



CTM Volunteers!

Welcome! And thank you for being part of the Children's Theater of Madison (CTM) volunteer team. You play an exciting role in representing our core values of inclusion, collaboration, learning, and joy. You are here to ensure that all people of all backgrounds have a positive experience at our events, while also enforcing the policies and safe protocols of our theater and MYArts building.

This handbook aims to help you carry our mission out in all that you do. In here, you will find an overview of CTM as a company, what Front of House volunteering looks like, and detailed information regarding emergency protocols should those needs arise. THANK YOU for being part of CTM, and we look forward to working with you!

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About the Children's Theater of Madison

Our Mission

CTM sparks imagination and builds community through the creation and experience of theater.

Our Values

❖ Inclusion

- We strive to create spaces where all feel welcomed, valued, and connected
- We oppose acts of cultural appropriation or character depictions that deepen racial and cultural divides
- We learn from each other in celebrating our differences and finding our common beliefs

❖ Collaboration

- We expect people to work together respectfully
- We encourage people to share their talents and perspectives through the work o we cherish the connections that lead to lasting relationships

❖ Learning

- We foster the inherent creativity and contributions of individuals
- We support courageous exploration of new ideas, perspectives, and approaches
- We embrace the moments that affect how people think, act, and approach the world

❖ Joy

- We delight in discovery and the work of creating experiences that elicit emotions
- We believe in the importance of play and the value of courageous exploration
- We celebrate the times when people become fully engaged in the experience of theater

Our Work

Children's Theater of Madison (CTM) is a Wisconsin nonprofit organization and a Theater for Young Audiences (TYA) company. Since 1965, CTM has been a part of the cultural fabric of South-Central Wisconsin, providing exceptional theater productions and educational programs for youth and families.

Our Productions

By casting adult and child actors in professionally produced plays, we have occupied a unique niche for decades, as Madison's premier theater for all ages. We offer productions that are specifically selected to captivate, delight, or spark dialogue for a diverse span of age ranges (from the very young, up to young adults). Our season includes a mixture of classics, new and contemporary works, and musical theater. As part of our commitment to serving all youth in the greater Madison community, we put characters and stories onstage where our audiences can see themselves represented. Our student matinees offer educators the ability to engage students through the magic of theater and enhance their learning in and outside of the classroom.

Our Educational Programs

The goals of these programs are for students to develop a sense of pride in accomplishment, a greater sense of community and ensemble, and a deep connection with their own creative problem-solving skills. Our year-round educational program includes classes for pre-K through grade 12. CTM partners with community centers to provide free after-school theater education classes to children from low-income families. CTM also partners with area schools through in-school residency programs such as Playwrights for Change, a national competition for middle school students that culminates in an annual Young Playwrights Festival and showcases new works from each school.

Our Workplace Culture

At CTM, we are committed to creating an inclusive, collaborative, respectful work environment where we encourage the inherent creativity and contributions of individuals. That dedication, and our commitment to building an equitable and inclusive culture, are a common language that drives how we interact with one another and the policies and practices we put into effect. When you are involved with CTM, your personal commitment to the organizational culture is vital to our mission of ongoing equity, diversity, and inclusion work as we strive to be an anti-racist organization.

We celebrate individual differences and value our common beliefs. All of us play a role in making CTM a diverse and inclusive workplace. Our goal is to learn from one another and accomplish our objectives together.

CTM recognizes that we must continue to challenge ourselves to ensure our values of Inclusion, Collaboration, Learning, and Joy are upheld. We are committed to evaluating existing programs, adapting to current conditions, and introducing new initiatives.

Equity, Diversity, & Inclusion Statement

Inclusion is at the core of CTM's policies, programs, and people as we engage in creating an environment where all feel welcome, valued, and connected. As part of our work in making theater inclusive, we oppose acts of cultural appropriation and character depictions that deepen existing racial and cultural divides. The CTM community celebrates visible and invisible differences in identity, gender expression, age, culture, ethnicity, race, sexual orientation, physical ability, learning style, religion, occupation, nationality, immigration status, socio-economic status, and life experiences that span these differences.

