



The cast of *Cambodian Rock Band*; photo by Jim Carmody.



Partners Handbook 2020/2021 Season

Mission Statement

La Jolla Playhouse Partners shall:

Promote La Jolla Playhouse

Donate time and services to the Playhouse

Strengthen Playhouse ties with the community by
participating in special projects of the Playhouse and community

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1. HISTORY OF LA JOLLA PLAYHOUSE

Founded in 1947 by Gregory Peck, Dorothy McGuire and Mel Ferrer, La Jolla Playhouse thrived as a summer stock retreat for such Hollywood luminaries as Vivian Vance, Groucho Marx and Eve Arden. After over a decade of performances featuring numerous greats from stage and film, the Playhouse went on hiatus from 1959 – 1982. While shuttered, a handful of dedicated supporters fought to keep the Playhouse alive, eventually working to revive it on the campus of UC San Diego in 1983.

Over the next three decades, La Jolla Playhouse rose to prominence as one of the most celebrated regional theatres in the country. Under the artistic leadership Des McAnuff (1983 – 1994; 2001 – 2007), the Playhouse developed dozens of new works, many of which transferred to Broadway, including *Big River*, *The Who's Tommy* and *Jersey Boys*. In 1993, the Playhouse was awarded the Tony Award for Outstanding Regional Theatre.

This period also saw the beginning of the Playhouse's acclaimed Performance Outreach Program (POP) Tour, in which a brand new, Playhouse-commissioned work brings the magic of theatre into San Diego schools. The Playhouse continued its commitment to developing new plays and musicals with the launch of its Page To Stage New Play Development Program, spawning the Pulitzer Prize-winning *I Am My Own Wife*.

Led for the last decade by 2017 Tony Award winner Christopher Ashley, the Playhouse has solidified its reputation of originating new work, producing a total of 101 world premieres and sending 32 productions to Broadway – including the recent musicals *Come From Away*, *Escape to Margaritaville* and *SUMMER: The Donna Summer Musical*.

Deepening the Playhouse's connection to the San Diego community, Christopher Ashley inaugurated the Resident Theatre Program in 2008, providing a temporary home each year for an up-and-coming theatre company. In 2011, he spearheaded the innovative Without Walls (WOW) series of site-inspired and immersive theatre. The Playhouse hosts a biennial WOW Festival featuring local and international artists in vibrant, interactive experiences that amplify the energy of the city.

From its signature play development initiatives to its intriguing and playful WOW programming, La Jolla Playhouse has become the place to see what's next on the American theatre landscape.

2. GENERAL INFORMATION

La Jolla Playhouse telephone number: (858) 550-1070

Patron Services phone number: (858) 550-1010

Address: 2910 La Jolla Village Dr. La Jolla, CA 92037

Performance times:

Tuesday and Wednesday: 7:30 pm

Thursday and Friday: 8:00 pm

Saturday: 2:00 pm and 8:00 pm

Sunday: 2:00 pm and 7:00 pm

Please note, some performance times may change. You will be updated by the Front of House Chair.

Patron Services hours on performance days:

Monday: Closed

Tuesday - Wednesday: 12:00 pm- 7:30 pm

Thursday - Saturday: 12:00 pm- 8:00 pm

Sunday: 12:00 pm- 7:00 pm

Box Office hours on non-performance (dark) days:

Tuesday - Saturday: 12:00 pm- 6:00 pm

La Jolla Playhouse Partners require volunteers to:

- Adhere to the La Jolla Playhouse Partner Use & Conduct Policy
- Adhere to the La Jolla Playhouse Discrimination, Unlawful Harassment, Retaliation and Complaint Policy
- Treat all individuals on the Playhouse campus with curtesy, respect and friendliness
- Arrive on time and meet all scheduled commitments.
- Accept direction from La Jolla Playhouse staff.
- Dress professionally (business casual unless specified) and wear a name badge to all functions. Shorts, jogging clothes, jeans, tennis shoes, etc. are not proper attire.
- Make the commitment to give freely with no expectation of reward beyond the satisfaction of giving.
- Appreciate and support the artistic goals of the Playhouse's directors, managers and staff.
- Keep a record of volunteer hours and report them at the end of the fiscal year.
- Be respectful of the privacy of actors, artistic staff, and production crewmembers.
- Refrain from drinking alcohol during volunteer shifts
- Notify President or Membership Chair of any contact information changes.

2.1 Additional Benefits

Sunset Chats - Dramaturg Shirley Fishman or Director of Artistic Development Gabriel Greene spend an hour with Partners in the weeks preceding a show explaining the genesis of the show, its history and how the actors have prepared for their roles. It's a chance for Partners to share in the rich theatrical knowledge of the production of a play or musical. Partners bring snacks to share for this evening event.

Working Additional Productions - There are occasionally additional productions when Partners may be asked to volunteer. For example, the Playhouse produces a biennial Without Walls (WOW) Festival.

DNA New Work Series - Along with the public, Partners may reserve free tickets to this intriguing series of three to four readings of productions in their embryonic stage. Several of these productions have made it to our main stage years later.

Behind the Scenes Tour - Once a year, Partners will be offered a tour led by a Partner Docent of the Theatre District including back stage areas not generally open to the public.

2.2 Partners Board

Serving on the Partner Administration Board as an officer or committee chair is a good way to meet dedicated Partners and to participate in the inner workings of La Jolla Playhouse Partners.

Below is a list of all Board positions. Please tell the President(s) or a Board Member if you are interested in serving on the Board. In December, the nominating committee, organized by the current 1st Vice President, meets to generate the proposed slate of officers who are elected at the annual meeting. The Board appoints the committee chairs for the coming year. Partners vote to approve the Board at the Annual Membership.

Board members may receive special opportunities consistent with their commitment to Partners activities.

