

If persons with disabilities state their needs, trust their explanations and respond respectfully. An individual's safety and comfort are always important considerations. **The followings are some examples of what to do and what not to do when you are assisting with people with disabilities.**

Do hold or stabilize wheelchairs while patrons transfer to a conventional seat.
Do not lift or carry them.

Do push peoples' wheelchairs to the restroom if requested.
Do not accompany them into the toilet area.

Do assist a patron in purchasing beverages or getting to a water fountain if requested.
Do not feed or administer medication.

Do help people to be comfortable.
Do not do anything to jeopardize patron's or your own safety.

GENERAL HOUSE POLICIES

- At least two ushers should remain in the house at all times to assist with entrances and exits.
- At least two ushers should remain in the lobby at all times to direct patrons to the restrooms and answer questions.
- All ushers should be available to patrons and avoid huddling in groups or standing/sitting around inactive when patrons are present. Be on the look out for a patron who may be in need of assistance.
- No animals in the theatre building with the exception of seeing eye dogs.
- No food or beverages are allowed in the theatre or lobby at anytime.
- No visual or audio recording devices are allowed in the theatre.
- No employee should allow or aid in allowing non-ticketed or incorrectly ticketed patrons into a performance.
- No employee should bring their children, relatives or friends to a performance without a ticket.
- No one should leave their post unattended. If you need to leave, you should ask someone to relieve you.

LCC THEATRE VOLUNTEER USHER HANDBOOK



LCC Theatre Lobby Mural

Artist- Jean Charlot

USHERING

Welcome to LCC Theatre. Mahalo nui loa for volunteering to serve as a and usher and representative of the theatre. Your interaction with each person who walks through our lobby doors contributes immensely to a memorable experience for theatre patrons. LCC Theatre staff and the College very much appreciate your helpful participation.

For more information and questions contact-
Wayland Quintero, Assistant Theatre Manager
455-0386, e-mail waylandq@hawaii.edu.

Why Are You Volunteering?

To help make each patron's experience a pleasant and safe one. This is achievable through courtesy and professionalism. Be observant of surroundings and safety issues.

Time Commitment

Ushers are requested to arrive 1 hour and 30 minutes before the show begins, and to stay until the audience has exited the theatre and lobby areas after the show.

Dress Code

Casual business attire black & white. Please no t-shirts, no flip-flops, no shorts, nothing revealing.

Working Conditions

- Expect to possibly stand for long periods of time.
- Be prepared that you may not be able see the entire show.
- Be ready that you may have to climb up and down stairs a few times.
- You may be requested to help lift and move up to 10 pounds such as tables, chairs, and snack concessions.
- Expect to work in an environment that is not brightly lit.
- Punctual attendance is highly desired. Please arrive at the lobby 1 hour and 30 minutes before the scheduled start of the show.
- Ushers are expected to remain at their stations until dismissed by the House Manager. Even when relaxing in the lobby during the show, ushers are expected to be attentive to anyone exiting or returning to the theatre.

Duties

Before the Show

_____ Meet the House Manager 1 hour and 30 minutes at Theatre Lobby before the show starts to get instructions and leis from him/her.

ASSISTING PEOPLE WITH DISABILITIES

Since LCC Theatre opened its doors in 1974 between 18 and 22 major productions are mounted in a typical season at LCC Theatre inclusive of 3 to 5 professional touring groups, 8 to 10 LCC productions, and numerous community events. The season average attendance is 80,000 patrons. Patrons include people with disabilities.

Who is a "Person with a Disability?"

From the Americans with Disabilities Act 1990

"An individual with a disability is a person who:

- Has a physical or mental impairment that substantially limits one or more major life activities;
- Has a record of such an impairment; or
- Is regarded as having such an impairment."

Many disabilities are hidden, invisible, and not easily detected. People with disabilities range from the person who has difficulty walking great distances (such as older adults) to the person who uses a wheelchair; one who is blind and uses a guide dog to the person who cannot adjust quickly to changes in lighting conditions; someone who has age-related mild hearing loss to the person who is congenitally deaf.

