

To all Volunteers – Read This First

Thank you so much for offering to help to at this show. We could not put on a recital without you. We have provided instruction sheets that we hope will make sense. If they do not, please call Paul on his cell phone (302) 545-8221.

Errors??

With so much information being compiled, finalized, and printed in such a short period of time, there are always errors in the material we send out. We hope that most of the errors are minor. Should you find errors or read anything that does not make sense please call.

Time to Arrive

Please arrive on time. Several years ago, we had a volunteer position that was covered by three people, all of whom showed up fifteen to twenty-five minutes late. Students and parents were arriving and had to be taken care of, and several of the school's teachers had to leave their posts to cover the position. Please leave extra time to get to the theater on time.

Volunteer Seating at the Theater

We will be seating the families of volunteers 35 minutes before the show begins. This is 10 minutes before we open the main doors. The main doors are on the left side of the theater; volunteer families should enter through the doors on the right side (see the theater map). Have your family members give your name to the person at the door and they will let your family enter. Note: It does not matter which show you are volunteering for. Your family may enter early at any show.

Saving Seats

Please!!! We get phone calls ever year after the recital from people who are upset over seat saving in the auditorium. We know it is convenient to send one or two people into the auditorium to save seats for others who will arrive later, but given how crowded the auditorium is, the practice of saving seats will antagonize a lot of people, and it is not fair. We are especially asking the families of volunteers (because they will be seated first) that you make sure your family is present if they want to be seated early. Please tell your family that they cannot save blocks of seats for people arriving later. IN ADDITION: To be fair to all, our actual volunteers cannot block off seats in the audience prior to the doors opening.

Tickets

Volunteers do not need a ticket to see the show for which they are volunteering. This means that if a volunteer's task is done or on hold, they can go into the auditorium and see the rest of that show and not need a ticket. Volunteers still need a ticket to see any show for which they are not volunteering. In addition, all other family members (who are not volunteering) will need a ticket to enter the auditorium for any show.

Please Call in Advance if there is Anything that Concerns You

It has happened in the past that a few volunteers didn't want to do something that was assigned to them and wanted someone else's task instead. They voiced this concern with other volunteers who were "In Charge" and wanted them to do something about it. Please remember that the other volunteers who are "In Charge" are volunteers also (willing Moms and Dads who have graciously offered to help and who have no other affiliation with the studio other than that their children dance at our school). They are only doing what was assigned to them and generally haven't the knowledge or authority to change someone else's task without conferring with the studio. Please, if you have a concern about any task that has been assigned, call me before the show. My cell phone number is: (302) 545-8221

Feedback

After the show, we welcome your feedback. If you have any suggestions as to how the included paper work might be improved or about how the show is run, please let us know. Let us know about the tasks you are doing. Is a task too small, could someone else easily cover it? Do we have too many people in a room doing the same task? Is a task is too big, do we need more people? Is a task is too boring, how can we improve it or eliminate it? Your thoughts are appreciated.

Thank you again for your help

Recital Volunteer Instruction Updates

The following changes were made starting in 2014. We have been trying to update all of our recital documents, but in the event that we missed correcting one of our other documents, what is written below takes precedence.

Sign in and Dismissal Overview (Major Changes)

Both Swarthmore College and our Insurance Company are requiring that we tighten up how we Sign-In and Dismiss students at our Recital. Caring for and keeping the children safe has always been extremely important to us. Although these changes are going to be more tedious, keeping the children safer can only be a good thing. Our basic changes are as follows:

- When they arrive at the theater, Volunteers need to sign in at the front table in the lobby and get a wristband.
- A Security Guard will be stationed at the Student Sign-In Table in the downstairs Dressing Room area.
- Only parents with volunteer wristbands (and those who are dancing in the show) are allowed back to the Dressing Rooms. No other parents are allowed back into the dressing areas. (Exception - see Assisting Parents below.)
- All Students, regardless of age, must be signed in at our Sign-In tables, located at the base of the stairs to the dressing room area. Volunteers will escort the children to their assigned Dressing Room.
- If the student is under age 18, a parent must come to the table to sign them in. We will provide the sign-in table with a list of students who are 18 or older.
- If 16 or 17 year olds are driving themselves, and therefore will not have a parent with them, they should have notified the studio in advance to give the minor permission to sign themselves in and out. We will provide the sign in table with a list of these students.
- Each Parent (or guardian) will be given a wrist band with a number on it. This number will be recorded next to the student's name on the sign-in sheet.
- When it is time to dismiss, the parent with the wristband (with the correct number) must come back to the sign in table to pick up their child. (If a different parent will be picking up the child, this should be noted on the sign in form when the child is signed in, and/or the sign-in parent can give their wristband to the sign-out parent.)
- Students cannot leave the dressing room area at the intermission unless they are signed out by their parent.
- Students will be dismissed at the Intermission (if they are finished) or at the end of the show. We will not dismiss students at any other time. We will have a large number of staff on hand at the beginning of each show, during the intermission, and at the end of the show to handle sign-ins and dismissals.
- The Security Guard does not have the authority to dismiss students without the appropriate procedures being followed; neither do the volunteers. (This is an Insurance Company rule.) Note: We will work with the families who have already notified us of the emergencies or of situations that they have.
- If students are staying for two shows on the same day, we will take care of the students in between shows if a parent has not signed them out. If a parent has signed them out for the first show, they must sign them back in for the second show and have their wristband number either re-recorded or re-issued.

Details and FAQ's:

Sign-In Details

- **Using the Elevator:** Some families bring their costumes in suitcases or wheeled luggage carts. They can use the elevator to get to the lower level, then go down the hallway past the C Dressing Room to get to the Sign-In Table. They should not go to the regular Dressing Room area until they have signed in.
- **Assisting Parents may help their children set up costumes:** In the past, we have allowed parents to go backstage before the show to help children who have multiple costume changes to pre-set their things to help changes go smoothly. This year, we will allow Assisting Parents who need to do this to sign a Visitor Log as Assisting Parents and accompany their child to their Dressing Room. All Assisting Parents must leave the Dressing Room area 15 minutes before the show starts.
- **Quick Changes:** The staff will help any students who have a Quick Change place their costumes appropriately.
- **Parents who wish to help their child get dressed - C Dressing Room:** Most young children arrive in their costumes, and most older students are fine dressing themselves. However, if a parent would like to help their child get dressed before signing them in, they may use the C Dressing Room, which is just to the left of the sign-in table. After the child is dressed, the parent should sign the child in. Parents should not come back to the regular

A/B/D/E/Q dressing room area (unless they are volunteering or performing in the show). Please direct parents to the C Dressing Room if need be.

- **Very Young and/or Frightened Children at Sign-In:** In the case of a very young child who is frightened by the prospect of heading back to the dressing room without their parent, we will arrange to have the parent go back with their child as an Assisting Parent (and if need be the parent can stay with them in the dressing room as a Volunteer). Please discuss this with Mr. Paul so that the correct procedure can be followed.

Details for Signed-In Students

- **Alternate Dressing Room Exits Are Off Limits:** Older students, like younger students, are not allowed to leave their dressing room areas until given permission to do so. Students in the Q Dressing Room (on stage right) are not allowed to walk out of the door which goes to the Lobby from the Q room. Students in the downstairs B, D, and E Dressing Rooms are not allowed to walk out of the exit door from the vending machine area. All students are only allowed to exit the backstage areas via the sign-in/sign out tables, at the appropriate times. Students who flaunt this rule will be permanently assigned to the "A" Dressing Room.
- **Students should not go to the Lobby once they have signed in.** Students who need something from the lobby should not be sent to get it themselves. They should ask a volunteer or a teacher for help. Should this situation arise, volunteers should ask Mr. Paul how to proceed.
- **Students must purchase Concessions before they Sign In:** Students who are planning on purchasing food items at the concession tables should do so before they sign in. Students will not be allowed to go to the concession tables at the intermission.
- **Students may purchase Concessions between the shows,** but they must ask a staff member for permission.
- **Students Will Not Be Selling Concessions:** We will not have any dancers helping at the Concession tables this year, so there will be no need for anyone to leave the dressing room area to do so.

Intermission (The time between Act I and Act II)

- **Students who are only in Act I may be signed out at Intermission.** If a student is only in the first Act, their parent (or guardian) should sign them out and take them from the dressing room areas. The parents and the dancer can then go home or go back into the theater together and watch the rest of the show.
- **If a student is in both acts of the show, they may not leave the dressing room areas at Intermission.** They are supposed to stay back stage so we know where they are, and so they can be preparing for their next number. We tell them "Intermission is for the audience, not for the performers."

