new fiscal year, the incumbent Secretary and President authorize the new board signatory for the issuing of checks for the new fiscal year.

- 4.2 The check register of the Corporation shall be the property of the Treasurer and shall be available for the Board Members or their designee for review.
- 4.3 Check signers will go through the sign up process with bill.com, which will enable them to sign checks online, bill.com requires two signers for the theater.
- 4.4 Checks being paid may be done by either physical check or online check at the discretion of the treasurer.

## **5. Board Powers and Responsibilities**

### **Policy:**

- 5.0 The Board of Directors serve these essential functions:
- As the legal governing body of the non-profit corporation (we are 501c3), the Board is responsible for making sure that the theater complies with federal and state rules governing non-profits.
  - The Board holds the ultimate responsibility for making sure everything that needs to get done from productions to building maintenance - is completed.
  - In addition, the Board fills the role of “producer” of all plays, from authorizing budgets to approving unusual production requests (i.e., removal of seats), as well as coordinating all “front of the house” activities (publicity, house, facility maintenance, etc.)
  - The Board of Directors has legal and ethical responsibility to the organization.
  - Board members shall avoid doing anything that would pose a financial conflict of interest or jeopardize the theater’s legal status as a non-profit organization.
  - Board members have an ethical obligation to set a good example for the rest of the organization, whether it is in how we treat our volunteers or how we treat our property and each other.
  - After a show closes, the Production Coordinator will send out a survey to members of the cast and crew.

### **Procedure:**

- 5.1 The Board shall make sure tax statements are filed, liability and accident insurances are up-to-date, yearly corporation and non-profit status fees are filed, building and fire codes are followed, and donations made to the organization shall be acknowledged for the patrons’ tax obligations. The Board has a duty to conserve and maintain the resources and physical property of the corporation.
- 5.2 The Board shall make meetings accessible to members and volunteers as designated by the Bylaws (Article IV- Meetings; Sections 9). The Board does retain the privilege of meeting in executive session to discuss personnel, acquisition of property, and security (these executive sessions are not recorded). Decisions made through outside discussions or through email will not be binding until presented and voted on at the next open board or administrative meeting.
- 5.3 Board members shall perform duties in order to fulfill responsibilities and expectations. These duties are as follows:

**5. 3. 1 Attend all possible Board meetings and actively take part in business transacted by the Board.**

**5. 3. 2 Serve and function on committees when requested and can do so.**

**5. 3. 3 Give reports regarding business whenever such reports are called for.**

**5. 3. 4 Help promote programs that are in the interest of the organization.**

**5. 3. 5 Assist in developing the rules by which any meeting is to be conducted.**

**5. 4 The above duties and responsibilities of the Board members are in addition to those covered in the Articles of Incorporation and the Bylaws or by other specific policies.**

**5. 5 Surveys - Production coordinator will send out the week of strike. Surveys are sent to the production director via email for them to distribute to cast and crew.**

- **After waiting 2 weeks for responses, the board may review and the president will send out a spreadsheet to the production director with appropriate responses for possible improvement or to open a door to conversation with the production director about issues raised in the surveys.**

## **6. Conflict of Interests**

**Policy:**

**6. 0 No member of the Board of Directors shall participate in any discussion or vote on any matter in which they or a member of their immediate family has potential conflict of interest due to having material economic involvement regarding the matter being discussed.**

**A conflict of interest is defined as an actual or perceived interest by a Board Member in an action that results in or has the appearance of resulting in personal or monetary gain.**

**Members of the Board of Directors for Albany Civic Theater, Inc., and of their immediate family are prohibited from accepting gifts, money or gratuities from the following:**

**Persons receiving benefits or services from the organization:**

- **Any person or entity performing or seeking to perform services under contract with the organization, and**

- **Persons who are otherwise in a position to benefit from the actions of any volunteer of the organization.**

**A volunteer within the organization may, with the prior written approval of the Board of Directors, receive**

- **a stipend for the directing staff of a production, or playing the piano during rehearsals OR**
- **a scholarship for studying aspects pertaining to performance and entertainment.**

**Procedure:**

**6.1 When a situation of a conflict of interest presents itself, the Board member must announce their potential conflict, disqualify themselves, and abstain from participation in the meeting until discussion is over on the matter involved**

**6.2 The President of the meeting is expected to make inquiry if such conflict appears to exist and the board member has not made it known.**

## **7. Obtaining Bids**

**Policy:**

**7.0 Unless ACT has already negotiated a maintenance contract, it is the duty of the Facility Coordinator, or a volunteer designee, to obtain multiple bids on work to be done at the theater if the project is one that shall require an expense over \$500.**

**Procedure:**

**7.1 The Facility Coordinator, or a volunteer designee, shall obtain at least two bids or estimates, at least one from an official business entity, that must provide a W-9 prior to the start of work on the project.**

**7.2 If the cost of a project exceeds \$500, the Facility Coordinator must gain the approval of the Board before proceeding with the project.**

