SLCO
ARTS & CULTURE
PATRON SERVICES

PATRON SERVICES RESPONSIBILITIES

Patron Satisfaction

Safety & Evacuation

Volunteer Usher Program

Eccles
GEORGE S. AND DOLORES DORÉ ECCLES THEATER
131 Main Street
Salt Lake City UT
84111

JANET QUINNEY LAWSON CAPITOL THEATRE
50 West 200 South
Salt Lake City UT
84101

ABRAVANEL HALL
123 West South Temple
Salt Lake City UT
84101

MID-VALLEY PERFORMING ARTS CENTER
2525 Taylorsville Blvd
Taylorsville UT 84129

THE ROSE
138 Broadway
Salt Lake City UT
84101

SERVICES AVAILABLE



SERVICE ANIMALS

We welcome service animals at all our venues.



CURB-SIDE ASSISTANCE

Assist patrons from vehicle to designated seat with venue w/c



ALD'S

Assistive Listening devices amplify and clarify sound. Available at all venues.



W/C & TRANSFERS

W/C accessible locations. Transfer seats w/ movable arm



LAP PADS & FIDGETS

Weighted pads and Fidgets that assist with sensory overload.

AVAILABLE BY REQUEST



AUDIO DESCRIPTION

Describers provide a live, delivery of the visual elements of a performance.



SIGN LANGUAGE

Sign language interpretation.



OPEN CAPTIONING

Audible elements are shown on an LED sign or hand-held tablet

RECENT PROJECTS

- Client Accessibility Toolkit
- Pre-Visit Guide Videos
- Spanish-English Direction Cards

SALT LAKE COUNTY
ARTS & CULTURE

Client Accessibility Toolkit

Introduction

Salt Lake County Arts & Culture's venues are designed for artistic expression and as welcoming spaces for ensuring an inclusive and pleasant theater experience for all patrons.

This toolkit is designed to encourage and assist our clients and presenters in creating an accessible experience for any patron to enjoy, including persons with disabilities and the growing number of older adults. The document includes information to:

- Help clients/presenters navigate Arts & Culture- accessibility services.
- Identify local community organizations who provide specific accessibility services for persons with disabilities.
- Provide technical resources and guidance for planning inclusive events.

Accessibility Services Provided by Salt Lake County Arts & Culture

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Assistive Listening Devices



Assistive listening devices (ALDs) amplify and clarify sound by cutting down or eliminating ambient noise. Individual headsets with a receiver are available, as are neck loops for use with hearing aids and cochlear implants with a "T" switch. Patrons will need to be aware if their hearing aid or cochlear implant has a "T" switch (telecoil) and how to use it with an assistive listening headset or neck loop. Bluetooth is not available.

We distribute devices free-of-charge on a first-come, first-served basis. They are located at all Arts & Culture venues at the Patron Services/Coat Check counters and can be used at any scheduled event.

Curb to Seat Service



Upon request, Arts & Culture may provide curb to seat assistance to patrons attending events at any Arts & Culture venues. This service provides a patron with assistance getting from the front of the theater to their purchased seat and the reverse service back to their vehicle. Patrons may request this service by calling ArtTix at 801-355-ARTS (2787) at least 24 – 48 hours prior to attending a performance or event.

Accessibility Services that can be requested by a Patron.

The following list of services can be requested by a patron at any time; however, Arts & Culture does request at least two weeks advance notice in order to obtain a provider. The costs related to the provided service will be passed on to the presenting client per the venue rental contract. Please contact your Event Manager with questions.

Arts & Culture encourages presenting clients to consider incorporating these services at any event held in an Arts & Culture venue without patron's request. Example: Broadway Across America provides designated captioned performances for Saturday matinees.

Audio Description



Audio Description is for patrons who have vision loss. Describers provide a live, objective, descriptive delivery of the visual elements of a performance in between the dialogue and/or music via an assistive listening device. We distribute devices free-of-charge on a first-come, first-served basis. They are located at all Arts & Culture venues at the Patron Services/Coat Check counters.

*Please note that at Abravanel Hall and Rose Wagner, audio description and amplified sound for the assistive listening devices cannot both be done on the system at the same time. It has to be one or the other for the Assistive Listening Devices.

Patron requests for audio description services at non-designated events must be received at least two weeks prior to the event by the Box Office. These requests are subject to the availability of a Describer.

Name	Phone	Email
Christine McDonough	801-414-6488	

Captioning



Captioning can be provided for selected performances for patrons who have hearing loss and may not benefit from hearing amplification or ASL. The audible elements could be shown on an LED sign or hand-held tablets, in real time, as each line is spoken or sung.

Patrons should request captioning at the time of ticket purchase to ensure the best seating for the service, or by calling ArtTix least two weeks prior to the event (801-355-ARTS (2787) or 1-888-451-ARTS (2787)). These requests are subject to the availability of a Captioner.

Sensory Friendly Performances



A sensory friendly performance creates a welcoming space for those with social and cognitive disabilities, including those on the autism spectrum. Below is a list of possible accommodations productions could make to create a sensory friendly environment.