When You Approach a Person with a Disability

- See the person, not the disability. Avoid "talking down".
- Speak directly to the individual, not to a companion or an interpreter.
- Treat adults as adults. Be considerate. A person with disability may take more time to say or do things.
- Relax. Do not worry about using common expressions such as "See you later" or "I've got to run".

Understand the Needs of Older Adults

While older individuals may not need specific assistance, they can benefit by understanding their needs, such as the distance one has to walk from the car or front door to one's seat.

When You Offer Assistance

- Always give the individual your complete attention and introduce yourself by name and say that you work for the theatre as a volunteer usher.
- Speak clearly and distinctly but do not exaggerate or shout. Be flexible with language. If the person does not understand, rephrase the statement using simpler words.
- Never be afraid to ask someone, "May I assist you?"

If your offer to assist is refused, do not insist.

_____ Be familiar with LCC Theatre Will Call procedures:

- Two lines at Will call Table. One is for patrons with last names beginning with A-L, the other line for last names M-Z.
- Ask for and look at government issued photo ID.
- Have patron sign one ticket receipt and keep it for LCC Theatre records.
- Hand patron tickets and unsigned ticket receipt.

_____ Answer patrons' questions-- most questions are about start time, what time doors open, food & drinks, and restroom locations.

After the show:

_____ All ushers- Please clean up your stations. Return tables, chairs, concessions, and signs back to the storage. You may also do this after you are done with your duties before the end of the show, for example- at the end of intermission.

_____ Return leis, flashlights, and personal items left behind by audience members (if any) to the House Manager.

RESPONDING TO AN EMERGENCY

- If any disturbances occur and you are involved or a witness to the occurrence, you may be asked to provide information for an incident report. Be sure to make note of names and contact information of people involved, witnesses and chronology.
- In case of a fire, an usher will be asked to dial 911 to report the fire and then to call 455-0611 to alert campus security about the problem so they can lead the emergency vehicles to the scene. The house lights will be raised and the announcement should be made by House Manager. Ushers will open exit doors as directed to lead patrons out of the building.
- In the event of a medical emergency, an usher will be sent to call 911 and then 455-0611 to report the emergency to campus security.
- In the event of a power failure, the emergency lights will come on. An announcement asking the audience to remain calm and to evacuate will be made by House Manager. Ushers will open exit doors as directed to lead patrons out of the building.
- In the event of an earthquake, the House Manager will make an announcement asking people to remain calm and in their seats. Once things have settled, ushers will help direct people out of the building as directed.

455-0611- CAMPUS SECURITY

911- FIRE & MEDICAL

An **Automated External Defibrillator (AED)** kit is located near the water fountain of the lobby women's restroom.

Ticket Tearing Duties (At the door):

Generally two volunteers are assigned at this station near the center door of Theatre Lobby and close to the orange ticket box.

_____ Open the lobby's center door when given the go-ahead by the House Manager. Push the door open far back until it stays.

_____ Greet Patrons and tear tickets. Put the small parts in the orange ticket box close to you.

_____ Watch for any food/drinks (except bottled waters) or cameras being brought into the building. If you observe this, firmly request that food and drinks (except bottled waters) be consumed outside.

_____ Watch for people with mobility challenges, walkers, wheelchairs. Inform House Manager for access through side doors or chair lift.

_____ When all the patrons are in, check the lobby, restrooms, cigarette receptacles and walkways in front of theatre for trash and straighten things up.

_____ If late seating is allowed, take the tickets from the group/individuals and explain to the ticket holder(s) how they are going to be seated. For example- "I/the usher at the top of the stairs will take you inside the theatre where another usher will seat you in the back of the house. During intermission you may then move to your assigned seats."

Lobby Duties (In front of mural and/or top of the stairs):

Generally two volunteers are assigned.

