



# **Volunteer Usher**

# **HANDBOOK**

## **2022-23 Season**

# TABLE OF CONTENTS

Welcome	3
Contact Information for FOH Staff	3
About the Lied Center	4
Event Types	7
Alcohol Policy	7
Basic Information and Guidelines	8
Dress Code	10
Usher Job Descriptions	11
Event Timeline	14
Accessibility	16
Patron Interaction	17
Concealed Carry Policy	18
Emergency Preparedness	18
Public Health Information	19

## APPENDICES

- Ticket Samples
- Seating Chart
- Evacuation Plan
- Event Sign-Up Instructions
- “Your Words, Our Image” poster

## WELCOME

Welcome to the Lied Center Volunteer Usher Corps! Every year, our ushers provide thousands of hours of volunteer service to ensure that our patrons have a wonderful experience here at the Lied Center. Please know that you are an essential part of the Lied Center team, and we couldn't be more grateful for your passion and dedication.

As a member of the Usher Corps you are often the most visible and accessible representative of the Lied Center. In fact, we could refer to you as **Directors of First Impressions**. After all, you will play a major role in shaping the experience of the diverse audiences who make a Lied Center experience a part of their lives. So, thank you in advance for all your hard work!

This Usher Handbook aims to help you understand the guidelines, general rules and duties that are assigned to the Lied Center Usher Corps.

## CONTACT INFO

If there is ever anything we can do to enhance your volunteer experience or if you have any questions or concerns, please don't hesitate to contact us. We want to hear from you!

### **Front of House Staff & Contact Information**

Student Event Managers/Ticket Staff:

**Mica Barros, Sarah Houldsworth, Anna Hughes, Nia Jackson, Abigail Lim, and Aleah Utterson**

Sr. Events & Audience Services Director: **Kate Lorenz** (785-864-2774, [katelorenz@ku.edu](mailto:katelorenz@ku.edu))

Events & Operations Manager: **Amber Nickel** (785-864-0543, [amberrickel@ku.edu](mailto:amberrickel@ku.edu))

Ticket Office and Events Manager: **Kim Spencer** (785-864-2781, [kimspencer@ku.edu](mailto:kimspencer@ku.edu))

Events & Box Office Coordinator: **Jake Gillespie** (785-864-1997, [jakegillespie@ku.edu](mailto:jakegillespie@ku.edu))

Email: [liedushers@ku.edu](mailto:liedushers@ku.edu)    [liedushers@gmail.com](mailto:liedushers@gmail.com)

Phone: 785-864-2790

Lied Center Administrative Office: 785-864-3469

## **ABOUT THE LIED CENTER**

### **Mission**

The Lied Center of Kansas serves the state's flagship university, students and the greater community by functioning as a catalyst for the arts, creativity, engagement and community building through the following core activities:

- Presenting a series of diverse, relevant and world-class artists, which activates our community to strengthen its connection with the arts. Constant public feedback and conversation shape the Lied Center series.
- Engaging our community through experiential learning in the performing arts and our world by providing opportunities to observe, explore, participate and create.
- Serving as a communal gathering space for shared experience, connection, conversation and the celebration of achievement.

### **Vision**

We envision a world in which the arts are universally valued as essential to the human experience, and the Lied Center is a catalyst for realizing this ideal.

### **Values**

The arts are essential to the human experience. As a leader in the performing arts, the Lied Center of Kansas values:

- **Respect** – We treat all people with equity, dignity and fairness.
- **Collaboration** – The relationships among us and with our communities are integral to who we are and what we do.
- **Integrity** – We are dedicated to high ethical and moral standards.
- **Discovery** – We provide intellectual and emotional experiences through high-quality creative expression.
- **Excellence** – We are committed to excellence in all we do.

### **History**

The Lied Center of Kansas, opened on September 28, 1993, was built through the generosity of the Lied Foundation Trust and is dedicated to Ernst M. and Ida K. Lied, parents of Ernst F. Lied. Ernst F. Lied attended the University of Kansas from 1923 to 1925 and graduated from the University of Nebraska. After college, Mr. Lied moved to Las Vegas and worked in real estate. In July 1980, Mr. Lied died and left to his long-time assistant, Ms. Christina Hixson, the job of directing the Lied Foundation Trust.

