

Greene County Fine Arts Council Policies and Procedures

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Note: This manual will also be available in PDF format on our website at
<http://www.gcfac.org>

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Mission Statement

Greene County Fine Arts Council is an all-volunteer, non-profit community theater organization that takes pride in producing a year-round season of top-quality comedies, dramas, and musicals chosen to appeal to a wide range of audience tastes, and to provide exciting creative opportunities for local actors, technicians, and theater lovers.

Purpose of This Manual

The Greene County Fine Arts Council has developed this manual as to not rely on people putting in their notions on how things should be done or have been done in the past. Remember, policies and procedures can be changed in the future but creating a manual will give all volunteers and future boards a good starting point. One of the goals of the Board of Directors is seeing that volunteers succeed both on stage and off. In order to do that, The Greene County Fine Arts Council has established a protocol that identifies who is in charge and who knows the guidelines directed by a policy and/or procedure. Not only will a policy and procedure manual help our volunteers succeed, it will also offer future boards a blueprint of what has worked in the past. Saying this, it is important to add that policies must not conflict or countermand the Bylaws.

1. Policy Review, Dating & Numbering

Policy:

1.0 Policies should be logically organized and reviewed and updated as needed.

Procedures:

1.1 All policies shall be dated, numbered, and retained, in notebook fashion by the Board Secretary.

1.2 Policies shall be designated as approved and reviewed annually by the Board of Directors.

2. Adopted Policies

Policy:

2.0 The purpose of this policy is to establish guidelines for developing policies for The Greene County County Fine Arts Council.

Procedures:

2.1 Board policies are the documents by which the Corporation is governed. The Board shall operate the Corporation within the framework of these policies. Proposals for new policies or changes to existing policies may be initiated by any Board Member or Administrative Member.

2.2 Final action on a policy or policy change shall not be adopted at the meeting at which a change proposal is introduced. Action shall not be taken no sooner than the next regularly scheduled board meeting.

2.2.1 Temporary approval may be granted by the Board in lieu of formal action to meet emergency Conditions which shall take place before the formal action can be made.

2.3 The secretary shall establish an orderly plan for preserving and making accessible printed copies of the policies adopted by the Board.

3. Fiscal Year

Policy:

- 3.0** The fiscal year of The Greene County Fine Arts Council begins on January 1 and ends on December 31.

Procedures:

- 3.1** All budgeting, accounting, and business functions shall be conducted on a fiscal year basis.
3.2 The play season and administrative membership shall correspond to the fiscal year as set.

4. Check Signing

Policy:

- 4.0** All checks issued on behalf of The Greene County Fine Arts Council shall be signed by the Treasurer or an another officer.

Procedures:

- 4.1** Prior to the beginning of the new fiscal year, the incumbent Treasurer of The Greene County Fine Arts Council shall arrange with the bank to have the incoming Treasurer and Officers sign cards authorizing the issuing of checks for the new fiscal year.
4.2 The check register of The Greene County Fine Arts Council shall be the property of the Treasurer and shall be available for the Board Members or their designee for review.

5. Board Powers and Responsibilities

Policy:

- 5.0** The Board of Directors serve these essential functions:
As the legal governing body of the non-for-profit corporation, the Board is responsible for making sure that The Greene County Fine Arts Council complies with federal and state rules governing non-profits.
The Board holds ultimate responsibility for making sure everything that needs to get done from productions to building maintenance does in fact get done.
In addition, the Vice President or Appointed Board Liaison, fills the role of “producer” of all plays, from authorizing budgets to approving unusual production requests (i.e. removal of seats), as well as coordinating all “front of the house” activities (publicity, house, facility maintenance, etc.)
The Board of Directors has legal and ethical responsibility to the organization.
Board members shall avoid doing anything that would pose a financial conflict of interest or jeopardize the council’s legal status as a non-profit organization.
Board members have the ethical obligation to set a good example for the rest of the organization, where it is in how we treat our volunteers or how we treat our property and each other.