OFFICERS:

PRESIDENT	Andrew Boyd	LJPPartners@gmail.com
FIRST VICE PRESIDENT	Jean Feinstein	JLFein@hotmail.com
SECRETARY	Linda Kennedy	lkennedy6041@gmail.com
IMMEDIATE PAST PRESIDENTS	Gregg Brandalise	gregg@blindfoldstudios.com
	Sharon Weremiuk	sharonweremiuk@yahoo.com

COMMITTEE CHAIRS:

BADGES	Sharon Weremiuk	sharonweremiuk@yahoo.com
COMPANY BREAKFASTS	Jennette Pyne	jpyne@san.rr.com
	Susan Gembrowski	gembrowski@cox.net
COOKIES & CARDS	Barbara Dunn	bjca@sbcglobal.net
DOCENT	Tina Dyer	tina.dyer@cox.net
FRONT OF HOUSE (FOH)	Debbie Gonzales	gonzo8@pacbell.net
SUBSTITUTES/FOH TRAINING	Laurielynn Barnett	laurielynn.barnett@camoves.com
MEMBERSHIP	Judy Schreiber	schreiber.judy@gmail.com
NEW MEMBER SERVICES	Joan Gass	gassfamily@earthlink.net
RECEPTION	Ron Kuczenski.	rkuczenski@ucsd.edu
SPECIAL EVENTS	Shirley Siewert	shirlsiewert@yahoo.com
SOCIAL MEDIA	Megan Walker	mewalker@fisherphillips.com
TECH NIGHT DINNERS	Cathy Glaser	cathyaglaser@aol.com
	Victoria Bykova	vicbykova@gmail.com

2.3 New Member Services

The New Member Services Chair will welcome new Partners with a phone call or through email if appropriate, explaining the Partners' history and letting them know about assistance to the Playhouse that is needed. This Chair will receive new Partner registration forms via email from the President(s) to review.

The New Member Services Chair communicates to the new Partner that before they work Front of House they must meet with a Board Member to receive individualized training.

2.4 Name Badges

A La Jolla Playhouse Partners name badge indicates to patrons and staff that you are a Playhouse volunteer. A Partners badge is required; please always wear it when volunteering for the Playhouse Partners. Should you also be an Usher for the Playhouse, please note that when volunteering for Partners events you must use your Partners badge and not your Usher badge. Contact the Badge Chair to order or replace a badge. The Badge Chair will coordinate with the Partner on a mutually agreeable time to receive the badge once it arrives.

2.5 Ticket Opportunities

- Whenever possible, the Playhouse will issue ticket vouchers in exchange for service provided by the Partners. Please speak with your Chair with any questions about ticket opportunities connected to your activity.
- Partners who work Front of House in the Patron Information Desk have the opportunity to see that day's performance. Please note that Partners will only be able to take a seat at the direction of the House Manager after all ticketholders are seated. You may be asked to stand if the theatre is full.
- Partners who volunteer at the show's Tech Dinner are eligible to attend dress rehearsal, typically held the evening after the Tech Dinner. Attendance at dress rehearsal is at the discretion of production's director and may not be possible for every show. Company Management Staff will contact Tech Dinner Committee Chairs about dress rehearsal availability.
- Partners who work the Front Desk will receive ticket vouchers good for the show currently on stage.
- Other volunteer activities such as office work or participating in a hospitality event are often eligible for ticket vouchers. The Chair of your activity will have details connected to ticket opportunities.

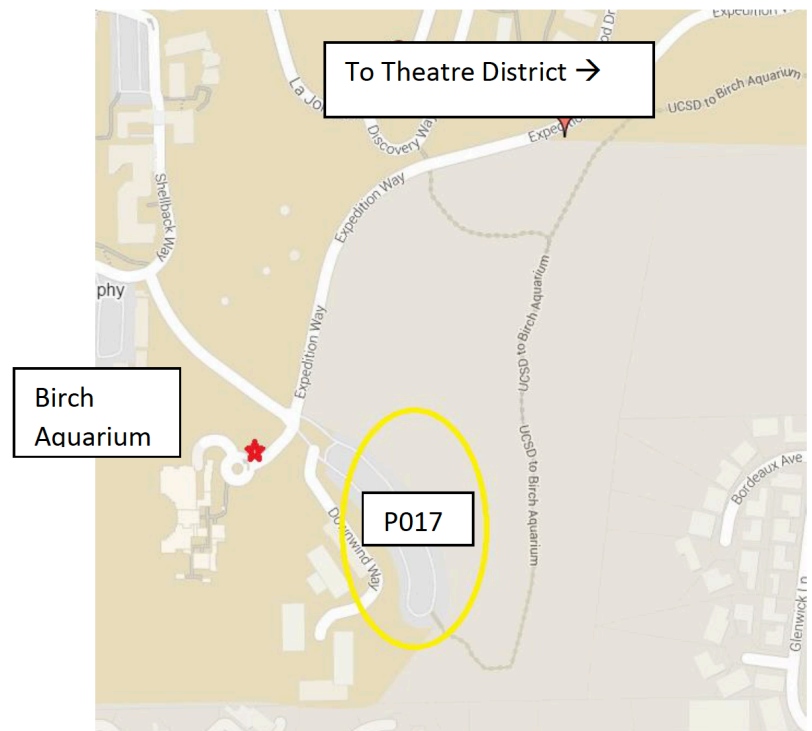
- There may be complimentary ticket offers extended to the Partners from Playhouse staff that are not connected to any volunteer activity. Playhouse staff will communicate those opportunities to the Partner President when they arise.

2.6 Volunteer Hours

The Playhouse Administrative Staff report the total hours we volunteer to Boards of Trustees annually. They also use the recorded volunteer hours when writing grant applications, evaluating community support and when undergoing an audit. Please remember to sign in whenever you attend at Playhouse event, (Tech Dinner, Company Breakfast, Front of House, Reception Desk, etc.) as the Committee Chairs keep track of your hours. If you are performing a function where there is not a sign in sheet, please keep track of every hour you are engaged in service to the Playhouse. The President(s) will ask for your hours. Hours are calculated not only for time spent at each event but also for time spent preparing for the event (shopping, traveling to the event, cooking, etc.).