**7.3 In awarding contracts, the Facility Coordinator or the Board may consider factors other than the lowest bid. Such factors may be contractor reputation, ability to incorporate volunteers into the work, etc.**

**7.4 Article VII – Miscellaneous, Section 1 of the bylaws indicates that the President and/or the Secretary signs the contract.**

## **8. Encouraging Membership**

**Policy:**

**8.0 Memberships are good for the season that runs from September 1 through August 31. Membership allows a volunteer to vote in all general meetings and serves as admittance to the Big Night event that is honoring volunteers from the season that they were a member.**

- **To attend the awards celebration, known as Big Night, individuals must have been members of the season being honored at the celebration, or purchase a membership at the door.**

**Procedure:**

- 8.1 Members for the new season may purchase their memberships in these ways:**
- 8.1.1 Online using the link on the theater website (usually starting in August)**
  - 8.1.2 At the box office anytime the box office is open**
  - 8.1.3 At the box office before any administrative membership meeting**
  - 8.1.4 At the box office on Big Night**
  - 8.1.5 By contacting the Box Office Manager.**
  - 8.1.6 By volunteering for a minimum of 6 hours in a given season**
    - 8.1.6.a If a member has previously paid for a membership and then volunteers for 6 hours, their paid membership can be forwarded to the next season.**

## **9. Maintaining an Administrative Membership Roster**

**Policy:**

**9.0 A membership list shall be kept and updated by the Secretary. This should be done to ensure that new members receive information. If the list is updated following each show of the season, it should be complete when the nominating committee needs it and for balloting purposes.**

**Procedure:**

- 9.1 Upon receiving dues or minimum number of volunteer hours from a member the Secretary shall ensure that there is an accurate email address, mailing address, and/or phone number associated with that member.**
- 9.2 Access to the current membership list shall be given to all members of the board. The Database and Volunteer Managers may request a list at any time.**
- 9.3 Members have a right to the privacy of the information that they give. Lists shall not be given to non-members or sold to businesses or other organizations.**
- 9.5 The Secretary should make available the Administrative Membership list to the Nominating Committee for its survey contacts, and to the Big Night Committee for issuing Big Night Voting Ballots.**

## **10. Maintaining Lists for Season Pass Holders, Donors, and Newsletter Recipients**

**Policy:**



**10.0** Addresses, telephone numbers, and e-mail addresses of season pass holders, donors, and newsletter recipients shall not be shared with anyone outside of the organization.

**Procedure:**

**10.1** Lists of season pass holders, donors, or newsletter recipients shall not be sold to a third party.

**10.2** The Box Office Manager and the Treasurer maintain lists of all season pass holders and donors, including their email addresses, mailing addresses, and/or phone numbers. The Database Manager maintains a list of postal newsletter recipients and their mailing addresses. The Newsletter Manager maintains a list of email addresses for eNewsletter recipients.

## **11. Publication of the Minutes of the Board of Directors and the Administrative Membership Meetings**

**Policy:**

**11.0** The Secretary shall make available the minutes of the meetings conducted by the Board of Directors and the Administrative Membership.

**Procedure:**

**11.1** After each meeting, the Secretary shall post the Minutes on a bulletin board in an easily accessible area in the theater. It shall be the responsibility of the Secretary to provide, upon request of members or volunteers, copy(ies) of any meeting of the season.

## **12. Donor Recognition**

**Policy:**

**12.0** Donors to Albany Civic Theater shall be acknowledged on a list in a prominent area in the lobby of the theater.

**Procedure:**

**12.1** The Treasurer shall update the Donor List each month and provide these updated lists to the President or Vice President. The list shall include names, addresses, telephone numbers, and amounts. Names of our donors shall be published, but their addresses, email addresses, and telephone numbers shall remain private. Amounts shall only be designated within a tiered system.

**12.2** Each quarter, the Treasurer shall also provide to the Vice President and the Website Manager a tiered list of those donating during the past twelve months. The

current tiers are divided into these designations: Over \$1000, \$500 - \$999, \$100 - \$499, \$50 - \$99, \$1 - \$49. The Fundraising Manager, or a designee, shall be responsible for placing the list in a prominent place in the main lobby.

### **13. Volunteer Recognition**

#### **Policy:**

**13.0** A special event shall occur yearly to recognize volunteers for their achievements. This event may be temporarily suspended in the case of an emergency situation.

#### **Procedure:**

**13.1** The Vice-President is responsible for planning and executing the event for volunteer recognition. In the case where there is an outgoing and an incoming Vice-President, the outgoing Vice-President will be responsible for planning the event while training the new Vice-President.

**13.2** The Administrative Members will nominate and vote in September for the following honors:

- **Doug Johnson Award for Long-Term Service to the theater.**
- **James Hendricks Award for Most Promising Newcomer (within the past two seasons)**
- **Regina Frager Award for Support by a Business or Outside Organization**

**13.3** The President, at the September Board meeting, in executive session, should have the board vote for the following honors (if merited):

- **Nancy Fairchild Award for Mentoring**
- **Music Mentor Award**
- **Stage Manager Award**

**13.4** Following the last production of the season, the Vice-President will send out a ballot to the Administrative Members allowing them to vote for best actor awards and best designer awards.

