

# 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 **SC Stohn Hall**.
- The **Breastfeeding room** 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, Student Centre (SC) 1.20.
- Gym doors will open one hour before ceremony.
- All guests must have a ticket scanned to enter.
- Questions? Ask Lead Ushers Danielle Britton and Patricia Smith, or MK Millard or Joanne Sokolowski.

## Role & Responsibilities

### Before the Ceremony

- **Check in: SC Room 1.20** to get a volunteer vest and name tag.
  - For the 10:00 AM ceremony, please meet at 8:30 AM.
  - For the 2:00 PM ceremony, please meet at 12:30 PM.
- **Proceed to the AC and check in with the Lead Usher for further direction.**

### *All Locations*

**Enthusiastically greet and engage with all guests you encounter as they enter the Student Centre. Go out of your way to initiate a conversation!**

### *2 Ushers in AC Lobby*

- Greet guests, tell them to have tickets ready if gym doors are open (1 hour before ceremony).
- Assist guests with connecting to guest Wi-fi to access program through QR code on signs.
- Encourage them to buy gifts for grads, get a snack if early.

### *1-2 Usher in Hallway outside Gym*

- Ask guests to line up behind stanchions so hallway remains clear.
- Line guests up to use north gym doors in addition to other doors.
- Monitor line up so it doesn't interfere with elevators, washrooms, gym members, etc.
- Point out washrooms.

## 6-8 Ushers in Gym

- 2 ushers at each door to assist with stamping and encourage guests to move right into gym (they often stand blocking doors).
- Ask guests to take **all seats**, get to know your neighbour 😊 so everyone can see their graduate.
- Encourage people to sit in bleachers for unobstructed view and more solid seat.
- Assist guests with connecting to guest Wi-fi to access program through QR code on signs.
- Encourage people with children to take back or end rows in case they need to move around.
- **Please do not allow young children in upper bleachers.**
- Let guests know a photographer will capture “the moment” and is not very expensive. Their graduate will get an email with proofs weeks after the ceremony.
- Tell guests to remain in seats to take photos.

## Processions about to start

- Hold guests in line in hallway until processions enter.
- Ensure procession route is clear.

## Once processions in, before Stephen Stohn speaks

- 2 Ushers assigned to pull ropes across stanchions to block central procession route as soon as the procession goes through.
- Let guests in hallway in both doors to find any available seats.
- Usher can removed “reserved seating” signs from first row of bleachers and allow guests to sit there.

## Once Stephen Stohn begins speaking and during ceremony

- Release small section of chairs next to students and first row of bleachers for guests.
- Guests can also use empty rows behind students (making sure to leave 2 rows for late students).
- Be available to assist guests with questions or concerns.

## Honour Song & O’Canada

- Respectfully and politely ask guests to wait to enter or exit the ceremony until the songs are over.

## In case of Emergency

- Listen to direction of Campus Safety/announcer from microphone.
- If exiting the gym is required, direct guests out gym doors at front onto lawn, back out through lobby and out north doors.
- Encourage guests to be calm.
- Assist guests in bleachers – ask them to exit through gym (NOT doors at top).

## After the Ceremony

- Direct guests to meet grads outside for photos.
- If it is raining grads will stay in the gym to meet guests and take photos then can go to SC.
- Offer to take photos for families outside AC or in SC if you want.
- Return your vest to SC 1.20 and sign out.

**THANK YOU FOR HELPING!!**