Procedures:

- 5.1** The Board shall make sure tax statements are filed, liability and accident insurances are up to date, yearly corporation and nonprofit status fees are filed, building and fire codes are followed, donations made to the organization shall be acknowledged for the patrons’ tax obligations. The Board has a duty to conserve and maintain the resources and physical property of the corporation.
5.2 The board shall make meeting accessible to members and volunteers as designated by the Bylaws. Board does retain the privilege of meeting in executive session to discuss personnel acquisition of property, and security.
5.3 Board members shall perform duties in order to fulfill responsibilities and expectations. These duties are as follows:
5.3.1 Attend board meetings and actively take part in business transacted by the Board.
5.3.2 Serve and function on committees when requested and can do so.

- 5.3.3 Give reports regarding business whenever such reports are called for.
- 5.3.4 Help promote programs that are in the interest of the organization.
- 5.3.5 Assist in developing the rules by which any meeting is to be conducted.
- 5.4 The above duties and responsibilities of the Board members are in addition to those covered in The Articles of Incorporation and the Bylaws or by other specific policies.

6. Conflict of Interest

Policy:

- 6.0 No member of the Board of Directors shall participate in any discussion or vote on any matter in which he or she or a member of his/her immediate family has potential conflict of interest due to having material economic involvement regarding the matter being discussed.
 - 6.0.1 A conflict of interest is defined as an actual or perceived interest by a Board Member in an action that results in or has the appearance of resulting in personal or monetary gain.
 - 6.0.2 Members of the Board of Directors for The Greene County Fine Arts Council and of their immediate family are prohibited from accepting gifts, money or gratuities from:
 - 6.0.2.1 Persons receiving benefits or services from the organization:
 - Any person or entity performing or seeking to perform services under contract with the organization
 - Persons who are otherwise in a position to benefit from the actions of any volunteer of the organization
 - 6.0.2.2 A volunteer within the organization may, with the prior written approval of the Board of Directors, receive:
 - A stipend for directing a production, choreographing movement for a production, or playing instruments during a rehearsal
 - A scholarship for studying aspects pertaining to performance and entertainment.

Procedures:

- 6.1 When a situation of a conflict of interest presents itself, the Board member must announce his or her potential conflict, disqualify himself or herself, and abstain from participation in the meeting until discussion is over on the matter involved.
- 6.2 The President of the meeting is expected to make inquiry if such conflict appears to exist and the Board member has not made it known.

7. Obtaining Bids

Policy:

- 7.0 Unless GCFAC has already negotiated a maintenance contract, it is the duty of the board, to Obtain multiple bids for work to be done if the project is one that shall require an expense over \$500.

Procedures:

- 7.1 The board shall obtain at least two bids or estimates, at least one from a legitimate business Entity.
- 7.2 In awarding contracts, the Board may consider factors other than the lowest bid. Such factors May be contractor reputation, ability to incorporate volunteers into the work, etc.
- 7.3 The Bylaws indicate that the President and/or Secretary sign the contract.

8. Encouraging Membership

Policy:

- 8.0** Memberships are good for the season that runs from January 1 through December 31. Membership allows a volunteer to vote in all general meetings and serves as admittance to any Membership-only functions or awards. To be eligible to vote for the Service Awards at the Membership Meeting, Volunteers must be Members. To vote at the membership meeting, volunteers may utilize their memberships purchased during The season in which service awards will acknowledge volunteers or they may purchase a membership for the new season. To attend any membership only functions or awards, members may be admitted to the event using either the previous season's membership or a newly purchased membership.

Procedures:

- 8.1** Members for the new season may purchase their cards in these ways:
- 8.1.1** During the run of the last production of the season.
 - 8.1.2** At the Annual Membership meeting.
 - 8.1.3** At the door of any Membership only functions or awards.
 - 8.1.4** By mail using the form on the GCFAC website
 - 8.1.5** By contacting the Treasurer

9. Maintaining an Administrative Membership Roster

Policy:

- 9.0** A membership list shall be kept and updated by the Treasurer. This should be done to insure that new members receive information but also to keep postage costs down due to old addresses. If the list is updated following each show of the season, it should be complete when the nominating Committee needs it and for balloting purposes.

