



VOLUNTEER EVENT STAFF MANUAL

July 2013

The **SCHORR FAMILY FIREHOUSE STAGE** is the first performance venue of the Goodwill Theatre Performing Arts Complex & Professional Training Academy. For further information about Goodwill Theatre Inc., contact us at:

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Johnson City, NY 13790
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The **mission** of Goodwill Theatre is to create a dynamic center for the theatre arts that revitalizes the community, educates young people professionally and presents extraordinary performances.

HISTORY OF GOODWILL THEATRE:

The Goodwill Theatre building (36 Willow Street) is listed on the NYS and National register of Historic Buildings. The rehabilitation and adaptive reuse of this building will serve as the anchor property of the Complex. Designed by Sanford Lacey, one of the great theater architects of the time, The Goodwill Theatre was built in 1920 with funds provided by George F. Johnson for the enjoyment of Endicott-Johnson employees and village residents. In its early years, it was largely used for E-J employee minstrel shows, boxing matches, traveling theatrical shows and concerts. In 1928 it was leased and operated as the ENJOY movie-house for thirty years.

Recognized as a pivotal resource of the Susquehanna Heritage Area System, the Goodwill Theatre stands as a monument to Johnson's policies of "industrial democracy", and his commitment to the notion of "fair play" as an attempt to break down the insurmountable barriers between capital and labor.

The Goodwill Theatre Performing Arts Complex and Professional Training Academy will be comprised of three historic Endicott Johnson Shoe Company Buildings connected by two newly constructed "infill" buildings and a central loading dock. The historic Buildings in the complex are the Goodwill theatre building itself, the former Municipal Building Fire Station (Firehouse) and the EJ Medical Building (Clinic). The complex will contain three (3) state of the art performance stages of differing sizes and styles to increase entertainment options and enhance the versatility of student's skill sets. It will also contain multiple lobbies, rehearsal halls, production facilities, offices, support space, a library and student lounge and classrooms. Goodwill Theatre Inc. will present and create Theatre for Young Audiences (TYA), classics, new work, dance, puppetry, comedy, chamber music, cabaret, music, film, visual and media arts as well as interdisciplinary work. It will also serve as rental space for local cultural organizations.

Professional training in the backstage arts, arts administration, design, production, as well as performance will be areas of study in a certificate, degree and audit basis at the Training Academy.

The Goodwill Theatre Performing Arts Complex will serve as a catalyst for the economic revitalization of the Southern Tier and Greater Binghamton by adding jobs, bringing patrons and students to the center of Broome County, and fostering the development of supporting businesses. It will provide a unique opportunity for interaction among the region's performing arts groups through collaborations around programming.

