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Welcome! Thank you for volunteering with us!

Welcome

Capital Repertory Theatre appreciates our volunteers! You are invaluable to us. Each role, no matter what, is important to the success and good reputation of our venue. All inquiries about becoming a Capital Repertory volunteer should be directed to our website by visiting attherep.org. The volunteer application can be found under “Support” and then “Volunteer.” Fill out the application and click “Submit.” It is submitted automatically.

History of the REP

Proctors Collaborative is the Capital District’s leading regional arts organization with performing arts venues (theREP in Albany, Proctors in Schenectady, and Universal Preservation Hall in Saratoga Springs), education, civic engagement, and economic development initiative throughout the region.

theREP has a rich, local history of excellent entertainment and strong community relationships. Established in 1981, it came into existence through the dedication and perseverance of a group of Albany businesses, the community, and civic leaders. Donated labor, materials, and expertise transformed the Grand Cash Market, an abandoned supermarket at 111 North Pearl Street, into what was to become the home of Albany's first professional resident theatre.

This initial investment of time and resources created what is now the highly acclaimed, award-winning Capital Repertory Theatre with an annual operating budget of \$2.3 million, and a history of producing more than 6,000 performances employing more than 1,500 professional artists.

In the past 40 years, the original facility at 111 North Pearl Street had been renovated several times. And now we have our beautiful, newly renovated building at 251 North Pearl Street, a 19th century building which was once a Nabisco bakery. It includes a 306-seat theatre, spacious lobby, bar/concession, prop shop, costume shop, rehearsal space that turns into a flexible space black box theatre, private dressing rooms, and a VIP Lounge. It is also the new home to their resident theatre company, the Black Theatre Troupe of Upstate NY. In addition to returning more than 83% of its operating budget directly back to the local community, theREP brings vitality and commerce to downtown in the form of more than 75,000 diners, shoppers, and tourists, serving as an

economic engine in the entertainment district on North Pearl Street.

At the core of theREP's mission is "to create meaningful theatre with an authentic connection to the community we serve" in pursuit of these goals:

- to provide significant, high-quality theatre for all people of the Capital Region,
- to ensure that every student in the 14-county Capital Region experiences live theatre before high school graduation,
- to take a leadership role in defining New York's Upper Hudson-Mohawk Valley as cultural destination point, and
- to make Capital Repertory Theatre synonymous with quality in every aspect of the organization: actors, productions, education programs, customer service, and civic leadership.

In all programs and services, theREP reflects its mission by embracing its community as a source of inspiration. theREP embraces cast, crew and audiences from every background to expand the horizons of thought and understanding of the human condition through the power of theatre.

theREP is a professional, not-for-profit cultural organization, and the only member of the League of Resident Theatres (LORT) within fourteen counties of the Upper Hudson-Mohawk Valley.

Behind the Scenes Information

Requirements

- All volunteers must have the ability to receive and send emails.
- All volunteers will complete and sign the provided volunteer contract annually.
- All volunteers are required to complete an annual orientation training as well as other trainings that may be required based on the volunteer role.
- All volunteers must be able to physically assist patrons up and down stairs and out of the building in the event of an emergency.
- **All volunteers must commit to at least eight performances for the 2026-27 season.**

E-mails

The ability to receive and send emails is a pre-requisite for being a volunteer. As a volunteer at theREP, you will receive a lot of e-mail. Please check your e-mail regularly.

- If you have an e-mail address change, please email housemanager@capitalrep.org and notify us of the change.
- Do NOT forward e-mails or otherwise share the information you receive as a volunteer to anyone who is not also a volunteer at theREP (unless you are given permission to do so). If you do not have e-mail, do not already have a phone buddy, or have not made e-mail arrangements with someone, please do so immediately.
- While we are committed to honoring the service of our current volunteers, we can no longer accept new volunteers who do not have email and internet access.
- We do not communicate by phone unless there is serious confusion.

Training

All volunteers are **REQUIRED** to attend orientation with the operations manager, which

includes safety and evacuation training. Volunteers may be required to attend additional training as deemed necessary by the operations manager. There are a few other recommended trainings that may be made available.