Lied Foundation Trustee Christina Hixson, a woman of extraordinary vision and leadership, also established a permanent endowment fund to help make Lied Center programs accessible to the people of Kansas. She says, "I just hope that the theatre will be something the university students and the whole state of Kansas will enjoy for many years to come."

Since it opened, the Lied Center has presented performances by world-class artists and established educational programs that integrate the arts into classroom curricula and help demystify the performing arts for children and adults. The Lied Center has become a participant in the creation of new works that develop artists and audiences, developing efforts to include artists and the arts in the social and civic dialogues of our community.

## **Land Acknowledgement**

The Lied Center of Kansas at the University of Kansas resides on the ancestral territory of the Kaw, Osage, and Shawnee peoples. It is our responsibility to acknowledge the peoples of these lands, the treaties that were used to remove these tribal nations and the histories of dispossession. We recognize, support, and advocate for the sovereignty of the four federally recognized tribes of Kansas, the Prairie Band Potawatomie, the Kickapoo in Kansas, the Sac and Fox of Missouri in Kansas and Nebraska, and the Iowa Tribe of Kansas and Nebraska. This acknowledgment has compelled us to work closely in support of our First Nations Student Association providing support for their annual Powwow, assist in the creation and ongoing work of the Indigenous Cultures Festival and partner with the Kansas Creative Arts Industries Commission on the Indigenous Arts Initiative.

## **Staff Directory**

### **Administrative Staff**

**Derek Kwan** – Executive Director  
**Brad Knauss** – Marketing Director  
**Sue Mango** – Development Director  
**Betsy Ostrander** – Marketing Communications Specialist  
**Anthea Scouffas** – Engagement/Education Director  
**Shala Stevenson** – Creative Director

### **Events & Audience Services Staff**

**Kate Lorenz** – Events & Audience Services Director  
**Amber Nickel** – Events & Operations Manager  
**Kim Spencer** – Ticket Office and Events Manager  
**Jake Gillespie** – Events & Box Office Coordinator

### **Technical Staff**

**Ann Hause** – Technical Director  
**Andy Hause** – Associate Technical Director  
**Hillary McPherson** – Assistant Technical Director

### **Maintenance Staff**

**Danny Bowman** – Maintenance Supervisor  
**Carla Geddings** – Maintenance Staff  
**Heather Ashburn** – Maintenance Staff

## **Maintenance Staff cont.**

Tracy Wilson – Maintenance Staff

### **Spaces, Rooms and Facilities**

Auditorium – The main auditorium seats approximately 2,000 people and is host to Lied Center Presents performances. It also serves as a venue for KU Department of Dance; KU School of Music; and university and community events, performances and presentations.

Pavilion – In 2011, the 2,400-square-foot, 200-seat Pavilion opened its doors. This area serves as both a performance venue and a comfortable and modern location for teacher workshops, master classes, educational programs, receptions and meetings. The Pavilion was part of a \$2.5 million renovation project, which also included an expansion of the Kemper Lobby.

Kemper Lobby – The main-level lobby serves as the primary gathering space for Lied Center patrons during performances, as well as the location for many post-performance activities, like book signings and receptions. Kemper can also be used for dinners and other large events.

Seymour Gallery – As with Kemper, the Seymour Lobby is both a gathering space during performances and a venue for special events, receptions and dinners. This 2<sup>nd</sup> floor lobby has something Kemper does not, however—spectacular views of South and West Lawrence!

Stephens Lobby – The Stephens Lobby is located outside the Pavilion and includes the display case on the history of the Lied Center and the philanthropic work by Christina Hixson. If you have not already done so, please take a moment to familiarize yourself with this information.

Green Room – The Green Room is most commonly used by artists during their stay, but will occasionally be used for pre-performances receptions or post-performance “meet and greet” events. You may be asked for directions to this location, so please be sure you know where it is located—past the Pavilion, left through the backstage doors, and through the first door to the right.

Bales Recital Hall – While the Bales Recital Hall is structurally part of the Lied Center (and has an entrance off of the west lobby corridor), it is organizationally part of the School of Music, which plans and operates all events in the facility. However, the Lied Center ticket office will occasionally sell tickets for Bales events, so if there is a Lied Center event at the same time, patrons may need your help finding their way to the appropriate venue.