Performance Modification Ideas:

- Reduce loud or jarring sounds.
- Reduce flashing or strobe lighting.
- Keep the house lights turned up as much as possible.
- Accommodated house rules, allowing audience members talk or move during the show.
- Schedule extra staff and volunteer support.
- Use a modified pre-show announcement detailing what changes have been made. Here is an example: Welcome to this Sensory Friendly performance at Capitol Theatre. Tonight's performance is relaxed. That means our audience may freely move, respond aloud, and be themselves. We will leave the house lights on low and have made minor adjustments to be more Sensory Friendly. Enjoy the show!

Quiet Rooms: Salt Lake County Arts & Culture is working to create designated "Quiet Rooms" and/or "Take a Break Spaces" in each venue where patrons can find protected space away from the immediate experience. This information will be available on the Salt Lake County Arts & Culture website under Accessibility.

Guidance and Sensory Supports: Salt Lake County Arts & Culture provides fidgets, earplugs, weighted lap-pads, and a limited number of noise cancelling ear-muffs at coat check before each show.

Another way to create a sensory friendly show is to encourage patrons to bring their own manipulatives (fidgets,) seat cushions, comfort objects and extra support items to the show.

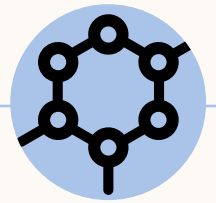
Revised Seating/House Capacity: When figuring attendance for these shows, families may like to have a buffer seat on each side. Be sure to talk with your event manager and ArtTix if you would like to provide unique seating arrangements for a sensory friendly show.

Intermission Activities: If the show has an intermission, your production could provide teaching artists and specialists to administer an optional audience engagement interaction in the house. If patrons wish to leave the auditorium, you could offer a space where they can participate in some movement activities to get the wiggles out, stretch, and stay engaged.

Additional Sensory Friendly Resources:

- American Theatre: A Publication of Theatre Communications Group: https://www.americantheatre.org/2017/10/13/extra-sensory-crafting-autism-friendly-performances/
- Sensory Friendly Solutions: https://www.sensoryfriendly.net/sensory-relaxed-performances/

SENSORY FRIENDLY SPACES



FIDGETS

- Patrons may experience sensory overload due to light and loud noises.
- Fidgets may help patrons calm down when they feel overwhelmed by providing different sensory input.



SOCIAL STORY

- Social story or narrative designed to prepare people for a new environment.
- Goal: Have a story for each venue.



QUIET ROOMS

- Designate a “take a break” space.
- Isolated space in the lobby does not have to be a private room.


Maurice Abravanel Hall

PRE-VISIT GUIDES

ENTRANCES

TICKETING & SEATS

LOBBY NOISE

GENERAL WAYFINDING

SERVICES PROVIDED

SPANISH-ENGLISH PATRON CARDS

-Welcome and General Directions
-Patron Questions
-Patron Needs

Patron Services – Spanish/English Greetings & Directions

- Welcome – *Bienvenidos*: Bee-en-veh-knee-dohs
- Thank You – *Gracias:* Grah-see-uhs
- You're Welcome – *De Nada:* Deh-nah-dah
- Enjoy – *Disfruten:* Dees-fruit-ten

- To the right – *Hacia la derecha:* Ah-see-uh lah-duh-reh-cha
- To the left – *Hacia la izquierda:* Ah-see-uh lah ees-kee-ehr-dah
- In the center/middle – *En el centro/el medio:* Ehn el sen-trou/el meh-dee-oh
- Upstairs/Downstairs – *Aribba/Abajo*: Ah-ree-va / Ah-bah-hoe

Patron Services – Spanish/English Patron Questions

- Where is the bathroom? – *¿Dónde está el **baño?*** *Don-deh es-tah ehl bah-knee-oh?*
- Where are my seats? – *¿Dónde están **mis asientos**? Don-deh es-tahn mees ah-see-ehn-toes?*
- What time does it start? – *¿A **qué hora** comienza? Ah keh oh-rah koh-mee-ehn-sah?*
- Where is the ticket office? – *¿Dónde está la **boletería**? Don-deh es-tah la ball-let-teh-ree-ah?*

USHER TIP: Listen for the key words that are in bold.

Patron Services – Spanish/English Patron Needs

Assistive Listening Device - *Dispositivo de Asistencia auditive: Dees-poh-see-tee-voh deh ah-sees-ten-see-ah ow-dee-tee-bah*
Boosters - *Asientos elevadors: Ah-see-ehn-toes eh-lev-uh-door-es*
Ear Plugs - *Tapones para los oidos: Tah-pon-es pah-rah loss oh-ee-doughs*
Coat Check - *Guardarropa: Gwar-duh-rope-ah*
Fidgets - *Juguetes antiestres: Hoo-get-es ahn-tee-ess-tress*

Elevator – *Ascensor: Ah-sen-SOHR*
Water – Agua: Ah-gwah
Food – Comida: co-MEE-dah
Warning for Ledges – Nada acqui por favor: NA-da AH-kee POR fa-vohr

Arts & Culture
Accessibility Page

Volunteer Information

THANK YOU