**13.4.1** The ballot will contain the title of the production and the names of every performer.

**13.4.2** The ballot will also include backstage positions to recognize outstanding achievement for each of the designers involved with sets, lighting, sound, costumes, make-up, hair, and props. ■

**13.5** The Vice-President will prepare ballots for the People's Choice Poster so that the patrons attending the final season's production may choose. The ballot will be an insert in the production's program. A ballot box will be set up for the voting.

**13.6** The Vice-President will prepare ballots for the Favorite Play Award to be distributed in the newsletter announcing the first production of the new season. Recipients

of the newsletter will choose the Favorite Play Award of the past season by mail or by delivery to the theater.

**13.7** The President will determine the recipients for The President's Awards. This award will go to as many volunteers as the President deems has performed outstanding work during the season. The President may ask other Board members, volunteers and administrative members for suggestions.

**13.8** The Vice-President will ask each director to determine up to three volunteers who worked on their production for the Unsung Hero Awards. This recognition should go to those who performed perhaps some obscure job that others may not be aware of. A production director may give more than three awards but should be willing to absorb the cost.

**13.9** Depending on the budget allowed by the Board, the Vice-President will be free to determine the style of the awards given.

**13.10** The Board is free to establish other categories of recognition.

## **14. Lifetime Recognition for Volunteers**

**Policy:**

**14.0** The Board may recognize a volunteer who has been active for many years, but because of any number of reasons can no longer be as active but who still shows an interest in the organization.

**Procedure:**

**14.1** Any Administrative Member may recommend to the Board of Directors the name of a volunteer to bestow Lifetime Membership. The Board will make a selection by simple majority vote.

**14.2** The Lifetime Member will be contacted and acknowledged at the next Awards Event.

**14.3** The Treasurer will see that Lifetime Members who were designated prior to 2018 receive a free season pass for life.

**14.4** The Treasurer will see that Lifetime Members designated in 2018 or afterward will receive a "Golden Ticket", in lieu of a free season pass for life. The Golden Ticket ensures that these lifetime members are allowed free entrance to any show that is not sold out.

## **15. Promotion of an Environment Free from Conflict**

**Policy:**

**15.0** Albany Civic Theater commits itself to creating and maintaining an environment that is free from sexual harassment, intimidation, threats, and violent acts for all volunteers and patrons. Threats, intimidation and acts of violence shall not be ignored, condoned, or tolerated.

**Albany Civic Theater can best perform its mission of producing a year-round season of top-quality comedies, dramas and musicals when volunteers and patrons co-exist in a climate that supports the free exchange of ideas and utilizes constructive methods of conflict resolutions.**

**Albany Civic Theater has crafted a Code of Conduct. It is available on our website and as an addendum at the end of this document.**

**Procedure:**

**15.1 Any allegation should be brought before the production's Liaison or Director, who will investigate. If there appears to be an infraction, the Liaison or Director will report it to the President of the Board of Directors.**

**15.2 The President shall call a closed session to hear information from both parties directly involved. Any and all acts of sexual harassment, intimidation, threat, or acts of violence by volunteers shall be considered serious misconduct and shall be the basis for contacting law officials or requesting that the individual displaying any of these behaviors not return to the theater.**

**15.3 Upon taking office, all board members, managers, production directors, and liaisons shall be provided with a copy of the Code of Conduct.**

## **16. Promotion of Safety Practices On and Off the Stage**

**Policy:**

**16.0 The Board of Directors shall encourage safe practices, on stage and off, at all times. All of us must be wary of possible ways that accidents and other mishaps may happen to both volunteers and patrons.**

**Procedure:**

**16.1 The President, or a Board designee, will present a segment on safety practices during the annual Production Directors meeting. The Production Directors will be urged to read the section in the Production Manual that pertains to safety practices.**

**16.2 Production Directors shall pass on this information pertaining to safety to their casts and crews. The Production Directors will monitor the safety practices to help prevent accidents.**

**16.3 The Set Construction Head shall monitor workers who are using the shop equipment and lifting and moving set pieces to make sure they are observing safety measures. Also imperative is clean-up after all work parties.**

**16.4 The Light Designer shall make sure that there are at least two people on hand when ladders are being used to hang lights. Anyone under the age of 19 should not be allowed to climb tall ladders.**

**16.5 The Production Coordinator or designee shall monitor how sets have been built and, when necessary, offer suggestions for further safety.**

**16.6** The Production Coordinator and the Production Director will discourage rushing through set strike. Removal of all nails, screws, and staples from lumber before it is returned to storage is one safety feature that is essential.

**16.7** The Board of Directors will maintain injury insurance to cover volunteers who are injured working at ACT if they do not have their own health insurance.

**16.8** If an injury occurs during a rehearsal, set construction/strike, or a performance to a cast or crew member, the Production Director shall contact the liaison who shall contact members of the Board of Directors as soon as possible. The Treasurer shall provide information about how to make an insurance claim.

