

# Instructions for CTE School Show Ushers

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Ushers are a vital part of helping patrons have an enjoyable experience at CTE productions. The following information has been compiled to help ushers understand their role and duties during the performances. Thank you for helping out with the show!

## Appearance/What to bring

- Please wear black and white clothing so patrons can easily determine who the ushers are. Wear comfortable shoes as there may be quite a bit of walking and/or standing involved, and you may find that pockets are helpful in this assignment.
- Kohl's Associates in Action volunteers may wear a company shirt or uniform if they prefer.
- Ushers will be given a name tag to wear to help identify them as ushers.
- Bring a small flashlight for use in guiding patrons inside the theatre.
- Please note that "House Left" and "House Right" refer to the parts of the theatre as they are when FACING the stage.

## Training and expectations

- Ushers should be at the Hemmens Cultural Center, 45 Symphony Way, Elgin IL, for training and instructions at 9:00am on Thursday morning.
- The front-of-house manager is in charge and will instruct ushers regarding which doors groups should use and where groups are to be seated.
- Ushers need to be at attention throughout the performances so they can assist patrons in and out of the theatre as needed and handle questions. For perplexing issues, the show producer or production coordinator should be contacted.

## School show procedures and policies

- Buses usually begin arriving about 30 minutes before the performance.
- Elgin Police officers will direct buses to parking spaces and will direct traffic.
- An usher may be assigned to check groups in as they arrive at the north door. Keeping this list accurate is essential so we know if all of the groups are accounted for before the show starts.
- House manager will provide a copy of the seating plan to ushers. Follow it exactly!
- Ushers should give show programs to the adults in attendance.
- House manager will ask ushers to bring groups into the building from more than one door.
- It is usually most efficient to seat patrons just to the center seat from both House Right and House Left at the same time.
- If individual tickets are sold at the door, follow house manager's instructions for seating them.
- Any student needing to leave the theatre for any reason should be accompanied by an adult.

## Wheelchairs/Walkers

- Wheelchairs may be placed next to the end seats in Rows D through H. Three spots are also available for wheelchairs at either end of Row T (the back row).
- If you have a person who needs transport to/from their seat – *for transport only* – you can utilize the wheelchair in Will-Call. This wheelchair is **not** to be used during the performance as a seat.
- Unoccupied wheelchairs and walkers of all types *cannot* be left in the aisle against the wall – that would be a fire hazard. Instead, put them in the lobby on the outside of the blackout boxes.

## Hearing devices

- Hearing devices are available by request from patrons.
- The devices and batteries are stored in a green Hemmens tote bag along with a few alcohol pads to clean the units once returned.
- There will be a battery strip where the batteries are charged on the Box Office counter on the outside. Grab a few batteries before the show so you can have them ready to go if need be.
- Insert the battery into the device and tell patron that the unit hangs along the back of the neck, not over the head. The bubble on the unit needs to face the stage and works best if patron is more centrally located. The yellow wheel on the device adjusts the volume. When you test it, it will have static if it is working correctly (before the show starts).
- The devices and batteries should be stored on the Box Office counter behind the wooden doors. Make sure to return the batteries to the strip before the end of the night for charging.

## First aid

- There is a first aid kit on the wall with the coat racks in the Will-Call room.
- If there is a fall, there are some instant ice packs available.
- If there is anything major, please find someone from the Hemmens Staff so they can help.
- For anything other than a minor cut, an accident injury report must be filled out.
- If you can't locate anybody, please take the first and last name of the injured party, phone, type of injury, location injury occurred both on the body and at The Hemmens as well as any "treatment" given. There is a notebook in the First Aid kit on the top shelf with a pen if needed.
- If you fill out a report, leave it with the hearing devices.

## Exits, Emergencies, and Miscellaneous

- Unless the side exits in the house are being used for entry by the performers they are locked.
- Patrons can go out the side exits, but they must return through the main entrances (the blackout boxes).
- The theatre entrances on both the Main Floor and Balcony have TV's, if they are not on when you get here just press the button and they will turn on
- Fire Alarm: If the alarm goes off, assume it is real. Hemmens Staff will stop the show and give instructions.