### **Equal Employment Opportunity Policy**

The University of Kansas prohibits discrimination on the basis of race, color, ethnicity, religion, sex, national origin, age, ancestry, disability, status as a veteran, sexual orientation, marital status, parental status, gender identity, gender expression and genetic information in the University’s programs and activities. If you have suffered discrimination in recruitment, hiring,

placement, promotion, transfer, training, compensation, layoff, or termination, please speak with your supervisor, the Associate Director of Operations or the Executive Director.

## **Privacy Statement**

Any personal information, including email addresses and phone numbers, provided to the Lied Center for the purpose of serving on the Volunteer Usher Corps will only be used by the Lied Center and will never be shared with other parties or organizations.

## **EVENT TYPES**

You will be asked to sign up to usher for a wide variety of events at the Lied Center. Most of those events will fall into one of these categories:

### **Lied Center events**

Public Performances – These professional theater, music and dance performances are presented by the Lied Center. The Lied Center contracts the performance with the artists or their agents and advertises, markets, and sells tickets to these events.

Education and Engagement Activities – The Lied Center also presents educational events for students of all ages, including special performances in our auditorium for preschool, elementary and middle school students. Educational events for high school and college students generally take place outside of the Lied Center.

### **KU School of Music (SOM)**

The Lied Center is one of the major performance spaces for the School of Music. These events include, but are not limited to, KU Symphony Orchestra and KU Band programs. The Lied Center sells tickets to these events, but they are produced and marketed by each academic unit.

### **Rental Events**

Many groups and organizations, both from KU and from the surrounding community, rent the Lied Center for their events. Rental events include distinguished speakers hosted by other KU departments, KU graduation ceremonies, community gatherings, dance school recitals, “Rock Chalk Revue,” popular music concerts and comedians, and many others.

## **ALCOHOL POLICY**

During the 2022-2023 season, the KU Memorial Union will continue to sell alcohol (beer & wine) during Lied Center auditorium events. Food and beverages purchased on-site and served in approved, lidded containers are allowed in the auditorium, as are outside/personal water

bottles with lids. Other outside beverages are not permitted in the auditorium (with the exception of pre-performance reception/Intermezzo beverages). As always, outside food, candy and gum are not allowed in the auditorium (except in rare cases when provided by Lied Center staff, such as for Friends of the Lied). Ushers in uniform are prohibited from consuming alcoholic beverages, even if they have been dismissed from their duties. Since expanded concessions are still relatively new to the Lied Center, we welcome any feedback you might have!

## **BASIC INFORMATION AND GUIDELINES**

- Please arrive on time (no later than one hour before all events) and contact us through the usher phone or email **at least 48 hours before the day of the show** if you are unable to fill your shift. We understand that things come up (i.e. “life happens”), but please do your best to contact us in advance so that we can make other arrangements/adjustments.
- Absences are considered “unexcused” if notice regarding the absence is not given to an event manager or the Events Coordinator prior to the start of usher briefing for that shift. After two (2) unexcused absences during one (1) season, a written warning will be sent to the usher, reminding them of the attendance requirements and noting their previous unexcused absences. Three (3) unexcused absences during one (1) season may result in the loss of ushering privileges for a probationary period of one (1) semester (typically the next full semester following season with unexcused absences). If unexcused absences continue to occur after the probation period, the usher may be removed from the Lied Center Usher Corps. The same procedure (written warning, probation and removal) may also be used to address other performance issues, as needed.
- Always remain at your assigned job. We are counting on you to be there. IF you must leave your post, please make sure another volunteer nearby is aware of your departure and is able to cover your area until you return.
- Some patrons arrive early and wait in the lobbies so please be aware that you are always visible to patrons. Do not lean against the wall or sit on the stairs, and remain attentive to patrons.
- There is an All-gender restroom located in the admin office across from the Door 2 side restrooms for any patron who requests it.
- If you are working at one of the auditorium doors, please remain OUTSIDE the door before the house has opened. (You are welcome to go briefly into the auditorium to familiarize yourself with the area.) We know these can be long shifts for standing—if you would like a chair to sit in before the auditorium opens, please contact an event manager and we will be happy to assist you.



