

## Accessibility Usher

### Starting your Shift

- Please meet with the other ushers in the Morton Reading Room (CCS 303,) sign out a volunteer vest, pick up your name tag, and grab your voucher for a drink and snack.
- For the 10:00 AM ceremony, please meet at **8:30 AM**.
- For the 2:00 PM ceremony, please meet at **12:30 PM**.
- Complimentary lunch for all ambassadors will be served in the LEC Dining Hall between 11:00 AM and 1:30 PM. Please make sure to sign in upon entering the Dining Hall.

### During your Shift

Welcome and approach people! Be proactive about engaging with people who might need assistance. Ask if they need help but allow the person to tell you specifically what they need help with or how you can help.

It is important to avoid touching a person's mobility equipment, hearing aid, or service animal without permission. Make sure to talk through your actions to avoid surprising the person you are trying to help. For example: Let them know you are taking them up the elevator to the upper level. For people in wheelchairs, tell them there is an area when getting off the elevator and out of Champlain that requires a good push to get over.

### Parking Information

Most people will pull up to the turning circle to drop the accessible person off but you are also welcome to approach cars that park in the Pay and Display lot to offer assistance. Accessible parking with permit is in the pay & display lot in front of Bata. Encourage people to drop off elderly guests or those with mobility issues by the Bata bus loop, and then go and park their car – this is especially important because there is limited parking at Bata.

### Wheelchair locations: Foot of the library steps

- Volunteers will be responsible for 1 wheelchair each (two if short volunteers). If you notice an empty wheelchair in between the ceremonies, please put it in front of the bookstore.
- At the end of the day, wheelchairs will be stored in the Student Affairs Office overnight.

### Accessible seating area

The accessible seating area is on the upper-level podium. When the ceremony finishes, assist any guests in the tent. One accessibility usher will be assisting at the accessible seating tent. Make sure there are enough seats for people with an accessibility need (and one family member,) and then find seats for small children, babies, strollers, and carriages. After these people have seats, anyone with sun issues can sit.

If it is hot, please monitor people who may be struggling in the heat.

- Offer to bring them water from the blue coolers at the Information Desk or in the overhang by the Bat Cave.
- There will be free hats at the Information Desk.
- Guests can move inside to the air conditioning and view a livestream of the ceremony at Stohn Hall in the Student Centre, Champlain College Lecture Hall Room 307, or Bata Library Theatre Room.

#### Other situations

- For a safety concern, please locate campus security. One security guard should be stationed on the bridge above Bata Library. **Non emergency extension: 1328. Emergency extension: 1333.**
- For a first aid concern, TUEFRT will be circulating and can be signaled to intervene. People at the Info Desk and lead ambassadors have radios, which can call security who call TUEFRT.
- In the case of inclement weather, ceremonies will move to the Gym in the Athletics Centre. The call is made 1 hour before the start of the ceremony.
  - One usher stays at the Bata loop. Direct people to drop guests with mobility issues to the Athletics Centre.
  - Two ushers are needed at the Athletics Centre to assist guests being dropped off. Please bring two wheelchairs and make sure there is space for accessible seating at the front of the audience in the gym.
  - One usher must notify the guests already seated in the outside accessible seating area of the weather issues and give them the option of going to the gym (through the main doors of the Athletics Centre) or to a viewing room. Ensure they reach their destination safely.

#### After the Ceremony

Make sure all wheelchairs have been returned to their respective locations. Please return your vest to the Morton Reading Room and sign out.

If you have any questions, please reach out to your lead ambassador.

Thank you!