



2022 Glow Lyric Theatre Employee & Independent Contractor Handbook

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<https://glowlyric.com>

Rev 9.0 3/3/22

Who we are

Founded on August 25, 2009 by husband and wife team, Executive Director, Christian Elser and Artistic Director, Jenna Tamisiea Elser, Glow Lyric Theatre is South Carolina's only professional non-profit lyric theatre producing musical theatre, operetta and opera. This professional regional company brings together actors from all over the country for each season, producing vibrant, engaging, inclusive, provocative and socially relevant performances.

Our Mission

Glow Lyric Theatre's mission is to produce opera, operetta and musical theatre that responds to the social and political climate of South Carolina.

Our Vision

Glow strives to be the country's most innovative leader in the fusion of opera, operetta and musical theatre. Glow seeks to produce nationally recognized work that is socially relevant, and to serve as a unique example of using theatre and music for social change.

Our Programming

Glow produces a wide array of opera, operetta and musical theatre performances each season. Our Summer Festival features three fully produced performances. Glow's Raising Voices Series consists of one to three new and devised musical works each year. Glow strives to partner with regional and international artists to bring innovative and challenging programming to the upstate of South Carolina.

Education & Outreach

The Glow School of Music and Drama instills an appreciation of theatre, musical theatre and operetta in the community's youth by offering workshops, classes and an annual summer camp to children ages 3-18. Additionally, Glow is a partner with several area schools and colleges to give technical and artistic apprenticeships to their students. Outreach initiatives include 2,000+ free tickets given to organizations helping children and families deal with hardship, over 20 scholarships given to children to attend the Glow Summer Camp, benefit performances for local non-profits serving at-risk youth, Pay-What-You-Can community performances, and \$5 family matinee performances.

Our Values

Access

- We provide audiences of all backgrounds the opportunity to participate in the arts

Advocacy

- We use the power of the arts as a tool for promoting empathy and cultural understanding

Professionalism

- We hold high artistic standards and produce quality programming

Prudence

- We maintain realistic budgets, and focus on fiscal responsibility

Diversity

- We seek out artists and audience members from all backgrounds and ethnicities and produce works celebrating the diversity of our community.

Collaboration

- We are committed to working with others to bring artists, patrons, organizations, and communities together.

Keeping in touch

To receive mail while with Glow this summer, please use the following as your address:

Regular mail through the US post office:

Your Name

c/o Glow Lyric Theatre

PO Box 1155

Mauldin, SC 29662

Shipping via UPS or Fedex:

Your Name

c/o Christian & Jenna Elser

22 Stonebury Drive

Simpsonville, SC 29680

If you choose to have your mail forwarded to this address during the summer, you must remember to STOP the forwarding on the end date of your contract. You may not receive mail that is delivered after the Festival has ended.

Performances

2022 performances will be July 15 through July 31. Glow runs a true rotating repertory schedule with a different production almost each night. Our performance venue is located at the **Kroc Center's Fred Collins Performing Arts Stage**, 424 Westfield St., Greenville, SC, 29601.

For tickets to the Glow Season, please either call Glow Lyric Theatre box office at **(864) 558-4569** or visit our website: glowlyric.com/tickets.

*While we perform at the Kroc Center, **please do not contact them for tickets!**

Each Company Member is entitled to two 50% off tickets per production. These should be used only for your friends and family. Please contact the Box Office Manager to arrange these at boxoffice@glowlyric.com

Glow's Name

Glow Lyric Theatre began in 2009 as "Greenville Light Opera Works." After our name change in 2012 to honor our varied programming, we switched to the current **Glow Lyric Theatre**. You may hear folks combine these names. We've heard everything from *Glow Lyric Opera*, *Greenville Lyric Opera*, *Glow Lighthouse Theatre*, and more. While Glow is still legally incorporated as Greenville Light Opera Works, the organization does business as and should be referred to as: **Glow Lyric Theatre**.

Summer Festival Season Counseling Support

Glow recognizes that those working in the theatre industry expose themselves to some of the most physically and psychologically stressful and vulnerable conditions on an everyday basis.

If any company member employed with Glow would like counseling support, they may request to schedule a half hour appointment with our Summer Festival Counselor, who is a Licensed Professional Counselor. This is provided free of charge. There will be an intake process that includes a simple form for health history and contact information, as well as forms describing the counseling relationship and what you can expect, including confidentiality, preferences, etc.