- Know the facility. You will be asked for directions to restrooms, water fountains, extra programs, etc., so be sure you know where the closest ones are to your door/station.
- Most performances also prohibit cameras and cell phone cameras. Please do your best to be diligent and enforce these restrictions, but do not be rude to patrons.
- The Lied Center is a smoke-free facility. This includes regular cigarettes, e-cigarettes and vaporizers.
- Please be considerate of the stage crew and performers when you are in the house before it opens. If you must enter the Auditorium before it is open for seating, please remain in the area immediately around your door and only stay long enough to familiarize yourself with your area and check it for any trash, etc.
- All ushers are to remain at their post through the first 15 minutes of the performance to assist with late-comers. Once you have been dismissed from your post by an event manager, however, you may sit and watch performances, if and only if there is an empty aisle seat available. Under NO circumstances should you cross over or ask a patron to move so that you may be seated.

During most events we have several seats near each of the doors held as Reserved Usher Seats. However, during sold-out events and in certain other circumstances, those seats may not be available. Check with an event manager to confirm if these seats are available during your shift.

- Currently, ushers are only required to stay for 15 minutes after the performance begins. You may, however, be asked to stay for an entire performance. For example, in the case of an emergency of any kind (i.e. severe weather), we will need your assistance in clearing the house. You may also be asked to stay for a post-performance activity, if necessary.
- Routinely review emergency procedures and evacuation plans so that you are ready in case of fire, tornado, or any other emergency. A copy is included in this manual. Also, please be aware of the location of fire extinguishers, phones and other emergency equipment closest to your assigned location so that you may assist in an emergency.
- If you see a patron with an unusual package or parcel that is large and will cause safety issues in the theatre (obstruct the row, etc.), ask the patron to please leave it in their car throughout the performance. Should the patron refuse, notify an event manager. Please also make sure aisles are clear of walkers, wheelchairs, and strollers.
- The KU Campus now has concealed carry. If a patron inquires about it, please tell them the policy: KU does have concealed carry. If the patron has further questions, please direct them to an event manager or other paid staff member. If you see a weapon, or if a patron tells you they have seen a weapon, please find an event manager or other Lied Center staff member.

- Patrons will usually respond to your polite request to correct a problem, but sometimes additional reinforcement may be necessary, so do not hesitate to seek help from an event manager in difficult situations.
- Remember that patrons are excited to be here, and we are an integral part of their experience, so be sure to have a positive attitude and have fun!
- **As often as possible, thank patrons for coming and let them know we look forward to seeing them again soon!**

## **DRESS CODE**

The dress code is an extremely important aspect of ushering—it identifies you as a representative of the Lied Center and distinguishes you to the patrons as a resource for information. Below are the elements of the Lied Center Usher Corps uniform. If any of these wardrobe requirements are a concern for you, please speak with an event manager or the Events Coordinator.

- 1) **White Shirt with Sleeves & Collar** – Please wear a shirt with sleeves and a collar under which you can wear a bowtie or ascot. Turtlenecks, mock turtlenecks or shirts with embroidered collars are not permitted. If you will be wearing a different red accessory (see item #4 for details), a collared shirt with sleeves is still recommended but not required.
- 2) **Black Pants, Black Slacks or Black Skirt** – Material should be basic black with no embellishments. No capri pants or black denim, please.
- 3) **Black Shoes and Socks** – Open-toed shoes and sandals are not permitted.
- 4) **Red Accessory** – Our preference is for you to wear a bowtie or ascot, which we can loan you when you arrive for an event or you may purchase your own bow tie or ascot through the Lied Center. You also have the option of wearing any solid red accessory of your choice (neck scarf, regular tie, bold necklace, hair accessory, etc.). This will remain the policy for the 2022-2023 season but could be discontinued at any point if it becomes clear that the change is undermining our ability to successfully serve patrons.
- 5) **Nametag** – You will be provided with a nametag and location to store it in the usher closet. If your nametag is lost, please contact an event manager for a replacement.
- 6) **Apron** – Aprons are available for ushers needing to collect ticket stubs or carry things like ear plugs, cough drops, a flashlight, etc.
- 7) **Jackets/Sweaters** – Black jackets or sweaters are permitted but not required. They should be all black with no embellishments.
- 8) **Jewelry** – Minimal jewelry, watches and other accessories are allowed.
- 9) **Perfume/Cologne** – Please keep in mind that some patrons may have sensitivity to perfumes and colognes and refrain from wearing strong scents.