Procedures:

- 9.1** The Treasurer, or the Treasurer's designated volunteer, shall have administrative membership cards printed each year, prior to the first board meeting in January, the beginning of the fiscal year.
- 9.2** Upon receiving dues from a volunteer, the Treasurer shall record number, address, and if available telephone number and email address.
- 9.3** Copies of the membership list shall be given to the President and the Vice President each Month if an update has occurred. Other Board members, the Database, and Volunteer Managers may request a list at any time.
- 9.4** Members have a right to the privacy of the information that they give. Lists shall not be given to non-members or sold to businesses or other organizations.
- 9.5** The President should make available the Administrative Membership list to the Nominating Committee for its survey contacts.

10. Maintaining Lists for Season Pass Holder, Donors, and Newsletter Recipients

Policy:

- 10.0** Addresses, telephone numbers, and email addresses of season pass holders, donors and newsletter recipients shall not be shared with anyone outside of the organization.

Procedures:

- 10.1** Lists of season pass holders, donors, or newsletter recipients shall not be sold to a third party.
- 10.2** The Treasurer maintains list of all season pass holders and donors. The Database Manager maintains a list of newsletter recipients. These lists shall include addresses, telephone numbers, and as appropriate, the season pass number.

- 10.3** The Treasurer shall make available an updated index of season pass holders each month to the box office. On occasion a patron reports the loss of a season pass. This index will allow the box office personnel a reference for checking the validity of the claim. This list shall include only the name of the season pass holder, the type of pass, and the number of the pass. For the purpose of privacy, no address shall be included in the index.

11. Publication of the Minutes for Meetings

Policy:

- 11.0** The Secretary shall make available the minutes of the meetings conducted by the Board of Directors and the Administrative Membership.

Procedures:

- 11.1** It shall be the responsibility of the Secretary to provide, upon request of members or volunteers, copy(ies) of any meeting of the season.

12. Donor Recognition

Policy:

- 12.0** Donors to the Greene County Fine Arts Council shall be acknowledged on a list on the GFCAC Website.

Procedures:

- 12.1** The Treasurer shall update the Donor list each month and provide these updated lists to the President or Vice President. The list shall include names, addresses, telephone numbers, and Amounts. Names of our donors shall be published, but their addresses, telephone numbers shall remain private. Amounts shall only be designated within a tiered system.
- 12.2** Each month, the Treasurer shall also provide to the Vice President and the Website Manager a Tiered list of those donating during the past twelve months. The current tiers are divided into These designations: Over \$1000., \$500.-\$999., \$100.-\$499., \$50.-\$99., \$1.-\$49.

13. Promotion of an Environment Free from Conflict

Policy:

- 13.0** The Greene County Fine Arts Council commits itself to creating and maintaining an environment that is free from sexual harassment, intimidation, threats and violent acts for all volunteers and patrons. Threats, intimidation and acts of violence shall not be ignored, condoned or tolerated. The Greene County Fine Arts Council can best perform its mission of producing a year round season of top quality comedies, dramas, and musicals when volunteers and patrons co-exist in a climate that supports the free exchange of ideas and utilizes constructive methods of conflict resolution.

Procedures:

- 13.1** Any accusation should be brought before the production's procedure Producer or Director who will investigate. If there appears to be an infraction, the Producer or Director will report it to the President of the Board.
- 13.2** The President shall call a closed session to hear information from both parties directly involved. Any and all acts of sexual harassment, intimidation, threat, or acts of violence by volunteers shall be considered serious misconduct and shall be the basis for contacting law officials or requesting that the individual displaying any of these behaviors not return to the theater.

14. Promotion of Safety Practices On and Off the Stage

Policy:

- 14.0** The Board of Directors shall encourage safe practices on stage and off at all times. All of us must

be wary of possible ways that accidents and other mishaps may happen to both volunteers and patrons.

Procedures:

- 14.1 The President or a Board designee will present a segment on safety practices to Production Directors, who will be urged to read the section in the Production Manual that pertains to safety practices.
- 14.2 Production Directors shall pass on this information pertaining to safety to their casts and crews. The Production Directors will monitor the safety practices to help prevent accidents.
- 14.3 The Set Construction Head shall monitor workers who are using the shop equipment and lifting and moving set pieces to make sure they are observing safety measures. Also imperative is clean up after all work parties.
- 14.4 The Light Designer shall make sure that there are at least two people on hand when ladders are being used to hang lights. Anyone under 19 should not be allowed to climb on ladders unless written/signed parent/guardian approval outlining that GCFAC is not responsible for accidents.
- 14.5 The Production Manager, or designee, shall monitor how sets have been built and, when necessary, offer suggestions for further safety.
- 14.6 The Production Manager and the Production Director will discourage rushing through set strike. Removal of all nails, screws, and staples, from lumber before it is returned to storage is one safety feature that is essential.
- 14.7 The Greene County Fine Arts Council does have liability insurance that is valid in multiple venues, however, all volunteers for GCFAC will be required to sign a waiver of liability. The will valid for the fiscal year. Production Directors can get these from the Board Producer to distribute to their cast and crew.
- 14.8 If an injury occurs during a rehearsal, set construction/strike, or a performance to a cast or crew member, the Production Director shall contact members of the Board of Directors as soon as possible. The Board Producer will ensure that at a minimum, a first aid kit is available at all GCFAC production rehearsals, work parties, and performances.
- 14.9 An injury involving an audience member must also be reported promptly to the President or the Treasurer.

15. Maintaining Forms, Handbooks, and Manuals

Policy:

- 15.0 Forms, handbooks, and manuals shall be kept by the GCFAC Secretary and on the GCFAC Website for easy access for securing information as needed.

Procedures:

- 15.1 All forms, handbooks, and manuals shall be reviewed by the Board annually. Review and update may also occur throughout the season as necessary.
- 15.2 The Secretary, or the Secretary's designee, shall record, this update and provide to the website Manager to post on the GCFAC website. It is the job of the Secretary to see that hard copies are available to any volunteer who may want a copy of his/her own.

16. Job Descriptions and Appointments for Managers

Policy:

- 16.0 The Board shall maintain a job description for Managers. It will be entitled Who Does What With The GCFAC. The document will list the responsibilities of each manager. In addition, a Manager's Directory will identify the names of volunteers to call when problems occur, locations for completed projects, positions, overseen (if applicable), and the Board position each manager reports to.

Procedures:

- 16.1 Annually at the Board retreat, the document Who Does What With The GCFAC shall be reviewed And when necessary, amended by addition or omission.
- 16.2 After the Board retreat, the Secretary shall make corrections and publish the corrected document To be given to each Director of the Board, who shall ensure that all Managers, under their Auspices, shall have a copy of their job duties.
- 16.3 Each member of the Board of Directors is responsible for directly contacting volunteers to fill the managerial positions. Board members are free to appoint co-managers for positions if time constraints or other factors limit one person's effectiveness.
- 16.4 By the March meeting, all managerial positions should be filled and reported to the Secretary, who shall publish a list of all managers along with contact information and the Board position the managers fall under.

17. Review of Managers and Producers

Policy:

- 18.0 Review of Managers and Producers can be requested by an member of the Board of Directors at any monthly meeting to ensure duties are being carried out.

Procedures:

- 18.1 The Board member bringing the request before the Board shall make available the duties Expected of the Manager or Producer and shall identify the reason(s) for complaint.
- 18.2 Three things should be considered:
 - 18.2.1 Is the Manager or Producer aware of the Board's expectations?
 - 18.2.2 Does the Manager or Producer have appropriate time, supplies, or personnel to Meet expectations?
 - 18.2.3 Does the Manager or Producer want to continue to fill the position?
- 18.3 If the Board deems the Manager or Producer is not carrying out expectations, the Board may Instruct the Manager or Producer to clarify the job to be done, provide help with supplies and/or assistance or search for a replacement.

18. Season Passes

Policy:

- 18.0 At the annual meeting, the membership approves the ticket prices for the forthcoming season. It is the responsibility of the Board of Directors to execute the steps to prepare for the sale of Season passes prior to the new season and the continuance throughout the fiscal year.

Procedures:

- 18.1 Season Passes may be purchased by the GCFAC Treasurer or GCFAC Outlet.
- 18.2 Season Tickets will have an expiration date.
- 18.3 GCFAC is not responsible for lost Season Passes.

19. Tickets and Seating for Performances

Policy:

- 19.0 Ticket and seating for all performances shall be regulated by the Board of Directors through The Treasurer or the Treasurer's designee (Box Office/Ticket Manager).

