

**Sugar Sand Park Community Center**  
**2018 Shriek Week Volunteer Forms**  
**\*\*\*\*\*Entry deadline September 22, 2018\*\*\*\*\***

Sugar Sand Park Community Center's 14<sup>th</sup> annual Shriek Week Halloween event is a 5-night event with 2 Haunted Houses and multiple activities. We rely on volunteers for many positions to make a commitment to long hours, but also a lot of fun and freedom to be creative. We depend on nearly 100 volunteers each year to make this event spectacular for the roughly 10,000 visitors who attend. Students will receive community service hours.

## KEEP THIS PACKET

- NEW City of Boca Raton volunteers - submit ALL City of Boca Raton volunteer forms. Volunteers MUST be 14 and older, and will need to submit a social security number for a background check. NO EXCEPTIONS.
- RETURNING (more than 6 months since volunteering)- fill out the background check and return Page 2 of this form.
- Volunteers 18 & over must go through an additional orientation and get issued a badge.
- City Forms are a separate link or available at [www.sugarsandpark.org/volunteer-information](http://www.sugarsandpark.org/volunteer-information).

### 2018 HAUNTED HOUSE THEMES

The indoor Haunted House theme is *Dreamy-Land Traveling Carnival*; the outdoor Haunted House theme is *Alien Lab*.

### EVENT DATES

- Fridays and Saturdays, October 19, 20, 26, 27 from 6-11pm;
- Thursday, October 25 from 5-9pm (LITE NITE-the indoor Haunted House is less intense, and Granny Grim is not open).

### SHRIEK WEEK VOLUNTEER CREW DESCRIPTIONS

#### Boo Crew

Actors in the indoor Haunted House (Carnival) & Alien Lab. The Haunted Houses are treated like mini-theater productions, complete with script, props, lighting and sound design, set design, and of course...actors. In addition to the auditions there will be several rehearsals with both actors and backstage crew so everything runs smoothly on event days.

\*\*\*Audition required for new & returning volunteers/actors so we can determine roles.

Come prepared to do improvisation & cold readings for roles. Head shot and monologue are appreciated but not required. *Rehearsal dates will be announced once roles are determined.*

#### Backstage Crew

Volunteers trigger scares, pull, push and make scares happen behind the scenes in both Haunted Houses. If technically experienced or savvy, you may help the lighting/sound operator in the tech booth.

*This crew will be required to attend additional rehearsals, dates to be determined.*

#### Activities Crew

Run carnival games in the Blacklight Game Room, arts & crafts, glitter tattoos, ticket takers at the trackless train or shows.

*No additional rehearsals are required, but volunteers must show up at the start of their shifts to learn their position.*

#### Set Up/Breakdown Crew

Helping the days before & after the event with all kinds of stagecraft or clerical work - it really could be anything needed to get the event up and running or tearing down.

### MANDATORY ORIENTATION – located at the Community Center's Willow Theatre

- All volunteers must attend a full formal orientation. We will cover all the guidelines and policies, Volunteer Handbook, safety issues, City forms, and give each volunteer a copy of their schedule. Failure to attend will result in not being able to volunteer for this event.

### FRIENDS AND FAMILY NIGHT - Thursday, October 18 from 6:00-7:30pm

- This is a final dress rehearsal in which ALL volunteers plus 2 guests may attend the indoor Haunted House for FREE. It is the ONLY opportunity for family members and volunteers from other areas to go through the Haunted House (you may pay for nights during the event), and it gives the actors and backstage crew time to rehearse in real time before opening night.
- *An email will be sent requiring an RSVP to attend.*

### VOLUNTEER SHIFTS – What days you plan to volunteer

- The shift is factored into the times on Page 2. Shift times may vary, (activities end at 10:30, the Haunted House may end early, or actors may want to come earlier than 5:15 to get into costume).
- The shifts on Page 2 do not include additional rehearsals for actors and backstage crew or set up needs. Those dates will be emailed once volunteers are determined.

# Shriek Week Guidelines and Orientation

**This information will be thoroughly reviewed at the Mandatory Orientation.**

Please read the following information to gain an understanding of what is expected of you as one of Shriek Week's Volunteers in all areas of the event. **The event includes 3 scare zones (Haunted House, Haunted Trail, Alien Lab), an indoor blacklight game room, animal exhibits, magic shows, film festival, activities (glitter tattoos, make and takes), trick or treating, trackless train ride, LED robots, and food.**

*We want the BEST volunteers to give our customers the BEST experience!*

## ALL VOLUNTEERS

### Volunteer Forms

The City of Boca Raton Volunteer packet of forms must be filled out and returned before anyone can volunteer. These can be found at <http://www.sugarsandpark.org/shriek-week>. Volunteers must be 14 and older at the time of application submission.

### Shriek Week 2018 Hours

**Be aware of start and ends times.**

Shriek Week hours are as follows: Friday and Saturday, October 19, 20, 26, 27 from 6:00-11:00pm; Thursday, Oct 25 from 5:00-9:00pm for Shriek Week LITE NITE.

### Signing In and Out

You must sign in and out each shift at the designated volunteer check- in/ check- out area. Failure to do so will result in incomplete volunteer service hours. It is also for your safety.