## **USHER JOB DESCRIPTIONS**

*PLEASE NOTE: Not all usher jobs are needed for every performance. And all jobs are equally important! If you need an event manager, you are free to leave your position to find someone or to call the usher phone (785-864-2790) if you have a cell phone.*

### **Greeter**

The Greeter is a patron's first contact as they enter the Lied Center, so smile and welcome them as you would a special guest in your home. Greeter duties include but are not limited to the following:

- Opening doors, greeting patrons and handing out programs.
- Helping keep congestion to a minimum by directing patrons to the Ticket Office, appropriate auditorium doors, coat closets, restrooms, drinking fountains, etc.
- Notifying an event manager or Lobby Floater if a patron needs assistance.
- Watching for food, outside drinks (except water bottles) and cameras.

### **Exterior Door Scanner**

This position scans or takes tickets from the patrons. The scanner is sometimes a patron's first contact when they visit the Lied Center, so please be friendly and welcoming. Exterior Door Scanner duties include but are not limited to the following:

- Scanning.
- Referring patrons to Lobby Floaters for assistance finding their seats.
- Contacting an event manager in case of a scanning error or directing patrons to the Ticket Office if applicable.
- Keeping a count of student and faculty during certain School of Music concerts. *Note: These passes change color every year. Clickers are available to assist with counting passes.*

*PLEASE NOTE:*

- Each person, including infants, must have a ticket, even if a parent is planning to hold the infant in his or her lap. In accordance with the Fire Marshal's rules, we must be able to account for every person in the house.

### **Door Usher**

This position controls admittance to the house. You are very visible and will often get questions from the patrons. Please assist them to the best of your ability. Aprons and flashlights are recommended and provided by the Lied Center. Door Usher duties include but are not limited to the following:

- Keeping patrons from entering the auditorium until the event manager signals you that the house is open.
- Enforcing the late seating policy. (This will vary by performance.) Watching for food, outside drinks (except water bottles) and cameras.

- Pointing out restrooms, water fountains, etc.
- Staffing the door during intermission, if applicable.

### **Door Usher**, continued

#### *PLEASE NOTE:*

- All doors remain open until an event manager or Lobby Floater has given you the okay to close the doors. At this time, the late seating policy goes into effect. If there is a hold, seating of patrons stops, and patrons remain in the lobby. When appropriate (per the show's late seating policy), seat patrons, ensuring that the outer doors are completely shut before opening the inner doors to the theater, as the light is very distracting to our patrons and performers.
- If the show has an intermission, you will need to re-open the auditorium. Please leave the doors shut until the house lights are up. Stand next to your door and enforce the house rules. At the end of intermission, you will be told when to close your doors.

### **Lobby Floater**

The Lobby Floater's main job is to serve as a resource for patrons, directing them to the Ticket Office, the appropriate house door or nearby restrooms. You will be asked many questions, so be prepared for just about anything! And be proactive; if a patron looks lost, approach them and offer them assistance. Lobby Floater duties include but are not limited to the following:

- Assisting patrons with questions about seat location or other needs.
- Helping clear any congested areas in the lobby.
- Restocking programs for Greeters.
- Checking in with nearby Door Ushers regularly and providing assistance when needed, or relaying messages to event managers, when appropriate.
- Working with the event manager to assist any guests who might have special needs.

### **House Floater**

Like the Lobby Floater, the House Floater's job is to serve as a resource for patrons, helping them find their seats in the Auditorium and answering any questions patrons might have before the performance begins. The House Floater should review door and seat numbers periodically to ensure they are comfortable directing patrons to the proper locations. House Floaters should keep an eye out for food and outside drinks (except water bottles), as these items are not allowed in the house, and should ensure that all aisles and rows are clear of any obstructions (i.e. bags, walkers, etc.).