Bartenders

Volunteers interested in tending the bar and concessions **MUST** attend special training. This training will include instructions on working the bar, policies and procedures of the REP, and alcohol safety training. In order to serve alcohol, you **MUST** have completed our annual bartender training. **If you have not completed the bartender training, you CANNOT serve alcohol.**

Attitude

Have a positive attitude and be uplifting. Cheerfully welcome patrons to the theatre. Be helpful and courteous to other volunteers and patrons and look to assist them when needed. When ushering, resist leaning on wall or sitting on the arms of seats while waiting for patron to arrive. If you have an accommodation need due to illness or disability, please speak to the operations manager prior to your scheduled performance. Answer patron questions politely and as completely as possible. **If you are unsure of the answer, refer them to the house manager or box office staff.**

Proctors, the REP, and UPH expect its employees and volunteers to maintain a positive, professional demeanor/attitude at all times and to refrain from negative behaviors; such as malicious gossiping, defamation of company character, and speaking negatively about the company to fellow employees. Employees and volunteers displaying attitudes that are contrary to this policy may be subject to disciplinary action up to and including dismissal. Treat all patrons, staff, and other volunteers with common courtesy and respect at both theatres. **If you have a complaint, please take it up privately with the operations or house manager.**

Scheduling

Minimum Shifts

All volunteers must volunteer for **at least eight performances** for the current season. This includes subscription series performances and extra events such as rentals and galas that need ushers and bartenders. If you are a “snowbird,” “sunchaser,” or a floater, please be sure to sign up for additional performances to meet this requirement. For this next season, if Proctors is in need of extra volunteer help, they will reach out to the REP volunteers to fill in — if you work one of these extra shifts they will count towards your eight per year requirement — but please try to get at least six shifts at the REP specifically.

Floater

Volunteers who cannot commit to a full season may sign up as a “FLOATER”. Floaters will be required to volunteer for at least eight performances or extra events per season. Please go to our Sign Up online platform when you are sent the invitations for the shows and sign up for your spots in a timely manner. Please do this before the first

performance of each show.

Renewals

Volunteers in good standing (those who have completed their previous year's commitment) will be given a renewal contract for the next season. All attempts to fulfill your desired series will be made. Those who have been previously assigned to a specific series will receive the right of first refusal to that series. If you do not complete your renewal by the specified time, you will lose your spot.

Missing a Show

There may be times when you are unable to make your assigned show. These are usually sickness or emergency situations and occur on the day of your assignment. If you are unable to attend your assigned performance, **please email housemanager@capitalrep.org**. There is **no need to call the operations manager**. In the body of your email, please explain why you cannot attend.

Switching Assigned Shows

Sometimes, you may find it necessary to switch from your regularly assigned show to another. Usually, these are planned situations. All volunteers can make these changes on SignUp.com. Attached are instructions for using Sign Up. Please familiarize yourself with Sign Up before you need it. It is easy to use. If you have to switch shifts within three days of the originally scheduled performance, please email housemanager@capitalrep.org so a replacement can be found as well as changing it in SignUp.

Incentives and Benefits

Ticket Discounts

Volunteers are eligible for a discount of 10% on tickets purchased at the box office for participating performances in any of our three venues. Please call the box office for all ticketing, not the operations manager. This discount cannot be combined with any other offer. *****This discount may not be available for all performances*****

Concessions Discounts

They are also eligible for a 10% discount on food and non-alcoholic beverages. The consumption of alcoholic beverages is strictly prohibited during your shift. Volunteers may take their beverages into the theatre during the show but should not have them in hand while performing volunteer duties.

Pre-Sale

Often, there are pre-sale opportunities for volunteers so that you can get the best seats to our upcoming shows. When available, you will be notified by e-mail with instructions.

Volunteer Tickets

All volunteers receive access to free tickets for qualifying performances. Email notifications are sent periodically to inform volunteers when there's a qualifying

performance. There will be qualifying performances at all three venues (Proctors, theREP, and UPH). Volunteers can give their redeemed tickets to whomever they'd like but the volunteer needs to redeem the tickets themselves through their volunteer account. Redeemed tickets should **NEVER** be sold. If there's evidence that a volunteer has sold their tickets they will be dismissed from the volunteer program immediately. Standard access renews annually until the volunteer retires or is dismissed from the program.

Volunteer Appreciation

Our annual Volunteer Appreciation Night is held in the fall and is a fun gathering where Proctors staff serves our volunteers with food and beverages. Following that is an awards ceremony where we honor our outstanding volunteers in each group.

