Employee Crew Guide
Technical Services
Crew Guide

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Address
Christopher Cohan Performing Arts Center
1 Grand Avenue
California Polytechnic State University
San Luis Obispo, CA 93407
www.pacslo.org
1. **Parking**
   All employees working in the Performing Arts Center must park in the G-1 lot or the Parking Structure off Grand Avenue. After 5:00pm daily, spaces marked "Sponsored Guest" are also available. Some metered space is available.
   Cal Poly charges for parking Monday thru Thursday 7 am to 10 pm, and Friday 7 am to 5 pm (permit or paid time on a meter). Parking is FREE Friday evening (after 5 pm), Saturday & Sunday, and University holidays—including breaks between quarters and summertime.
   General daily permits may be purchased at the entrance kiosk, at vending machines in the Parking Structure and lots, and at Campus Police for $4.00 per day. Weekly permits are available for $12.00.
   We have limited space in the Loading Zone of the PAC — show vehicles have priority to park there. They require a permit the same as others, plus a special Loading Dock Access Pass. Crew may unload or load at the dock, but must move to the designated parking spaces when completed. There is no on-street parking.
   Bicycles are not permitted inside campus buildings. They are not allowed to be locked to railings. A bicycle rack is provided at the South end of the loading dock parking area (near the Parking Structure) and outside the dressing rooms near the Spanos Theatre.

2. **Event Parking**
   The Parking Structure is reserved for public parking for campus events after 5:00 pm. Crew may utilize this, but a fee of $5.00 per car is charged. Staff permits will be honored in the Event Parking area.
   A vehicle already inside when Event Parking begins incurs no additional fee if it does not leave.
   Crew may park in the surface lots (with a permit as needed), by identifying themselves to the lot attendant as PAC "working crew" (the "NO EVENT PARKING" lot).

3. **Backstage Access**
   During rehearsal or setup periods, there will be no access to the PAC from the lobby. The front doors are open only when audience is expected. Access to the backstage and dressing room areas is strictly through the doors by the loading dock.

4. **House Rules**
   1. There are no food or beverages permitted on stage or in the auditorium. You may eat and drink in the backstage hallways and the dressing rooms.
   Sports bottles or non-spill commuter mugs may be acceptable backstage.
   2. Smoking is permitted outside the building only.
   3. A telephone is provided backstage for the client’s convenience in running the event. It is not to be used for extended personal calls. There is a courtesy phone in the dressing room hallway and a pay phone in the lobby, plus one outside the adjacent Spanos Theatre. Please don’t ask to use office phones.
   4. All technical crews shall be directly responsible to the PAC Technical Director in all matters regarding the facility or equipment. Safety for performers and audience shall be paramount.
   5. No guests of crew, nor off-duty crew who are not on call are permitted backstage or in the booths or catwalks during rehearsals or performance, without the express approval of the Technical Services Manager.
   6. Only running crew personnel are allowed in the control booths.
   7. All persons are required to shut down operations and evacuate the building in the event of a fire alarm. The fire alarm consists of strobe lights, a siren and voice announcements to evacuate.
   8. Animals are not allowed in the building for any reason other than use in a show or assistance dogs. Don’t bring your pet to work.
   9. No family members or "significant others" may accompany you while you work.
5. **Responsibilities As An Employee**

An employee should consider the job a serious commitment. When hired for a position, you become a member of a work unit that depends on you. Therefore, the supervisor may reasonably expect you to:

1. **Report to work at the agreed-upon time, ready to work.**

   - Crew members who fail to show up to a call or show up beyond 15 minutes late will be suspended for two weeks. For the second offense the crew member's name will be removed from the call roster.

2. **Notify the call steward immediately if your availability changes.** Projects and exams may occasionally interfere with a work schedule.

   - If you cannot make any time you are scheduled for, please call the tech office as soon as possible and let us know so that we can arrange for someone to cover your work.

3. **Attend to assigned duties on the job**, and not conduct personal business while at work.

4. **Work with a cooperative and positive attitude.** Every job is important. Be willing to do whatever is assigned and do it well.

6. **Standards of Conduct**

   All individuals have the responsibility to conduct themselves in a professional manner at all times. **Unacceptable behavior** includes but is not limited to:

   1. Behavior that is sexually harassing to others. **Sexual harassment** will not be tolerated.
   2. Any form of **violence** is unacceptable behavior and cause for removal or further action. This includes physical violence and using obscene, abusive or threatening language.
   3. **Intoxication**, whether from alcohol use or drugs, is a safety hazard and endangers everyone. Intoxicated persons will be suspended and/or ejected immediately.

   Any unacceptable behavior may lead to **suspension or termination**.

7. **Awareness / Safety**

   During your employment here, you are exposed to heavy mechanical scenery and equipment. Awareness on your part is necessary to maintain a safe operation. Good judgement, discretion and common sense should prevail at all times. If you are unaware or having a problem doing something, don't be afraid to "ask how."