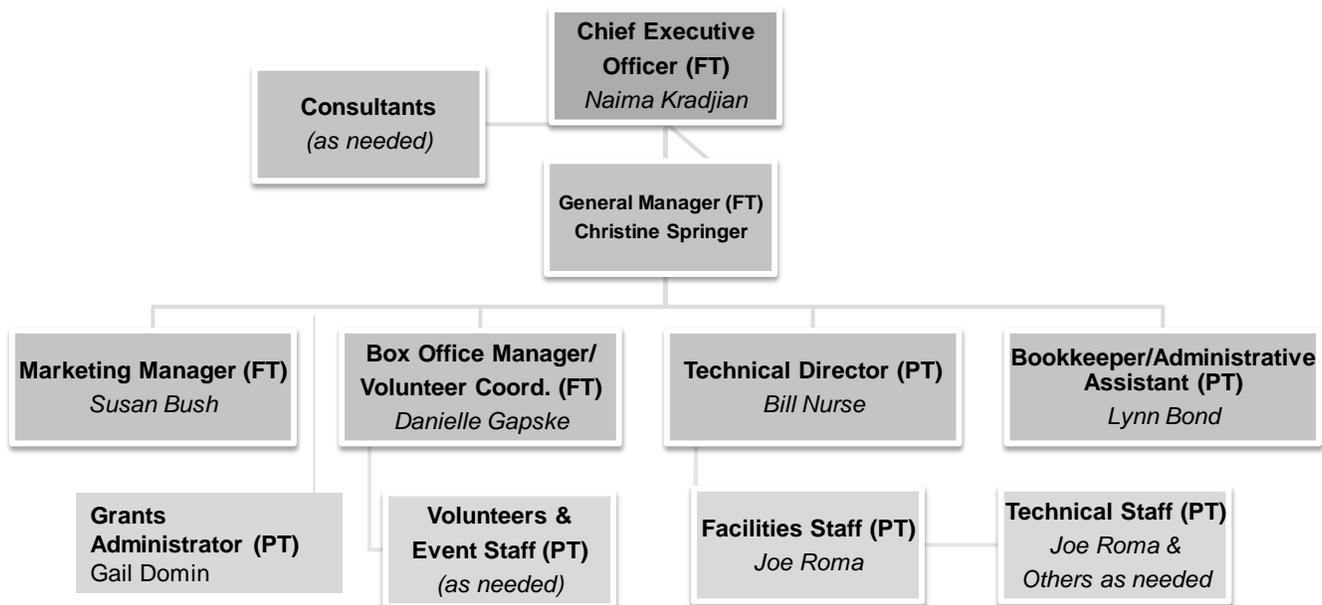
The Firehouse, built in 1899 by Sullivan and Bagley, was designed for the Johnson City Mayor’s Office, fire trucks, an elaborately paneled Court Room, and a police and firemen fitness center with a basketball court on the top floor. The building offers approximately 25,000 square feet of usable space, including some unusually large volume interior spans that make it ideal for reuse as rehearsal space and an alternative theater performance venue, as well as support space for the Performing Arts Complex and School.

The Schorr Family Firehouse Stage opened on the first floor of the Firehouse in October of 2007. Since its opening in 2007, the SFFS has touched over 50,000 people by live theater and introduced 11,000 children to the magic of the performing arts.

The Clinic, located at 67 Broad Street in Johnson City, was one of three medical centers established by the Endicott-Johnson Company. Established in 1918, the Clinic provided free medical service to all E-J employees and their families. The structure later housed the maternity hospital. A simple, unpretentious Brick block, the building’s only ornamentation is in its patterned brick work. The simplicity of design recalls the look of the E-J factories but on a smaller scale.

The Goodwill Theatre Inc. Organization:

2013 GOODWILL THEATRE ORGANIZATIONAL CHART



CURRENT GWT STAFF CONTACT LIST:

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SCHORR FAMILY FIREHOUSE STAGE
Job Description – Event Staff

Job title: SCHORR FAMILY FIREHOUSE STAGE EVENT STAFF

Location: SCHORR FAMILY FIREHOUSE STAGE, 46-48 Willow Street, Johnson City, NY 13790

Reports to: Box Office Manager & Volunteer Coordinator

Job Summary

The work involves assisting patrons during an event at the SCHORR FAMILY FIREHOUSE STAGE. Duties may include the collection of admission tickets, assisting persons with disabilities to and from their seats and perhaps to and from their vehicle, seating patrons, operating the coat check area, selling concessions, merchandise or tickets, answering the telephone and providing information to patrons and helping to clean up the concession area and seating area after the show. Event Staff will assist patrons in the event of an emergency. A friendly, enthusiastic and hospitable manner is necessary.

Essential Functions

- Collects admission tickets, passes and fees from patrons at events in accordance with established SCHORR FAMILY FIREHOUSE STAGE procedures.
- Directs patrons to correct seats according to information on ticket stubs in a courteous and efficient manner.
- Directs patrons to unoccupied seats, making introductions if necessary.
- Monitors an assigned seating area until the end of the event and assists in crowd management as directed by a supervisor.
- Informs patrons where the restrooms, telephone, coat room, etc. are located.
- Contacts the Volunteer Coordinator in the event of an emergency according to established SCHORR FAMILY FIREHOUSE STAGE procedures; provides follow up and assistance with the Incident Report if needed.
- Guard exits and entrances of the building, if necessary.
- Assists custodial staff in basic duties as necessary; help with clean up of seating area at end of show.
- Assists in the selling of SCHORR FAMILY FIREHOUSE STAGE concessions and merchandise as directed if necessary.