_____ Hand out programs to patrons.

_____ Answer patrons' questions with courteous manner.

_____ When requested, direct patrons to restrooms and drinking fountains.

_____ Keep patrons away from the lobby mural. Firmly request patrons not to touch mural if they attempt to do so.

_____ Prevent patrons from smoking or eating in the building. Invite patrons to smoke or finish consuming their food/drinks outside the building.

_____ If late seating is allowed and a patron is sent to you, inform and assist by saying- "I will take you in and another usher who is inside the theatre will help you. At intermission you may move to your assigned seats."

_____ Check restrooms for anything that needs to be cleaned up, paper towels and toilet paper that needs to be replaced. This includes making sure toilet seats are uniformly up or down, removing trash bags from full containers.

_____ Make sure inside of auditorium, lobby and area immediately outside entrances are clear of rubbish.

_____ In case of emergency, actively participate in the evacuation of the theatre. An announcement should be made. Open exit doors as directed. To every extent possible assist patrons with an orderly evacuation without compromising your own safety.

An **Automated External Defibrillator (AED)** kit is located near the water fountain of the lobby women's restroom.

Auditorium Duties:

Generally two ushers assigned to these duties who should be able to stay in the auditorium at all times. Volunteers who are in the auditorium can watch the show and have a seat. But, you must actively assist patrons who are entering or exiting as well as watch for patrons using cell phones, taking photos and videoing.

_____ Escort/direct patrons to their seats depending on your house situation— a general admission house or reserved house. If the event is general admission encourage people to move to the center.

_____ When the show begins and the house light is dim, please have your flashlights ready to assist any patrons who enter/exit during show. Please be attentive to the late comers.

_____ If there are open, available seats. You may sit down at seats after informing House Manager.

_____ Remain in the house with flashlights to assist people exiting and entering. It is important that the doors are not allowed to slam and the house rules are followed. No food, no drinks, no taking photos, no audio/video taping, no cell phone use allowed.

_____ During the intermission you should stand at the same place where you were at the beginning of the show.

_____ Look for possessions left behind by audience members at the end of the show.

_____ In case of emergency, actively participate in the emergency evacuation of the theatre. The announcement should be made. Please open exit doors as directed. To every extent possible, without compromising your own safety, assist patrons with an orderly evacuation.

455-0611-- CAMPUS SECURITY

911- FIRE & MEDICAL

LCC Theatre website
<http://lcctheatre.hawaii.edu>

Concessions Sales Duties

Generally two volunteers are assigned. Volunteers are expected to set up this station including carrying and setting up a plastic six-foot table, snacks, and a cooler filled with drinks. The House Manager will provide you a money box which you will be responsible for.

_____ Each item is \$1.00. You will take payments and make change.

_____ Be prepared to answer patrons' questions about performance time, intermission length, restroom locations, whether or not food and drinks are permitted inside- they are not except for bottled, clear water.

_____ Be at your station and ready to perform your duties during the intermission.

_____ Always inform patrons when they buy food and drinks that only clear, bottled water is allowed in the building. Patrons must consume their food and drinks outside the building.

Artist Merchandise Sales Duties

Generally one or two volunteers are assigned here if needed. Volunteers are expected to set up their own station including carrying and setting up a six-foot table, artist merchandise, and signs. You will be informed as how to handle sales. All the money you collect will be handed over under the supervision of the Theatre Manager. Volunteers who are at this station may not be able to see the entire show and may have to stay later to assist with post-show sales.

_____ Be familiar with items, prices and sale procedures.

_____ Be ready to handle money and make change.

_____ Be at your station just before the start of intermission and after the show.

Will Call Tickets Duties

Two volunteers are usually assigned here. The station is located outside of the building in front of the Theatre Lobby. If the evening weather is too cold for you, please prepare extra sweater or jacket. Volunteers are expected to set up their own station including carrying and setting up a medium weight 6' table, chairs, and signs.

_____ Be ready to work at this station one hour before the scheduled start of the event.