2.7 Parking

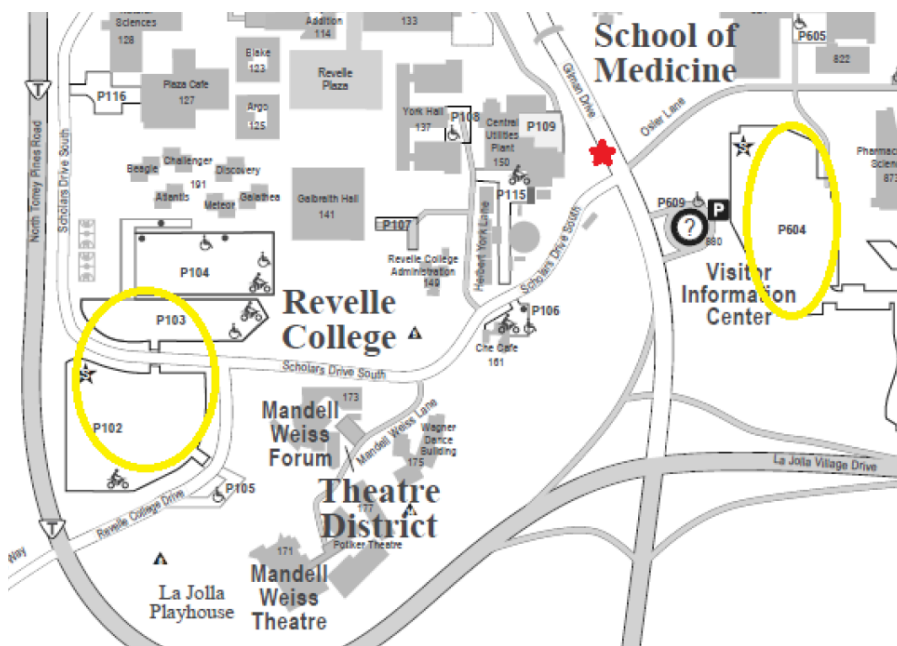
La Jolla Playhouse staff coordinating each volunteer opportunity will provide information on parking. Please see individual sections for contact person and parking specifics. For events that occur at peak campus hours (i.e. Company Breakfasts) limited parking will be available and not guaranteed. Parking permits and/or reserved parking spaces will be issued upon the discretion of Playhouse staff and depending on availability. Paid parking rates are controlled by UCSD and may change throughout the season.



With ongoing construction and growth at UC San Diego, parking near the Theatre District has become more challenging, especially during the week. Below is some information on alternate parking locations.

If parking lots P102 and P103 (across from Theatre District) are full, it is recommended to use lots near School of Medicine (Osler Parking Structure at P604) and Birch Aquarium (P017). Additionally, there are approximately 90 "S" spaces along Expedition Way (cross Torrey Pines and head down the hill towards the aquarium). You can also find two hour parking on the street along La Jolla Scenic Drive and Torrey Pines Road.

Please see maps for parking lot locations (**yellow circles**) and shuttle stops (**red stars**).



If parking at Birch Aquarium (P017), please note hours are limited from 7:00 am to 6:00 pm. To get to Birch Aquarium from the Theatre District, take Revelle College Dr. to the light at Torrey Pines. Cross Torrey Pines and head west on Expedition Way. You will see the Aquarium on your left as you head down the hill. To get to LJP you can walk or take the SIO shuttle. The SIO Shuttle runs weekdays every 10-20 minutes excluding [university holidays](#). To return to P017, take

the SIO shuttle from the Theatre District (north side vs. south side where you are dropped off).

If parking at the School of Medicine (Osler Parking Structure at P604) you can walk or take the Campus Loop shuttle to the Theatre District: Gilman/Osler shuttle stop (West side of street).

The Campus Loop shuttle runs every 10-20 minutes weekdays during fall, winter, and spring quarters, excluding [university holidays](#). It operates on a reduced weekday schedule during academic breaks and summer sessions. Shuttle return to your vehicle: Osler Parking Structure at P604: Take Campus Loop Shuttle (south side) to Gilman/Osler (first stop).

ADDITIONAL INFORMATION AND LINKS:

UC San Diego Parking including construction updates:
<https://transportation.ucsd.edu/construction/index.html>

UC San Diego Parking Maps: <http://act.ucsd.edu/maps/>

UC San Diego General Shuttle information: <http://transportation.ucsd.edu/shuttles/index.html>

UC SAN DIEGO COMMUNITY SERVICE OFFICER ESCORT PROGRAM:

UC San Diego Community Service Officer (CSO) will escort you on campus between sunset and 1:30 am. This service runs every day except major holidays. It is free and there is no need to sign up to get an escort – simply call (858) 534-WALK (9255). A CSO can accompany you as you walk, bike or stand and wait for a bus/taxi. You can also request a CSO to meet you in the same place at an appointed time each week without having to call every night. CSOs can be identified by their navy polos and jackets, which say 'Community Service Officer' on the back. If you see a CSO, feel free to ask him/her to walk you.

3. Volunteer Opportunities

3.1 Administration

3.1.1 Special Events

Special Events volunteers may be called upon by Playhouse staff when a special or unexpected activity requires help. Event support requires volunteers to be present at an event where extra help may be needed for set-up, giving directions to patrons, or following directions for tasks at the events. Special events are usually important fundraising parties at the Playhouse and might include corporate sponsored events, the annual Gala, donor appreciation events and opening night parties. Opening Night parties may require assistance both before and after the event for either setup or cleanup. Additional requests may arise for help during an Opening Night event including but not limited to assistance with monitoring or serving at a catering station. Tasks will consist of light duties, excluding lifting and moving of heavy furniture. Arrival times will vary due to the length of the production and will be communicated to the Partner Chair by the Playhouse Staff Contact. Other staff support activities include assembling invitations, wrapping gifts for special events, working booths or tables at special events, etc. Occasionally, there is a need for help in the Playhouse offices.

Partners who work any special event will receive one voucher for a preview production. Names must be submitted in advance of the preview week whenever possible. In the event of an emergency replacement, the Playhouse staff will accommodate the request.

Parking instructions will be communicated out by the Playhouse Staff Contact and will vary depending on the activity.

La Jolla Playhouse Staff Contact: Samantha Watkins, Special Events Manager

Special Events Chair: Shirley Siewert

3.1.2 Cookies and Cards

As a service to the Playhouse and its Board of Trustees, the Partners provide homemade cookies to both the executive committee (15 people) and the full Board of Trustees for their meetings (50 people). A schedule of these meetings is provided to the Cookies and Cards Chair each March. The Cookies and Cards Chair will remind you when you have signed up to bring cookies. Baked goods need to be delivered to the Playhouse on the day of the meeting and should be clearly labeled "For the Board Meeting." The Hospitality Chair also sends bereavement, congratulatory, or get-well cards to Partners. If you know of a Partner who should receive a card, please notify the Hospitality Chair.