Job Requirements and Qualifications

- The ability to communicate effectively and cordially with the public including the ability to clearly express thoughts to others and exchange information and exhibit proper manners at all times.
- The ability to follow written and oral instructions.
- The ability to exercise good judgment in diverse situations.
- The ability to perform basic tasks with courtesy and tact.
- Ability to dress in an appropriate manner and maintain proper hygiene.
- Physical condition commensurate with the demands of the position.

Uniform

- Business casual wear unless otherwise specified.
- You will be asked to wear a red SCHORR FAMILY FIREHOUSE STAGE apron and a name badge.
- Comfortable shoes. You may be required to stand for long periods of time.

GENERAL EVENT STAFF GUIDELINES

1. Throughout this document, staff refers to all paid staff and volunteer staff.
2. All Staff shall conduct themselves in a calm and even-tempered manner, always addressing patrons in a polite manner. Proper English must be used at all times.
3. Profanity directed toward a patron, performer, technician, tenant or building user will not be tolerated and will lead to disciplinary action.
4. Staff shall become familiar with the facility rules and regulations and be able to act with efficiency in varying situations.
5. Staff shall be alert to any developing undesirable situations and be prepared to correct them as soon as possible. It is much easier to prevent trouble than to correct it after a problem ensues. If a situation appears to be developing beyond your capabilities, please contact your supervisor as soon as possible.
6. Staff shall notify their supervisor immediately if they see any hazards, such as spills, bathroom flooding, broken glass, ice or any other possible hazardous situation.
7. Staff shall report to their supervisor in a timely manner, ready to work prior to the call time.
8. Staff is required to report all incidents or unusual conditions that occur during their tenure to their immediate supervisor and to complete the necessary report procedure. Failure to do so will result in disciplinary action.
9. Staff shall not communicate information of a critical or confidential nature about GWT to anyone except authorized personnel of the organization.
10. Any non-valuable found articles will be turned into the **SCHORR FAMILY FIREHOUSE STAGE** Office at the end of your shift and catalogued. Any found items of value should be reported to the site supervisor immediately.
11. The drinking of alcoholic beverages or the use of illegal drugs while on duty is strictly forbidden and may be punishable by termination.
12. Staff shall not sleep or lounge while on duty.
13. Staff shall not smoke inside the **SCHORR FAMILY FIREHOUSE STAGE**, or in view of patrons.
14. Reading and playing cards and other games are not allowed in public view. Eating in front of patrons should be inconspicuous.
15. Staff shall report on time for duty. Habitual failure to report promptly at the scheduled time shall be deemed neglect of duty.
16. If you can't report for an event you signed up for, PLEASE notify us as soon as possible at (607) 772-2404, ext. 301 or at boxoffice@goodwilltheatre.net.

17. All electronic devices should be set to vibrate or turned off upon entering the facility. Staff should not talk on cellular phones in the public view.
18. Staff shall not engage in any activity for pay from any person or organization other than **SCHORR FAMILY FIREHOUSE STAGE** while on duty.
19. Staff shall remain at their designated positions until relieved.
20. Allowing visitors into the facility without a valid ticket is prohibited and will result in disciplinary action.
21. In the event of an emergency, remain at your post until you receive instructions from your supervisor.
22. At the conclusion of an event, or in the event of an emergency, staff should assist in clearing patrons from the facility in an orderly manner.
23. Staff should sign out with the Volunteer Coordinator or General Manager at the end of their shift. Please do not leave without speaking to either of these people or another supervisor. Volunteer time is recorded for reward and grant purposes.
24. Any suspected weapons, fireworks or other contraband should be reported to an immediate supervisor as soon as possible.
25. No patrons shall be allowed in the backstage area before during or after the event, unless noted otherwise by the site supervisor prior to the event. The Green Room door should remain closed at all times.
26. The doors to the Backstage Area, Store Room and Coat Check should be kept closed at all times. If they are open, please quietly close them.
27. Every effort must be made to keep all aisles clear during the event.
28. The use of **SCHORR FAMILY FIREHOUSE STAGE** supplies shall be for the facility purposes only. Supplies may not be taken home for personal use.
29. All areas of the SFFS should be quiet during a performance. Please don't make loud noises (i.e. working with ice) or talk at all during any performance. Please remember that the performance is happening in the same room. Noise travels forward into the performance area. Any noise or light can be distracting to our patrons. If you must say more than 2-3 words, go into the Lounge or Coat Check.