   Putting on a show is a collaboration, a group effort. Be aware of your fellow employee's job, so that no one gets injured. If an accident or injury occurs, or you see a safety hazard, be sure to report it immediately to your supervisor. **BE ALERT! BE SAFE!**

   **Safety Guidelines**

   - Fall protection gear must be worn on the loading bridge by all personnel.
   - Refusal to follow safety procedures will result in immediate suspension and/or termination.
   - Intoxication on the job puts the crew member and all those around in danger. Intoxicated crew members may be terminated immediately.
   - Notify supervisor of any job-related accident immediately. Emergency service can be obtained by dialing 911 from any phone.

8. **Timekeeping**

   Employees working a consecutive 4-hour work period may take one 10-minute break with pay. Paid breaks may not be taken at the beginning or end of a work period and are not cumulative. The supervisor determines when breaks are to be taken. After 5 hours work, a 1/2-hour meal break shall be taken (unpaid). If the shift will end at 6 hours then no meal break is required.

   Keep an accurate and current record of hours worked. Be sure that time sheets are complete as worked.

   Record time in 24-hour ("military") format and round it to nearest 1/4-hour. Total hours worked should reflect total hours and minutes converted to decimal form (i.e., 7.25 hours). Be sure you have the right "job/event" and "activity."

9. **Pay**

   Paychecks can be picked up at the Cashier in the lobby of the Foundation Business Office on Perimeter Road. Checks may be mailed on request. Time worked after the payroll cutoff will appear on the next check. If your time sheet is incomplete at cutoff, you may not get paid. Keep your timesheet current at all times.

10. **Employment Benefits**

    Every employee is covered during his/her working hours by Worker's Compensation.
Insurance. It is essential that an employee immediately report any job-related accident or illness to the supervisor.

This job is part-time/intermittent/on-call work. No other benefits are paid.

11. Clothing
Sandals or open-toed shoes are not permitted while working. Tennis shoes or other full-coverage shoes are recommended. Your clothing shouldn’t be loose as it is apt to get caught in something. Shorts are not permitted for running crew. For a long day, you might want to bring “set-up” clothes and “running crew” clothes. Running clothes should be black (incl socks & shoes). Lockers are available. Clothes should not be frayed or torn.

12. User Interface
When the client comes in to produce a show or event, it is the most important thing in the world to them, at that time. A lot of effort goes into a production to make it all possible. Your effort is a very important part of the final presentation. Our audiences locally have come to expect a high level of entertainment and showmanship. We hope you will feel a sense of pride and responsibility, and give your best effort to each show. Some shows or events may not be as exciting as others to you, but they are no less important.

13. Other Practices
Call times are occasionally ESTIMATED, and may be modified as details become refined. Some individuals may also be requested to clock out early or to come in at additional times.

Please stick with assigned work schedules or ask us for a change, rather than just trading with other crew members. Our assignments are meant to reflect a balance of skills and experience based on estimated needs for each event.

NOTE that calls sometimes run through meal times. We may or may not break at your mealtime—you ought to bring something to eat when we do break. We do have a refrigerator and a microwave.

Be aware that show requirements sometimes change at the last minute. Be flexible and expect that once in a while you may not be able to work all the hours scheduled, or a crew call may run longer than expected.

Student Assistants work up to, but not normally in excess of, 20 hours per week.

Putting on a show is a collaboration, a group effort. Be prepared to be a “team player.” Do not play with props or musical instruments.

Ann Landers' GOLDEN RULES

1. If you open it, close it.
2. If you turn it on, turn it off.
3. If you unlock it, lock it up.
4. If you break it, admit it.
5. If you can't fix it, call in someone who can.
6. If you borrow it, return it.
7. If you value it, take care of it.
8. If you make a mess, clean it up.
9. If you move it, put it back.
10. If it belongs to someone else and you want to use it, get permission.
11. If you don't know how to operate it, leave it alone.
12. If it's none of your business, don't ask questions.
13. If it ain't broke, don't fix it.
14. If it will brighten someone's day, say it!

CONTACT NUMBERS

JOAN STROM  756-7247
(Work Scheduling)  801-8446   CELL
Call Steward  534-0728   HOME
Email: jstrom@calpoly.edu

ELI ZABALA  756-7245
Production Coordinator  541-4360   HOME
Email: ezabala@calpoly.edu

TOM MCHERRRON  756-7248
Lead Technician

ROGER PHILLIP  756-6283
Lead Technician

NATE DEACK  756-7704
Lead Technician

JIM CHERNOFF  756-1410   PAC
Tech Services Mgr  544-3651   HOME

PAC Receptionist  756-7555

House Stage Manager  441-1186   CELL
STAFF TICKET INVOLVEMENT

Procedure for the staff of the Performing Arts Center for purchasing tickets or receiving “comp” tickets is as follows:

**Ticket Purchases**

Any employee may purchase tickets to any performance held here at the center without standing in line on the on-sale date with the following procedures:

1. Authorization from supervisor to purchase tickets.
2. Limit of six (6) tickets per purchase.
3. No front row purchases.
4. Tickets must be paid for on the same day of “hold” or the first day of on sale, whichever occur first.