Partners dropping off cookies can park in the 10-minute visitor lot in the front of the Playhouse.

Partners who donate cookies will receive one voucher for a preview production. Names must be submitted in advance of the preview week.

3.1.2.1 Cookies and Cards Contacts

La Jolla Playhouse Staff Contact: Sarah Huddleston, Philanthropy Coordinator

Cookies and Cards Chair: Barbara Dunn

3.1.3 Reception Desk

As a service to the Playhouse staff in the administrative offices, Partners work the reception desk where they greet visitors, answer the phones, open and sort mail, and perform office tasks as necessary. You will work in the office and get familiar with the staff and operations of the theatre. Volunteer shifts can be scheduled with the Reception chair. Receptionists will be trained before being allowed to volunteer. A separate training guide will be provided by the Reception Desk Chair.

Reception Desk Partners are required to commit a minimum of 2 to 4 hours a week or as a substitute between 9:00 am – 5:30 pm weekdays. New substitutes will be required to commit to three months of weekly service before being moved to the sub list. More information on this will be provided at training. Partners are responsible for coordinating and communicating their schedule as well as finding a substitute when scheduling conflicts arise. There will be some down time; you may bring a book or magazine to quietly read while not assisting guests.

Parking will be provided and managed by the Operations Manager.

3.1.3.1 Reception Desk Contacts

La Jolla Playhouse Staff: Jen McClenahan, Operations Manager

Reception Desk Chair: Ron Kuczenski

3.2 Company Management

3.2.1 Company Breakfast

Typically held at 10:00 am on the first day of rehearsal, Company Breakfast is the Playhouse's signature event to provide a warm welcome to a new cast and crew. The entire Playhouse staff joins the cast and crew for a meet and greet and a casual continental breakfast. The Playhouse furnishes the food for this event. The menu includes bagels, spreads and fruit with coffee and juice. The exact menu is at the discretion of Playhouse staff based on company size and seasonal options. The chair will communicate with you if you are needed as a volunteer. This is an activity in which you must reserve a spot with the chairperson of the committee. The dates for Company Breakfast will be confirmed by Playhouse staff three weeks prior to the event, but are subject to change. Company Management will reconfirm the event time and date one week prior to the event.

Parking is extremely limited on campus from 9:00 am – 2:30 pm. Parking permits and/or reserved parking spaces will be issued upon the discretion of LJP staff and depending on availability and will be available at the front desk by 8:00 am the day of the event. You will receive information regarding parking from the chairperson prior to the event. Please note, carpool and/or Uber/Lyft are strongly encouraged. There is a Park and Ride located on Gilman Dr. near the I-5 South onramp.

Artistic Director Christopher Ashley or Managing Director Debby Buchholz begin the event with words of welcome and a round of introductions. The show's playwright and/or director are then invited to say a few words to the group. At the conclusion of the breakfast, staff takes a group photograph of the entire company. The company then moves directly into rehearsal. Partners provide tremendous support by providing prep work, serving the breakfast and assisting with cleanup.

On the day of the event, Partners who work Company Breakfast will receive a voucher good for one ticket to the corresponding show. *Date for ticket redemption and show subject to change based on availability.*



3.2.1.1 Company Breakfast Setup

- Porters set and clean tables and chairs (between 7:30 am – 9:00 am)
- Playhouse Staff will clean all dishes in the kitchen sink. If staff cannot clean in advance, Partners do not need to clean dishes, just move them out of the way
- Cart with plates, napkins, knives, sugar, coffee stirrers, cups (hot & cold), water jugs, orange juice, Igloo cooler, flowers, tablecloths in event space ready for Partner setup (8:30 am)
- Kitchen stocked with fruit, toppings, creamer, platters, cutting knives, cutting boards
- Einstein's Bagel + cream cheese delivery (9:00 am)
- Playhouse staff moves coffee brew pot, coffee & orange juice to event space and makes it ready for the Partners
- Pack up leftover plates, knives, cups, sugar, creamers, stir sticks
- Take coffee and juice to rehearsal room
- Take event bins back to office

3.2.1.2 Company Breakfast Partner Responsibilities

- Brew Coffee. First priority, start immediately so it has time to brew!
- Pour orange juice in Igloo cooler
- Place tablecloths on 6-foot tables
- Place flower arrangements on tables
- Slice / prep / platter fruit
- Slice / platter bagels
- Partners serve food and replenish, consolidate platters.
- Assist cleanup. Take platters to kitchen, package leftover bagels, condense leftover fruit on platters and leave in kitchen, put cream cheese in fridge, wash platters, prep knives, and cutting boards
- Place flowers back in bin at event space
- Collect tablecloths and take them home to wash
- Return tablecloths to the Playhouse ASAP or when the staff contact directs you to

3.2.1.3 Company Breakfast Contacts

La Jolla Playhouse Staff:

Planning and Setup: Jacob Sinclair, Company Management Assistant

On-site: Erica Martin, Company Manager

Company Breakfast Co-Chairs: Jennette Pyne and Susan Gembrowski

3.2.2 Tech Dinner

Typically held during one of the Saturday evening dinner breaks for a production's technical rehearsal, Tech Dinner is a Playhouse tradition where the Playhouse Partners provide an array of homemade dishes to offer a fun and relaxing time for the cast and crew during their long rehearsal day. A member of La Jolla Playhouse leadership team will address the company and say a few words about the process and congratulate everyone on the journey thus far. After the dinner, the cast & crew return to the theatre for the remainder of their rehearsal. Partners provide a tremendous amount of support for the dinner by providing the food, assisting with prep work and cleanup.

Partners who work Tech Dinner may be invited to the dress rehearsal or a preview of the corresponding show. Partners who commit to bringing a meal will sign up for a dress rehearsal seat through an online link from the Partners President or Playhouse Box Office. Please be sure to sign in when you deliver your dish so we know who may be eligible to attend the dress rehearsal or preview performance.

Dress rehearsal is a very special opportunity to be the first live audience for a new production. It is only open to staff and select Playhouse volunteers and donors. Please remember it is a working performance for the cast and crew. It is their final chance to run through the show with full costumes and production elements. Because it is a working rehearsal, the show may stop and there may be a few bumps. There will be a photographer and designers working in the theatre seats.