JOB ASSIGNMENTS

1. Job assignments will be made by the Box Office Manager/Volunteer Coordinator (or the House Manager in her absence) at the beginning of each shift and changed as necessary thereafter. Assignment of tasks is at the discretion of the supervisor.
2. Staff may be assigned to a team of workers.
3. Any problem or question with a job assignment should be immediately reported to a supervisor.

SEATING PROBLEMS

1. Any seating issues or concerns should be addressed with the Box Office Manager or House Manager immediately. Since we use general admission seating, and often seat patrons cabaret-style (at small tables), it may be necessary for you to approach patrons at a table that is not filled and request that someone else join the table. For example, you might say, "Pardon me, we are beginning to fill up and need to fill all the seats. Is it possible that I can introduce you to some new friends that can sit here?" You may have to be firm.

In addition, you may need to discourage patrons from "saving seats."

2. We offer reserved seating for the following reasons ONLY:
 - Hook and Ladder members at designated levels can reserve seats through the Box Office in advance.
 - Sponsors receive reserved seating.
 - Board members may reserve seating through the Box Office in advance.
 - We may choose to reserve seating for persons with disabilities who have notified the Box Office in advance.

If a patron asks about reserved seating, please be aware of these reasons and respond accordingly or refer them to the Box Office or House Manager.

MEDICAL EMERGENCIES

In the event of a medical emergency, please contact the House Manager or Box Office Manager immediately. Please stay with the House Manager, in order to assist. If emergency services must be called, the House Manager or other GWT staff member will dial 911 and inform emergency of the circumstance. You may be directed to stand outside the entrance to direct the ambulance personnel upon their arrival.

An incident report must be completed for any medical emergency. A staff person will complete an Incident Report. However, you may be asked to contribute information to the report, particularly if you saw the incident. It is important to note any important information or witnesses. Please note that any lawsuit regarding an incident might take place years after the fact. It is important to document the information.

PUBLIC RELATIONS

As a key volunteer, you may be the only contact that the average patron has with staff. The impression that you make will have a lasting effect. Please act accordingly at all times. Please keep in mind the following:

1. News media are to be referred to the GWT CEO Naima Kradjian or the GWT General Manager Christine Springer immediately upon their arrival at the facility.
2. Please keep the following in mind when speaking with the public:
 - a. Factual information is imperative. If you are not sure of the facts, tell the person that you will get back to him/her. Then find the answer and be sure to follow up with the patron. If no one is available, get their name and phone number if at all possible.
 - b. Speak favorably of GWT and of the **SCHORR FAMILY FIREHOUSE STAGE** and staff at all times. Remain enthusiastic about the project.

- c. Please remain loyal to all GWT staff. Indicate that staff and volunteers are experienced, hard working and progressive.
 - d. Please keep political and/or religious views to yourself while working at the SFFS.
3. Regardless of your private opinions on policies and procedures, you must uphold such in the presence of the public.
4. Keep in mind that the customer is NOT always right. Nevertheless, the customer is ALWAYS the customer and in our case, may also be a DONOR or a FUTURE DONOR. Studies have shown that an unsatisfied customer will share the experience with approximately eleven others. And with social media, that number may be even higher! We simply cannot afford that kind of negative publicity. There is nothing wrong with admitting that something went wrong, stating that you are sorry that it happened and then recovering from the error in a manner that makes the customer feel that you care. However, never promise something that you cannot (or haven't been authorized to) deliver.
5. It is crucially important that you **listen** carefully to a patron complaint. **Let the individual complete telling you their concern and feel they have been heard and understood before you begin to respond.** This will diffuse the anger of the situation.
6. Remain committed to continuous improvement. We are happy to receive your suggestions in a constructive manner.
7. Remember to smile! (We are ALWAYS on stage!)

