

NIGHTMARE AT BEAVER LAKE

2016 Volunteer Handbook

**Our amazing volunteers make
Nightmare at Beaver Lake possible.
Thank you!**



Sammamish
Rotary
Club



NIGHTMARE AT BEAVER LAKE

A Joint Production of the Sammamish Rotary, City of Sammamish,
and Scare Productions

THE NIGHTMARE AT BEAVER LAKE event began with The Rotary Club of Sammamish looking to create new and interesting community events. It decided to create a professional, theatrical, haunted house fundraising event. Over 100 local youth and adults volunteer their time and talents each night during the haunt.

With the motto, "Service Above Self," the Rotary Club of Sammamish is a network of business, professional and community leaders who provide humanitarian service, encourage high ethical standards in all vocations and volunteer their time and talents to serve our community. Members enjoy opportunities to participate in community service, personal and leadership development, professional networking, fellowship and friendship. Proceeds from the club's fundraising events provide grants to local and international nonprofit organizations that are assisting those in need and educational scholarships for local youth.

SCARE PRODUCTIONS was incorporated in 1987 by a group of haunters and Halloween enthusiasts from all around the Northwest. Their mission: build haunted houses to benefit local charities. Scare produced the Des Moines Rotary Scare House through 2003. Since that time, Scare has been instrumental in raising several million dollars for local charities.

Scare is staffed entirely by volunteers from all walks of life. The organization fosters acceptance, encourages expression and creative outlets. This volunteer spirit grows laterally through the expansion of new staff as well as generationally - parents in the organization pass their experience on to their children. Volunteers are encouraged to learn new skills by participation -construction, event planning and management, and the theater arts.

The experience in Scare encourages those it touches to continue volunteering throughout the community. It teaches us that donating our time can be both purposeful and fun!

INTRODUCTION:

Whatever your job at the Nightmare at Beaver Lake you'll be able to enjoy the festive Halloween season in a unique way. You will have fun beyond imagination but you will be sore and tired and wet, too. That's part of the fun, right?

For the event to succeed, each volunteer must do his or her part. Professional behavior and quality results from all involved is required in order to make this haunted event one of Puget Sound's best. We are grateful for your hard work on our behalf and will do our best to help you feel both appreciated and glad you came to work at Nightmare at Beaver Lake this season.

Volunteer opportunities for Nightmare at Beaver Lake include acting, makeup, casting, set design and construction, kitchen assistants, ticketing, line control, van drivers and security (available to adults and to older youth with Security Chair approval). Additional training is required for actors, makeup artists and for casting and security positions. A workshop schedule will be available to you at orientation.

1. Volunteer Assignment

1.1 Volunteer Application

All volunteers will sign up for the Nightmare at Beaver Lake through the CERVIS volunteer management service. The CERVIS tool is where all name, address, birthdate, and volunteer role requests will be housed. Once an individual is added to the CERVIS roster he or she will receive email communications regarding orientation, training, assignment details, as well as further authorizations that may be required. Go to www.NightmareAtBeaverLake.com and click on the volunteer tab to find the CERVIS volunteer sign up tool. All volunteers must also submit a signed Volunteer Application and Hold Harmless agreement. These forms are available on the Nightmare at Beaver Lake website. Please print, fill out, sign, and return to a volunteer coordinator at the check in table in the Lodge or your Team Leader. *All forms must be filled out yearly!*

1.2 Background Check

Every adult volunteer aged 18 and above, will be required to submit information for a background check. This background check is a national sex offender search and has been implemented for the safety of all our patrons and volunteers. You are not required to do anything but submit your full legal name and address on the Volunteer Application.

1.3 Volunteer Orientation

All new volunteers and minors must attend orientation - September 17th or 18th at Sammamish City Hall from 12:00 - 3:00pm. More info on www.NightmareAtBeaverLake.com. It is highly recommended that a parent or guardian attend orientation with youth volunteers. Read this booklet from cover to cover. Please make sure you have signed your application, hold harmless agreement, and youth login sheet if applicable, and at the end of orientation please hand in to Volunteer Coordinators. By signing your application, you indicate that you have read and understand this handbook.

NIGHTLY: Everyone must sign in at the Volunteer Table(s) in the lodge upon arrival. Volunteers 17 years old and younger must adhere to the following guidelines. No exceptions, thank you!

✓ **12 year olds** may only volunteer **WITH a parent/guardian in set** with them.

✓ **13 year olds** may not be left alone at the show and a **parent/guardian is required to stay on park premises** during the entire evening.

✓ **15 and 14 year olds must** have a parent/guardian come into the lodge each night to sign them in and out.

✓ **16 and 17 year olds** may sign themselves in and out **ONLY** if the Youth Log-in Sheet has been signed by a parent/guardian.

NOTE: if any minor does not sign out or is not signed out by a parent/guardian (depending on age) at the end of the evening, the parent/guardian will be called.

2. What to Expect Each Night

2.1 Parking

Volunteers should park in the Beaver Lake Lodge Parking lot. As space is limited, we encourage carpools. No parking is allowed in the turn-around.

2.2 Valuables

Any valuables should be left at home. The Sammamish Rotary, Beaver Lake Park, Scare Productions, Inc. or any other city agency is NOT responsible for the loss or theft of personal items.

2.3 Minors

Youth under the age of 16 may not be dropped off without being checked in by a designated adult nightly. They must also be checked out nightly. Pre-arranged transportation home is required.

2.4 Photography

Please note that throughout your participation in the production of the show, you may be photographed. These images may be posted to the Sammamish Rotary, Nightmare at Beaver Lake and/or the Scare Productions websites and Facebook pages.