Contact Glow's Festival Manager, Brandon Graves: festivalmanager@glowlyric.com to request an appointment.

If you are in need of immediate or emergency mental health services, reach out to the NAMI HelpLine Monday through Friday, 10 a.m.–8 p.m., ET. 1-800-950-NAMI (6264) or info@nami.org

General Policies

The Glow Lyric Theatre Summer Festival operates on the basis of a company ensemble. This ensemble includes all actors, designers, technicians, and administrative staff. Please treat all company members appropriately and with respect and kindness.

Each member of the company represents and reflects the company and festival. This requires the acceptance of public responsibility by each of its members. Violations of city, state and federal laws and ordinances will not be tolerated and may be grounds for termination of contract.

Glow is a non-smoking organization. Please be aware that there are no designated smoking areas in living, rehearsal or performance spaces.

The use of illicit drugs and alcohol during working hours is strictly prohibited.

Glow Lyric Theatre works hard to maintain a creative environment that is free of harassment of all types. HARASSMENT WILL NOT BE TOLERATED. This includes, but is not limited to, the prohibition of Sexual Harassment and Identity Based Incidents, which are addressed specifically hereinafter.

Always lock your housing and/or vehicle and secure your valuables. Glow is not responsible for break-ins nor for the subsequent loss of items.

Festival Management will provide rehearsal and performance transportation for those who do not have or have access to a car. If a company member needs transportation throughout the week, they should make individual arrangements with the Festival Manager.

For those company members being housed by Glow, you are to abide by all policies contained within the Housing Agreement. Additionally, once your contract has concluded, you must schedule an official check out with the Festival Manager at least two days prior to your departure. Not doing so may result in withholding of your final check.

While not mandated, Glow endeavors to operate under the AEA and/or AGMA guidelines in rehearsal for its actors for breaks and lengths of calls.

Receipt of this Handbook does not make you an employee of Glow. Your status as an employee or independent contractor is determined by your agreement with Glow Lyric Theatre.

Glow Lyric Theatre Diversity, Equity & Inclusion Employment Policy

At Glow, we aspire to create a community built on respect, belonging, collaboration and creativity and reject any form of bigotry, discrimination or hatred. We recognize that this work is ongoing and often imperfect, but we are committed to cultivating an environment in which our differences are explored with generosity, openness, and celebration.

Glow is committed to inclusive and conscious casting and hiring. Glow defines inclusivity as intentionally recruiting, meaningfully including, gainfully employing, and actively supporting our employees with the appropriate resources and ability to share power within our organization.

Conscious casting for us means that the actor's race and ethnicity are integral to their experiences and identities and are therefore integral to the choices they make on stage. Our practice of color conscious casting intentionally applies emphasis on carefully considering race and ethnicity when casting characters for productions, in order to foster appreciation and respect for the diversity of the roles being portrayed, as well as to honor and accurately represent the role's cultural intricacies. We cast auditionees of all races, ethnicities, sexual orientations, abilities, body types and backgrounds.

Glow is committed to hiring Black, Indigenous, People of Color (BIPOC) and other underrepresented communities in staff and artistic positions. This commitment includes a dedication that BIPOC designers, stage managers, choreographers, directors and actors be hired to work on shows that are not BIPOC driven with the same frequency as their white counterparts. All qualified applicants will receive consideration for employment without regard to race, color, creed, ancestry, national origin, citizenship, religion, gender, sex, sexual orientation, affectional preference, gender identity or expression, sexual and reproductive health decisions, pregnancy, ability, genetic predisposition, age, military or veteran status, marital or familial status, or any other protected characteristic.

Outreach

The Glow team will communicate its commitment to hiring a diverse workforce. Specifically, the team will engage in the following activities:

- Provide potential employees and auditionees with access to the Glow Company Handbook.
- Include policies on BIPOC safety, sexual harassment, anti-racism commitment, equity in design commitment.
- Hiring managers will work to include trigger warnings and content disclosures in audition and employment notices of required nudity, violence, intimacy, sexual acts, simulated racial violence, racial slurs, acts of bigotry, and BIPOC stereotypes.
- Casting notices will include the director's name, if the show will be cast non-traditionally, which roles will be cast that way, and specifically list race/ethnicity when required.

Hiring

When it is time to engage in hiring, the Glow team will commit to engaging in a robust outreach process to obtain a diverse pool of candidates.