Procedure:

- 19.1 Tickets may be purchased at the GCFAC Box Office 45 minutes before the beginning of a Performance or at a designated outlet during business hours.
- 19.2 Ticket prices are approved at the annual meeting by vote.
- 19.3 Discounts are given to Seniors 65 and over, and children 12 and younger.
- 19.4 Tickets go on sale at least 19 days before opening night --always on a Monday. (19 days includes The "day" of Opening Night.) If Monday is a holiday in which the outlets are closed, then tickets

- Shall go on sale Tuesday.
- 19.5** The number of advance group sales is limited and are on a first come first serve basis. Patrons Requiring a large group purchase of more than 20 must contact the Box Office/Ticket Manager Prior to the opening performance.
- 19.5.1** No discount is allowed for a large group sale. Setting up a group sale in advance just Guarantees tickets being available at the desired time.
- 19.6** Standing room space is not permitted. No patron may watch the performance from an aisle or Stairs.
- 19.6.1** No one outside immediate production crew is permitted to sit in the light/sound booth.
- 19.6.2** Volunteers ushering, once duties are performed, may take any vacant seat.
- 19.7** Tech Rehearsal will be closed for anyone that is not a cast or crew person for the performance.
- 19.8** Ticket Manager shall appoint a designee to be posted at each available entrance. Anyone that is not part of the cast/crew will be asked to provide admission pass or proof of admission.

20. Cancellation of Shows

Policy:

- 20.0** Cancellation of a show will be the decision of the Director and Board when it is an “in the Moment” decision.

Procedures:

- 20.1** Appropriate reasons for a show cancellation are due to inclement weather conditions, a failure to get a substitution for a cast member who cannot attend the performance or for any other reason the venue is unavailable for use (i.e. electrical outage, fire or water damage, No heat, lack of stage lighting or sound).
- 20.2** Preferably, announcement of cancellation should be made before the audience is seated. Announcement about the cancellation shall be posted on the front door, directing patrons to request a refund or to make a donation to the theater.
- 20.3** If cancellation is made after the seating of the audience, patrons will be given written instructions on how to request a refund. The Treasurer, at the beginning of each session, will see that copies of these instructions will be stored in the box office in event of a possible cancellation.
- 20.4** Patrons will be directed to mail their unused tickets and address to Greene County Fine Arts Council, P.O. Box 1061, Paragould AR 72451 within the week of of the cancellation. A refund check will be mailed by the treasurer for the full value of the ticket.
- 20.5** In order for the Director to make an early assessment, he/she should be aware of reported storm conditions. Cast and crew members will contact the theater or the director, as early as possible, if they have a problem getting to the theater. In case of another problem situation, a member of the Board should inform the director. For example, if the heating system is out, the venue Manager should contact the director as soon as possible.

21. Buy-Out Performances / Special Performances

Policy:

- 21.0** The Board of Directors may authorize an additional performance upon the request of a Representative on behalf of a community group. The purpose for an extra performance May be such reason as a charitable benefit, a gift from the organization or company for its Employees, members and their family members, or a special performances for school children.

Procedure:

- 21.1** The representative meets with the Board at a regular meeting and brings forth these details in a Memorandum of understanding detailing the agreement between the Greene County Fine Arts

- Council and the group wishing to purchase the house.
- 21.2** The Memorandum of Understanding should contain the following:
- Identification of the principal contacts.
 - The date and time of the performance for the buy-out.
 - The cost of each seat will be the regular adult cost of a play or of a musical unless the Board approves of a discount or waiver for charitable purposes.
 - The group negotiating for the house for a performance shall manage its own seating. A designated GCFAC representative shall be on hand to unlock and lock the building as well as to supervise.
 - Responsibilities of GCFAC. This may include such items as assuming responsibility for obtaining and paying the royalties and then rental of materials for the production, printing 160 general admission tickets, donating the facility, and waiving any charges for the use of the theater, releasing information to the community group for its publicity purposes, or providing ushers.
 - Responsibilities of the community group. This may include such items as assuming responsibility for distribution or sale of the tickets, designating the cost (if any) the group desires to charge its members, remaining within the confines of the lobby areas and the auditorium (considered the front of the house), identifying GCFAC as a supporter on any of the promotional material that the community group wishes to publish.
 - Statement for the allowance for modification and termination. Any modification that occurs should be within the scope of the instrument and made by mutual consent of the parties, by issuance of a written modification, signed and dated by all parties, prior to any changes being performed.
 - Statement for termination. With reasonable notice, any party named in the document may terminate, in writing, the instrument in whole, or in part, at any time before the date of expiration. After the expiration, the party terminating the agreement will assume the cost of the royalty license.
 - Commencement/Expiration Date. The instrument is executed as of the date of the last signature and is effective on the date of the performance, unless extended by the parties.
 - Witness Whereof. The parties hereto have executed this agreement as of the last written date specified. Document is signed and dated.