Two Homes, One Heart

❖ **MYArts**—MYArts was established in 2021 as a space where youth from all backgrounds can explore, create, and connect through an array of impactful arts programming that evolves with the mission of those who call the center home. CTM and Madison Youth Choirs (MYC) are anchor partners of MYArts, meaning the building is our permanent home.

MYArts is a separate nonprofit organization within the building, serving many youth arts across the Madison area. The mission of MYArts is to ensure opportunities for young people to express

themselves, discover the arts, and create connections. In addition to the permanent office spaces that CTM, MYC, and MYArts occupy, there are hoteling stations for other arts administrators to work. We ask all CTM team members to be mindful that we work, educate, and create theater in a shared space.

- ❖ **The Overture**—The Overture Center for the Arts has been a home for CTM for over 30 years. As a resident organization of the Overture Center, we collaborate with the leaders of fellow Overture resident organizations and perform productions at Overture annually. We offer productions in both the Playhouse Theater as well as the Capitol Theater.

Signing Up to Volunteer

CTM organizes its volunteer shifts via a digital platform called VolunteerLocal. Here, you can find all our show shifts, including times, dates, and specific performance info. You can find the link to VolunteerLocal through our website, by clicking ‘Get Involved’ at the top, followed by ‘Volunteer with Us.’ You can also go directly to the [Volunteerlocal.com](https://www.volunteerlocal.com) website, listed below.

First time volunteers will be asked to create a brief profile to access shifts. This profile is required so we have accurate contact information for all our volunteers. Whether you volunteer for an event or help behind the scenes in another department, all volunteers (18+) must complete a background check upon signing up.

Event and Front of House Volunteers

For most performances, volunteers are asked to arrive an hour before the show (shift start times are detailed in VolunteerLocal as well once you sign up). If you have never volunteered with CTM before and did not participate in the annual training, please arrive fifteen minutes prior to your shift to be individually trained by Patron Services or Lead Usher.

Volunteering at Other CTM Activities

Because volunteers are such an integral part of our organization, you can find many volunteer opportunities beyond showtimes! We recruit volunteers for special events, educational programming, or to help with set, costume, and rehearsal needs. When a volunteer signs up for these shifts, other CTM staff may be working with them. Please read your reminder emails for contact details and more!

Know Before You Go

Once you sign up for a shift, there are some basic things to know:

What to Wear

We ask all volunteers to dress comfortably but professionally. Jeans and leggings may be worn but with no rips or holes. During the warmer months, please do not wear shorts. Volunteers will be given a CTM Crew name tag when they arrive.

Where to Park

MYArts is uniquely situated in downtown Madison, and accessible via bike, bus, and car; we are on a main bus line and have ample bike parking. When driving, we ask volunteers to utilize street parking as often as possible. Mifflin Street or Dayton are good areas to search for parking; on Thursday and Friday mornings, be aware of garbage day restrictions on some streets.

For those who are handicapped or with limited physical abilities, enter the parking garage on Ingersoll Street and park in the handicapped slots. There are additional parking spots on the ground level as well that you may park in. Garage parking is \$2/hour.

Where to Go When You Arrive

For most shows, volunteers will check in on the 4th Floor, in Room 4B, and debrief with the House Manager at the top of their shift. Personal items and coats may be stored in 4B, although the door will stay unlocked for the show. The House will be open a half hour before the show, so all volunteers must be in place at least five minutes before then. Anyone whose shift extends through the show should stay for ten minutes afterward to help clean up the Theater.

Volunteer Perks

Free Tickets

Volunteers can redeem free tickets to CTM productions after working a certain amount of shifts. The rule is once you've completed three volunteer shifts you have earned two free tickets to any CTM show. You can redeem these tickets by filling out our CTM Comp Ticket Request Form linked [HERE](#).

See Events for Free

Often times, when you volunteer at a public event, you can participate as well. When you usher a show, you sit in the theater and enjoy the performance while monitoring the audience. At fundraising events, if you help with set up or break down, you get a free ticket to participate in the event.

Front of House Roles and Responsibilities

What is Front of House? It's the technical term we use to describe an audience member's experience before they enter the theater (the House) and after they leave it. FOH involves the initial entrance into the building, ticket pickup at the Box Office, Concessions, finding seats, and so much more!