Hiring managers will provide demographic information about the candidate pool to the leadership team. Once a diverse pool has been established, the hiring manager should hire the candidate(s) that best fits the needs of the role.

Onboarding

To help create a sense of belonging, all candidates should be effectively onboarded. This process includes, but is not limited to, the staff person receiving necessary training and going through the employee handbook.

Glow Lyric Theatre Access & Accommodations Policy

Glow Lyric Theatre will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation or if the accommodation creates an undue hardship to Glow Lyric Theatre. Contact jenna@glowlyric.com with any questions or requests for accommodation.

Department Managers Tools

If you have a member of your team who needs accommodations to ensure equitable access, we encourage you to consider the questions and tips below.

Questions to ask as you plan for how to incorporate this staff person

- How might your casting department make it clear in audition notices that you are truly interested in hiring performers with disabilities?
 - Glow Lyric Theatre encourages performers with disabilities to audition and will provide reasonable accommodations to individuals who request them in advance. Accommodation requests may include: ASL Interpretation, Braille or Large Print Materials, Physical Access, and Social Narratives. To request an accommodation please call 864-558-4569 or email jenna@glowlyric.com
- How might you re-organize to dedicate one or more staff members to accessibility throughout the production process? (In my experience, adding an “access coordinator” to the stage management team is a natural fit)
- How might your production staff make time for performers with disabilities to orient themselves in your space prior to auditions, callbacks, or rehearsals?
- How might a few adjustments to communication protocol and rehearsal paperwork help the stage management team anticipate any accommodations that might be needed in tech or performances?

Here are some tips

- Preparation is key! Most accommodations are very reasonable when arranged in advance, but very tricky if needed on the fly.
- Arm yourself with the language to make you a confident access provider.
- Communicate early and often!
- Specificity is your friend! If you reach out to an artist asking about general “accommodations” you might get a general yes or no back. Bravely take the lead and offer details.
- Reach out for support if you need it!

Appendix: Example accommodations

Audition process

- When necessary, create a closed captioned video in addition to written audition notice.
- Build in a tour of the facility to help potential cast members get acquainted with the theatre.
- Create a version of the written script using large print (font size 16 or greater).

Rehearsals

- When necessary, incorporate a service animal into the production to support cast members who have one.
- Create a quiet space within the theatre where people can get away from the crowd and noise to accommodate sensory needs.
- Plan breaks within the rehearsal schedule.
- Provide a written copy of any oral announcements.

Productions

- Create a tip sheet for audience members to help them get acquainted with the space. This can include a path to the performance space and a location of the bathrooms.
- Ensure sufficient signage throughout the theatre space.
- Have an “escape” route - a continuous unobstructed path connecting all accessible spaces of the theatre.

Appendix: Terms

Six types of disability - Using data from the 2016 Behavioral Risk Factor Surveillance System (BRFSS), this is the first CDC report of the percentage of adults across six disability types:

- Mobility (serious difficulty walking or climbing stairs)
- Cognition (serious difficulty concentrating, remembering, or making decisions)
- Hearing (serious difficulty hearing)
- Vision (serious difficulty seeing)
- Independent living (difficulty doing errands alone)
- Self-care (difficulty dressing or bathing)

American with Disabilities Act

- The [Americans with Disabilities Act](#) (ADA) is the federal law enacted to prohibit discrimination in employment against – and require reasonable accommodations for — qualified people with known disabilities. The ADA states that a person may be disabled if they have a physical or mental condition that substantially limits a major life activity, has a history of disability, or is believed to have a physical or mental impairment that is not minor nor transitory (lasting or expected to last six months or less).
- **Disability:** A physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment, or being regarded as having such an impairment.

- **Non-visible disability:** This term refers to disabilities that cannot be seen and are not obviously apparent. We use that term rather than “hidden” to avoid the connotations of purposeful concealment or shame that may be associated with the adjective “hidden”.
- **Major life activities:** Term includes caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.
- **Qualified individual:** An individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such an individual holds or desires.
- **Reasonable accommodation:** Includes any changes to the work environment and may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, telecommuting, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.
- **Undue hardship:** An action requiring significant difficulty or expense by the employer. In determining whether an accommodation would impose an undue hardship on a covered entity, factors to be considered include:
 - The nature and cost of the accommodation.
 - The overall financial resources of the facility or facilities involved in the provision of the reasonable accommodation, the number of persons employed at such a facility, the effect on expenses and resources, or the impact of such accommodation on the operation of the facility.
 - The overall financial resources of the employer; the size, number, type and location of facilities.
 - The type of operations of the company, including the composition, structure and functions of the workforce; administrative or fiscal relationship of the particular facility involved in making the accommodation to the employer.
- **Essential functions of the job:** Term refers to those job activities that are determined by the employer to be essential or core to performing the job; these functions cannot be modified.