22. Giving Complimentary Tickets, Passe, Vouchers or Gift Certificates

Policy:

- 22.0** The Greene County Fine Arts Council does not routinely provide free tickets to anyone, including Cast and crew. Exceptions include:
- Someone who provides unusual goods or services to a show (beyond just lending us a prop or two).
 - Charitable organizations who ask GCFAC for tickets they can use in their own fundraisers.
 - In some cases, complimentary tickets or season passes may be bestowed on patrons who make substantial monetary contributions.
 - GCFAC shall not provide free tickets to for-profit ventures from businesses.

Procedures:

- 22.1** In the case of a patron or volunteer who provides unusual goods or services, directors shall contact the President, who may provide a letter good for one or two free tickets to the show. Recipients must present the letter at the box office for admittance into the show chosen.
- 22.2** Requests from charitable organization come to the President, who decides whether to grant these requests . The President shall provide a voucher that can be exchanged for the designated number of tickets at the box office.
- 22.3** For donors who give substantial monetary gifts, the Board of Directors shall determine in a Business meeting whether to bestow a complimentary ticket, season pass, or gift certificate.

The value of the complimentary gift shall depend on the size of the donation.

23. Play Selection

Policy:

- 23.0** The Play Reading Committee is a standing committee appointed by the Board of Directors Upon recommendation of the President.
It should be an uneven number (i.e. 5-7). The committee shall NOT include a majority of Board members or people who are submitting to direct. The makeup of the committee should include members with directing, acting, tech, and “business” experience.
The Drama Chair from the current season shall become the chairperson for the committee.
Other requirements shall come from the Charge to the Committee, made my members at the March meeting.
The President serves as ex-officio (non-voting) member, who may decide how much to be involved in the process.

Procedures:

- 23.1** The President shall seek the committee from the current member list.
23.2 Prior to the annual membership meeting, the President shall draw up a proposed committee after gaining each member’s agreement to serve. Any administrative member may request consideration for this committee. The President shall recommend this list to the Board of Directors, who must approve of the recommendation in an open meeting prior to the membership meeting.

24. Director Qualifications

Policy:

- 24.0** Members submitting scripts to the Play Reading Committee must have at least served as a Director, Music Director, or Assistant Director on one of the productions at GCFAC or surrounding area theater productions. The Board can require more if they do not feel a volunteer is ready to direct at GCFAC. This minimal requirement allows for the Board and the Play Reading Committee to know if the director candidate has the knowledge to direct and knows how to treat volunteers and property well.

Procedures:

- 24.1** At a special session, the Board of Directors shall pre-screen each director candidate using a simple set of questions to determine appropriate qualification.
24.2 Those that pass are considered qualified to have their submissions considered by the Play Reading Committee.
24.3 Director shall not cast themselves into their own production.

25. Board Nominations

Policy:

- 25.0** Upon the President’s recommendation, the Board shall approve the Nominating Committee at the September Board of Directors meeting.

Procedures:

- 25.1** A charge shall be given to the Nominating Committee by the Board of Directors to help steer the Process to be achieved by the committee.
25.1.1 This may include a set of a survey questions to gain information pertaining to the operation of the organization and to determine whom the membership views as leaders.
25.2 The Treasurer shall provide a list of all members with the addresses and telephone numbers to The committee chair.
25.3 The Nominating Committee shall contact as many active members as possible during its

- search for nominees and report a slate of officers at the quarterly membership meeting.
- 25.4** All nominees must be contacted and give their permission before their names are added to the slate.
- 25.5** Nominations will be accepted from the floor, assuming those nominated are current members and agree to be nominated.
- 25.6** The Board will determine in advance if proxy voting is permitted and under what terms. The President is responsible for notifying the membership of the Board's decision in the meeting agenda.