Above & Beyond Pass

Volunteers will have opportunities to earn A&B access by performing tasks that are outside their purview, are not connected to a performance (example: stuffing envelopes), or receive a commendation from patrons, staff, and/or fellow volunteers. With A&B access, volunteers are offered tickets to the same performances as Proctors Collaborative staff. Volunteers can give their redeemed tickets to whomever they'd like, but the volunteer needs to redeem the tickets themselves through their volunteer account. Redeemed tickets should **NEVER** be sold. If there's evidence that a volunteer has sold their tickets they will be dismissed from the volunteer program immediately. A&B access will expire after 90 days. Access will be renewed at a rate of 90 days extension per one assignment worked. **Example:** Volunteer A helps with stuffing envelopes; they will receive A&B access for 90 days. Volunteer A later helps with serving dinner to students they will have their access extended by 90 days.

Dismissal Policy

Volunteers are extremely valuable to theREP!

The theatre depends on its volunteers to assist in making each patron's visit to the theatre safe and enjoyable. When a volunteer is tardy, does not show up for an assigned shift, or does not follow policies, it diminishes the experience for patrons and other volunteers. It can also lead to safety concerns, as volunteers are crucial in our emergency plans. *****Volunteers who have three infractions will be dismissed from the volunteer program.*****

Infractions include but are not limited to:

- Missing an assigned performance without proper notice
- Three tardies
- Poor attitude
- Poor hygiene
- Not following policies and procedures outlined in handbook
- Rude or disrespectful behavior to any patron, volunteer, or staff member
- Any action, behavior, or incident deemed inappropriate by the operations manager

The house manager or operations manager will notify any volunteer receiving an infraction in a timely and appropriate manner.

Additional Policies and Expectations

Consumption of Alcohol

No volunteer is allowed to consume alcoholic beverages or be under the influence of alcohol while working at a performance. **THIS IS GROUNDS FOR IMMEDIATE DISMISSAL!!!**

Guests

Guests of volunteers must have tickets. Do not ask for comps. Tickets can be purchased through the box office, which is open:

- at the REP on show days 90 minutes (about one and a half hours) before show starts.
- on the phone 518-346-6204 (Monday-Friday 12-6 p.m.)
- online 24 hours a day by visiting attheREP.org

Theatre Etiquette

All volunteers are expected to refrain from talking or making any noise during a performance. Cell phones and electronics must be turned off or silenced. We expect our volunteers to exhibit exemplary audience behavior and failure to do so will be taken seriously. **Engaging in distracting behavior inside the theatre during a performance will result in dismissal.**

REPception Events

REPception events are intended for patrons. Volunteers should not eat any of the event food while patrons are in the bar/concession, lobby area, or VIP Lounge. The house manager will tell volunteers when they can take part. It is a **“guests first, family last”** situation for all REPception events. If you are seen eating/drinking before permission has been given, you may be removed from working REPceptions at future shows.

Before You Arrive

Attire

Wear correct attire: ****no open toed or high heeled shoes****

Black trousers/skirt/slacks, white shirt/blouse, black jacket or sweater (optional) and black closed toe shoes. **Please keep your appearance neat and professional;** refrain from wearing jeans, exercise clothes, sweatshirts, sweatpants, leggings, or tee shirts.

CAST Volunteers: CAST t-shirt provided by Proctors Collaborative, black pants/jeans, and black shoes/sneakers. Jeans should not be faded, and sneakers must be clean and solid black.

Perfume/Cologne

Please do not wear perfumes or colognes when coming to the theatre. There are many people with scent sensitivities. Please continue to keep a professional and neat appearance by using deodorant, and keeping your hair combed and tidy. Unkempt appearance and lack of proper hygiene are grounds for immediate dismissal.

Identification Tags

Each volunteer will be provided with a name badge, which identifies you as a volunteer. You will be given the badge when you sign in for the performance. Badges must be worn during each performance. **YOU MUST RETURN THIS BADGE AFTER YOUR SHIFT WHEN YOU SIGN OUT. DO NOT TAKE THE BADGE HOME.** Please return all old badges for disposal.

Parking

You will want to check the downtown events schedule and prepare your departure accordingly, so you have enough time to find parking.