Conduct Policy

In addition to other bases for termination, the Artistic Director and/or the Executive Director may terminate the contract of any contractors or employees for any violation of working guidelines at any time. Glow has the discretion to provide a warning for a first violation, or to proceed directly to termination.

- Each company member is responsible for knowing his/her daily work schedule, as set by Glow.
- Always be on time. Company members are expected to arrive on-time and at the ready for all call times.
- Be prepared. We expect all company members to arrive fully prepared for every rehearsal and performance.
- Company members shall treat one another with civility, shall cooperate with management directives, and shall not engage in disruptive conduct.
- Actor rehearsals fall between 10am – 10pm daily. A specific breakdown is available in the Cast folder on the Glow Google Drive. It is the responsibility of the company member to check the calendar, daily, for any changes.
- Scene shop, prop shop, and paint shop hours are as set by the Production Manager.
- Costume shop hours are as set by the Costume Designers and Production Manager.
- Electrics and sound schedule will be determined by the Production Manager and Lighting Designers.
- Please note that hours are subject to change based on daily needs and circumstances (techs, dress rehearsals, etc.) so please watch your daily schedule and stay in touch with your area head.
- Company members will occasionally be called for participation in special rehearsals, workshops, promotional performances, and photo calls. Reasonable participation in these is requested of each company member.
- Some company members may be asked to participate in talkbacks or other media or publicity events throughout the festival. Reasonable participation in these is requested of each company member.
- Technicians are responsible to the head of their area or to the Production Manager, depending upon the nature of the assignment or situation.
- Company members are responsible for helping us maintain a clean and sanitary environment during rehearsals and performances. Food and beverages other than water are not allowed in the rehearsal or performance spaces. Please always dispose of trash carefully and properly.
- Only authorized employees may make expenditures on behalf of Glow. Employees so authorized must adhere to the Glow's expenditure policies and procedures. Do not buy something and expect to be reimbursed without first consulting Executive Director, Christian Elser.

- Company members are not authorized to speak on behalf of Glow.
- Glow reminds everyone that we are putting up three incredible shows in just four weeks! Keeping that in mind, we encourage every company member to eat properly, sleep when possible, dress appropriately for weather (our summers are very hot), relax when possible, and maintain a positive attitude.

Sexual Harassment Policy

Glow Lyric Theatre prides itself on maintaining a safe and creative environment that is free of harassment of all types. If an individual who is a part of the company believes they have been subjected to sexual misconduct, or is aware of sexual misconduct or harassment directed toward someone else, they should report the incident promptly to whom and how they choose (reporting information is below.)

If Glow determines that sexual misconduct has occurred, it will take appropriate disciplinary steps, up to and including termination.

EXAMPLES OF SEXUAL HARASSMENT:

Sexual harassment may create a hostile, abusive, demeaning, offensive or intimidating environment. It may be manifested by verbal and/or physical actions, including gestures and other symbolic conduct. Examples of sexual harassment may include, but are not limited to, the following:

- a. non-sexual slurs about one's gender
- b. contrived work assignments and assigning more onerous or unpleasant tasks predominately to employees of one gender
- c. repeated unconsented touching, patting or pinching; repeated inappropriate social invitations or requests for sexual favors
- d. repeated unconsented discussions of sexual matters
- e. use of sexual jokes, stories, analogies or images which are not related to the subject of the work situation
- f. touching, fondling or deliberate brushing against another person
- g. ogling, leering or prolonged stares at another's body
- h. display or use of sexual graffiti or sexually-explicit pictures or objects
- i. sexually-suggestive jokes, comments, e-mails, or other written or oral communications.

Glow Lyric Theatre Community Reconciliation Protocol

To ensure an inclusive and equitable culture in which everyone feels a sense of belonging, Glow has adopted a community reconciliation process and policy. This policy outlines the manner in which incidents can be reported and how reconciliation should occur.