**16.9** An injury involving an audience member must also be reported promptly to the President and the Treasurer, particularly if a claim is to be made against our accident insurance. The insurance form is located in the mailroom in the clear plastic holder that displays ACT forms.

## **17. Maintaining Forms, Handbooks, and Manuals.**

### **Policy:**

**17.0** Forms, handbooks, and manuals shall be kept on the ACT computer, Secretary Google Drive, and in hardcopy binders in the mailroom to allow for easy access for securing information as needed.

### **Procedure:**

**17.1** All forms, handbooks, and manuals shall be reviewed by the Board, or the Board's designee, at the end of each season. Review and update may also occur throughout the season, as necessary.

**17.2** The Secretary, or the Secretary's designee, shall record this update on the ACT computer and Google drive. It is the job of the Secretary to see that hard copies are available to any volunteer who may want a copy of their own or to print multiple copies for use. Such copies shall be placed in an easily accessible location within the theater. The hard copy should be kept in the mailroom in case the computer fails.

## **18. Use of the ACTor's Handbook.**

### **Policy:**

**18.0** All Production Directors or Production Liaisons shall distribute The ACTor's Handbook to all volunteers during the first week of rehearsal. Volunteers who have had past experience in ACT productions may also benefit with a review of the material.

**Procedure:**

**18.1** Production Coordinator or Production Liaisons shall see that each director has a supply of The ACTor's Handbook prior to the first week of rehearsal. The Production Coordinator or Production Liaison may request permission from the director to be part of a short training session to provide focus on specific information the Production Coordinator deems necessary.

## **19. Job Description and Appointments for Managers**

**Policy:**

**19.0** The Board shall maintain a job description for Managers. It will be entitled *Who Does What at ACT*. The document will list the responsibilities of each manager. In addition a Managers Directory will identify the names of volunteers to call when problems occur, locations for completed projects, positions overseen (if applicable), and the Board position the manager reports to.

**Procedure:**

**19.1** Annually, at the Board retreat, the document *Who Does What at ACT* shall be reviewed and, when necessary, amended by addition or deletion.

**19.2** After the Board retreat, the Secretary shall make corrections and publish the corrected document to be given to each Director of the Board, who shall ensure that all managers, under their auspices, shall have a copy of their job duties

**19.3** Each member of the Board of Directors is responsible for directly contacting volunteers to fill the managerial positions. Board members are free to appoint co-managers for positions if time constraints or other factors limit one person's availability.

**19.4** By the September meeting, all managerial positions should be filled and reported to the Secretary, who shall publish a list of all managers along with contact information and the Board position the managers fall under.

## **20. Appointment of Board Liaisons**

**Policy:**

**20.0** The Board of Directors shall select a liaison for each production prior to the directors' meeting. The liaisons are to be included in the directors meeting.

**Procedure:**

- 20.1** The Board of Directors shall put forth a “call for liaisons” with the “call for directors”, by direct contact, in the newsletter, on the ACTList, or social media,
- 20.2** The President, or a designee, shall compile a list for future consultation throughout the season.
- 20.3** The President shall announce the interested volunteer and ask the Board of Directors for approval.
- 20.4** To be qualified as a liaison, a volunteer must have served on stage and/or backstage as a crew member for at least two seasons.
- 20.5** Additionally, liaisons must be comfortable and capable aiding production staff in conflict resolution and have completed ACT’s diversity training.
- 20.6** A description of the responsibilities of the Liaison are specified in the Bylaws; Article V - Personnel, Section 7 Production Liaison. Duties and purpose are also identified in the ACT Production Manual.
- 20.7** Periodically, the Board of Directors should sponsor a workshop for all volunteers interested in continuing or becoming a liaison.

## **21. Review of Managers and Liaisons**

**Policy:**

- 21.0** Review of Managers and Liaisons can be requested by any member of the Board of Directors at any monthly meeting to ensure duties are being carried out.

**Procedure:**

- 21.1** The Board member bringing the request before the Board shall make available the duties expected of the Manager or Liaison and shall identify the reason(s) for complaint.
- 21.2** Three things should be considered:
- 21.2.1** whether the Manager or Liaison is aware of the Board’s expectation,
  - 21.2.2** whether the Manager or Liaison has appropriate time, supplies, or personnel to meet expectations, or
  - 21.2.3** whether the Manager or Liaison continues to want to fill the position.
- 21.3** If the Board deems that the Manager or Liaison is not meeting expectations, the Board may instruct the Manager or Liaison to clarify the job to be done, provide help with supplies and/or assistance, or search for a replacement.

## **22. Season Passes**

**Policy:**

**22.0** At the April meeting, the Administrative Members will approve the ticket prices for the forthcoming season. It is the responsibility of the Board of Directors to execute the steps to prepare for the sale of season passes prior to the new season and the continuance throughout the fiscal year. [Bylaws, Article II – Membership; Section 3 – Voting Rights]

**Procedure:**

**22.1** Season Passes and Season Samplers for the new season running from September through August go on sale through the ACT website by the end of July.

