

Accessibility Reminders

ADA stands for The Americans with Disabilities Act which was implemented in 1990. This law “prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.”

Here are some reminders on assisting and interacting with our patrons with mobility devices, as well as working within the ADA Accessible areas throughout our venue.

When you are working as an usher at the ADA Restroom door, please remember these tips:

- Your priority in every instance is to make every guest you encounter at the ADA door as comfortable as possible.
- Always maintain eye contact with guests and be as friendly as possible.
- Be sure to open the door for every guest as they pass through, ensuring that it does not close on them.
- Any guest who states that he/she has accessibility needs, or states that he/she is unable to do stairs is welcome to use the ADA Restrooms, no questions asked.
- Any guest who states that she is pregnant is welcome to use the ADA Restrooms, no questions asked.
- Any guest who has use for ‘family restrooms’ is welcome to use the ADA Restrooms.
- The ADA Restrooms are also available to any guests that would prefer a gender-neutral restroom option.
- If it is visually unclear that the patron requires access to our ADA Restrooms, you simply let them know that these are our Accessible Restrooms and let them decide for themselves if they have a legitimate need.

Always try to avoid the following:

- Under no circumstances do we turn anyone away from the ADA Restrooms who feels that they have a need for them.
- Never make a guest feel uncomfortable or self-conscious for using the ADA Restrooms.
- Never ask a guest for formal credentials which establish their need for access to the ADA Restrooms.
- Never argue with a guest at the ADA Door regarding their need for access.
- Avoid staring at any physical features or mobility devices, and instead maintain a smile and eye contact throughout every interaction.

Please remember that our ushers are not permitted to use the Accessible Restrooms at any time.

Pre-show, business is still being conducted in our administrative offices behind that door to the restrooms. During the shows and intermissions, our guests need access. Please only use the downstairs or upstairs lounges.

Please remember that our ushers are not permitted to sit or stand in the Accessible Section at the back of the orchestra level (Row OO, Center Orchestra). We never want to run the possibility of obstructing our guests' accessibility.

Please remember that if you ever want to physically assist a patron or move their mobility device, you must gain permission from them before doing so. Although it's instinctual to immediately assist, not everyone wants or needs help. Mobility devices may have personal items attached to them, so be sure that the guest is done with the device before moving it.