

Accessibility Usher

- Ceremony lasts approximately 1 - 1 ½ hours.
- Meet at the Information Desk at 8:30 am for the 10 am ceremony and 12:30 pm for the 2 pm ceremony. Pick up a blue vest and name tag. Please return them at the end of the ceremony.
- **Welcome & Approach People** - be proactive about approaching people who look like they need assistance.
 - Don't be afraid to engage.
 - Ask if someone needs help.
 - Allow the person to tell you specifically what they need help with or how you can help them
 - Talk through your actions if possible to avoid surprising the person you are trying to help i.e. let them know you are taking them up the elevator to the upper level, and for those in wheelchairs – there is an area when getting off the elevator and out of Champlain in the outer doorway area that requires a good push to get over so sometimes guests are surprised with a little jolt (sometimes going backward over that lip in the doorway is easier for the guest in the wheelchair).
 - Don't take a rejected offer for help personally.
 - It is important to keep in mind that a person's mobility equipment, hearing aid, or service animal is an extension of themselves. You probably wouldn't reach out and touch someone without asking permission first, so apply the same rule to equipment or service animals
 - If any guests are hearing impaired and need to see the sign language interpreter, they can sit in reserved seating at the front of the audience. Bring them to the usher at that section.
- Encourage people to drop-off elderly or those with mobility issues and then go park. There is not much parking near Bata. If the driver also has mobility issues, tell them to park in the lot behind LEC as there is a golf cart that will bring them back for the ceremony. Ask someone with a radio (all lead ushers have radios) to notify the shuttle driver.
- Please approach the cars that park in Pay & Display and also anyone that may need assistance walking and ask if you can assist. There will be wheelchairs at the foot of the library steps for those who can't climb the steps (or encourage them to use the elevator in Champlain). Take the person all the way to their seat if you think the help is needed.
- Another wheelchair is located on the east side of the river for individuals who parked on that side.
- The Accessible area is on the upper level podium (with sweeping views of the whole ceremony) because the main audience level does not have easy elevator access.
- As a ceremony comes to a close, remember that if a guest was brought to the accessible area with the use of a wheelchair, that same person may need support once the ceremony is over as well.

Convocation 2022

- If you notice an empty wheelchair in between the ceremonies, please put it in front of the bookstore.
- At the end of the day, please bring wheelchairs indoors to the bottom of the stairwell in Champlain (across from the Ceilie).
- An accessibility usher will be assigned to the Accessible Seating Tent at the top of the stairs – 1st priority will be people with accessibility needs + one family member. 2nd priority: children, babies, strollers, carriages. If people have problems with the sun (allergy, on medication etc.), they can also sit in this area.
- **If it is hot** -- watch for people who may not be handling the heat well. Offer to get them a drink of water. There are blue coolers with water and cups at the Info Desk and under the overhang by the Bat Cave. If they would like a hat, free ones are available at the Info Desk and the Bookstore sells them. Encourage them to get out of the sun and go into the air conditioning to watch the ceremony at an Indoor Viewing location: Stohn Hall, Bata Library Film Theatre, or CC 307.
- **Other Situations you may handle:**
 - Safety concern - Find campus security. One security guard should be stationed on the bridge from BL to CC at all times. Or call non-emergency ext. 1328; emergency ext. 1333
 - First Aid concern – TUEFRT will be circulating. Anyone with a radio can call security to call TUEFRT. The Info Desk will have a radio, as do Lead Ambassadors.

In Case of Inclement Weather

- One Usher stay at the Bata Loop. Direct people to drop guests with mobility issues at the Athletics Centre.
- At least two Ushers go to the Athletics Centre to assist guests being dropped off. Bring 2 wheelchairs with you. Make sure there is enough space for the accessible seating at the front of the audience in the Gym.
- One Usher give the guests already in Accessible Seating the option of going to the Gym or going to a viewing room. Direct those that choose to go to the Gym through the main doors of the Athletics Centre and assist as required.

Make sure you get some lunch! Lunch for all ambassadors is in the LEC Dining Hall between 11 a.m.- 1:30 p.m.

Thank you for helping!