

# Accessibility Usher

## Important Notes

- Ceremonies are approximately 1 - 1 ½ hours and are in the **Athletics Centre (AC)**
- **If any safety concerns arise, please contact campus security.**
  - Non-emergency at 705-748-1011 ext. 1328; emergency ext. 1333.
  - First Aid: TUEFRT will be circulating – ask someone with a radio to request them
- **If a guest is upset or has a concern** and would like a follow up, please have them email [convocation@trentu.ca](mailto:convocation@trentu.ca).
- The **Indoor Viewing Rooms** is in **Stohn Hall, Student Centre (SC) Room 1.22**
- The **Breastfeeding room** is the **First Aid room** in the AC.
- The **Multi-Faith Room** is in Lady Eaton College, Room 202.
- **Ambassador-Only Lunch** 11:00 AM - 1:00 PM, SC 1.20.
- **Accessibility Etiquette:**
  - Always speak directly to the person with a disability, not to the companion, aide, or sign language interpreter.
  - Follow the instructions provided by the person you are supporting and talk through the actions you are taking to support them before and as you do so. If you are planning to support the guest in a way that they have not requested, ask them for permission before you act.
  - Always ask a guest for permission before you touch them, their mobility equipment, hearing aid, or service animal.
  - People that use wheelchairs have different disabilities and varying abilities. Some can use their arms, hands, and/or get out of their wheelchairs and walk for short distances.
- Questions? Ask the Nicole Sullivan, Terry Greene, Danielle Britton, MK Millard, or Joanne Sokolowski.

## Role & Responsibilities

### Before the Ceremony

- **Check in: SC Room 1.20** to get a volunteer vest and name tag.
  1. For the 10:00 AM ceremony, please meet at 8:30 AM.
  2. For the 2:00 PM ceremony, please meet at 12:30 PM.
- Go to the AC.

### *1 Usher outside, 1 Usher in Lobby*

- **Greet and engage with guests that may need assistance.**
- **Support drop-off and parking arrangements for guests with mobility issues.**
  1. Encourage guests to drop-off guests with mobility issues at the AC and park on West Bank. Parking attendants will be onsite to assist guests to find an available spot.
  2. If the driver has mobility issues and an accessible pass they can park at the AC.

- If guests seem like they may need a wheelchair, there are two available tucked around corner of snack bar area in AC.
- Assist guests to gym doors, where they need to scan their tickets. Alert colleagues in gym of guests that need assistance/for accessible seating areas.

### *2+ Ushers in Gym*

- **Greet and engage with guests that may need assistance.**
- Offer to check mobility equipment.
- **Escort guests to one of the Accessible Seating Areas**
  1. **Front row of seats in main section**
    - Those with accessibility needs + **one** family member.
    - Guests that are hearing impaired and need a better view of the sign language interpreter
  2. **Far right front row of bleachers (by north doors)**
    - For guests who need a more solid or higher in height seat (some people cannot easily get up from the folding chairs)
    - Those with accessibility needs + one family member
    - Please try to encourage these guests to check their mobility devices as they impede the aisle when they sit here.

### *During the Ceremony*

- Help clear the procession route as the bag piper begins playing.
- Continue monitoring accessible seating areas from side or back of gym.

### *After the Ceremony*

- Assist guests with wheelchairs in exiting the ceremony from the accessibility seating areas.
- Return checked mobility equipment to guests.
- After the afternoon ceremony, please return all wheelchairs to the side area.
- Return your vest to SC 1.20 and sign out.

**THANK YOU FOR HELPING!!**