What is an identity-based incident?

An identity-based incident is any event, behavior, or act - verbal, written or physical - of intolerance, discrimination or prejudice based on one's identity. An identity-based incident may or may not involve threatened or actual violence or other criminal conduct such as a hate crime. It reflects an intentional act or disregard for the impact of one's conduct that threatens, offends, or stigmatizes an individual or group based on perceived or actual characteristics including: race, ethnicity, national origin, religion, physical appearance, veteran status, sex, sexual orientation, gender identity or expression, age, or physical or mental disability.

Examples of identity-based incidents include hate speech, identity bashing, racist epithets, religious slurs, sexist jokes or cartoons, hate mail, offensive graffiti, or prejudiced remarks. These incidents may occur in person, through written materials or through electronic means such as e-mail or social media.

How to report an identity-based incident?

GLOW team members have several options for reporting an identity-based incident.

- Glow team members can report an incident via the anonymous reporting form,
- Glow team members can report an incident to their direct supervisor,
- Glow team members can report an incident to any member of the Reconciliation Team.

Why is reporting important?

You or someone you know may experience an event or situation that is reasonably experienced as intimidating, disrespectful, dehumanizing, stigmatizing or hurtful. While these incidents sometimes target specific individuals, they often offend an entire group or community. When an identity-based incident does target specific individuals, even those not directly targeted may feel at risk. These incidents create tensions and divisions within the Glow community and may create hostilities between or among groups.

Who manages identity-based incidents?

Once an identity-based incident has been reported, the Reconciliation Team will get involved. This team exists to support Glow's culture of equity, inclusion and belonging by supporting those involved in an identity-based incident. The team includes Jenna Elser, a member of the Board of Directors, the Summer Festival Counselor and Glow's Equity Consultant.

The role of the Reconciliation Committee is:

1. To review reports of an identity-based incident and investigate as needed.
2. To contact individuals who have been involved in an identity-based incident to determine their willingness to participate in the investigation and/or to participate in processes to address and resolve the incident, including reconciliation processes.

What happens after the report is made?

The Reconciliation Team will engage in several steps to mitigate the impact of an identity-based incident on the individuals involved and the larger Glow community.

- *Acknowledge the incident.* This will include bringing all parties involved together. This requires that each person agree to the community agreements outlined by the Reconciliation Team.
- *Listen to everyone.* It is important that all affected team members understand the impact of the incident from all points of view.
- *Collaborative repairing.* It is critical that the group repairs the harm done. This includes holding those who have done harm accountable, but it also includes a joint decision-making process on how to best move forward.
- *Reintegration and review.* Reintegration encourages collaboration of the community and the person who caused harm rather than turning toward coercion and isolation. After this process is completed, it is important to review the theatre's culture & departmental culture and processes to address any issues that might have contributed to the problem.

What is another way to handle an identity-based incident? Oops & Ouch Technique

If the person involved in or noticed an identity-based incident can also utilize the Oops and Ouch technique. This is a way to handle negative comments or actions in real time.

Here is an example to explain how this technique can be used:

Speaker A is trying to be funny and makes a thoughtless remark. Speaker B says "Ouch!". This cues Speaker A to realize that the funny remark was potentially harmful. Speaker A says "Oops" to indicate acknowledgement and atonement. Then there is a pause.

It is up to the Ouch-caller whether this moment requires some conversation. So there may be a conversation, or maybe the Ouch caller says something like, "Cool, let's move on". The decision to move on must come from the Ouch-caller.

It is important to note that anyone in the room can call an "Ouch". It does not have to come from the person who is the focus of the potentially hurtful remark.

A common question with this technique is as follows: "Sometimes I don't know there was an "ouch" until I'm trying to sleep that night. Can I bring it up later?" We believe the answer is yes. If someone has felt an ouch and didn't say anything, please do bring it to whoever you're comfortable with in leadership and they can help you to address it.

Appendix: Terms

The following includes terminology and descriptions of commonly used words used when talking about identity-based incidents. *This list was compiled by Glow's Equity Consultant and with support from [Williams James College](#).*

Unconscious Bias: An attitude or stereotype that affects our understanding of, actions, and decisions in an unconscious manner. Our biases can be positive or negative and are activities involuntary and often without awareness or control. Biases are a function of the brain and each of us has unconscious biases - no one is immune to this.