If for any reason the dress rehearsal is cancelled, the Playhouse may make another performance date available to Partners based on availability. Please note, dress rehearsal tickets may not be exchanged for preview tickets and you may not transfer your dress rehearsal ticket to a friend if you cannot attend. Partners should check their email the day of the dress rehearsal in the event of it being canceled.

3.2.2.1 Tech Dinner Setup

- Table and chair configuration is set by La Jolla Playhouse Operations and Event staff to adhere to fire code regulations. Arrangement is not flexible on the day of event.
- An event porter will be assigned to assist with cleaning/refreshing restrooms and event space, as well as assist with last minute equipment setup needs.
- Partners and staff will plan table arrangement designs together. Designs will need to be approved by La Jolla Playhouse Artistic and Marketing staff.
- If needed, signs will be posted to direct Playhouse Partners to Tech Dinner location.

3.2.2.2 Tech Dinner Partner Responsibilities

Partners will provide an array of home-cooked appetizers, salads, main courses and desserts for the cast and crew. Tech Dinner Chairs coordinate the amount of food based on the size of the company and number of Partners expected. Timing and quantity of additional food is at the discretion of Playhouse Company Management staff. La Jolla Playhouse staff will notify Partners of any dietary restrictions one week ahead of event.



The following items are at the event site: tablecloths, plastic knives and forks, napkins, baskets, trash cans and extra clean serving utensils, hot & cold cups, and saran wrap for leftover food at the end of the event.

The company release to the dinner break is at the discretion of the show's director and is never known in advance. Staff and Partners must be flexible to dinner start time. Company Management and Front of House Assistant Manager will keep Partners apprised of the release time as they are notified by stage management. Staff will aim to inform the committee chairs 15 minutes in advance so that warm food can be uncovered just before they arrive. Please note depending on each show's unique process, a 15-minute warning may not always be possible.

As per Equity/Union agreements: **Photos of cast and creative teams are not permitted without the cast member's/artist's permission.** Since they are in the middle of a 12-hour workday, kindly let them finish their meal and relax before approaching company members.

3.2.2.3 Tech Dinner Partner Timeline

4:00 pm – 5:00 pm:

- Partners arrive. Bring food in disposable containers that you don't need to take home.
- Partners brew coffee immediately so that it will be ready on time. Pour lemonade in cooler. Playhouse staff will provide coffee grounds, creamer & sugar, lemonade, and water at or near dessert table. Staff will move coffee to event site. Partners are not to move the coffee.
- Roll knives/forks in napkins
- Place dish signs
- Place tablecloths on 6-foot tables
- Set out flower arrangements
- Organize the placement of the wrapped utensils, plates, napkins and serving utensils
- Sign-in sheet distributed
- Organize the placement of salads, side dishes, main dishes, and desserts with serving utensils for typically 70 to 120 people
- Playhouse staff will let the committee chairs know when all cast and crew have gone through the buffet line so that Partners can then go through the line. Usually there is enough food for Partners to eat.

At the end of the event, Partners:

- Organize leftovers in containers so that employees or Partners can deliver them to the green room and production shop
- Do a generalized cleanup (i.e. trash pick-up/preliminary clean off of utensils)
- Take used utensils home, clean them and then bring them back for the next Tech Dinner
- Take the dirty tablecloths home, launder them and return them promptly to the Playhouse so that they can be used at other events

3.2.2.4 Tech Dinner Contacts

La Jolla Playhouse Staff:

Planning and Setup: Jacob Sinclair, Company Management Assistant

On-site event contact: Playhouse FOH staff will be assigned to be present at Tech Dinners. Please contact Tech Dinner Chair for more information.

Partner Tech Dinner Co-Chairs: Cathy Glaser and Victoria Bykova

3.3 Front of House

Front of House (Patron Information Desk) is where La Jolla Playhouse Partners collectively provide the most volunteer hours. These assignments are critically important to the Playhouse and serve to expand the Theatre staff at each public performance. Seats for a performance are not guaranteed. If there are no seats, then you will be directed by the Front of House staff to a place that you may stand. Note that, per fire code, no one is allowed to sit on the theatre stairs.

For performances Monday through Friday after 5 PM, please pay an hourly parking fee of \$1.50 at the pay stations located in the parking lots. The pay stations accept credit/debit cards and cash only (no change given.) Please provide your parking space number - it is not necessary to display receipt on the vehicle dashboard. Parking is no longer free on weekends. The first hour of parking is free on weekends, after which the hourly rate of \$1.50 will apply. These rates are subject to change and are controlled by UCSD.

Front of House Sign Up

1. You will be given (via email) a new link for each show. Follow the link in your email to SignUp Genius so that you can sign up to work one shift.
2. Select one time slot on the list or calendar view. Please do not select more than one shift, or one of them will be deleted.
3. You will receive an email immediately confirming this choice and a reminder closer to the date of service from info@signupgenius.com
4. Log in later to check your sign-up details at www.signupgenius.com.
5. Establish an account in SignUp Genius. Keep track of your password.
6. To cancel, click the small "x" next to the timeslot. You will be asked a second time to confirm cancellation.
7. The Partner FOH Chair is Debbie Gonzales who can be reached by phone or text at (619) 438-4673.
8. You can cancel until 2 weeks before your shift. After that, SignUp Genius is closed and you must contact Laurielynn Barnett, the Substitute Chair, at Laurielynn.Barnett@camoves.com, or alternatively, Debbie Gonzales if you cannot reach Laurielynn. She will provide names of possible substitutes. **You are responsible to find your own substitute.** Since you have picked your own dates, a sub should be needed only in an emergency.

