Civic Theatre of Allentown is a 501(c)(3) non-profit organization with 90 years of history in the Lehigh Valley. Started by two Morning Call reporters in 1927 as “Civic Little Theatre,” the current day Civic Theatre of Allentown relies on the creativity, passion, and inspiration of the staff members, the board, and the thousands of volunteers that are mutually invested in Civic’s growth and success.

Civic Theatre became an immediate success and in 1957 moved into its current home at the Nineteenth Street Theatre, a 1928 Art Deco movie palace in Allentown’s West End. Significant milestones in the organization’s history over the years include the establishment of its Civic Theatre School in 1953, the addition of art film screenings in 1989, and the distinction of being the first community theatre to produce Tony Kushner’s award-winning epic Angels in America in 1997. In the last decade, capital improvements to the theatre have included ground-floor restrooms, updated HVAC system, and a new street-level entrance.

Civic is dedicated to producing live theatre of high standards of artistic excellence, capitalizing on the physicality, presence, and immediacy of theatre as an art form and providing a creative outlet and training ground for local artists dedicated to the theatre as an avocation.

Civic is devoted to developing the artists and audiences of the future. Established more than 60 years ago, Civic Theatre School programs provide training in the theatre arts to over 300 children each year, developing self-expression, discipline, and teamwork as well as an appreciation for the art of theatre.

Finally, Civic is committed to being the premiere non-commercial film venue in the Lehigh Valley, showing the latest releases and best selection of award-winning art films, including documentaries, American independent, and international films that are an alternative to commercial film cinema, keeping in mind its diverse audience. We thank you for visiting our website and taking the time to learn about our Theatre. Please plan to visit us soon!
Civic Theatre of Allentown Staff

William Sanders, Artistic Director
Shirley Kline, Managing Director
Will Morris, Associate Artistic Director & Production Manager
Joshua DeRuosi, Technical Director
Julie Mohr Emin, Development Director
Jonathan T. Shehab, Director of Marketing & Community Engagement
Sue Sneeringer, Business Manager
Kelcie Kosberg, Box Office Manager & Volunteer Coordinator
Suzanne Baltsar, Film Manager
Christine Zondervan, Graphic Designer
Susan Fread, House Manager

Civic Theatre of Allentown Board of Directors

Maria DeFebo-Edwards, President
JoAnn Wilchek Basist, 1st Vice President
Dr. Barry Glassman, 2nd Vice President
Joseph V. Kochanasz, Treasurer
Abigail M. Martin, Secretary
Sharon Glassman, Immediate Past President

Aliette Abo
Dr. Robert D. Barraco
Charles Cole
Frank Facchiano
Jane Brown Heft
Shirley Kline
Michelle LaWall
Kathy Patterson
Lonny Pattishall
Diane Pierce-Williams
William Sanders
Ray Starner
Susan Ellis Wild
General Theatre Etiquette

Our volunteers act as a second pair of eyes and ears during each performance. As such, please be aware of the following theatre etiquette:

1. Use of cameras, cell phones, tablets, or any other electronic device within the theatre is strictly prohibited during performances.
2. Patrons cannot bring outside food or drinks into the theatre.
3. Trafficked areas, such as aisles or entrances should be clear of items at all times.
4. Should a patron need to speak with a volunteer, another patron, or answer a phone call during a performance, please direct them to the lobby area.
5. Children under 4 are not permitted in the theatre, unless specifically stated by the House Manager (CTS Productions, *A Christmas Carol*, etc). This is especially true for infants.

Volunteer Requirements

To volunteer for Civic Theatre of Allentown, we require the following:

- Be 16 years of age or older
- If over 18, be able to provide copies of up-to-date Pennsylvania Clearances and Background Checks.
- Have access to a computer, Internet, and email to participate in our program. The majority of communication with volunteers is handled via email.
- Review the volunteer manual.
- Adhere to all rules and regulations set forth by Civic Theatre of Allentown.
- Have a “Can-Do” attitude.

Volunteer Guidelines

All patrons and fellow Volunteers deserve a wonderful experience while attending our theatre. Not adhering to the following guidelines means that this positive experience may not take place. Therefore, any violations could ultimately result in your status as a volunteer being limited or revoked. This is completely avoidable, so please: don’t risk that!

1. Greet all patrons and volunteers in a friendly, courteous, and helpful manner.
2. Bring a small working flashlight. Always point towards the ground when in use.

   *(Continued on next page)*
3. If a patron asks for assistance in finding their seat, either walk them directly to that location or hand them off to another volunteer who is able to do so.

