

Accessibility Ushers

Important Notes

- **Ceremonies lasts approximately 1 - 1 ½ hours.**
- **Parking is complimentary during Convocation.**
- **Wheelchairs are located at the foot of the Bata steps** to provide to guests who cannot use stairs.
- **The Breastfeeding room is in BL 207.**
- **The catwalk entrance to Bata Library from the Upper Bata Podium is closed.**
- **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.
- **If any safety concerns arise, please contact campus security.**
 - A security guard will be stationed on the upper level of Bata podium to assist.
 - Alternatively, call non-emergency at 705-748-1011 ext. 1328; emergency ext. 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.
- **If a guest is upset or has a concern** that can be followed up after the ceremony, please refer them to the Information Desk. Staff at the desk will take down their details.
- **Grab your complimentary lunch** between 11:00 AM and 1:00 PM at LEC Dining Hall!
- **If you have any questions or need to communicate a message via radio, please connect with your Lead Accessibility Usher** – Nicole Sullivan or Danielle Hockaday

Seating Areas

- **The Main Audience Level** is located on the lower level of Bata Podium
 - **There is no wheelchair accessible route to the main audience level.**
- **The Accessible Seating Tent is on the upper level of Bata Podium.**
 - Provides shaded seats with a clear view of the stage.
 - Wheelchair Accessible Route: Bata Bus Loop to Accessible Seating:
Enter the main doors of Champlain College from the bus loop, walk down the hallway and turn right. Locate the elevator and select floor 2. Proceed through the outer doorway on to the Upper Bata Podium and locate the Accessible Seating Tent. (Tip: Sometimes going backwards over the lips of doorways is easier for guests.)

- **The live viewing rooms are in Stohn Hall, Bata Library Film Theatre, and CC 307.**
- **The Reserved Seating section is at the front of the main audience level on Bata Podium** (guests must be on the list unless need the sign language interpreter).
 - **Offer reserved seating to guests who are hearing impaired and read sign language for a better view of the sign language interpreter.** If the guest accepts, walk them to the Reserved Seating Usher in that area who will assist them in finding a seat.

Role & Responsibilities

Before the Ceremony

- **Check in at Morton Reading Room to sign out a volunteer vest and pick up your 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.
- **If Lead has not arrived, please retrieve the wheelchairs from Student Affairs Office.**
- **Enthusiastically greet and engage with all guests you encounter.** Go out of your way to initiate the conversation!
- **Support drop-off and parking arrangements for guests with mobility issues.**
 - Encourage guests to drop-off guests with mobility issues at the Bata loop and park on West Bank. Parking attendants will be onsite to assist guests to find an available spot.
 - If the driver has mobility issues, they can circle back around and park in Lot I in front of Bata.
- **Direct and assist guests with mobility issues to their preferred seating area.**
- **Monitor the Accessible Seating Area and provide support to guests as needed.**
 - Seating should be prioritized for the following guests:
 - Those with accessibility needs + one family member.
 - Children, babies, and guests with strollers or carriages.
 - Guests with problems with the sun (allergy, medication, etc.,).

During the Ceremony

- **Clear the procession route, including the staircase and main audience level as the the bag piper begins playing.**
- **1 accessibility usher to stay at the Bata Bus loop to support any late arrivals.**
- **1 accessibility usher to continue monitoring the accessible seating area.**
- **If it is hot, watch for guests who may not be handling the heat well and offer to get them a drink of water or a hat.**
 - Blue coolers with water and cups are set up at the Info Desk and Bat Cave.
 - Free hats are available at the Info Desk or available for purchase at the Bookstore.
 - 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.

After the Ceremony

- **Assist guests with wheelchairs in exiting the ceremony from the accessibility seating area.**

- **After the afternoon ceremony, please return all wheelchairs to the Student Affairs office (CC 110).**
- **Return your vest to the Morton Reading Room and sign out.**

Inclement Weather Plan

- **In case of bad weather, ceremonies will move to the Athletics Centre gym.** The call is made 1 hour before the start of the ceremony and will be posted on the Convocation website (trentu.ca/convocation).
- **1 Lead Accessibility Usher and 1 Accessibility Usher to move to the Athletics Centre with 2 wheelchairs.** Confirm there is enough space for accessible seating in the front rows of the audience in the Gym and assist guests being dropped off to their seats.
- **1 Accessibility Usher to stay at the Bata Loop,** directing guests to drop-off those with mobility issues at the Athletics Centre. Move to the AC after 45 minutes.
- **1 Accessibility Usher to stay at the Accessible Seating area, directing and assisting guests in relocating to the Gym or a viewing room.** Move to the AC after all guests have left the area.