Front of House Partner Responsibilities

- Arrive 90 minutes prior to the performance.
- DO NOT wear black and white, as that is the dress code for the usher group. Do not wear perfume or cologne.
- You will be required to stand for 60 minutes before the show, 15 minutes at intermission and another 10 minutes at the end of the show to tidy up or complete final responsibilities. **You MUST be at your post at the end of the show.**
- Do not leave the ID box unattended at any time
- Keep all cards within the ID box until they are returned to the Patron. Do not lay all the cards out on the table at the end of the performance.
- Please see the House Manager to sign in when you arrive. If you do not sign in, it counts as a no-show.
- If you do not show up for a performance you run the risk of being removed from the schedule for the remainder of the season.
- Attend the Pre-show Volunteer Meeting at the beginning of shift. Listen to the emergency instructions and be ready to follow them in the event of an emergency. Also, listen for pertinent information that you may be asked while at the Patron Information Desk such as the length of the show and any other special events/other performances.
- Greet patrons as they arrive. If staffing the booth with another Partner, limit personal conversation and actively engage with patrons.
- Do not read books or programs, eat, drink, talk on a cell phone, or do other personal things while on duty.
- If you need to take a break for any reason, ensure the booth is covered by another Partner while you are away.
- Familiarize yourself with the layout of the theatre in which you are working. Know where the bathrooms, drinking fountain, box office, concessions and bar are located.
- Know how to read tickets to direct patrons to correct entrance doors (learn at Pre-show Meeting).
- Make a note of any comments or concerns (yours or a patron's) on a card or piece of paper and hand it to the House Manager before you leave. If it is urgent, notify the House Manager immediately.
- If you encounter an upset patron, and you are not able to assist, contact the House Manager immediately. Do not express your opinion or argue with a patron.
- Do not critique a play and do not allow a patron to overhear you talk about a play unless it's general, unbiased information.

- Please treat everyone like a member of the Press – with social media and post-show surveys, they are.
- Working Front of House does NOT guarantee a seat. Do not ask the House Manager for a specific seat. Do NOT take a seat until you have been given the OK from the House Manager. If a patron comes in and there are no seats, you must get up and give them your seat. Accessible seats may not be available for Partners, so please keep this in mind when signing up for Front of House.
- New Partners who join at any time during the year will undergo periodic training prior to their ability to work any show. The New Member Services Chair will contact them.

When you are late or do not show, the President and the Front of House Chair will receive notice from the House Manager. The President will call you not only to find out why you were late/did not show but also to give you a warning.

A total of two no-shows, two late arrivals or one of each will mean that you will be removed from the Front of House roster.

When you sign up for a show it is your responsibility to remain for the entire performance and not leave early, even if you do not enjoy the show (and keep any negative opinions to yourself).

3.3.1 Front of House Substituting

The Front of House Chair and the Substitute Chair will, on a per show basis, compile a list of Front of House (FOH) Partners who have been unable to sign up for the show and are willing to sub when a Partner is not able to fulfill their responsibility. A substitute is someone with a flexible schedule and available often at last minute. When a Partner needs a sub, they will contact the Front of House and Sub Chairs. They will then be provided with names of Partners wanting to sub. Once they have filled the position, they need to notify FOH and Sub Chairs. Partners can also still swap with other Partners BUT still have to notify the chairs of the change. **REMEMBER, Partners are responsible to find their own subs.**

3.3.2 Patron Information Desk

In addition to greeting and answering questions, Front of House volunteers distribute the Assisted Listening Devices (ALDs). Review the proper operation of the ALDs in the manual provided at the Patron's Services Desk (Tables 1-1, 1-2 and 1-3 below) so you can explain the correct operation to patrons. **If you need training on the devices, ask an experienced Partner or House Manager to train you prior to the show.**

The ALDs are available for loan to patrons and volunteers free of charge, so long as they leave a deposit of a driver's license or a credit card. There are slips of paper in the index card box at the Patron's Services Desk. Fill this out with the name, phone number, seat location of the patron, and the device number (also battery number if different) and file the card alphabetically in the index box with the deposit. Please fill in all of this information so that in the case of a patron forgetting to turn in the device, or if there are any issues with the device, the House Manager can locate the patron or track his/her device and seat location. Before the performance begins and after intermission, ensure the security of patron information by giving the index card box to the House Manager. The House Manager will return the box at intermission and at the end of the performance.

Once you have the deposit and have filled out the card, give a device to the patron and explain how to use it. There are two type of devices – Sennheiser infrared shown in Table 1-1 & 1-2 and Listen hearing loop shown in Table 1-3 (only in Weiss and Forum Theatres). For the infrared, ensure the battery is inserted properly, the device is on the correct channel (1 for enhanced audio, 2 for audio description and the infinity channel for a combination – when available) and turn the device on to ensure that there is static (so that you know the battery is charged). Show the correct position, the on/off and the volume button. Show them where the signal detector is and explain that if that is blocked, they will not get a signal. There will be an instructional diagram on a half sheet of paper that can be given to the patron. If you are not familiar with the devices, read the instructions on this paper and review their use with a House Manager before you distribute any of them.

The Listen hearing loop device has headphones that a patron can wear (over ear or earbud). Insert headphones into aux input and turn volume switch on until the re power indicator blinks. Confirm that you hear static. The patron should see a green indicator light when the device is receiving the sound feed. Please note that the hearing loop system in the Weiss and Forum Theatres allows patrons with t-coil hear aids to connect directly to the performance sound feed.

When the device is returned, it is your responsibility to clean the earpiece with an alcohol swab, dry it, turn off the power and return it to the stand. Do not leave until the House Manager retrieves all the devices in the box after the show. You are responsible for returning the credit cards and drivers' licenses from the index box to the patrons.

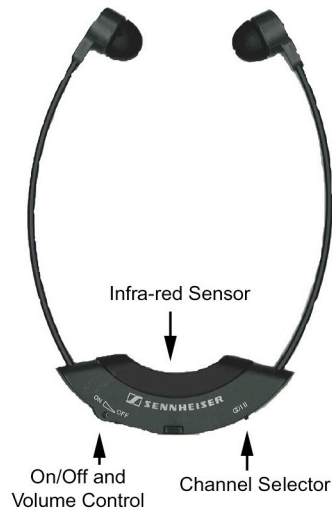
3.3.3 Front of House Contacts

La Jolla Playhouse staff: John Craft, House Manager

Front of House Chair: Debbie Gonzales

Substitute Chair: Laurielynn Barnett

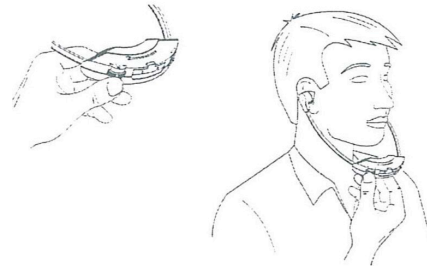
La Jolla Playhouse – Operating Instructions for Sennheiser
Headset Model #HDI 302



- 1) Please remove all hearing aids and other personal assisted hearing devices.
- 2) Channel Selection:
 - I – Enhanced volume
 - II – Audio description (ACCESS performances only)
 - oo – Enhanced volume and audio description (ACCESS performances only)

- 3) Be sure nothing is obstructing the transmission of the signal to the infra-red sensor (clothing, hands, etc.). The headset should rest as pictured below with the Sennheiser logo facing out.