### **Ticket Office, Will Call & Ticket Office Scanner**

The Ticket Office and Will Call Ushers' primary responsibilities are to keep the line at the Ticket Office flowing smoothly and to assist patrons with any questions as they are waiting to pick up or purchase tickets. Ticket Office & Will Call duties may include but are not limited to the following:

- Will Call Ushers – Staff the Will Call table and give patrons their tickets. Tickets will be alphabetical by last name and can be picked up from the ticket office as soon as you have your assignment. Any patron whose ticket you cannot find should be directed to an open Ticket Office window.
- Ticket Office Ushers – Direct patrons to the appropriate line (Will-Call, Ticket Sales, Friends of the Lied).
- Ticket Office Scanner – Scan tickets for patrons who purchase them at the ticket office. Direct them to their seating location. Assist patrons with the nearby elevator if needed.

### **Merchandise Usher**

The Merchandise Usher is responsible for staffing the merchandise table and selling items to patrons before the performance, during intermission and after the performance. You also work with the event manager or other Lied Center staff to reconcile the merchandise sales and secure all cash. Please note that this position is not always needed.

## **EVENT TIMELINE**

### **Building Opens**

Exterior Door Scanners will be instructed to open doors and begin checking and scanning tickets. Our scanners will automatically detect invalid tickets (incorrect show, fake ticket, previously scanned, etc.) and ushers should direct patrons with invalid tickets to the Ticket Office for assistance. If we are not using the scanners, however, Exterior Door Ushers will need to be diligent in checking that tickets are for the correct event, date, patron type (adult, student, etc.), etc.

Exterior Door Scanners should be prepared to give brief directions to patrons about how to find their seats. Door Ushers can then provide more specific assistance. There may be times when the building is open to patrons but the auditorium is not yet open, and patrons will congregate in the Kemper or main lobbies.

### **Prior to House Opening**

After your usher briefing, there may be times when you will be at your position but the seating area is not yet open. Please be ready and able to answer patron's questions about that evening's performance, as well as other happenings at the Lied Center. If you don't know the answer to the patron's question, please ask an event manager so that the correct information is given out.

All doors to the house must be kept closed until Door Ushers are told by an event manager or Lobby Floater to open doors. By contract, performers and sound crew have exclusive right to the house for final sound check, warm-ups, etc., until it is open to the public for seating. Any patrons who enter before the house is open should be ushered out. Ushers may enter the house before it is open to the public but only briefly to acquaint yourself with your seating area; you should be quiet and should avoid going near the stage.

Occasionally, there may be a pre-performance event, such as a lecture or reception. This is most common with the *Lied Center Presents* events, though not exclusively. Please take note of these event details during the usher briefing so that you're prepared to direct patrons to the appropriate location.

Finally, please make note of any facility issues (burned out lights, leaks, broken doors, etc.) and be sure to tell your event manager before you leave.

### **House Opens**

When it is time to open the house, Door Ushers will get a signal from the event manager or Lobby Floater to open doors and direct patrons to their seats.

Door Ushers should also be aware of the Door Number on the top right corner of the ticket. Patrons are strongly encouraged to enter through their assigned Door Number (the door closest to their seat) but are not required to do so. Please allow patrons to enter through any appropriate door.

Although door numbers make it easier to locate seats, all ushers should still be familiar with the seat numbers in the house in case door numbers are not visible or have been torn off the ticket. Please refer to the seating chart in this packet for review.

Ushers will be told by an event manager or Lobby Floater when it is time to close the doors so the performance can begin. All ushers are asked to remain at their post for 15 minutes after curtain to assist with any latecomers and to enforce the performance's late seating policy.

### **Staying for the Performance**

Once you have been released from your post by an event manager, 15 minutes after curtain, you are welcome to watch the remainder of the performance. We want you to enjoy the performances you stay to watch, but you are still representing the Volunteer Usher Corps and the Lied Center. Please be aware of any patron issues that may arise and come to an event manager for help. If you are staying through an intermission, please help us by propping open the auditorium door you are leaving through or the door you are near, by voicing any issues or concerns noticed by patrons to an event manager, and by assisting patrons in finding restrooms or anything else they might need.