- **Street parking:** on Livingston and North Pearl streets within sight of the REP, on Broadway — **FREE AFTER 5 p.m.** and all weekend
- For more info on parking and pricing go to www.parkalbany.com
- Please don't park in the REP lot as that is paid parking for patrons

Upon Arrival

Come prepared to work! SHOW READY

The call time for an event is the time you need to be at the theatre and ready to work. If you need to eat, make phone calls, etc. please do so before the designated call time. House managers will start their pre-show speech at your call time. **Once the house is open, these activities cannot occur.**

Arrivals and Sign In

Ushers and bartenders are expected to arrive one hour and 15 minutes before the scheduled performance time. The sign in sheet will be near the operations office door. Please sign in next to your name. **If you don't sign in, we don't know you are there and you will be marked absent.** Please hang coats on coat racks.

Preshow Duties

Check with the house manager to see if there is any work to be done before the pre-show meeting. During this time ushers may be asked to stuff programs or perform other duties.

Restricted Areas

For the safety of our patrons, volunteers, cast, crew, and volunteers, volunteers and patrons are not permitted in the theatre, on stage, backstage, or any areas marked "employees only" at any time. **No exceptions without permission of the house manager. Violating this rule is grounds for dismissal**

House Opening

The house will not be opened until the house manager has received word from the Stage Manager about 30 to 15 minutes before the scheduled performance time. **At no time prior to that should anyone be allowed into the theatre except for staff.** When the announcement is made, volunteers should go directly to their assigned positions. You shall remain in the theatre for the entire show unless directed otherwise.

Seating

The house manager will alert all ushers when they may be seated immediately before the curtain speech. Volunteers sitting in seats prior to the house manager giving permission will be dismissed. Volunteers, if possible, should sit in seats at the end of an aisle for quick access in case of an emergency. If there are no aisle seats available, volunteers should sit in rows behind patrons. Seating should be as close as possible to your assigned location. **If there is a case in which volunteers cannot be seated, arrangements may be made with the operations manager to see the production at another time.** This can happen during our large musical shows. Your cooperation is paramount.

Post-Show

After the show, ushers must stay in the theatre until all the audience has left. After the audience has gone, you are expected to help pick up programs and items such as cups and wrappers. Sanitary gloves and bags will be provided to accomplish this activity. Please report any major spills or trash to the house manager. Please return your name badge to the table nearest the operations office.

Usher Duties

Duties of the Ushers include, but are not limited to, the following:

- Stuff and organizing playbills or other tasks as assigned by the house manager.
- Ushers must always stay in the theatre and at their assigned locations preshow. If you find you need to go to the rest room or get a beverage, please let the house manager or another usher know.
- Direct patrons to their seats as they arrive. Watch for problems with seating. Be especially aware of any accessibility needs in your aisle.
- Attend to seating problems that arise.
 - If a patron believes that another person is in their assigned seat, check the date, time, and seat on both sets of tickets.
 - If a patron is in the wrong seat KINDLY show them where the correct seat is.
 - If a patron has the incorrect date or time, please direct them to the box office or house manager.
 - If more than one patron has the same seat on their ticket direct them to the box office or house manager. Remember that the box office needs both sets of tickets in the case of double ticketing.

If you are unsure of how to resolve the issue inform the house manager immediately.

Patrons are not allowed to sit in any seats other than the ones assigned to them on their tickets.

Patrons may ask you if they can move to an open seat if several are available, the answer is still **NO**. But you can get the house manager to see what can be done. Please be mindful of people changing seats at intermission and the start of the show.

- **You will remain on duty throughout the performance.**
You should be alert to any problems in your section and attend to them as quickly and quietly as possible. Texting or other electronic device usage is distracting to audience members and actors and is strictly prohibited in the theatre. **Cameras and any type of recording devices are not allowed.** If you see a patron taking photos or videos, please alert the house manager and describe the patron and where they are seated. If you're able to speak with the patron, speak firmly, but politely to those with cameras, explaining that photography is not allowed during the performance and watch them delete the photos / videos. **Should the patron be non-compliant, report immediately to the house manager.**
- Direct patrons away from the stage or any other restricted areas. No one is allowed on the stage at any time.