Identity-based incident: An identity-based incident is any event, behavior, or act - verbal, written or physical - of intolerance, discrimination or prejudice based on one's identity. An identity-based incident may or may not involve threatened or actual violence or other criminal conduct such as a hate crime. It reflects an intentional act or disregard for the impact of one's conduct that threatens, offends, or stigmatizes an individual or group based on perceived or actual characteristics including: race, ethnicity, national origin, religion, physical appearance, veteran status, sex, sexual orientation, gender identity or expression, age, or physical or mental disability.

Additional examples of identity-based events (*it is important to note that this is not intended to be a comprehensive list, but a set of examples to help members of the Glow community understand what these incidents could look like*):

- Name calling; using a racial, ethnic or other slur to identify someone; or using degrading language
- Creating racist or derogatory graffiti or images/drawings
- Mimicking someone with a disability, or mimicking someone's cultural norm or practice
- Making jokes or using stereotypes when talking to someone
- Using derogatory names, terms or words (e.g., terms for persons of particular racial, ethnic, or cultural origin; persons who identify with particular sexual or gender orientation, members of faith communities, persons with disabilities, persons with particular political views) in person, in writing, on social media, on whiteboards, etc.

Additional pertinent terms

- **Discrimination:** is defined by federal and/or state statutes to include unfavorable or unfair treatment of a person or class of persons with membership in a protected class (sex, race, age, disability, color, creed, national origin, religion, or genetic information)
- **Ethnicity:** the culture of people in a given geographic region, including their language, heritage, religion, and customs.
- **Gender:** a social combination of identity, expression, and social elements related to masculinity and femininity. Includes gender identity (self-identification), gender expression (self-expression), social gender (social expectations), gender roles (socialized actions), and gender attribution (social perception).
- **Gender expression:** how one chooses to express one's gender identity to others through behavior, clothing, hairstyle, voice, body characteristics, etc. Gender expression may change over time and from day to day and may or may not conform to an individual's gender identity.
- **Gender identity:** an individual's internal sense of being male, female, both, neither, or something else. Since gender identity is internal, one's gender identity is not necessarily visible to others.
- **Harassment:** unwelcome conduct because of membership in a protected class which is sufficiently severe or pervasive so that it interferes with a team member's ability to perform their job.
- **Microaggressions:** according to Derald Wing Sue, these are the everyday slights, indignities, put downs and insults that people of color, women, members of the LGBTQ+ population or those who are in historically marginalized and systemically barred communities experience in their day-to-day interactions with people.
- **National origin:** the place from which a person and/or their ancestors originate
- **Protected class:** a group of people who share common characteristics and are protected from discrimination and harassment under federal and state laws. Protected categories or characteristics include race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity and gender expression.
- **Race:** populations or groups on the basis of various sets of physical characteristics that result from genetic ancestry. Sociologists use the concept of race to describe how people think of and treat groups of people, as people very commonly classify each other according to race.
- **Retaliation:** adverse action taken against a person because the person engaged in; seeking information about, complaining in good faith about potential violations of Glow's policies, participating in an investigation being conducted in response to allegations of violations of Glow's policies, or filing a complaint with or participating in an investigation being conducted in response to a complaint filed with federal, state, or local authorities charged with enforcing specific statutes.
- **Sex:** separate from gender, this term refers to the cluster of biological, chromosomal and anatomical features associated with physical maleness and femaleness. Sex is often used synonymously with gender in our/modern culture. Although the two terms are

related, they should be defined separately to differentiate the biological (“sex”) from the sociocultural (“gender”).

- **Sexual orientation:** an individual’s physical and/or emotional attraction to and desire to sexually or emotionally partner with specific genders and/or sexes. e.g., homosexual, heterosexual, bisexual, pansexual, asexual. For a more complete list of sexual orientation, visit the [Trevor Project’s website](#).
- **Socioeconomic status (SES):** the social standing or class of an individual or group. It is often based upon a combination of education, income and occupation.
- The first person to approach our Artistic or Executive Director this season and say the exact phrase: *“I read all of the Glow-tastic Handbook”* will receive a Starbucks gift card.

Reporting

Glow Lyric Theatre does not tolerate any kind of discrimination, harassment, bullying, or behavior that creates a hostile, unpleasant, or an uncomfortable working environment from anyone working for or with us. If you experience or witness any of the behavior addressed in Glow Lyric Theatre’s Policy Against Discrimination and Harassment, you are strongly encouraged to report it. If you choose to reach out to anyone on the list below with whom you feel comfortable, they will talk with you and put together a plan of action to address it.

