

## **Disabled Access**

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### ***Wheelchair & Limited Mobility Seating:***

The Pioneer Center is equipped with up to 20 wheelchair seats located at both the front and rear of the lower house seating area and 16 limited mobility seats in the two side sections of the lower seating area (refer to the chart in Appendix II). The configuration will vary by event. The Pioneer Center's passenger elevator, located in the center of the upper and lower lobbies, is the only means of disabled access to those seats. Access ramps into the House are located at either end of the lower lobby. A wheelchair lift provides access into the Exhibit Hall and is located in the lower lobby in front of the elevator. The Pioneer also supports four to eight parking spaces for disabled patrons on Mill Street and State Street, adjacent to the building. Ramped access to the Plaza is available only on the south (State Street) side of the building.

According to the ADA (Americans with Disabilities Act) any disabled patron may transfer out of their wheelchair or mobility assist device into a theater seat if they so desire. Each disabled patron makes this personal choice for themselves and does so at their own risk. The following are **ABSOLUTE NO-NO'S** to adhere to when a disabled patron should decide to transfer into a theater seat:

1. **If asked, point out accessibility routes, accessible restrooms, etc. to disabled patrons for their convenience.**
2. **You may not transfer a patron from a wheelchair to a theater seat or vice-a-versa.**
  - You can stabilize/hold on to the chair while the patron transfers.**
  - You may never lift or carry a patron in order to get them in and out of a chair.**
  - In the event of an emergency, please notify the first available First Responder of the location of any disabled patrons in the theater and they will assist those patrons in and out of the theater seat(s).**
3. **You may not do anything that jeopardizes the safety of a patron or your own safety.**
4. **Once a patron has transferred into a theater seat, please take their wheelchair/mobility device and store it in the closet in the lower lobby which is across from the Slider Bar. Please inform any companions of its location so they can retrieve it after the performance.**

Disabled patrons generally will have contacted the Box Office concerning seating requirements prior to attending an event. Both the House Manager and the Head Floor Usher, as well as any ushers directing a disabled patron to their seat, should note the location of each disabled patron. The House Manager will advise the staff of any special needs required of disabled patrons. If a wheelchair patron has not arranged for handicapped seating, contact the House Manager and arrangements will be made to accommodate the patron according to our safety standards.

### ***Hearing Devices:***

PCPA has 24 hearing devices that work on radio frequency. Distribute the devices in exchange for a driver's license, keys, or credit card. The devices are small, rectangular black or red boxes that work like a Walkman radio-cassette player. They are stored in chargers located in the Coat Check area. Unplug the unit from the charger and connect the head phone or neck loop into the unit. Patrons will adjust the volume using the dial on the side of the device. There is a secured red metal box to store the licenses, keys, or credit card. Ask the House Manager to show you the device if you are uncertain how to use it.

## **Event Time Line**

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### ***Prior to Usher Staff Briefing:***

Generally, ushers arrive at least one and a half (1 ½) hours before curtain time (30 minutes before lobby doors open). The House Manager or other staff members will let you in through the upper lobby doors that are closest to the administrative office. Upon arrival, please report to the upper lobby Coat Check area.

You must sign in and pick up the following:

1. Usher vest
2. Usher instructions (if used)
3. Flashlight (mandatory)
4. Event programs (if used)
5. Seating chart (if used)
6. Vests and flashlights must be returned at the end of the event.

### ***Usher Staff Briefing:***

At this time, the House Manager will meet with you in the upper or lower lobby to make announcements and answer questions. The following information will be given out during this time:

1. Introductions
2. Assignments for Head Floor Usher, ticket takers, program attendants, coat check and aisle ushers
3. Any information about pre- and post-performance talks and activities
4. Seating arrangements
5. Information about concession and novelty/souvenir sales
6. Appropriate late seating policy