### **Intermission**

*Please note that not all performances have intermissions.* Usher responsibilities during Intermission are the same as pre-performance duties, including opening and staffing all doors, assisting patrons with questions in the lobby and directing patrons to various services (bathrooms, water fountains, etc.). Door Ushers will be told by an event manager or Lobby Floater when it is time to close the doors again. In most cases, ushers are excused for the evening following intermission. During Lied Center events, there is often a reception for Friends of the Lied and any corporate sponsors. This event is called Intermezzo and usually takes place in the Pavilion.

### **Post-Performance**

Whenever possible, if you are staying for the entire performance, please remain in the lobby after the show to help wish patrons a good evening and assist event managers with any post-event needs.

## ACCESSIBILITY

The Lied Center is committed to making our facility and the works presented here accessible to all patrons. As such, we offer the following services:

- **Accessible Seating** – Seating for those patrons in wheelchairs or using walkers is available in locations throughout the auditorium. If a patron is transferring from a wheelchair or using a walker, those items will need to be stored outside of the auditorium to keep the aisles and pathways clear. Please note: Patrons must still sit in the seating location they have reserved. If an auditorium seat needs to be removed or placed back in the auditorium, please do so or see an event manager for assistance.
- **Wheelchairs** – The Lied Center has two wheelchairs available for patron use. Please see an event manager for assistance.
- **Hearing Assistance** – The auditorium and Pavilion are now equipped with hearing loop systems, which directly transmit sound to hearing aids that have a t-coil. If a patron does not have a hearing aid, or their hearing aid does not have a t-coil, headsets and receivers may be checked out at the Audience Services desk. The patron will have to leave their Driver's License/Official ID as collateral and to ensure the patron remembers to return the headset and receiver. All areas of the auditorium are covered by the hearing loop, except for the orchestra pit and balcony boxes. If a patron who wants to use the t-coil has tickets for the pit/boxes, see an event manager so they can be reseated.
- **Audio-description services, Large-print/braille programs, Sign Interpreters** – With two-week advance notice, these services are available for Lied Center series events. Patrons should contact the Ticket Office to submit a request.



## **PATRON INTERACTION**

Interaction between volunteer staff and patrons must be kept at a professional level at all times. This does not mean you cannot speak to your friends who are patrons that evening; we simply ask that you limit your personal conversation so that other patrons do not feel they are being neglected.

Ushers come face to face with our patrons and are generally the first to hear complaints and receive questions. The manner in which you respond to these complaints and questions is vital.

### **Problems and Complaints**

Always thank the patron for taking the time to voice their concerns and find out as much information as you can. Tell the patron you will inform your event manager of their concern and that an event manager will follow-up with them, if necessary. Do not hesitate to contact an event manager if you have any concerns or would like assistance.

### **Seating Issues (i.e. duplicate tickets, etc.)**

Check all tickets to confirm that there is a double seating issue and that someone doesn't have tickets for another event or performance time. If there is indeed a double seating, inform your event manager, who will handle the situation.

### **Facility Issues**

Facility issues can arise before, during or after an event. If a patron informs you of an issue with any part of the facility (bathroom flooding, door not being un-locked, etc.) inform an event manager. Please also be aware that your assistance might be needed to resolve the issue.

### **Disruptive Patrons**

Contact an event manager immediately to handle any disruptive patrons. Ushers are not expected to handle these issues on their own.

### **Protestors**

The growing interest and appreciation for the variety of programs offered at the Lied Center on occasion also attracts the attention of a few protesters. Guests attending Lied Center events have inquired about sign-bearing protesters. As long as protesters do not interfere with people entering and exiting the facility and do not impede sidewalks and access ways, they have a lawful right to display signs on the public sidewalks outside the Lied Center. KU Public Safety officers are present as a security measure. Ignoring protesters, who may want to provoke Lied Center visitors, is an appropriate and lawful response to their activities.

Contact an event manager immediately to handle any disruptive patrons. Ushers are not expected to handle these issues on their own.