- 4) Adjust volume to desired level.



- 5) For best results, allow headset to rest freely and face towards the center of the stage.

Troubleshooting

No Sound: if you do not hear static please return to Patrons' Booth.

No Dialogue/Music: if you hear static but not the show, please make sure you are on the correct channel and that nothing is obstructing the infra-red sensor.

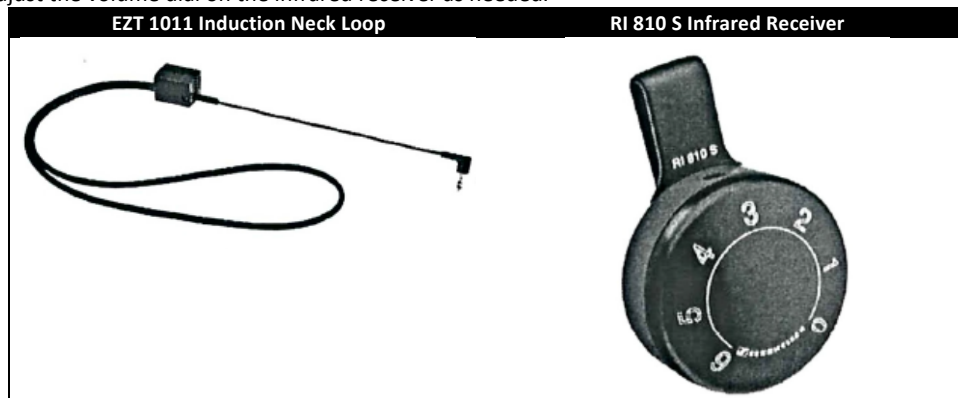
Listening Devices Provided in Part by:



Table 1-1 Sennheiser Headset Model #HDI 302 Instructions

La Jolla Playhouse – Operating Instructions for Sennheiser RI 810 S Infrared Receiver with EZT 1011 Induction Neck Loop

- 1) Make sure that a charged battery is inserted into the infrared receiver.
- 2) **For use with telecoil (t-coil):** plug the induction neck loop into the infrared receiver and make sure that your hearing aids or cochlear implant processors are set to “t-position” (telecoil on).
- 3) Clip the infrared receiver on to your collar or pocket and place the induction loop around your neck as pictured (on back).
- 4) Ensure that the front of the dial (with logo and volume numbers) is facing towards the stage, and that nothing (clothing, hand, etc.) is near the front of the dial. This can decrease sound quality.
- 5) Adjust the volume dial on the infrared receiver as needed.



How the infrared receiver and neck loop work with your telecoil:

Show “feed” is wired to infrared emitters placed around the theatre and/or hanging from the ceiling



Infrared receiver receives the audio signal from the emitters



Infrared receiver transmits the audio signal to the induction neck loop



Induction neck loop transmits the audio signal straight to your telecoil (small copper coil)



Illustration of how to position the receiver and neck loop (and adjust the volume).

Troubleshooting:

No Sound: if you do not hear static please return to Patrons’ Booth.

No Dialogue/Music: if you hear static but not the show, please make sure that nothing is obstructing the infrared receiver.

Table 1-2 Sennheiser RI 810 S Infrared Receiver with EZT 1011 Induction Neck Loop Instructions



- 1) Insert headphones into the proper input
- 2) Turn the volume switch on and the red power indicator should blink
- 3) Confirm that you hear static in the headphones. If not, notify house management as the battery may need to be replaced
- 4) Remove hearing aids before use
- 5) For optimal performance, receiver should be no higher than chest level (may use neck lanyard)
- 6) The green indicator should blink while receiver is receiving the show feed

Table 1-3 Operating Instructions for Listen Technologies LR-IL-1

3.4 Marketing

3.4.1 Social Media

The Social Media Chair will share and re-post information from La Jolla Playhouse's page so that our network will expand. Social media volunteers will be asked to regularly spread the word about Playhouse productions and programs from their own social media accounts. This is a great way to volunteer from the comfort of your own home. Additionally, Partners are encouraged to join and participate in the Partners-only Facebook group page for communicating only among the Partners: <https://www.facebook.com/groups/LJPPartners>

La Jolla Playhouse recognizes the importance of social media in communicating with our friends and patrons, as well as in shaping the public image of the institution and our productions. We greatly value artist and staff participation in creating content and building excitement about the Playhouse on their individual social media outlets. The Playhouse just requests that all Partners communicating about Playhouse-related activities via social media maintain an awareness that these outlets are highly-visible forms of communication and every post is available to virtually all internet users. The Playhouse encourages Partners to use discretion and to write knowledgeably, accurately and respectfully in all posts.

- Please do not post material that is unlawful, abusive, defamatory, and invasive of another's privacy that might be perceived as obscene, or that will reflect negatively on La Jolla Playhouse's reputation.
- Before posting any production-related audio or visual materials (such as photos), please seek permission from the Playhouse PR department as there may be copyright issues or be considered a breach of an employee's privacy.
- Do not post production information that has not been released to the public or that is confidential and proprietary about the institution, such as unofficial information about programming, date, artists, etc. If you have any question about whether information has been released publicly or doubts of any kind, please speak with the Social Media Chair before posting information.
- Please recognize that you are legally liable for anything you write or present online.
- When using an image from within the Playhouse's image pool, please contact the PR Department to make sure the image is approved for online use. Please make sure images are properly credited, citing the actor names, photographer and production whenever possible.