### No Cell Phones Allowed On Inside the Haunted House or Other Areas

We realize that cell phones have become a part of daily life, but we do not allow the use of cell phones during the run of the event. If a phone call must be made, please do so before or after your shift. No calling or texting is permitted in the scenes or activity areas. Use of a cell phone is distracting to the volunteer and emits light that can ruin the scares and sets inside the haunted house, and is rude in front of patrons. Volunteers caught using a cell phone will not be asked back. Should a volunteer have an emergency situation at home or need a cell phone due to medical reasons, exceptions can be made. Please tell the volunteer coordinator and point person of your issue prior to your shift. Parent/guardians can call the front desk and staff will locate the volunteer.

### Be Courteous

Sugar Sand Park does not permit our volunteers or staff to make inappropriate remarks to our patrons or each other. Please have respect for your fellow cast mates as well as the visitors. If you encounter a patron that swears or is rude, please do not engage with them but report the patron to your point person or a Sugar Sand Park staff member immediately.

### Review Nightly Schedules

Schedules will be posted each night. Things may change in all areas due to call outs and no shows, so please be flexible.

### Stay In Assigned Area

**Do not leave your area unless there is an emergency.** Do not leave your position unless you have notified a point person. No exceptions. BOO CREW-You are not permitted to switch spots with friends or go to the next room during slow times to chat with other volunteers.

## About Breaks

There are no formal breaks due to the nature of the event. Once we start at 6pm the event is non-stop until the end. If volunteers need to use the restroom or get a quick drink be sure to notify your point person BEFORE you leave your position. Eat prior to your shift, or bring a light snack. Snacks will not be provided.

## Report All Problems to Your Point Person

**We are here to help!** Let your point person know should you have any issues throughout the evening. Your point person would be happy to provide you with a bathroom break, or help you better understand your position.

## Early Dismissals

We do not allow volunteers to leave early unless we are previously notified BEFORE the volunteer signs in. This is a serious issue! If we assign you to a key location and you tell us half way through the night that you have to leave you will not be permitted to volunteer for the remainder of the event- PERIOD. This is a HUGE inconvenience to the customers who have paid for the quality experience that Shriek Week provides.

## At The End of the Evening

At the end of the evening please return your area to the condition in which you found it. Assure that you throw away all garbage. Boo Crew- return your costumes and masks to the actor's room.

## Community Service

All students receive community service hours for their middle or high school. It is up to the student to keep track of all hours and provide the proper school issued forms to be signed at the end of the event or your last shift.

## Volunteer Evaluation

All volunteers will be evaluated on the basis of punctuality, commitment, and attitude to determine whether they will be asked back the following year.

## Clothing

All volunteers must wear closed toed shoes. No bare feet, socks, sandals or flip flops. Mid-thigh or longer length short or pants and Shriek Week Volunteer shirt is appropriate for activities.

## Calling Out

As soon as you know that you need to change your schedule or cannot make your shift, call or email the Shriek Week supervisor. It takes time and effort to plan the schedule for each night, and we rely on your commitment to the schedule. We need to time to rearrange other volunteers and staff for your position if you call out.

## Personal Belongings

Sugar Sand Park is not responsible for personal belongings. We recommend leaving valuables at home, or carry them on you.

## Have Fun

The Shriek Week event is a fun experience, whether making people scream or laugh as an actor, or giving great customer service at the games and activities. Enjoy your time with us at Sugar Sand Park and have a screaming good evening!

## Volunteer Safety Policy

Sugar Sand Park Community Center's policies and safety procedures were developed to ensure the safety of our volunteers and patrons, and that everyone has a fun and safe experience with us. Above all else this is our #1 priority. Volunteers are responsible for being aware of their own safety as well as the safety of our patrons. By reviewing the following instructions, you will insure that you and our guests have an enjoyable Shriek Week experience.

The following safety procedures will be in effect for the entirety of the event and any changes will be addressed the night of participation. Please also note that any infraction of the following safety guideline will result in termination.

### Rules and Responsibilities

- 1 - Listen to the instruction of Sugar Sand Park staff, who will be introduced to you upon arrival.
- 2 - Restrict your movements ONLY to where you are instructed to be (acting or otherwise).
- 3 - DO NOT attempt to step across roped off areas, railings, or hide in areas that are not part of your instruction.
- 4 - Beware of doors (and other movable objects) and YOUR position. Remember, you may control its movement but there may be someone on the other side who will push back.
- 5 - Be aware of patrons and report any misconduct of patrons to Sugar Sand Park staff.
- 6 – IMMEDIATELY notify Sugar Sand Park staff of ANY injury (to yourself or others). A report needs to be taken no matter how insignificant the injury may seem.
- 7 – DO NOT follow or chase patrons. This may be considered harassment and you may become personally liable.
- 8 - Take note of nearest emergency exits. BE AWARE of what is going on around you. In the event of an emergency, please calmly advise patrons and show them the nearest exit and move to the outside. IMMEDIATELY notify supervision of anything you consider out of the ordinary.
- 9 - There is NO smoking, drinking of alcohol, or drugs allowed.
- 10 – NEVER touch, bump, or come in contact with any guest/patron of Shriek Week. If accidental contact does occur, apologize and step back. (STAY AN ARMS LENGTH AWAY FROM PATRONS, unless otherwise instructed.)
- 11 - We have a ZERO TOLERANCE POLICY in effect for any violation for the rules listed above (or rules verbally conveyed during your introduction). You will be escorted from the property for any violation of our rules.

### In Conclusion

It is Shriek Week's mission to create the most frightening and safe haunted attraction for families with children between the ages of 5-12. We want to be the best – being the best begins with you, the volunteer.