EMERGENCY INFORMATION

FIRE INFORMATION – Find your supervisor immediately and in a calm manner!

1. Pressurized water and soda-acid extinguisher discharge with a cylindrical garden hose type stream, which is usually most effective when changed to a spray pattern by holding a finger over the tip.
2. A fire is most effectively controlled when the stream is directed at the base or near the edge of the fire and systematically worked back and forth to the far edge.
3. CO2 and dry chemical extinguishers are most effective when used as they discharge naturally.
4. Classes of Fire:
 - a. Class A – Fires in ordinary combustible materials such as wood, cloth, rubber and many plastics.

Control with: water or dry chemical.
 - b. Class B – Fires in flammable petroleum products or other similar flammable liquids, gases and greases.

Control with: dry chemical or CO2 if dry chemical is not available. Do not use water, if at all possible. If you must use water, spray in a fine fog.
 - c. Class C - Fires involving energized electrical equipment where the electrical non-

conductivity of the stream of extinguishing media is of importance.

Control with: CO₂. Never use water.

- d. Class D - Fires in combustible metals such as magnesium, titanium, sodium and potassium.

Do not try to control. Call Emergency Services. These are very dangerous fires. Water can cause spreading and explosions. CO₂ can cause violent chemical reactions and most dry chemicals are ineffective.

- 5. Many fires are combinations of the different classes.
- 6. Broome County Emergency Services can be reached by dialing 911 or 778-1911.
- 7. Most fire extinguishers are of a pressurized type, and are activated by directing the hose and squeezing the handles at the top of the tank together. Turning the unit upside down activates soda and acid extinguishers, which causes acid to spill from an open mouth bottle and initiate a chemical reaction. There is a handle provided in a recessed base for easy mobility.
- 8. When using a fire extinguisher, use the **P.A.S.S.** formula:
 - P** Pull the pin.
 - A** Aim the extinguisher nozzle at the base of the fire.
 - S** Squeeze or press the handle.
 - S** Sweep from side to side at the base of the fire.
- 9. All empty extinguishers should be reported to the CEO or General Manager, who will send them for recharging.
- 10. Please familiarize yourself with the extinguishers in your assigned location. Fire extinguishers are located behind the bar, at the exits and in the dressing room hallway.

BOMB THREAT PROCEDURE

In the event of a credible bomb threat, the following actions will be taken:

- 1. If the threat is received via telephone, the staff member shall reach for a Bomb Threat Checklist located under the telephone.
 - **Check to see if the phone number is listed on the telephone caller ID screen. If so, record it.**
 - Be calm and courteous. Listen carefully and avoid interrupting the caller.
 - Ask as many of the questions on the Bomb Threat Checklist as possible. These are questions such as:
 - a. When will the bomb go off?
 - b. What will cause the bomb to explode?
 - c. Where is it located?
 - d. What does it look like?

- e. What type of bomb is it?
- f. Did you place the bomb? Why?
- g. Where are you now?
- h. How do you know about the bomb?
- i. What is your name, address and phone number?

- Inform the caller that the building is occupied and detonation could cause injury or death.
 - Pay attention to background details, as they may be important. Did the caller appear familiar with the building by his/her description of the bomb location?
 - Once the call has ended, contact the CEO, General Manager or her designee immediately.
2. The CEO, General Manager or designee will contact Emergency Services. A search by senior staff may be conducted.
 3. If an evacuation is necessary, the Emergency Evacuation Plan will be followed.
 4. If the threat is noticed visually, the staff member should proceed from Step 2 above.
 5. If a search must be conducted by key personnel, take the following steps:
 - Look for areas that appear disturbed or items that are out of place.
 - Look for items that could be carried into the building by hand without suspicion, such as bags, purses or sacks.
 - If you are searching an area occupied by patrons, avoid searching in a manner that alerts them.

