

# Usher

## Important Notes

- **Ceremonies last approximately 1 - 1 ½ hours.**
- **If any safety concerns arise, please contact campus security.**
  - 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.
- **The Breastfeeding room is in BL 207.**
- **The catwalk entrance to Bata Library from the Upper Bata Podium is closed.**
- **The main audience level is not accessible for people with mobility challenges or wheelchairs.**
- **Grab your complimentary lunch** between 11:00 AM and 1:30 PM at LEC Dining Hall!
- **If you have any questions, please connect with your Lead Ushers** – Patricia Smith & Kelsey Verboom.

## Role & Responsibilities

### Before the Ceremony

- **Check in at the Morton Reading Room (CCS 303) 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**.
  - One Lead Usher to sign out a walkie talkie from Bata Library.
  - Reserved Seating Usher to pick up the Reserved Seating List from the Information Booth.
- **Enthusiastically greet and engage with all guests you encounter as they arrive at the Bata Podium.** Go out of your way to initiate a conversation and answer their questions.
- **If guests walk on the stage area before the ceremony,** please politely ask to leave the stage to preserve the safety and respect of each ceremony. They are welcome to take photos on the stage with their graduates after the ceremonies are over.
- **Help guests find seats for the Ceremony,** directing them to the reserved seating area (if they are on the list), accessible seating area, or indoor viewing rooms as needed.
- **Monitor the reserved seating section,** ensuring seats are allocated to guests included on the priority seating list.
  - If a person is not on this list, use your best judgement – especially if seats are still empty a few minutes before the ceremony.
- **Assist guests with connecting to guest Wi-Fi and accessing the digital Convocation program** using the posted QR code.

### During the Ceremony

- **Ensure there is a clear path for the students and faculty to process from the Upper Bata Podium to the Stage.**

- Once you hear the bagpiper, politely ask guests to clear the aisles (with a smile and in a friendly manner) - especially on the large double staircase on the right, as guests standing in the way will impede the procession.
- **Monitor the audience, asking guests to take their seats if they are blocking the view of others, standing in the aisle, or standing at the top of the stairs.**
  - Guests of graduates often like to stand in the aisle in advance of their graduate crossing the stage to ensure they have the right angle for a good photo.
  - Please make sure that people only step into the aisle to take pictures of their graduate actively walking across the stage to prevent others from being blocked.
  - Assure them that a photograph of the moment will be captured by a contracted professional photograph from Miranda Studio which will be available for purchase. A full digital package of professional photos is only \$50 and individual prints start as low as \$10-15.
- **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 watch the ceremony at the air-conditioned indoor viewing locations: Stohn Hall, Bata Library Film Theatre, or CC 307.
- **Ensure there is a clear path for the students and faculty to process from the Stage to the Upper Bata Podium.**

### After the Ceremony

- **Offer to take photos for graduates and their guests.**
- **Please return your vest to the Morton Reading Room and sign out.**

### Inclement Weather Plan

- **In the case of inclement 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](http://trentu.ca/convocation)).
- **Only 3 guests per graduate can enter the Gym by showing tickets in their student's name.** Guests enter through the both sets of doors. All additional guests can watch the livestream in a viewing room location: Stohn Hall, Bata Library Film Theatre, or CC 307.
- **1 Usher (and 1 Accessible Usher) stay at Bata Podium to direct guests to the gym or overflow rooms.** Please stay ½ hour after the start of the ceremony to catch latecomers.
- **1 Usher check the viewing rooms BL Film Theatre and CC307 to confirm that the livestream is working.** If it is not, please call IT (705-748-1010).
- **All other ushers, report to the gym to support: encouraging guests to move right over and take all seats so everyone can see their graduate.** This is especially important on the bleachers
- **Once ceremony begins: 1-2 ushers please be in hallway outside gym.** 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, and direct them back into the gym.
- **At the end of ceremonies in the gym, the students stay in the gym to meet their guests.** There is not enough room in the Athletics Centre for all graduates and guests. If it's not raining, students can go with their guests for photos and then head to the Student Centre.