3.4.1.1 Social Media Contacts

La Jolla Playhouse: Grace Madamba, Communications Manager

Social Media Chair: Megan Walker

4. Emergency Procedures

In case of an emergency, call UC San Diego Police at (858) 534-4357 (HELP) or dial 911. It is recommend that you call from a landline. If you call from a cell phone, best course of action is to call UC San Diego Police, since they can easily assist with location and dispatch.

Emergency Phone Numbers

Day

Evening/Weekend

UC San Diego Police

(858)534-4357

(858)534-4357 (534-HELP)

San Diego Police / Fire

911

911

- In case of a fire, staff and visitors should locate the nearest exit and evacuate from the building. Do not use the elevator. Everyone should quickly but calmly assemble in Parking Lot 102 across from the Theatre District. Managers should account for staff and visitors. For small fires (size of small trash can), please use portable fire extinguishers that are located throughout the buildings.
- In the event of an earthquake, move away from windows, hanging shelves and cover your head. Remain under cover until movement subsides, then carefully exit the building and assemble in Parking Lot 102.
- For medical emergencies, call UC San Diego Police and if needed perform CPR/First Aid. Note that there are Automated External Defibrillators (AEDs) located in the lobby or entrance to the theaters.
- In case of a threat by an individual or individuals, maintain a calm demeanor and survey area for an escape route. Avoid confronting the individual and find a way to leave and communicate with UC San Diego Police. If you receive any alerts, please follow the instructions. You may need to either secure yourself in place or evacuate pending the incident.

For further emergency information, please review the UC San Diego Emergency Guide at:
<http://blink.ucsd.edu/safety/emergencies/preparedness/guide.html>

You can also sign up for Triton Alert (mass notification) at:
<http://blink.ucsd.edu/safety/emergencies/campuswide/notifications.html>

5. FREQUENTLY ASKED QUESTIONS (FAQs)

Who started La Jolla Playhouse?

Hollywood actors Gregory Peck (La Jolla native), Dorothy McGuire and Mel Ferrer

When was La Jolla Playhouse started?

1947 to 1959 (year of last production) at La Jolla High School, then revived in 1983 on UC San Diego campus

Who is the current Artistic Director of the Playhouse?

Christopher Ashley

When was the Mandell Weiss Theatre built?

1983

What kind of theatre is the Weiss?

Proscenium theatre

How many seats are in the Weiss?

516 (494 main floor plus 22 festival seats)

When was the Mandell Weiss Forum built?

1991

What kind of theatre is the Forum?

Thrust stage theatre

How many seats are in the Forum?

384 (408 with voms covered)

What is the name of the actor's entrances in the middle of the Forum seating area called?

Voms

When was the Sheila and Hughes Potiker Theatre built?

2005

What kind of theatre is the Potiker?

Black box flexible theatre

How many seats are in the Potiker Theatre?

300 to 450 (varies depending on how it is set up)

What is the La Jolla Playhouse complex called that contains the Potiker Theatre?

It is called The Joan and Irwin Jacobs Center consisting of 6,500-square-feet of offices, rehearsal spaces, meeting rooms and storage areas

Why do we have to pay to park?

The theatre is on the UC San Diego campus and the campus governs the parking; there is parking across the street (Torrey Pines Rd.) and on side roads.

What is Sennheiser?

The brand name of Assisted Listening Devices

Where is the Mandeville Center?

This building often gets confused with the Mandell Weiss Theatre. Direct the guests to the center of the campus in Muir College.

What time do Partners need to arrive for their front-of-house volunteer duties?

1½ hours before the show time.

What is the Playhouse website address?

LaJollaPlayhouse.org

What is Page To Stage?

A new play development program – audiences experience the "birth" of a play

What is POP Tour?

The Performance Outreach Program (POP) Tour is La Jolla Playhouse's touring theatre program for schools

What is WOW?

Without Walls – where plays take place outside of a theatre, often in other neighborhoods

What is an ACCESS performance?

Performances featuring American Sign Language interpretation for the deaf and hard-of-hearing and live audio description for blind/low vision patrons. One performance of each production is designated as an ACCESS performance.

What is Rush?

Students, seniors and active military can get half-price tickets 1 hour before the show (pending availability and one ticket per valid ID)

What is SRO?

Standing room only

Where do patrons go for SRO?

They wait in a line in the order of their tickets until the House Manager takes them into the theatre. Location is selected by the House Manager.

What does FST on a ticket mean?

"Festival seating" – open seating at the back of the Weiss Theatre

Where is the ATM?

The nearest one is at the Price Center in the middle of campus

What is the fiscal year for the Playhouse and the Partners?

April 1 through March 31

Are there elevators in the theatres?

In the Potiker and Weiss Theatres, yes. A golf cart is provided to bring patrons up/down the Forum's ramp.

If you have any other questions, do not hesitate to ask any Board Member or Playhouse staff person. You will be sent a list of all Partners & Board Members emails and phone numbers.

La Jolla Playhouse advances theatre as an art form and as a vital social, moral and political platform by providing unfettered creative opportunities for leading artists of today and tomorrow.

The following Partner Use and Conduct Policy is intended to ensure Partners create a welcoming environment for all individuals on La Jolla Playhouse / UC San Diego campus grounds and buildings. All Partners are expected to conduct themselves in a courteous manner and be respectful of Playhouse staff and artists, patrons, UC San Diego students and staff, vendors, and any other individuals they encounter during their volunteer shift. Anyone violating this policy may be asked to leave, may be refused future access and/or may be removed from the Partner organization. Below is an illustrated list of prohibited conduct:

- Engaging in negative or critical discussions about Playhouse productions, staff or policies while working a Partner volunteer shift.
- Engaging in harassment, discrimination, or retaliation
- Physically or verbally assaulting another individual
- Disruptive behavior or insubordination
- Filming or photographing performances or individuals without their knowledge or consent
- Stealing or damaging La Jolla Playhouse property
- Entering or remaining in unauthorized areas at any time
- Engaging in unauthorized posting or distribution of items
- Unauthorized soliciting of merchandise, services or re-selling of La Jolla Playhouse tickets
- Smoking including electronic cigarettes – UC San Diego is a smoke free campus
- Disregarding any aspects of the food & drink policies. Note: consumption of alcohol during volunteer shift is prohibited.
- Committing drug or alcohol violations including public intoxication or unlawful drug use
- Bringing animals into buildings with the exception of service animals assisting individuals with disabilities