WEATHER EMERGENCIES

1. WEATHER TERMINOLOGY

Following please find a list of commonly used National Weather Service definitions:

- a. **WINTER STORM WATCH** - This means there may be hazardous winter weather due to various elements such as heavy snow, sleet, or ice accumulation from freezing rain. In our region, heavy snow means 7 inches or more of accumulation in 24 hours or less. A "WATCH" is a long range prediction. They are issued at least 12 hours before the hazardous winter weather is expected to begin. When the storm becomes imminent, or has a high probability of occurring, the watch will be upgraded to a "WARNING".
- b. **WINTER STORM WARNING** - This is issued when a dangerous combination of heavy snow, with sleet and/or freezing rain, will occur or has a high probability of occurring within the next 12 hours.
- c. **WINTER WEATHER ADVISORY** - This is issued for a combination of snow, sleet, and/or freezing rain. Advisories, in general, are issued for weather conditions that are expected to cause significant inconveniences and may be hazardous. These situations are normally not life threatening if caution is exercised.
- d. **WIND CHILL WARNING** - This means life threatening cold with wind chill temperatures computed to be -40 degrees or less for at least 3 hours. Exposure to this combination of strong

winds and low temperatures without protective clothing will quickly lead to frostbite and/or hypothermia. Longer exposures can be fatal.

2. SNOW/ICE

- a. Generally speaking, the **SCHORR FAMILY FIREHOUSE STAGE** will not cancel a scheduled performance **unless a state of emergency** is called in Johnson City or in Broome County.
- b. A weather advisory is NOT the same as a state of emergency. A winter storm “watch” means that a storm is possible. A winter storm “warning” means that a storm is imminent.
- c. If you notice a snow/ice hazard outside the facility, please advise the CEO, General Manager or his/her designee immediately.

3. TORNADOES & HURRICANES

- a. A tornado or hurricane “watch” means that a storm is possible whereas a “warning” means that a hurricane is expected or that a tornado has been sighted.
- b. When a hurricane’s “eye” passes, winds and rain will diminish for several minutes to half an hour. Then the storm will return with winds blowing in the opposite (now clockwise) direction.
- c. Know the relocation areas for tornadoes and hurricanes within your facility. The safest areas in a building are usually interior rooms and hallways on the lowest floor. However, beware of potential flooding on the lowest floor. For the **SCHORR FAMILY FIREHOUSE STAGE**, the safest location would be in the center of the seating area, away from doorways and windows or in the interior area of the basement, if no flooding is occurring.
- d. During a storm, direct patrons to assume a position that protects their neck and head. For example, in a stairwell, seated with head close to lap and arms protecting the back of the head. Or, in a hallway kneeling, with head nearest wall and arms protecting the head.
- e. Vehicles and trailers are unsafe during high winds.
- f. Beware that heavy rains and winds may weaken roofs.

4. EARTHQUAKES

1. Contrary to popular belief, an earthquake can occur in upstate New York.
2. Earthquakes often strike with little or no warning in this part of the country.
3. Be prepared for after shocks after the initial quake.
4. Know the relocation areas (shelters) for earthquakes.
5. Earthquakes in your facility can cause major structural damages to buildings, can interrupt telephone and electrical service and cause damage that may lead to fires and explosions.

6. Most injuries from earthquakes are caused by building collapse or damage, falling furniture or other contents, flying glass and debris, and fires triggered by ruptured gas lines and damaged electrical lines or equipment.
7. Many injuries during earthquakes occur when people try to exit or enter buildings.
8. Persons outside during an earthquake are usually safest if they stay outside and move away from buildings, street lights, utility lines and other structures.
9. People inside buildings should be moved away from windows or interior glass or areas where there may be other types of falling debris.