CTM's Front of House volunteers have the opportunity to take on many roles at the MYArts building. All volunteers should represent CTM to the best of their ability, answering any questions that arise, modeling compassionate behavior, and demonstrating enthusiasm. Theater ushers stay inside the Theater for the show to keep an eye on audiences, while other positions may also have the opportunity to watch the show.

Volunteer Roles

Greeters

Greeters are especially important in a building where the Box Office is stationed on the first floor. Greeters are usually stationed by the first-floor entrance, to help direct patrons to the Box Office and/or to the fourth

floor. Greeters should also be aware of any other events happening in the building at the time of the show, as MYArts is a shared space and often hosts multiple events at once.

Concessions Cashier

The Concessions Cashier works behind the concessions counter, selling—you guessed it—concessions. Those who sign up for concessions shifts should have some experience handling cash and credit card transactions and be 16 years or older. This role involves counting out cash before and after the show and setting up the concessions display. The concessions volunteer must be available to work before and after the show.

Theater Ushers

Theater ushers are stationed out and inside of the Theater, either scanning patrons' tickets at the Theater entrance, or handing out playbills and helping patrons find their seats inside. Theater ushers are also responsible for being attentive to patron behavior. If any behavior issues arise, if patrons break any theater policies, or if patrons have questions, ushers can either intervene or seek out the Lead Usher or Patron Services Manager for assistance. Ushers also stay inside the Theater for the duration of the show to provide assistance if needed.

Additional FOH Staff Roles

Patron Services Manager

The Patron Services Manager is the manager and point person for all volunteers and Front of House Staff. They ensure the FOH runs smoothly, coordinates all FOH needs, and supervises the Lead Ushers and Box Office Associates. They are also the head House Manager and communicate with Stage Management, building management, volunteers, and Box Office as needed throughout performances.

Lead Usher

Lead Ushers assist the Patron Services Manager in all House Management needs. At times, they may act in place of the House Manager and coordinate volunteers, patron needs, and Stage Management communications.

Box Office Associate

Box Office Associates manage the Box Office. Usually, the Box Office Associate who is working a particular performance will team up with the Will Call Volunteer to hand out and print tickets before the show. They communicate with the House Manager about how many tickets are left to be picked up before the show starts, and if there are any patrons with ticketing issues that can only be solved in the theater.

Front of House Intern

Interns may occasionally grace CTM Front of House staff. They usually shadow staff members and learn different Front of House positions, sometimes having the opportunity to try one out for themselves.

Director of Operations

This role oversees the entire event and the staff involved. They assist the Patron Services Manager and Front of House Staff wherever needed, and in the absence of the Patron Services Manager, the Director of Operations will be the CTM point person.

Theater Policies and General Info

Below are some general CTM policies and information. Your awareness of this information will help you answer some of the most common patron questions with confidence!

Box Office Hours

We sell show tickets through the Overture Center and at our home base, the MYArts building. Patrons can purchase tickets in person or call 608-255-2080 x2 during our box office hours.

Mainstage Season Hours of Operation:

- Mondays 12:00-3:00pm, Wednesdays 3:00-6:00pm, Thursdays 12:00-3:00pm, and Saturdays 10:00-2:00pm.

Show Runs

CTM currently produces five shows a year starting in October and running through May. Generally, two of our shows take place at MYArts, and the rest are held at the Overture Center. Shows typically run for two to three weeks and include a number of student matinees and public performances.

Rules of the Theaters

We hope everyone enjoys our shows and understands this may be the first time seeing a play for some (young and old alike!) We strive to create an environment where everyone feels welcomed, valued, and accepted.

- ❖ Currently, all food CTM sells is allowed in the theater(s). Drinks are allowed as long as they are opened in the lobby.
- ❖ No phone usage, photos or videos may be taken during the performance.
- ❖ If you see a disruptive patron, take a moment to assess the situation and if necessary, let them know that if they cannot stay quiet, they are welcome to view the play in the lobby via our video monitor.
- ❖ For restless, young patrons, you may offer them a Sensory Kit, complete with headphones & fidgets.