Here are ways to report any behavior that doesn’t support a safe working environment. The way you choose to report is entirely up to you.

Contact your Direct Supervisor:

Festival Manager, Brandon Graves: festivalmanager@glowlyric.com (864) 415-3760

Production Stage Manager: TBA (this will be updated as hired for 2022)

Technical Director: TBA (this will be updated as hired for 2022)

Marketing Director: TBA (this will be updated as hired for 2022)

Contact Glow’s Executive Staff

Jenna Elser, Artistic Director: jenna@glowlyric.com (864) 593-2000

Christian Elser, Executive Director: christian@glowlyric.com (864) 553-0071

Contact Glow Lyric Theatre’s Board of Directors:

Board President, Gene Conroy conroygene@gmail.com (864) 386-2550

Contact the Glow Board Member Chairing the Reconciliation Team:

Board Member at Large, Shane Farmer: sfarme3@clemson.edu

Contact Glow Equity, Diversity and Inclusion Consultant:

Jessica Sharp: jessica@sharpbrainconsulting.com

Contact by an Anonymous Form

Google Form Link: <https://forms.gle/sJQfgMTkkjah4TeN6>

Glow Lyric Theatre Equity in Design Protocol

To create equity and inclusion throughout the organization, Glow's designers will work to support our diverse actors. The following aspects should be taken into consideration when designing and planning costumes, hair, set, make-up, lighting, sound and props.

Glow Team Expectations

Designers, costumers, the hair and wig team, the props teams, and the set, lighting and sound designers and technicians will commit to having a working knowledge of the appropriate tools, materials, and garments needed to costume, style, light and mic actors.

Designers and/or department leads are expected to engage actors in the process by talking with them about any access needs prior to planning and purchasing materials. They should also have a process that allows actors to share feedback throughout the process prior to the start of a show.

Each designer and/or department leader is expected to create a department specific policy that includes a commitment to the following:

- Learning about the various tools, materials and garments needed to work with our wide range of actors,
- Creating a method for actor input into the decision making process.

Designers, costumers, hair and wig team members, props team members, and set, lighting and sound designers and technicians are expected to do their own research on culturally appropriate and authentic items (including props and costumes). It is an expectation that they do their own research first before asking for input from actors. If team members still have questions after conducting their own research, they can reach out to Jenna Elser or the Equity Consultant.

Engaging in Conversations

As stated above, it is an expectation that actors are engaged in the decision making process related to the items they will be using; we recognize, though, that discussing body image, physical features, hair and garment size can be sensitive to discuss.

With that in mind, there is an expectation that designers, customers, hair and wig team members, props team members, and set, sound and lighting designers and technicians handle these conversations in an affirming way that both puts the control in the hands of the actors, but also is rooted in dignity.

If one of the team members has a question about navigating these conversations or does not feel equipped, they should speak with Glow's Equity Consultant or Jenna Elser before scheduling and leading these conversations.

Conversations specifically about costumes, hair and makeup should be scheduled and planned; actors should be given at least 24 hours notice to allow them to think about their needs and prepare for any emotional energy required to engage in this conversation.

Again, these conversations should be rooted in dignity so that actors feel valued, respected and treated ethically. Specifically, there should be no name calling, no eye rolling, no derogatory remarks and no remarks regarding the additional time it may take to engage in these conversations and plan for our actor's needs.

Policy Oversight and Management

If an actor believes they or another actor has not been treated with dignity, we encourage them to speak with a member of the Reconciliation Team or complete an identity-based incident form. An identity-based incident is any event, behavior, or act - verbal, written or physical - of intolerance, discrimination or prejudice based on one's identity. More information can be found in our Community Reconciliation Protocol.

Specific examples of identity-based incidents related to this protocol include (*but are not limited to*):

- An actor not being included in conversations about their costumes,
- An actor is told that they must wear clothing that is not the correct size,
- An actor being laughed at or mocked while in a conversation about their design needs.

To make sure the responsibility is not exclusively on the actors, Glow will work to ensure this policy is being followed. This includes having conversations with designers, customers, hair and wig team members, props team members, and lighting designers and technicians and potentially checking-in with actors to ensure compliance and dignity.