CROWD CONTROL PLAN

1. Crowd management at the **SCHORR FAMILY FIREHOUSE STAGE** is coordinated by the CEO and /or the General Manager, Box Office Supervisor or Operations Manager. Crowd activity is monitored visually by senior personnel.
2. The chain of command for emergency purposes is:
 - a. CEO or her designee
 - b. General Manager
 - c. Box Office Manager & Volunteer Coordinator
 - d. Operations Manager
 - e. Building Superintendent
 - f. Event Staff

In a true emergency, Johnson City Police Department Personnel & Johnson City Fire Department Personnel will take over as needed.

3. The **SCHORR FAMILY FIREHOUSE STAGE** personnel monitor crowd management in an effort to prevent any situations and circumstances that may result in a riot.
4. Should a situation arise that may lead to a riot, the alert and notification procedures are as follows:
 - a. Initial Observation – Staff members should observe any questionable situations and maintain an accurate understanding of the gravity, extent and location of the problem. Is alcohol a contributing factor? Is emergency medical action needed?
 - b. Supervisor Response – Staff should then find a supervisor or police officer. The complete nature of the situation should be explained, in a calm and accurate manner, to the supervisor. Notification to other senior personnel in the chain of command should be notified immediately.
 - c. Facility Management Response – All personnel will be instructed to report to the disturbance area. Alcohol sales will be shut down immediately. The CEO, General Manager or his/her designee will contact Emergency Services if necessary.

EMERGENCY EVACUATION PLAN

Upon the direction of the GWT CEO, General Manager or her designee or Johnson City Fire Department Personnel, the following actions should be taken:

1. Do not panic! Panic is contagious. Speak slowly, clearly and deliberately. **Use large arm movements to indicate direction.**
2. Direct and assist patrons to the nearest available exit. If the nearest exit is blocked by some type of hazardous situation, direct patrons with an alternative. Exits are numerous and easily identified. Direct patrons to congregate away from the building at Jenison Park (East of the entrance and across Willow

Street,) so that they are a safe distance from the building and do not prohibit emergency action. Senior personnel shall ensure that the building has been completely evacuated.

3. Assist persons with disabilities as needed.
4. Staff should congregate by the center planter in Jenison Park for further instruction.

SCHORR FAMILY FIREHOUSE STAGE FACILITY GUIDELINES – Please familiarize yourself with the following facility rules:

1. Smoking is expressly prohibited anywhere on the premises, including the Dressing Room areas. A cigarette butt container is located outside the front door.
2. The sale, consumption, use, or distribution of illegal drugs on or about the premises is expressly forbidden.
3. No one may bring into the premises, or use, or store flammable or hazardous materials or chemicals of any kind.
4. Goodwill Theatre Inc. reserves the right to eject rowdy or misbehaving patrons, whose conduct may cause injury to persons or damage to property at the discretion of management.
5. No chemical sprays of any kind shall be disbursed or directed at patrons or other persons on or about the premises.
6. All fire doors, exits, and staircases shall remain free of obstructions at all times, when persons are present on the premises.
7. All fire, building, and other safety ordinances shall be obeyed.
8. No action may be taken that may jeopardize or endanger the Goodwill Theater Inc.'s licenses or permits.
9. No action that may jeopardize, endanger, or otherwise harm the **SCHORR FAMILY FIREHOUSE STAGE** facility and equipment may be taken. Licensees are responsible for any damage done during a rental.
- 10. No permanent alterations may be made to the space without the express prior permission of GWT's CEO or General Manager.**
11. All cords shall be secured in a safe and acceptable manner for general public traffic. All hanging equipment must be properly cabled and secured.
12. All events necessitate the use of one off-duty Johnson City patrolman for security and traffic purposes. Officers must report at least one half-hour before the doors open for an event and remain until the facility is cleared.
13. Per the Johnson City Fire Marshall, open flame (such as candles or cooking apparatus) shall not be used within the SCHORR FAMILY FIREHOUSE STAGE.
14. Materials used on the SCHORR FAMILY FIREHOUSE STAGE staging area must be flame retarded.
15. In the event of an emergency, everyone shall follow the direction of GWT staff and/or any emergency personnel (police, fire, bomb squad, etc.).
16. Off-duty Johnson City police personnel will be assigned for traffic control. They can come into the facility for breaks.
17. We are in the midst of applying for a defibrillator license. When we receive a defibrillator, a certified user will be on hand.