4. Refer patrons to the House Manager should they have questions you cannot answer.

5. Remain at your assigned duty throughout intermission, unless directed otherwise.

6. Assist in the Theatre Clean Up after each performance, so that the theatre is ready for the next group of patrons and volunteers

A performance volunteer also needs to be able all of the following:

- Lift up to 15 lbs.
- Be able to stand for extended periods.
- Be able to help themselves and others in case of an emergency.
- Wear presentable black clothes, and black closed-toe shoes (these are required for your safety).
- Have their volunteer badge visible at all times while on duty as a volunteer.
- Stay for the duration of their shift, including approximately 20 minutes after the performance ends, until the house manager dismisses them.
- Attend the preshow briefing one hour before the performance.

If you find that you are unable to do any of the listed requirements, we do have other opportunities aside from performances for which we would love to have help. Please contact us at (610) 433-8903 ext 202.

Please Avoid the Following

1. Talking or whispering during a performance. Theatres are designed to amplify sounds!

2. Leaning on walls, counters, railings, etc. Please keep a standing position when possible.

3. Pointing flashlights at the stage, across patrons, or across the theatre.

4. Talking in a derogatory way – about people, a performance, Civic Theatre of Allentown, or anything else. If you feel something does require constructive criticism, please do so in private with the House Manager or Box Office Manager.

5. Unprofessional behavior. This one shouldn’t need an explanation.
Performance Volunteer Policies & Requirements

Read Everything! -- This should go without saying; sign up pages and emails for volunteers contain very important information and it is imperative that volunteers carefully read all information.

Dress Code -- All performance volunteers are required to dress professionally in all black. Your clothes must be clean and presentable. During the performances for A Christmas Carol and The Santaland Diaries, you are welcome to wear holiday accessories, providing nothing lights up or makes noise, but the core black uniform required. Jeans, shorts, t-shirts*, tank tops, flip-flops and clothing with brand logos are unacceptable. Black closed-toe shoes (even during the summer months) are required for your safety. The point of this ‘uniform’ is to make you easily recognizable to our audience.

*The only exception is the black Civic Theatre T-shirt, which is permitted.

Preshow Briefing -- Every performance will have a required preshow meeting in the Concessions area, which will begin promptly one hour before the performance. At this meeting the house manager will assign positions, remind volunteers about emergency procedures, a short recap of Civic Theatre of Allentown’s policies, volunteer responsibilities, as well as any special information associated with the performance. This is designed so that you are fully informed before the doors open to our patrons.

Name Tags -- Volunteer identification tags are available at the beginning of each shift, are required for all volunteers, and must be visibly displayed. Once a shift has finished, please return your tag to the House Manager.

Volunteers who have completed 30 hours with the Civic Theatre of Allentown will be eligible to purchase a personalized nametag for $5.

Post Show Clean Up -- At the conclusion of the performance, please remain for approximately 20 minutes to walk through the auditorium, and pick up loose programs, trash, and program stuffers. Please take any found items to the house manager and make note of where the item was found. Once the clean up has been completed, the House Manager will dismiss all volunteers for the night.

Attendance -- Being punctual for each of the volunteer shifts that you have signed up for impacts not only the other volunteers within your group, but also patrons and -- possibly -- the artists on and off our stage. There are a number of ways to let us know if you are not able to fulfill your assignment, be it one time or for the rest of the season.

If you need to cancel or reschedule, we ask that you notify us as soon as possible. This can be done either via e-mail (kelcie@civictheatre.com) or by phone at (610) 433-8903 ext 202.
**No-Shows** -- Civic Theatre of Allentown works very hard to keep its volunteers informed of upcoming events and shifts. With confirmations after sign ups, e-mail reminders, social media postings, and even the occasional phone call, a lot of work goes into ensuring that the volunteer experience is as pleasant and easy as possible. As such, volunteers who consistently miss their assignments without reaching out to the Box Office Manager & Volunteer Coordinator or House Manager beforehand will be asked to reconsider their schedules and/or their volunteer status.

**Smoking** -- Volunteers are permitted to smoke outside of the building only during times when patrons are not present in common areas (eg—The Lobby, Concessions area, and Patron Lounge during pre-show, intermission, and Post Show Clean Up)

**Drug and Alcohol Policy** -- Volunteers are prohibited from consuming drugs or alcohol while working a shift with Civic Theatre of Allentown (including alcoholic drinks from the Concessions area and Patron Lounge) and should not arrive under the influence of these substances. Failure to follow this policy will result in the immediate expulsion from the volunteer program.

**Program Recycling** -- After the auditorium has been cleaned and loose programs picked up, please sort the programs into two piles: re-usable ones and ones we can recycle. The house manager will inform you where to place each sorted stack of programs.

