

East Bank Usher

- Go to the Info Desk on the upper podium 1 ½ hours before the ceremony and pick up a blue vest and nametag. Vouchers for a free hot drink and muffin are also available.
- Guest parking is on the East Bank. As we know, it is very confusing to find your way from the parking lots to the University Court (Bata podium). So east bank ushers will be spread out on the walkways to direct guests to the ceremony. Programs will be given out at the ceremonies, not on the East Bank.
- Welcome & be pro-active – you can do this by saying “Welcome to Trent, the ceremonies are this way” and then indicate the direction. Make sure you know where the nearest washrooms are.
- Tell guests to **watch for the colour coded signs**, so they can find their way back to the parking lot after the ceremony (people have gotten lost before).
- Direct students to the Student Centre to get their gown and hood. Note – if students are very late and the ceremony is about to start, there will be regalia available in the Morton Reading Room (Champlain 3rd floor, next to Trent International). The Information Desk will have a key.
- Stay on the East Bank until ½ hour into the ceremony to catch latecomers.
- If you are able to help once the ceremony is underway, please do! Things to help with: watch the crowd for people who may not be handling the sun/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 will be available at the Info Desk and the Bookstore sells them. Tell them the ceremonies are shown live in air conditioned rooms: Stohn Hall, Bata Library Film Theater, CC 307, Wenjack on the East Bank.
- At the end of the ceremony stand near the top of the stairs and encourage people to keep moving along, not to stop at the top of the stairs, especially near the edge. We don’t want anyone falling!

Other Situations you may handle:

- Guests that have limited mobility - They should drive over to the West Bank and identify themselves to the parking attendants and either park in front of Bata Library or drop those guests off. If they don’t want to drive to the West Bank, there should be two wheelchairs on the East Bank – see if someone can wheel them to the ceremony or offer to do it yourself.
*The wheelchair needs to get back to the East Bank after each ceremony!
- 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

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- 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.
- Question: I can't access the program with student names on the internet. Try to assist them if you can. If they do not have data and are having issues with the WiFi, they may want to go into the Library or another classroom as the signal is stronger inside. The program will remain on the website for anyone to download, so they can access it later. If they are very upset and not satisfied with any answers, direct them to the Information Desk where the staff can take down their information for follow up after convocation.

In 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. If the call has been made, please inform the guests and direct them to the Gym.
- The Platform party, faculty, graduates and **guests/graduate** will go to the Gym for a full ceremony to comply with fire codes. Additional guests can go to a classroom to watch the ceremony live. On the East Bank, those "extra" guests can watch it in Wenjack, so they don't have to walk over. Other rooms: Stohn Hall, Bata Library Film Theatre, CC 307.
- Please stay on the East Bank to direct guests to the gym or to the overflow rooms. We will provide rain ponchos, and umbrellas! Please stay ½ hour after the start of the ceremony to catch latecomers
- Once the ceremony starts, please come to the gym to assist.
- During the ceremony, please help direct students after they cross the stage. Students will cross the stage, then go outside the gym to get back to their seats. Keep the students moving, show them where the washrooms are, tell them not to make too much noise, direct them back into the gym.
- At the end of the ceremony, the faculty will process out, but students and guests should stay in the gym, especially if it's raining. There is not enough room in the AC hallways to accommodate everyone. If it's not raining, students can go with their guests for photos and then students need to return their gowns.
- There should be a table for Flower/T-Shirt sellers in the lobby or just inside the North Entrance of the AC so guests and students can still access them in case of rain.

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!

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