**22.2** Patrons may also purchase Season Passes or Season Samplers at the box office or through the mail.

**22.3** Season tickets are good for that season only.

**22.4** Full Season Passes shall no longer be sold around the end of January (or after the fourth show of the season). The sale of Samplers shall stop around the first of April.

### **23. Tickets and Seating for Performances**

**Policy:**

**23.0** Tickets and Seating for all performances shall be regulated by the Board of Directors through the Treasurer or the Treasurer’s designee (Box Office/Ticket Manager).

**Procedure:**

**23.1** Tickets may be purchased through the ACT website or at the ACT Box Office during designated box office hours.

**23.2** Ticket prices are approved at the April Administrative Membership meeting by a vote of the administrative membership.

**23.3** Discounts are given to Seniors 60 and over, Juniors 18 and younger, military personnel/veterans, and Oregon Trail Card recipients.

**23.4** Tickets for each show go on sale approximately 3 months before opening night. The three most current shows are available for purchase, with the exception of the first show of the new season. New season shows will go on sale as soon as the last show of the previous season closes.

**23.5** Season Pass holders are the only ones allowed to purchase tickets on the first week of presales. This includes people with Season Passes and Season Samplers. After the first week, sales are open to anyone. Golden Ticket holders may only obtain tickets to a show the night of the performance they wish to see.

**23.6** No discount is allowed for a large group sale (a large group being 10 or more persons). Setting up a group sale in advance just guarantees tickets being available at the desired time. A non-refundable fee of 50% of the total ticket price must be paid at the time of the ticket reservation.



**23. 7** For each performance, the director and assistant director are allotted two free seats located in the last row on the left side of the theater facing the stage (Seats P1 and P2). Production Directors may negotiate other seats, and should contact the box office if they aren't using theirs so these tickets can be sold. Production Directors for musicals get extra seats on opening night, only for their music directors/assistants.

**23. 8** For each performance, the Box Office Manager will reserve seat P3 for the Head Usher, for the purpose of having the Head Usher available in the auditorium for possible emergencies or disruptions. Other duties for the Head Usher is to seat latecomers, to make sure there are no light leaks or annoying sounds from the foyer of the auditorium during performances, and to serve as a backup if the House Manager needs assistance in the Mildred Gonzales lobby.

**23. 9** Refunds: Patrons who have tickets they cannot use, may request a refund up until 12:00am, 48 hours before the scheduled day of the performance.

**23. 10** Standing room space is not permitted. No patron may watch the performance from an aisle or the stairs leading to the light/sound booth.

**23. 10. 1** No one outside immediate production crew is permitted to sit in the light/sound booth.

**23. 10. 2** Unsold ADA accessible seats are available for sale at the door, 15 minutes before curtain, on a first come, first served basis. None of these tickets shall be pulled for cast and crew members who want to reserve them for family or friends. Cast and crew who want tickets may purchase online, in advance, or have someone stand in line for them.

**23. 10. 2. 1** Seats B1, B2, B9, B10 should not be sold if there are individuals in wheelchairs, directly in front or behind, to allow space for maneuvering. If there are no individuals with wheelchairs at the performance, we may release these seats 15 minutes prior to showtime.

**23.10.3** House Manager should remain in the lobby in order to direct latecomers and to see that concessions are ready for intermission. After intermission, House Managers and one other individual (Head Usher or another available individual) should count donations. Both individuals sign the envelope and place the envelope in the designated place to be picked up by the Hospitality Manager or courier. The House Manager should also put food away, clean counters, wash dishes, collect and throw away waste, maintain a watchful eye over the lobby area, and see that furniture is placed to have an open area in the lobby for the after-show reception for patrons and actors. In addition to the above, the House Manager and the Box Office person shall count the box office income.

## **24. Cancellation of Shows**

### **Policy:**

**24.0** Cancellation of a show will be the decision of the Production Director when it is an “in-the-moment” decision.

### **Procedure:**

**24.1** Appropriate reasons for a show cancellation are due to inclement weather conditions, a failure to get a substitution for a cast member who cannot attend the performance, or for any other reason that the theater is unavailable for use (i.e. electrical outage, fire or water damage, no heat, lack of stage lighting or sound).

**24.2** Preferably, announcement of cancellation should be made before the audience is seated. Announcement about the cancellation shall be posted on the front door, directing patrons to request a refund or to make a donation to the theater.

**24.3** If cancellation is made after the seating of the audience, patrons can request a refund. The Treasurer or Box Office Manager, at the beginning of each season, will see that copies of these instructions will be stored in the box office in event of a possible cancellation.

**24.4** In order for the director to make an early assessment, they should be aware of reported storm conditions. Cast and crew members will contact the theater or director, as early as possible, if they have a problem getting to the theater. In case of another problem situation, a member of the Board should inform the director. For example, if the heating system is out, the facilities coordinator should contact the director as soon as possible.