2.5 Arrival Procedures

- Team leaders will advise you of the time you should arrive on site. BE ON TIME!
- Check in at the Volunteer Table(s) in the Lodge each night, locate your team leader for instructions (acting volunteers follow Actor Handbook procedures) and enjoy dinner.
- MINORS (under 18) MUST be checked in and out by a parent or designated individual. You may not leave the immediate area until signed out. If an emergency arises, please contact Security or Casting. A parent can sign the Youth Log-in Form for those 16 and 17 to sign themselves in and out each night. (See guidelines above)
- After checking in, dinner will be provided by Kitchen Volunteers in the Lodge.
- At 6:30 p.m., everyone at the Lodge will gather for notes, and then proceed to assigned positions.
- Please do not bring valuables with you. We are not responsible for lost or stolen items.

2.6 Check Out Procedures

- Do not leave your position at the end of the evening until directed by Casting and/or Security. Customers who are in line by closing time will be allowed to go through the show, which will determine when we end each night.
- Return to the lodge and expect to remain 30-45 minutes after the show for notes. Please help clean up messes - we do not have maid service and everyone is expected to assist with cleanup each night.
- ALL MINORS UNDER 16 MUST BE SIGNED OUT BY A PARENT OR DESIGNATED ADULT AT THE VOLUNTEER COORDINATOR TABLE BEFORE LEAVING THE BUILDING. See above! If you need a community service log signed confirming your hours, please direct your request to the Volunteer Coordination team. Letters will be sent out in November to all volunteers.

3. Codes of Conduct

3.1 Attendance

Your performance is key to the success of the show. When you agree to volunteer for a particular role, you are expected to stay for the entire shift. Your absence may leave a job unfilled which can cause significant issues to the success of that night's show.

Volunteers must give a 24 hours' notice if they are unable to attend a scheduled night. Any no-show or repeated missed nights may result in your removal as a volunteer and will impact your ability to volunteer in the future.

3.2 What to Wear

Non-acting volunteers should dress for the weather. Wear layers and a waterproof outside shell. Sturdy, closed toe shoes are recommended, as you will be on your feet and in the elements for most of your shift. Acting volunteers should refer to the Actors Handbook for details on appropriate attire.

3.3 Food & Drink

Be sure to bring a refillable water bottle with your name on it. If you are in the show, be sure that any items you bring with you are hidden from patron view at ALL TIMES. All litter and water bottles, etc., must be removed from the show nightly and disposed of properly. ABSOLUTELY NO ALCOHOL is allowed in any Sammamish Park. We maintain a zero tolerance policy.

3.4 Breaks

Volunteers are allowed one 15-minute break per shift, if necessary. If you need a break, please do not leave your position without appropriate approval from Casting (actors) or Team Leaders (non-acting volunteers). Remember -RESTROOMS are located at the lodge - not in the forest!

3.5 Smoking *Smoking of tobacco is not allowed in any Sammamish Park. 7.12.646 Tobacco and related products prohibited. No person shall light cigarettes, vapor electric cigarettes, cigars, pipes of any kind, including but not limited to hookah pipes, or otherwise use any tobacco products, including but not limited to chewing tobacco, in any City of Sammamish park area or associated marine area. (Ord. O2014-368 § 32)*

3.6 Drugs and Alcohol

The Consumption of Drugs or Alcohol before, during or after the event is prohibited. Any violation will be grounds for immediate dismissal.

3.7 Firearms

Absolutely no firearms are allowed in the park. Any violation will be grounds for immediate dismissal. The proper authorities will be notified if any such item is discovered.

3.8 Sets and Props

All sets, props, costumes and other items are the property of the production organizations and have been inventoried. Stealing, removal or other inappropriate use of these items will lead to your dismissal and will be reported to the proper authorities as theft.

3.9 Sexual Harassment

Inappropriate language, touching, and social behavior will not be tolerated. Do not make advances towards other workers or customers. If you believe that someone is harassing you, or if a fellow volunteer or customer is behaving inappropriately, contact Casting or Security immediately. Dirty jokes, innuendoes, insults and other comments are not acceptable.

3.10 Cell Phones

Cell phones are prohibited in sets. Designated staff may carry and use a cell phone for show purposes only. If you have questions about the use of your phone, please contact your Team Leader. Phones will be confiscated if these rules are violated.

3.11 Your Input is Essential

Your suggestions are always encouraged. We will consider your suggestions and may make changes based on your input.

4. Safety

4.1 Medical Emergency

In the event of a medical or security emergency, notify Security, Casting or your Team Leader immediately and wait for response personnel to come to your aid.

4.2 Personal Safety

Report any aggressive or inappropriate behavior such as smoking, touching, stealing, verbal or physical abuse, bullying or property damage to Security. Be prepared to identify the person or persons responsible. Any person (staff, volunteer or patron) thought to be guilty of assaulting or bullying a volunteer will be subject to prosecution, if appropriate, and you will be asked to assist in the process.

4.3 Fire and Emergency Policy

You will be trained on fire, safety and evacuation issues during volunteer training. At no time should you joke about serious issues. In the event of a site-wide emergency, an air horn will sound. Any staff positioned in the show (from the Gate through the Pavilion) or the lodge should assist patrons to the bus loading area to the front of the lodge. All staff (with the exception of security stationed in the bus loading area) should assemble in the parking area behind the lodge for roll call. Any staff stationed between the ball fields lot and the Gate, should assist patrons outside the gate to the ball field parking lot and should then assemble near the restrooms for roll call. Do not leave the designated areas until directed to do so.

Thank you again for volunteering - Nightmare at Beaver Lake only happens because of you!