**Complimentary Tickets – Commercial Promoters**

Any paid employee who requests “comps” from a commercial promoter for an event at the center must adhere to the following procedures:

1. If comps are requested for self or for charity, authorization must be issued by the Managing Director (Ron Regier).
2. If a promoter OFFERS any employee comps, acceptance of the comps are Okay, but must be reported to the Managing Director (Ron Regier).
3. No seat choices may be requested. The promoter is offering a courtesy and tickets will be issued in the “free” section only, which will be determined by the Ticketing Services Manager (Terri Hopson) and the promoter.

**Complimentary Tickets – Cal Poly Arts**

Any paid, benefitted employee who works a timebase of 20 hours per week or more and would like “comp” tickets for a Cal Poly Arts event at the center must adhere to the following procedures:

1. If the event is determined to be a non-sellout 48 hours prior to the performance by the Ticketing Services Manager, two (2) comp tickets per employee may be issued (Purchase of additional tickets is okay).
2. Best available seats will be issued.
3. Request to be issued through the Ticketing Services Manager (Terri Hopson).
4. No ticket fee for those comps charged to Cal Poly Arts.

6-1-98
GENERAL SAFETY RULES

Safety rules are established for the well being of all employees. Each department and specific work area has specific rules in addition to the General Employee Safety Rules. All employees are required to sign a copy of the General Safety Rules at the time of hire. The signed copy shall be placed in the employee’s Personnel file. Departments are responsible for filing student and intermittent employee signed copies.

1. Maintain a safe working environment for yourself and coworkers. If you have any doubts about the safe way to perform a task, ask your supervisor.

2. Always report unsafe working conditions to your supervisor. You are not expected under any circumstances to take unnecessary chances or to work under hazardous conditions without adequate safeguards. All employees have the right to report unsafe working conditions to their supervisor without fear of reprisal.

3. Walk, do not run. Use the handrail while ascending or descending stairs. Prevent slips and falls. Watch for spills or loose objects on the floor. Clean up spills immediately.

4. Wear proper clothing, including footwear, for your specific job. Know the specific requirements of your department and ensure that you are in adherence.

5. Lift properly. Keep your back straight. Do not twist when carrying or lifting a load. Do not attempt to lift heavy objects by yourself; get help.

6. Report any accident involving a personal injury on the job, no matter how serious, to your supervisor as soon as possible.

Safety rules are for your protection and for the protection of your coworkers. Failure to comply with these safety rules may result in disciplinary action up to and including dismissal.

updated 2/9/98
Performing Arts Center Crew Guidelines

Things to do when reporting for a crew call:

- Be on time. Be ready to **start** work at the call time.
- Check in with the person in charge of your crew.
- Sign in on a white time sheet; note the time, the job and the date, AND swipe in at the time clock. NOTE: Always swipe out/in for meal breaks.

General Guidelines:

- Radios and keys will be checked out to crew members by the crew chief.
- Crew members who fail to show up to a call or show up beyond 15 minutes late will be suspended for two weeks. For the second offense the crew member’s name will be removed from the call roster.
- Always check out with your Crew Chief before leaving a shift.
- Return all tools, gloves, radios, and keys at the end of the shift.
- Crews must wear un-ornamented black clothes for rehearsal and show calls, including socks & shoes. Shorts are not acceptable for Running Crews. Please do not wear torn or frayed clothing. Crew shirts may be available.

Safety Guidelines:

- Intoxication on the job puts the crew member and all those around in danger. Intoxicated Crew members will be suspended immediately or terminated.
- Refusal to follow safety procedures will result in immediate suspension and/or termination.
- Equipment in the theater can be extremely dangerous. If you are unclear on any aspect of the safe operation of any equipment please ask for instruction.
- Fall protection gear must be worn on the loading bridge by all personnel.

End of shift checklist:

- Does your supervisor know you are leaving?
- Have you returned all borrowed materials? (i. e. radios, keys, tools, gloves)
- Have you noted your time in military (24-hour) form?
- Have you noted the date and the job/s on the time sheet?
I have read and understand the Performing Arts Center Crew Guide, Pages 3, 4, 5, 6, 7, and 8 including the General Safety Rule sheet as received by me on ________________ and I will abide by all stipulations contained therein.

(Date Read)

I understand all employment is "at will"; either the employee or employer may terminate employment with or without cause or notice at any time.

Signature________________________ Witness________________________ Date _______

Full Name __________________________

(Print Name Clearly)