## **25. Buy-Out Performances**

### **Policy:**

**25.0** The Board of Directors may authorize an additional performance upon the request of a representative on behalf of a community group. The purpose for an extra performance may be for such reasons as a charitable benefit or a gift from an organization or company for its employees, members, and their family members.

### **Procedure:**

**25.1** The representative meets with the Board at a regular meeting and brings forth these details in a memorandum of understanding detailing the agreement between Albany Civic Theater and the group wishing to purchase the house.

**25.2** The Memorandum of Understanding should contain the following:

- Identification of the principal contacts.
- The date and time of the performance for the buy-out.
- The cost of each seat will be the regular adult cost of a play or musical unless the Board approves of a discount or waiver for charitable purposes.

- **The group negotiating for the house for a performance shall manage its own seating and its own pre-show and intermission refreshments. A designated ACT representative shall be on hand to unlock and lock the building as well as to supervise.**
- **Responsibilities of Albany Civic Theater. This may include such items as assuming responsibility for obtaining and paying the royalties and the rental of materials for the production, printing 159 general admission tickets, donating the facility and waiving any charges for the use of the theater, releasing information to the community group for its publicity purposes, setting up concessions, or providing ushers.**
- **Responsibilities of the community group: This may include such items as assuming responsibility for distribution or sale of the tickets, designating the cost (if any) the group desires to charge its members, remaining within the confines of the lobby areas and the auditorium (considered the front of the house), identifying Albany Civic Theater as a supporter on any of the promotional material that the community group wishes to publish.**
- **Statement for the allowance for modification and termination. Any modification that occurs should be within the scope of the contract and made by mutual consent of the parties, by issuance of a written modification, signed and dated by all parties, prior to any changes being performed.**
- **Statement for termination. With reasonable notice, any party named in the document may terminate, in writing, the contract in whole, or in part, at any time before the date of expiration. After the expiration, the party terminating the agreement will assume the cost of the royalty license.**
- **Commencement/Expiration Date. The contract is executed as of the date of the last signature and is effective on the date of the performance, unless extended by the parties.**
- **Witness Whereof. The parties hereto have executed this agreement as of the last written date specified. Document is signed and dated.**

## **26. Special Ticket Deals for Thursday**

**This article was deemed outdated and redundant, and removed by the Board of Directors July 2022.**

## **27. Giving Complimentary Tickets, Passes, Vouchers, or Gift Certificates**

**Policy:**

**27.0 Albany Civic Theater does not routinely provide free tickets to anyone, including cast and crew. Exceptions include:**

- **Someone who provides unusual goods or services to a show (beyond just lending us a prop or two).**
- **Charitable organizations who ask ACT for tickets they can use in their own fundraisers.**
- **In some cases, complimentary tickets or season passes may be bestowed on patrons who make substantial monetary contributions.**
- **Albany Civic Theater shall not provide free tickets to for-profit ventures from businesses.**
- **Production Directors and Assistant Directors may, if they choose, give away their designated seats (P1 and P2) for any show during the run of the production, or allow the box office to sell these seats.**
- **The President, or designee, will give each Production Director up to six (6) complimentary seat passes, per production run, upon request.**
- **Box Office volunteers shall receive two (2) complimentary tickets for any performance of the production they volunteer for. A maximum of two (2) tickets per production run.**
- **Ushers shall receive one (1) ticket for the performance that they are volunteering for.**

**Procedure:**

**27.1 In the case of a patron or volunteer who provides unusual goods or services, directors shall contact the President, who may provide a letter good for one or two free tickets to the show. Recipients must make their own reservations, but can exchange the letter for the ticket(s) at the box office.**

**27.2 Requests from charitable organizations come to the President, who decides whether to grant these requests. The number of tickets granted will be at the discretion of the President.**

## **28. Use of ACT Facilities by Outside Groups**

**Policy:**

**28.0 Generally, because of a heavy schedule, Albany Civic Theater is not available to outside groups requesting rental or free use of the facility.**

**The Board may consider such requests from outside groups or our own members of the theater, but must consider the available schedule for the theater's needs as a first priority. Daytime usage for a limited, non-public purpose, may be more appropriate.**

If alcoholic beverages are to be served, the event sponsor will be responsible for complying with OLCC regulations regarding licensed servers and checking ID, etc. Smoking and/or vaping shall be delegated to the outdoors, 10 feet away from the entrance.

**Procedure:**

- 28.1** Requests shall be made to the ACT Board of Directors in writing. The request shall identify how the facility shall be used, when the group needs to use the facility, what length of time is necessary, and how the facility shall be cleaned afterwards.
- 28.2** The Board may set an adequate charge to cover ACT's cost, including use of power, wear and tear on the building, use of supplies, etc.
- 28.3** The Board shall appoint at least one responsible ACT member to open and close the building, supervise, and answer questions.

## **29. Use of ACT Property by Other Groups**

**Policy:**

**29.0** Albany Civic Theater may loan some items from its set, lighting, costume, or prop stocks to other *bona fide* theater groups, particularly when a responsible ACT member is involved with the other group.