Other Usher Duties by Situations

Accessibility Needs

The top of aisle usher will be responsible for helping patrons with accessibility needs. Be sure to be sensitive to the needs and wishes of these patrons and adhere to the following:

- Approach these people in a polite, respectful, and calm manner. Do not be forceful or demanding.
- Ask if they would like assistance in helping them to their seat. Talk to the person themselves rather than their attendant or companion if possible.
- Ask to see their ticket and review it to be sure it is compatible with their mobility aid (wheelchair, walker, etc.). **If their seating is not compatible bring it to their attention, and if they agree, call for a house manager to assist in having their seating changed.**
- If the patron has a mobility aid, check with the house manager about where to store it, as it will depend on where their seat is. Never touch someone's mobility aid without asking for permission and informing them why you need to move it and where you'll be moving it to. Ushers assisting them are responsible for returning this equipment to them when it is needed. Be sure to tell them that you will return with their equipment at intermission if needed and at the end of the show to assist them in exiting the theatre. **DO NOT FORGET!**
- If more patrons with accessibility needs are seated than you can handle, bring it to the house manager's attention and additional help will be provided. Our goal is to make their experience exceptional and welcoming.

Late Seating

Once the performance has begun, the house manager will bring patrons into the theatre and hand them off to the usher at the top of the aisle, at a time that is safe and that will not interrupt the show. Patrons can be seated in their assigned seats, unless advised otherwise by the house manager.

Communications

In case of an emergency or issue locate the house manager and inform them of the situation.

Ticket Takers/Scanners

Smile! You are often the first live person a patron sees when they come to the REP. Be welcoming and friendly! Do not try to direct patrons to their seats; ushers inside the theatre will assist with seating. You can tell them which door they will be using as per ticket. The house manager will give you instructions on how to use the scanners. **It is important to make sure that everyone who walks in has a ticket that you have scanned.** If a patron arrives and says their partner is parking, scan both tickets and ask the patron to stand by the door and identify who their partner is when they walk in.

ALL Ushers

Direct patrons to their seats and assist patrons with stairs if needed. Direct any seating issues to the house manager. **Direct patrons away from the stage and any light fixtures, props, or production items that may be near the front of the stage.** Hand out programs to each patron as they enter the theatre. Be sure to smile and continue patron/volunteer dialogue by telling the patron to “Enjoy the show!” You may be asked to instruct patrons on any special information regarding the show such as the use of strobe lighting or if there is no intermission.

Bartenders Duties

Bartenders will be provided with an apron and badge to wear while volunteering. Comfortable shoes are recommended. Bartenders should confer with house manager for performance details (i.e., audience size, specialty drinks, etc.) Volunteer bartenders serve wine and beer, no liquor drinks (we have a paid bartender on duty for mixed drinks) More explanation will be given during the bartender trainings.

Tips

Each bar location will have a tips container for cash and patrons can also tip with credit cards after purchase. The volunteer bartender tips go into the REP funds and the tips for the paid bartenders are given to them. No bartender paid or volunteer will touch the cash tips. The house manager will take care of the tips at the end of the night.

Serving Alcohol with Care Training

This training is **mandatory** for all bartenders. You must sign and return the form that will be provided to you certifying that you have participated in this training.

Age

No one under 21 years of age should have anything to do with the bar operation, even if they are selling non-alcoholic items. No one should be served alcohol who is under 21 years of age. If there is any doubt, age must be verified.

Self-Serving

Please don't help yourself to product while serving. Bartenders are not entitled to free products.

Bar Closures

Bars should close after intermission for all shows where the bars are open during pre-show and intermission only. For shows where the bars remain open, all bars should close one hour prior to the anticipated end of the show, or as indicated in the pre-show meeting. There should be no serving during performances (except during a limited number of shows). Paid bartenders will oversee clean up and restocking. Volunteer bartenders are invited to assist if time permits.

In-House Accidents/Emergencies/Illnesses

If there are any falls, accidents, injuries, etc. in the theater or lobby at any point, please get the house manager. They are trained and will make the necessary decisions on next steps. Please be observant and help the house manager fill out any necessary paperwork including the accident or incident report. Especially if you are a witness to the accident/incident your information is incredibly important.