## **CONCEALED CARRY POLICY**

The KU Campus has concealed carry. If a patron inquires about it, please tell them the policy: KU does have concealed carry. If the patron has further questions, please direct them to an event manager or other Lied Center staff member. If you see a weapon, or if a patron tells you they have seen a weapon, please find an event manager or other Lied Center staff member.

## **EMERGENCY PREPAREDNESS**

Ensuring the safety of the patrons is our number one duty. Your warm and reassuring smile during any emergency will aid patrons and ensure their cooperation.

All Ushers should know where alarm pulls, fire extinguishers, phones, First Aid kits and all exits are located. Ushers should regularly review the Lied Center's Emergency Evacuation Plan (a copy is included in this packet). *If you do not know where these items are located or if you have any questions about emergency preparedness, ask an event manager.*

### **Fire**

In the case of fire, the Lied Center fire alarm system will make an automated announcement for all patrons to evacuate the building. Caution patrons to stay calm, not to run, and to walk quickly to the nearest exit. Patrons in wheelchairs on the balcony level will be directed to stay in a fire rescue area (stairwell) until rescued by emergency management personnel.

### **Emergency Evacuation**

Open the doors to the theatre and point the patrons toward the appropriate emergency exit. Ask patrons to remain calm. Quickly check your area to ensure all patrons are gone and then follow behind them.

### **Severe Weather Emergency**

In the case of a tornado alert, a general announcement will be made for all persons to take cover. Start directing patrons to the appropriate safety area and ask them to remain calm. Be sure to avoid any areas exposed to glass or the outside walls. Quickly check your area to ensure all patrons are gone, and then follow behind them.

### **Medical Emergency**

Do not move the patron, as it might cause additional injury. Call 911 and immediately tell an event manager. Make sure you or someone stays with the patron and helps keep them calm until medical assistance has arrived.

### **Keep Aisles and Hallways Clear**

Aisles must be kept clear of all patrons and ushers. If there is *anything* in the aisle (parcels, bags, wheelchairs, strollers, etc.), please ask the patron to remove it. Any object blocking the aisle is a violation of fire safety regulations. The light locks (between the two sets of auditorium doors) are not a storage location.

### **Suspicious Activity**

Report any suspicious activity to an event manager and always ask for help in difficult situations, such as a conflict between patrons. In other words, if you are wondering whether you should find an event manager, you should!

## **Public Health Information**

The COVID-19 pandemic has affected and continues to affect all of us, both personally and as an organization. For the most up-to-date information from the Lied Center, please visit:

<https://lied.ku.edu/contact-us/lied-center-covid-19-update/>

As of March 2022, the Lied Center's safety policies are as follows:

- Effective Friday, March 4, 2022, the Lied Center's mask policy follows the current University of Kansas mask guidelines. Masks are only required at Watkins Health Center and childcare facilities.
- Some touring artists may have varying guidelines (i.e. request or require attendees to wear masks). If that situation occurs, an event-specific mask policy will be noted on the event's webpage and in the pre-performance email sent to ticketholders.
- Please do not attend events if you are feeling ill. Contact the Ticket Office to resolve your ticket order in that situation.
- By purchasing tickets, you agree to adhere to the Lied Center and university policies that may be implemented at the time of the event.

Additional safety measures:

- Hand sanitizer stations have been added throughout the building.
- Plexiglass barriers have been fitted to scanning stations and the Audience Services desk.
- Other modifications (ex. foot levers on restroom doors, air purifiers, and air cleaners) have been made.
- Coat closets are closed for the moment. Please leave as many belongings as possible at home or in your vehicle.
- Protect KU signage is on display.

Enforcement of safety measures:

- If an audience member or performer is not complying with safety policies, we will treat it as any other disturbance, such as taking photographs when not permitted.
- We will use a three-strikes system:
  - First = the person receives a warning
  - Second = the person receives a warning with two staff members, with a notification that a third warning will require the person to leave the building
  - Third = the person is asked to leave the building
- Lied Center staff members will ideally handle all three interactions, though ushers may be best positioned to give the first warning and may do so.
- We will call KU Public Safety in the case of an escalation.

# APPENDICES

- ✓ Ticket Sample
- ✓ Seating Chart
- ✓ Evacuation Plan
- ✓ Event Sign-Up Instructions
- ✓ “Your Words, Our Image” poster