**Procedure:**

- 29.1** Request shall be made to the Production Coordinator, or designated Manager of the items being loaned, at the discretion of the Production Coordinator
- 29.2** The Production Coordinator or designated Manager must check with the upcoming directors before lending anything out to make sure that the item is not needed for a future production.
- 28.3** The Production Coordinator or designated Manager shall make a written list that includes when the item went out and when it is due back. Also included shall be the name and phone number of the responsible party. Any additional policies, procedures, or contracts that are in place should be followed.
- 29.4** If the borrower does not return the item(s) in a timely manner the Production Coordinator or designated manager shall follow up to make sure of the return.
- 29.5** The Production Coordinator or Manager may choose to require a deposit or guarantee against damage, breakage, etc.
- 29.6** As part of this arrangement ACT's name must appear in the PR as a thank you.

## **30. Play Selection**

### **Policy:**

**30.0** The Play Reading Committee is a standing committee appointed by the Board of Directors upon recommendation of the President, in early December.

It should be an uneven number (i.e. 5-7). The committee shall NOT include a majority of Board members or people who are submitting to direct. The make up of the committee should include members with directing, acting, tech, and “business” experience.

The vice-chair from the preceding season shall become the chairperson for the current season. Other requirements shall come from the Charge to the Committee, made by members at the September meeting.

The President serves as ex-officio (non-voting) member, who may decide how much to be involved in the process.

### **Procedure:**

**30.1** The President shall seek the committee from the current administrative member list.

**30.2** Prior to the January Administrative Meeting, the President shall draw up a proposed committee after gaining each member’s agreement to serve. Any administrative member may request consideration for this committee. The President shall recommend this list to the Board of Directors, who must approve of the recommendation in an open meeting prior to the January Administrative Membership meeting.

**30.3** Parties involved in the play reading process should consult the Play Reading Committee Handbook for further information

## **31. Production Director Qualifications**

### **Policy:**

**31.0** Administrative members submitting scripts to the Play Reading Committee must have, at least, served as a production director, stage manager or assistant director on one of the productions at ACT. The Board can require more if they do not feel a volunteer is ready to direct at ACT. This minimal requirement allows for the Board and the Play Reading Committee to know if the director candidate has the knowledge to direct and knows how to treat volunteers and property well.

### **Procedure:**

- 31.1** At a special session, the Board of Directors shall pre-screen each director candidate, using a simple set of questions, to determine appropriate qualification.
- 31.2** Those that pass are considered qualified to have their submissions considered by the Play Reading Committee.

## **32. Board Nominations**

### **Policy:**

**32.0** Upon the President's recommendation the Board shall approve the Nominating Committee at the April Board of Directors meeting

### **Procedure:**

**32.1** A Charge shall be given to the Nominating Committee by the Board of Directors to help steer the process to be achieved by the committee.

**32.1.1** This may include a set of survey questions to gain information pertaining to the operation of the organization and to determine whom the membership views as leaders.

**32.2** The Secretary shall provide a list of all administrative members with their email addresses and telephone numbers to the committee chair.

**32.3** The Nominating Committee shall contact as many active members as possible during its search for nominees and report a slate of officers at the quarterly membership meeting in July.

**32.4** All nominees must be contacted and give their permission before their names are added to the slate.

**32.5** Nominations will be accepted from the floor, assuming those nominated are administrative members, are qualified, and agree to be nominated. Individuals are allowed to nominate themselves so long as they meet the qualifications.

**32.6** The Board will determine, in advance, if proxy voting is permitted, and under what terms. The President is responsible for notifying the administrative membership of the Board's decision in the meeting agenda.

## **ACT Volunteer Code Of Conduct added 11/21/2023**

Albany Civic Theater recognizes that no ACT sponsored event or activity can be successful and rewarding for all participants involved without a Code Of Conduct and recourse for violations of this code.

### **Harassment-Free Environment**

Albany Civic Theater respects the rights of everyone to be free from conduct considered harassing or coercive. Harassment in a broader sense includes, but is not limited to:

- Inappropriate or insulting remarks, gestures, jokes, innuendoes or taunting about a person's body, color, gender, gender identity, sexual identity, racial or ethnic background, place of birth, citizenship, ancestry, creed, or ability.
- Unwanted questions or comments outside the boundaries of consent or production content, that is known or reasonably ought to be known to be unwelcome/unwanted, offensive, intimidating, hostile, or inappropriate.
- Posting or displaying materials, articles, or graffiti, etc. which may cause humiliation, offense, or embarrassment outside the parameters of the production. For example, a production about pornography, violence, racism, etc. may utilize related images on stage, but such images are not appropriate for open display in dressing rooms, bathrooms, etc.

### **Conflict Reporting Policy**

We have detailed the conflict reporting path to address concerns that volunteers may have to resolve their conflict. If you are in a production, you are welcome to consult with or seek the support of your Production Liaison at any level of this process.

- **Level One**—A complaint that can be resolved through conversation with the parties involved.

In the event that you experience or observe conflict or other harassment at ACT, you are encouraged to attempt resolution yourself by directly communicating that the words or behaviors are not welcomed and must stop. We encourage you to do this verbally or in writing if you feel safe to do so.