Photography and Video/Audio Recording

Due to copyright laws, no photos, videos, or audio recordings may be taken during the performance. If you see someone repeatedly violating this policy, please either remind them of the policy or report it to the Lead Usher or Patron Services Manager.

Late Seating

To the best of our abilities, CTM Front of House staff will always seat late patrons if they wish to see the show. Patrons who arrive late may be seated in seats that are different from the ones they purchased. In general, late patrons are seated wherever it will cause the least amount of disruption to other audience members. The Lead Usher or Patron Services Manager may also wait until a certain moment in the show (i.e. after a song has finished, during a scene change, etc.) before seating late patrons.

Special Seating Accommodations

If a patron needs special seating accommodation (i.e. wheelchair seating, or seats next to an aisle), usher volunteers should affirm the request and check in with the Patron Services Manager for open accessible seats. CTM staff will always do their best to accommodate seating needs so every patron can enjoy the show comfortably, whether that means taking wheelchair seating out to create more space or opening held seats.

Ticket Exchanges

Tickets may be exchanged for another performance at least 48 hours in advance. If someone arrives at the theater with tickets to the wrong date, we will try to find an available seat whenever possible or exchange them to another date. All exchanges are subject to availability. Please see the Patron Services Manager for assistance.

Missed Performances

CTM does not offer ticket exchanges or refunds for missed or late performances.

Relaxed/Sensory Friendly & ASL Performances

In alignment with its mission, CTM seeks to provide theatre experiences for all people, and that includes patrons with neurodivergent needs and those in the deaf and hard-of-hearing community. For most productions, CTM has an integrated, relaxed/sensory-friendly performance, and an American Sign Language (ASL) interpreted performance. Patrons can contact the Patron Services Manager or check the CTM website to see which performances in a show run offer these accommodations.

When volunteering at these performances, you may note that house lights are brighter, sounds are lowered, and at ASL performances, interpreters are present. At all performances beyond these mentioned, we offer Sensory Kits (headphones and fidget toys) and listening devices to any patron who requests them.

Student Matinee Performances

Schools throughout the area come to our mainstage shows geared specifically to student audiences. These daytime performances are typically held Tuesday-Friday during the production run. They are led by our Student Matinee Coordinator and in conjunction with our Patron Services Manager. Adjusted theater policies apply and are explained at the House Manager's meeting one hour before the show.

Summer Stage Performances

The summertime is reserved for student classes and performances. In June through August, CTM provides various acting and performance classes for pre-K through high school-age students, usually culminating in a sharing at the end of each class. Some classes culminate in a ticketed public performance. Tickets to these performances are open to the public and can be purchased at our MYArts Box Office.

The MYArts Building

The MYArts building is a newly built facility at 1055 East Mifflin St. and is home to many organizations. As such, it is important to note that the spaces CTM most often utilizes—the Starlight Theater, the Sunrise Black Box Theater, the first-floor and fourth-floor lobbies—are shared. Part of our role is to use those spaces responsibly and to leave them the way we found them.

General Where-Things-Are

- Bathrooms:** Women’s, men’s, and gender-neutral/family restrooms are located on every floor. 4th floor bathrooms are in the hall that leads to the House Left Emergency exit.
- Emergency Exits:** On the 4th floor, located on either side of the Starlight Theater (see pg. 11 for more)
- Wheelchairs:** We have 2 wheelchairs located on the 1st floor by the front desk. Chairs should always be returned to the 1st floor front desk!
- Stroller Storage:** Strollers can be stored outside the Starlight Theater, along the windows.
- Sensory Friendly:** 1st Floor, Room 1A, next to the front desk.
- Cleaning Supplies:** Behind the concessions bar there is a vacuum, broom, towels, cleaning spray, etc.

The Starlight Theater

This 296-seat theater has one main floor. Seats are divided into 3 sections with a left and right aisle. Rows are lettered A-L (there is no row I).

Seats on House Left: EVEN numbers

Seats on House Right: ODD numbers

Center section uses a 3-digit seat number starting at number 101.