Department & Area Specific Expectations

Designers & Costumers

Costumers are expected to find appropriate hair, make-up, tights, and shoes that fit the body image, physical features, hair and garment size of all actors. As an example, designers should take measurements of actors to ensure proper fit of clothing.

Hair and Wig Team

Hair and wig teams members must have a working knowledge of hairstyling and hairstyle maintenance for hair textures 3C and above. Additionally, team members should ask Black performers if their hair is permed or not and plan products accordingly. Must ask for actor approval on products and tools before they are purchased and distributed. Must ask for consent from actors before using products and tools in their hair.

Make-up

Make-up team members must ensure that make-up is the appropriate shade and color.

Lighting

Lighting designers and technicians must have a knowledge of how to adjust lighting based on skin tones.

Sound

Sound team members must ensure that actors have microphones, cords and tape that match their hair and skin tone.

Props

Props team members must ensure that all props are authentic. As an example, if there is food featured in the production the food should be something that characters of that race or ethnicity would eat.

Set

Set team members must ensure that all actors' accessibility needs are considered and met in the set design.

COMPANY CULTURE

Gratitude
Love
Openness
Willingness

Artistic Excellence
Respect
Transparency

IMPORTANT ADDRESSES

Glow Lyric Theatre (Mailing Address)
PO Box 1155
Mauldin, SC 29662

Kroc Center
424 Westfield St.
Greenville, SC 29601

Glow Storage & Scene/Costume Shop at
Productions Unlimited
175 Old Airport Rd.
Roebuck, SC 29376

Greenville Unitarian Universalist Fellowship
1135 State Park Rd
Greenville, SC 29609

HOUSING AGREEMENT

This Housing Agreement is incorporated by reference into and made a part of the Independent Contractor Agreement (the "Agreement") between Greenville Light Opera Works d/b/a Glow Lyric Theatre (hereinafter "Glow") and the Company Member. Company Member Acknowledges and Agrees as follows:

1. Glow may terminate at the Company Member's license to take advantage of the housing arrangement. Housing is provided to the Company Member as an accommodation. The Executive Director of Glow at any time, if the Executive Director determines in his sole discretion, that the Company Member has violated any terms of this Housing Rider or of the Agreement, has violated other rules applicable to the housing, or has engaged in conduct that is detrimental to Glow, Glow's reputation, and/or Glow's relationship with supporters or the community.
2. In general, the Company Member shall treat the housing, and shall conduct himself or herself while in the housing, in a reasonable, safe, and courteous fashion, and shall avoid actions or words that are detrimental to Glow, its reputation, and its relationships.
3. Only the Company Member provided the housing accommodations is allowed to reside in that housing. The following are prohibited:
 - a. Visitors, including overnight guests.
 - b. Parties, "hanging out," or gathering in the housing.
 - c. Animals or pets
4. Smoking (including vaping and e-cigarette use) is prohibited within the housing.
5. Use or possession of illegal drugs is prohibited within the housing. Company members of legal age are allowed responsible alcohol use.
6. Company Member shall comply with all reasonable requests and rules of the owner of the housing. Company Member shall inform the Executive Director of unreasonable or inappropriate requests or rules.
7. Company Member will treat homeowners, neighbors, and roommates with courtesy, including but not limited to limiting noise and odors appropriately.
8. Company Member will maintain his or her living space in a clean and orderly fashion at all times, and shall clean said space at least weekly. No materials (including but not limited to photographs, posters, notes, etc.) may be affixed to any wall or furnishings of the housing.
9. Company Member will keep all common areas to which Company Member has access clean and orderly, respecting others who are using the common areas.

10. Company Member may not remove furnishings (including but not limited to furniture, housewares, bedding, towels, etc.) from the housing at any time or for any reason.
11. Company Member will be responsible for any damage to the housing and/or its contents. \$100 from the final payment under the Agreement will not be made to Company Member until after satisfactory check-out from the housing.
12. Housing is provided as an accommodation. Owners of the housing are not employees or agents of Glow. Glow assumes no responsibility for the safety and security of the Company Member's person or personal belongings. Company Member should use due care, and promptly report any concerns about the housing to the Executive Director of Glow.
13. Company Member must vacate the housing immediately upon the first to occur of (i) termination of the Agreement; (ii) the end of the performance run; and (iii) a directive to vacate from the Executive Director of Glow.