Sign-Out Details

- **Misplaced Wristbands at Dismissal:** If a parent has lost their wristband, please ask the parent to be patient and contact Mr. Paul. Do not release the child until Mr. Paul says it is OK to do so.
- **18 year olds (and 16 and 17 year old students driving themselves):** These students will be allowed to sign themselves in and out, but they may only leave at the Intermission or at the end of the show when we have sign-outs in place.
- **Adult Students** - These students will be allowed to sign themselves in and out, but we have asked that they only leave at the Intermission or at the end of the show when we have sign-outs in place. Adult students should contact Mr. Paul if there is an issue with waiting until the intermission or the end of the show.

Visiting Guests after the Show

- If a dancer has a relative or a friend who wants to wish a dancer well after the show, there are two choices:
- If a parent or guardian with a wristband is present, they may sign-out the student at the intermission (if they are finished dancing) or the end of the show (if they are in both acts) and have them visit with friends or relatives in the lobby. If the student is in the next show, they will then need to sign in again.
- If a parent or guardian with a wristband is not present, the friend or relative can wait in the stage left hallway (where we will be bringing students to eat lunch) and visit with their friend or relative there. Note: if the student has not been signed-out, they cannot leave the area with the friend or relative. (If you are in the lobby facing the theater, the "stage left hallway" is the one on the right.)

Between the Shows (For students who are in two shows on the same day.)

- **Eating Between the Shows:** Students who are in two shows should bring food to eat in between shows. Teachers will bring these students to the Stage Left Hallway/Lobby to eat. Students are not allowed to wander beyond this area, and must stay in the area where they are placed.
- **Lunch Outside:** Last year, students who were in two shows on the same day went outside to eat lunch, and they have asked if they could do the same this year. Weather permitting, we will arrange for students who wish to go outside to do so, but it will be as a group that has supervision. Students cannot go out by themselves, unless their parents have signed them out, and they are being supervised by a parent.
- **Visitors between the shows:** Parents and or Relatives who have children in both shows, and who want to briefly see their children in-between shows, but who do not wish to sign them out; should plan on visiting with them in the Stage Left Hallway where we will be having them eat lunch. Note: Parents who have not signed their children out may not take them from this area.

Emergencies

- **In Case of Emergency** - In the case of a serious emergency, such as a fire alarm, please escort the students in your dressing room to the nearest fire exit. This is the only exception to the sign in/out rule.
- **Personal Emergencies and other Early Dismissals:** We will provide a list of any families who have planned early dismissals. We will work with the families who have already notified us of the emergencies or of situations that they have. In the case of an unexpected emergency, please contact Mr. Paul immediately.
- **Illness:** If a child is ill, we are going to work with their parents to get them home. Please notify Mr. Paul.

Final Notes for Volunteers

- **Ideally, parents should have informed their children about the procedures**, including when their child can expect to be picked up, etc. If a child is upset and does not understand the process, please be patient with them and explain as best you can. We want the children to enjoy their Recital.
- **If an older child is not respectful of your enforcement of the policies, or gives you a hard time, please call Mr. Paul to handle it.**
- **If a parent is not respectful of your enforcement of the policies, or is upset or angry for any reason, please call Mr. Paul.** If something has risen to a level of anger for someone, this is not something that you, as a volunteer, are expected to handle; it is most likely something that Mr. Paul, the director of the school, has to address, which he will be more than happy to do. The sooner you call him, the better.
- **Volunteers - Please Set a Good Example and Follow the Rules!** - As a volunteer, people look up to you and expect you to uphold the rules. Please set a good example and follow these rules yourself. You may not leave the back stage areas with your children until the intermission or the end of the show. Please sign yourself and your child out when you leave.

Feedback is Welcome!

We depend on feedback from our families. Many have consistently offered good ideas, which we are always open to hearing. We have already talked at length to other studios about this and how they handle it (and to quite a few parents); however, since these requirements and our implementation of them are all new for us this year, there is always something we missed or could do better. If there is anything (any circumstance or situation) you can think of that we have not covered yet (or not covered well enough), please contact me.

Thank You!

We thank you again for volunteering to help make this day special for our dancers.