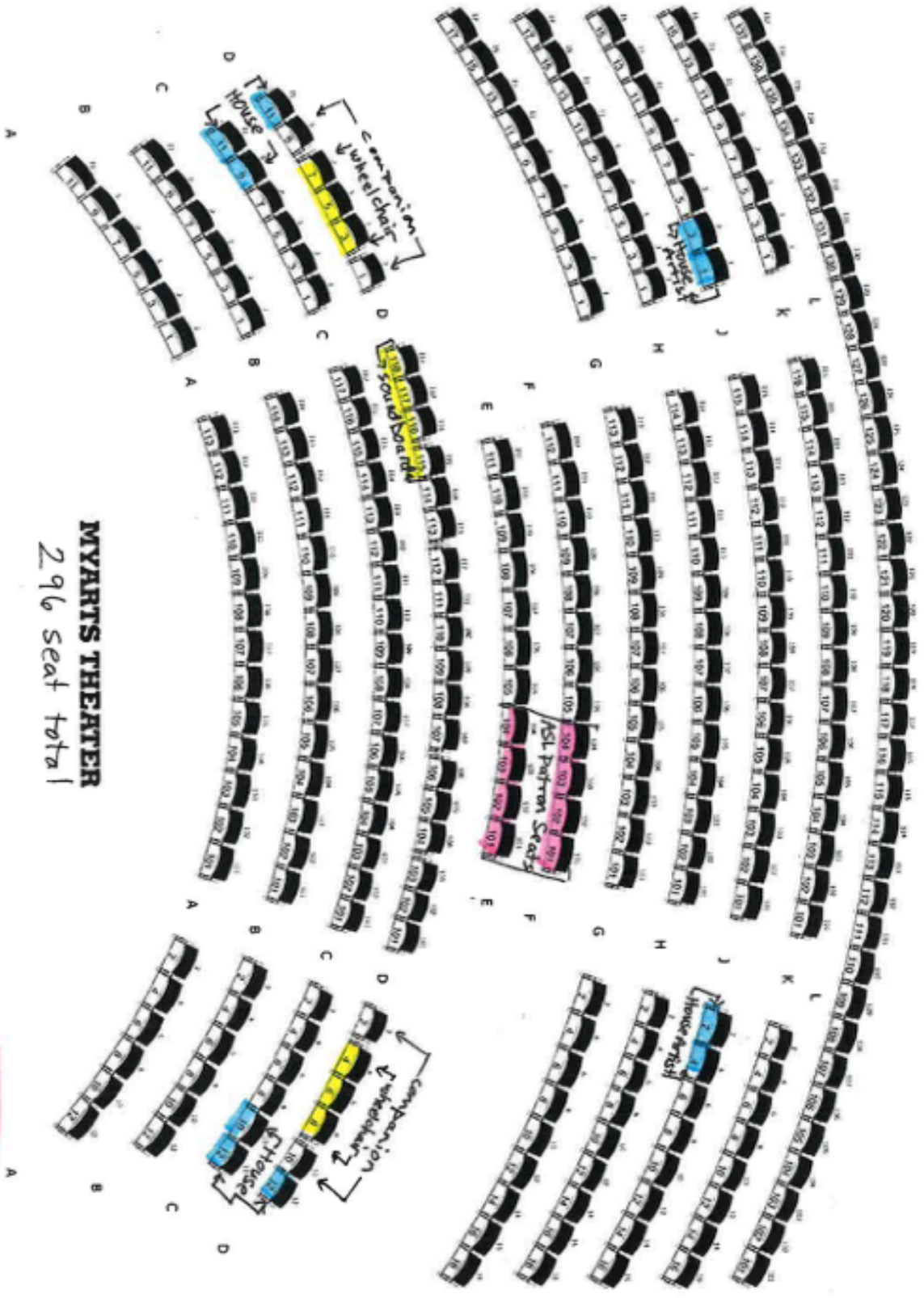
Accessibility: Wheelchairs are located on the 1st floor. Patrons are welcome to use them to get from place to place. CTM Staff that loan out the wheelchair(s) should return them to their original location on the 1st floor when finished.

