

Circus Quirkus 2019 – Action Plan

Health & Safety:

- Although not technically our responsibility, Team Leader to ensure that all Volunteers know where to gather in the event of an emergency, have familiarized themselves with all with exits, toilets and lift.
- Ensure the MC addresses audience regarding H&S.
- Throughout the show, be mindful of less-abled people trying to negotiate a row or the stairs.

Parking:

- Park your own car off-site
- Ensure that cars take the furthest parks first. Reserve closer parks for those with wheelchairs
- Plenty of parking on the street
- Ensure that roundabout used for pick-up and drop-off only

Entry:

- Limit Entry Point to one door so that you can receive and check tickets. Ticket Holders only. No ticket, no show. Generally, the auditorium fills completely. Tickets are colour coded for each show. (See "Free Tickets")
- Ticket Holders gather in corner of foyer until doors open. You may want to use this opportunity to seat the disabled. Those with wheelchairs and mobility aids best to take the lift and be seated in the back row where there is a little extra room – they must not be seated in the aisles.
- Entry for able-bodied via downstairs door. Makes ushering so much simpler.

Ushering:

- Ensure that you fill up the rows completely. Be gentle but firm. Reserve a few seats at the end of rows for parents with potentially disruptive children eg needing toileting often, etc.
- Fill empty spaces immediately and get people to move to the middle of a row. So much easier then to seat late-comers in the dark as there will be plenty coming late
- Try and have an usher on each side of the auditorium encouraging people to 'close up' ranks
- Once the lights are dimmed or off, ensure you light a path to seats as you allocate them. Walk with them.
- No seating in the aisles under any circumstances.
- Signal to each other across the auditorium if you have found space
- There will be plenty of groups of 5 or 6 people so try to keep some large stretches free.

Disabled People

- Those with wheelchairs and mobility aids best to take the lift and be seated in the back row where there is a little extra room – they must not be seated in the aisles.
- You can usher them in before the doors open provided the Cirkus Quirkus team are OK with that.
- It's likely you'll need to give them physical support

During the Show:

- Ensure that at each side of the auditorium there is an Usher ready to help those who need to exit. Or to seat the latecomers.
- The rest of the volunteers can remain in the foyer and enjoy their nibbles.
- Keep a check on the door and vehicles.

After the Show:

- Help people out if needed. Check for belongings left behind in rows.
- Send people off with a smile. *"Have you got all your belongings? Did you enjoy the show? Do you need any assistance?"*

Demeanour:

- For many caregivers and parents this is also their chance to relax and enjoy a little
- Be courteous, be generous, be attentive, be engaging
- Send people off with a warm goodbye
- Be available to answer some questions about Go Baby Go, Rotary etc

Roles:

One person can have multiple roles.

- Team Leader: informs all volunteers of building layout and plan of action. Assigns roles to Volunteers

- 1 Car-Parking attendant ensuring parking spaces are used and not vehicles remain on the roundabout
- 4 Ushers inside the auditorium: top, bottom, left, right
- 2 Door-persons: take tickets and check them
- 1 Foyer Usher helping people with lift and stairs and directions
- 1 Rotary Spokesperson required near the end of each session. 2 minute presentation about who we are and what we do and an invite to check us out
- 6 Greeters at end of show
- 1 Usher at end of show checking for left behind belongings
- 1 Photographer *John Sellwood*
- 1 person helping Michael with Go-Baby-Go and Rotary collateral *John Harrington*
- 1 person bringing and setting up collateral
- 1 person breaking down collateral and returning to Rotary

Free Tickets:

There are free tickets available, and how these are used is up to us. In the past we've had more tickets than we had seats.

My suggestion is that you give these away if there are still empty spaces. Ask people without tickets to wait in their car / outside until the show starts.

If you are a volunteer, then you'll have 1st option for your own network. But again, they should only have spare seats.

Gotcha's

- People parking sloppily
- Empty spaces between people – this will really cause you a headache if you don't nip it in the bud: be assertive
- Local Chinese rag advertising a 'free' show
- Not keeping enough free space in the topmost row for the truly disabled
- Downstairs toilet crowded – there is a 2nd toilet upstairs
- People sitting in the aisle – be assertive as the Fire Dept could kill this project

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