*Failure to follow any or all of these policies and requirements may result in your dismissal from the event activities. Multiple infractions of the volunteer policies will result in your discharge from the Civic Theatre of Allentown volunteer program. Civic Theatre of Allentown reserves the right to release volunteers at any time for any reason.*

**Volunteer Benefits**

All performance volunteers receive one complimentary ticket to the performance they are working. If the volunteer is unable to watch the performance they are working (eg working Concessions or Bar), they may attend another performance of the same production.

Volunteers who have completed 30 hours with the Civic Theatre of Allentown will be eligible to purchase a personalized nametag for $5.

At the end of the Season, all active volunteers are invited to attend the annual Volunteer Appreciation Night, where the Volunteer of The Year is named. The volunteer of the year receives a special personalized nametag and their name added to the plaque in the 19th Street Theatre.

Film vouchers, special film screenings, and other “Thank Yous” may also be presented to volunteers throughout the season!
Performance Volunteer Positions

Front of House positions will be assigned by the House Manager during the Pre-Show Briefing. They include:

**Greeter:** The person(s) positioned at the main doors of the lobby to greet patrons and confirm they are at the correct performance.

**Will Call:** The person who distributes tickets to patrons who have reserved in advance. Often works in collaboration with the Box Office operator.

**Ticket Taker:** The person(s) who are positioned at the doors into the theatre. They are responsible for checking each patron’s ticket to confirm they have the correct date and time, and directing them to the correct seating section.

**Ushers:** The people who are responsible for handing out programs and assisting patrons to their seats.

**Late Seating Assistants:** The person who works in collaboration with the House Manager to assist in seating patrons who arrive after the performance has begun.

**Watchers:** The person(s) responsible for “watching” the audience for disruptions such as photos, cell phone use, etc.

Back of House Positions require some experience or training in order to be performed. They include:

**Box Office Operator:** The person responsible for completing walk up sales during performances. Requires training or experience with Patron Manager Software.

**Concessions Operator:** The person(s) responsible for the sales of food and drink in the Concessions Area before performances and during intermission. Requires training or past Civic Concessions experience.

**Bartenders:** The person(s) responsible for pouring wine, beer, and simple mixed drinks in the Patron Lounge. Requires RAMP Certification or comparable experience.
**Civic Theatre of Allentown Performance Policies and Guidelines**

**Double Seating** -- You will encounter this situation when more than one party is claiming the same seats. Check the tickets to make sure they are for the correct seat, performance, and date. If there are duplicates, find the house manager. They will contact the box office to determine who owns those seats and find new seats for the displaced patron.

**Children Policy** – Civic Theatre of Allentown DOES NOT allow children under the age of 4, including babes in arms, into the main stage productions, even if they are sitting on laps. This is for the comfort, safety and enjoyment of all of our theatre patrons. If you encounter a parent with children that might be four and under, DO NOT tell the patron about the policy. Let the house manager know and they will take appropriate steps to handle the situation. The exception to this rule is children’s shows (*A Christmas Carol*, CTS Productions) where all ages are welcome.

**Late Seating** -- From time to time we will have people who will arrive late for a show. Before the first performance the stage manager and/or director will determine if and when there will be late seating. This usually happens at an appropriate break in the show, like a scene change, blackout, or other transition in the performance. Patrons who arrive late will be brought into the back of the house and escorted to the late seating section by the House Manager at the appropriate time. Unless the show has no intermission, patrons can take their ticketed seats at intermission.

**Seat Complaints** -- While no seat at the 19th Street Theatre or Theatre514 is “bad”, a patron may be dissatisfied with their seats. Send them to the house manager for seating options.

**Photos and Recording Devices** -- No photos or video recording of any kind allowed! If you see a patron violating this rule, please notify the house manager immediately.

**Food and Drink** – Food and drink sold at the Concessions Area and Patron Lounge are permitted in the theatre at all times. Outside food and drink is prohibited.

**Accessibility Issues** -- From time to time a patron’s seating needs may change. If you see someone that is having trouble getting to their seat, let the house manager know. We may have seats available that we can move them into. Please don’t move them yourself because you may unintentionally move them into a seat that has been sold.

Assisted Listening Devices (ALD) are available from the House Manager.

**Lost and Found** -- If a patron informs a volunteer that they have lost an item, please refer them to the House Manager. Any lost and found items must be identified and picked up by the owner or their representative in person. Any found items should be given to the House Manager. Please note where in the theater the item was found.

**Patrons Leaving During a Performance** -- We cannot stop a patron from leaving the seating area during a performance. The House Manager or Late Seating Assistant will be in the lobby to help that patron get reseated when they are ready to re-enter the theater.