Accessible Theater Seats: House Left: Seats D4, D6, D8 (Companion seats D2, D10)
House Right: Seats D3, D5, D7 (Companion seats D1, D9)

Please see the next page for a Seat Map of the Starlight Theater.

The Sunrise Black Box Theater

The Black Box Theater is a smaller theater also located on the 4th floor, behind the wooden social stairs in the lobby. This theater can hold around 130 seats. Seating here is changeable depending on the show and is usually reserved for more casual, general-seating performances.



MYARTS THEATER
296 seat total

Interpreters

Emergency Procedures

CTM follows the emergency procedures set by whatever building a show is taking place in. In the case of MYArts performances, we do our best to follow the following procedures in case of emergencies:

General MYArts Theater Emergency Action Plan

1. If this is a life-threatening emergency DIAL 911.
2. Go Slow to Go Fast: Call others into action, and assess situations for additional dangers.
3. Provide 1st aid/CPR/AED if within your scope of practice.
4. Regardless of type of emergency, have someone contact Front Desk Staff so they are informed/ready to assist in routing emergency services to the right area and clearing the public to safe areas.

Severe Weather

- **Thunderstorm Warning/Tornado Watch** – CTM staff are alerted by MYArts employees of the weather and patrons may be cautioned as they come and go from the building, but business should continue as usual.
- **Tornado Warning** – Staff will again be alerted by MYArts employees and patrons in the first-floor lobby will be advised to stay in the building if they try to leave. Depending on the proximity of the danger, all windowed areas will be evacuated (i.e. the fourth-floor lobby should be evacuated into theater or bathroom areas). Any show taking place should continue as usual. If the show ends before the danger is passed, Stage Management will make an announcement at the end of the show to alert patrons of inclement weather.
- **Inclement Tornado** – The House Manager will alert the Stage Manager who will halt the show with an announcement over the speakers, and everyone in the building should take shelter in the theater, emergency stairwell, or in any inner rooms without windows (i.e. bathrooms, first floor or second floor classrooms, or storage rooms). Volunteers should help keep people calm and reiterate the Stage Manager's directions.

Fire Drill or Fire Emergency

If the fire alarms go off during a show, the show will be halted and volunteers should help guide audience members to either emergency exit (to the back patio through House Left, or the back stairwell through House Right). Patrons should exit toward whichever exit is nearest.

Medical Emergency

In the case of an audience member's medical emergency, if the emergency is determined nonimmediate (i.e. fainting, vomiting, asthma attack), a volunteer should help usher the patron out to the lobby to assess whether emergency services need to be called.

If the emergency is immediate (i.e. heart attack, stroke, seizure), the House Manager should alert the Stage Manager to halt the show. In the event that an immediate medical emergency is happening, the House Manager will act as the point person to call 9-1-1 or assign someone to call 9-1-1. Audience members

should stay in their seats unless asked to step away. Volunteers should station themselves near the exits to help guide emergency personnel when they arrive.

Active Shooter Emergency

Your first line of defense even before an active shooter is to KNOW YOUR SURROUNDINGS. Note the building exits, places to hide, and potential defensive props to utilize. A common active shooter protocol is Run, Hide, Fight.

Run: Evacuate if possible.

Hide: Hide silently in a safe place, away from windows and doors. Block or lock the door.

Fight: As a last resort, take action to disrupt or incapacitate the shooter.

If an active shooter is in a neighboring building, MYArts will go into lockdown – all doors into and out of the building will be locked, and all staff will be alerted through a walkie-talkie, the page system, or the classroom phone system. Patrons will not be allowed in or out of the building.

If an active shooter is in the building or theater, use the Run, Hide, Fight protocols. **Dial 9-9-9 on any phone** in the building and it will act as an intercom system to alert others. You can also text 9-9-9 and it will notify local authorities.

Locations for Emergency Equipment

Emergency Equipment First Aid Kit: Under Concessions counter, first floor front desk

AED: Behind Concessions counter, 3rd floor reception desk, first floor front desk

Biohazard cleanup kit: Under Concessions counter, first floor front desk

Fire Extinguisher: House Right emergency stairwell area

Eye Wash Station: Production shop on the first floor