- **Level Two**—If uncomfortable with the direct communication at Level One or if the behavior continues, please inform one of the following managers that oversees your volunteer position:

- o Production Director/Assistant Director
- o Stage Manager
- o House Manager



- o Volunteer Manager

- o Any other managers that volunteers might be assigned to in their volunteer capacity

If complaints are against the directors or managers, or cannot be resolved after their involvement, then proceed to the next level.

- **Level Three–For Volunteers in a Production** (all other volunteers skip to Level Four)

- o Production Liaison (if you haven't already consulted with them)

All complaints reaching this level should be reported to Production Liaison. The Liaison should report to the ACT Board of Directors, even if no further action is needed.

- **Level Four– ACT Board Of Directors**

These people should be considered the final level of the path, capable of resolving issues that have not been resolved prior to reaching this stage. They are strongly advised to consult with each other and review legal or other implications of any decision.

You may expect a prompt investigation which may be brief, due to the time-limited and sometimes urgent needs during theatrical productions. False harassment claims and retaliation will not be tolerated.

Following an investigation, appropriate action may include, but is not limited to: no disciplinary action, education, an apology, termination from current ACT involvement, termination from all future ACT involvement, or other corrective action. The complainant and the subject will be informed, where appropriate, of the findings of the investigation.

### **Volunteer Use of Theater-Related Social Media**

ACT recognizes that in certain circumstances, managers, staff members or volunteers may have legitimate reasons to access or use social media on behalf of ACT. ACT is the sole owner of all ACT social media accounts, including Facebook, Twitter, Instagram, and other accounts used by ACT for business purposes or otherwise. Staff members/ volunteers who have legitimate business needs to access or use social media on behalf of ACT must seek approval from the ACT Publicity Coordinator or designee before such access or use. When using social media on behalf of ACT for business-related reasons, staff members/volunteers should remember the following:

- a. Volunteers should disclose that they are a representative of ACT and identify their position.

- b. Volunteers should represent ACT accurately, avoiding misstatements or typographical errors. If a misstatement or error is made, it should be corrected as soon as possible.

c. Volunteers may not publish information, including pictures, logos, links or other information about ACT's partners, vendors, or patrons without their express written consent.

d. Volunteers are prohibited from using social media at any time to engage in discrimination, unlawful conduct, threatening violence, harassment, vulgarity/ obscenity or defamatory statements toward or about ACT, its patrons, volunteers, or other staff members.

If a volunteer has questions or concerns about any content to be published or posted on behalf of ACT, the volunteer must confer with the Publicity Coordinator or ACT President before publishing the content.

### **Personal Use of Social Media At The Theater**

Volunteers are strongly discouraged from accessing personal social media accounts on ACT-owned computers and laptops, or through ACT's network. Theater board members/managers should not use their theater email address(es) for accessing personal social media accounts.

a. ACT has the right to access and review use of personal social media accounts that are logged in on ACT computers or other devices, property, or through ACT networks. Volunteers have no expectation of personal privacy with respect to such use.

### **ACT has a zero tolerance for abuse.**

In the event any ACT volunteer observes any inappropriate behaviors (i.e. policy violations, neglectful supervision, poor role-modeling, etc.) or suspected abuse (physical, emotional, or sexual) it is the personal responsibility of each volunteer to immediately report their observations to a board member.

### **Sexual Abuse Awareness Training**

ACT policies and procedures require all volunteers avoid abusive or neglectful behavior of any kind. Volunteers are required to report any policy violations to a board member. Volunteers should have a basic understanding of the characteristics of sexual abusers, as well as "grooming behaviors" used by abusers to select and prepare a camper for sexual abuse. Grooming is the process used by an abuser to select a child, win the child's trust (and the trust of the child's care-giver or 'gatekeeper'), manipulate the child into sexual activity and keep the child from disclosing the abuse.

To equip ACT volunteers with information necessary to recognize abuser characteristics and grooming behavior, ACT requires all board members, managers, and anyone working with minors to complete sexual abuse awareness training. This training will be renewed every two years.

### **Enforcement of Policies**

ACT volunteers who supervise volunteers are charged with the diligent enforcement of all ACT policies. Violations of these policies are grounds for immediate dismissal, disciplinary action, or reassignment.

### **Consequences of Prohibited or Harmful Act**

Any person accused of committing a prohibited act, or any act considered to be harmful to a child, will be immediately suspended from participation at ACT. This suspension will continue during any investigation by law enforcement or Child Protective agencies.

Any person found to have committed a prohibited act will be removed from future participation as a volunteer in all activities and programming that involve ACT.

Failure to report a prohibited act to one of the individuals identified above is a violation of this policy and grounds for dismissal of a volunteer. ACT complies with state law with regards to reporting and investigation of child abuse.

[https://www.oregonlegislature.gov/bills\\_laws/ors/ors419B.html](https://www.oregonlegislature.gov/bills_laws/ors/ors419B.html)