Schorr Family Firehouse Stage

46-48 Willow Street

Johnson City, NY 13790

a division of

Goodwill Theatre Inc.

67 Broad Street, Suite 210

Johnson City, NY 13790

(607) 772-2404

INCIDENT/ACCIDENT

Report Date: _____

Reported By: _____ Title: _____

Location of Incident/Accident: _____

Time of Incident: _____ AM or PM Event: _____

Accident resulted in: (Circle) Injury Fatality Property Damage

Injured Person's Name: _____ Date of Birth: _____

Injured Person's Address: _____

Injured Person's Phone: _____ Injured Person's Email: _____

Description of injury: _____

Was first aid given? YES NO If yes, by whom? _____

Was medical treatment required? YES NO Was EMS called?: YES NO Responder: _____

Was injured sent elsewhere? YES NO To where? _____

Witnesses: Name: _____ Phone: _____ Phone: _____

Name: _____ Phone: _____ Phone: _____

Name: _____ Phone: _____ Phone: _____

Describe how the Incident/Accident occurred: _____

What actions or conditions contributed to the Incident/Accident? _____

Comments?: _____

Employee Signature

Date

Bomb Threat Information Sheet Sample:



PLACE THIS CARD UNDER YOUR TELEPHONE

QUESTIONS TO ASK:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____ Race: _____

Age: _____ Length of call: _____

Number at which call is received: _____

Time: _____ Date: ____/____/____

BOMB THREAT

CALLER'S VOICE:

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Cracking voice |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Familiar |

If voice is familiar, who did it sound like?

BACKGROUND SOUNDS:

- | | |
|---|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> Local |
| <input type="checkbox"/> House noises | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Office machinery | <input type="checkbox"/> Other _____ |

THREAT LANGUAGE:

- | | |
|---|---|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Taped |
| <input type="checkbox"/> Irrational | <input type="checkbox"/> Message read by threat maker |

REMARKS: _____

Report call immediately to:

Phone number _____

Date ____/____/____

Name _____

Position _____

Phone number _____

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Sample Concession Reconciliation Sheet

Show: _____ 7/11/2011

Snacks	Start	Add	Sold	Staff	End
Lays					
Cool Ranch Doritos					
Nacho Cheese Doritos					
Fritos					
BBQ					
Peanuts					
Peanut Crackers					

Candy	Start	Add	Sold	Staff	End
M&M					
M&M Peanut					
Candy Bar					
Skittles					
Swedish Fish					
Cheese w/ Saltines (\$1)					
Cheese w/ Saltines (\$2)					

Cold Drinks	Start	Add	Sold	Staff	End
Bottled Water	15				
Coke	6				
Diet Coke	6				
Sprite	6				
Sunkist Orange	6				
Capri Sun	0				

Hot Drinks	Start	Add	Sold	Staff	End
Coffee	20				
Decaf Coffee	12				
Hot Chocolate					
Tea Box					

Merchandise	Start	Add	Sold	Staff	End
Cats Meow	16				
Dalmation Plush	7				
Drama Hat	15				
Mug	5+10				
Stress Reliever Hat	15				
Flashlight	4				
Pin	68				

Additions:	Start	Add	Sold	Staff	End

Total Concessions: \$

Acknowledgement

I have read the policies outlined in this handbook. I understand that while this is not an employment contract, I am bound to abide by the policies set herein.

I further understand that GOODWILL THEATRE INC. may modify, revise and update this manual at any time. I am also aware that this updating may include additions or deletions.

I also certify that I have had ample time to discuss this handbook and its contents with GOODWILL THEATRE INC. representatives and I fully understand the contents.

With this knowledge I accept the policies outlined herein as a condition of employment.

Volunteer Signature: _____

Print Name: _____

Phone: _____

Email: _____

Date: _____