First Aid/Emergency Supplies

- **AED:** located on the wall by the booth, near House Right doors — instructions within
- **CPR kit:** located on the post by the House Right doors — instructions within
**whole kit detaches from wall to carry with you
- **First Aid kits:**
 - Small kit: either in the operations office or on the post by the House Right doors
 - Large kit: located backstage left

Emergency Evacuation Procedures

Ushers will go to exits as listed:

Left Aisle Ushers

- Upper aisle usher/s: direct center left patrons out left main theatre entrance to Lobby.
- Lower aisle usher/s: direct house left patrons out lower left exit to North Pearl St.

Right Aisle Ushers

Upper and lower aisle ushers: direct center right and house right patrons out right main theater entrance to lobby. Lower aisle usher should not allow patrons to exit via the stage exit unless the main entrance is impassable.

Program Ushers

The left program usher should wait for patrons at the top of the exit stairs by the elevator to direct people down the stairs to the exit. The right program usher should be at the bottom of the stairs, holding the outside door open and directing people to the parking lot across the street.

Ticket Takers/Scanners

Outside theatre entrance/exit doors: LEFT (to direct patrons to front door to North Pearl St) and RIGHT (to direct patrons to stairwell down to Livingston Ave). If patrons are unable to navigate the stairs, they should exit out front door onto North Pearl Street.

Bartenders

To the front door and at corner to assist patrons and direct them across North Pearl Street or Livingston Ave.

House Manager

Will retrieve clipboard, check bathrooms, and proceed to corner lot of Livingston Ave to take attendance.

AT ALL OF THESE LOCATIONS, THE USHERS ARE RESPONSIBLE FOR PREVENTING ANY PERSON, EXCEPT EMERGENCY PERSONNEL, FROM ENTERING THE BUILDING FOR ANY REASON.

There are 4 “Area of Rescue Assist” locations for patrons who are mobility challenged and cannot exit the building on their own and who require the assistance of emergency personnel to exit the building. They each have a help button that connects directly to emergency personnel. Locations of these areas are

- First floor, to the right of the elevator
- Second floor, to the right of the elevator
- Second floor stairwell (next to elevator)
- Second floor stairwell (across from black box theatre)

Ushers should intermingle with the audience as they exit the theatre to help maintain a calm atmosphere. If applicable, assure the audience that production staff backstage will evacuate all performers and that they can meet them outside the building.

As soon as you are outside the building, report immediately to the corner lot across Livingston Ave. Attendance will be taken there to ensure that all volunteers have exited the building.

Mandatory and Recommended Trainings

The following trainings are available for all volunteers. Some of these trainings are mandatory.

Annual Trainings:

- Emergency evacuation procedures (**mandatory**)
- Orientation training (**mandatory**)
- Serving Alcohol with Care (**mandatory for all bartenders**)
- De Escalation training and Active shooter training (recommended)
- AED/CPR/First Aid (recommended)
- Sexual harassment (recommended)

Theatre Policies

The following information is made available to patrons

Seating

Patrons must sit in seat printed on their tickets and are not able to change their seat for any reason without house manager or box office approval.

Animals

We allow only service animals who have completed training; no pets; no emotional support animals.

Weather

theREP does not cancel or reschedule performances, nor offer refunds due to inclement weather.

Assistive Listening Devices

Infrared listening devices are available free of charge. We also utilize T-Coil technology. The box office or house manager will be happy to help find the best solution. Please let the box office know at time of purchase if you have any assisted listening device needs.

Emergency Exits

Please note the nearest exit upon taking your seat. All exits are clearly marked by the lighted red EXIT signs. In the event of an emergency, please move to the nearest exit in a calm, orderly fashion.

Accessible Seating

Persons who require wheelchairs and others requiring non-step seating should advise the box office when ordering tickets.

Late comers

Will be seated at the discretion of the house manager. You may need to be seated in an alternate location from your ticketed seats until intermission.

Young Children

Children under the age of six are not allowed in the theatre. Smoking and vaping are not permitted anywhere in the building.

Restrooms

There are two multi-stall, wheelchair accessible, gender specific (men and women) bathrooms located on the first floor, and two wheelchair accessible, unisex bathrooms located on the second floor (near the elevator).

Bar/Concessions

Beverages and snacks are available one hour before the performance and during intermission. Alcoholic beverages may not be taken outside the building. All drinks are allowed into the theatre.

Snacks

Are NOT permitted in the theatre, beverages are allowed. Hot beverages must have lids.

Additional Contacts**Tasha Hudson**

Volunteer Recruitment Coordinator and Community Liaison

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