



**Usher**

**Handbook**

**2025-2026**

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## **Overview**

Welcome to the Cincinnati Playhouse in the Park Usher program! We are so excited you are a part of our Playhouse community. In this handbook, you will find all the information needed to be a successful usher.

### **Basic Requirements**

- Demonstrate a willingness and capability to perform tasks as directed.
- Be able to guide patrons to designated areas in the event of an emergency.
- Adhere to a mandatory arrival time of 60 minutes before the performance begins.
  - There will be a meeting with House Management at this time to discuss the specific needs of the show as well as answer any questions about responsibilities.
- Remain on-site post-show to facilitate any required post-event cleanup.
- Arrive with a provided usher badge and adhere to the dress code (see below for more information on dress code).

### **Dress Code**

- Attire: The attire should be professional and clean. The approved color combinations for clothing are limited to black, white, or purple.
- Unacceptable attire: Tank tops and spaghetti straps, crop-tops (any shirts revealing midriff), hats, jeans or jean material clothing, tight-fitted leggings, and shorts.
- Footwear: Clean and professional footwear. This excludes crocs and flip flops. We recommend avoiding the use of heels.
  - Sneakers: Clean sneakers are permissible, while any shoes with neon colors are not allowed.
- Usher badge required

### **Attendance Requirements**

- Mo and Jack's Place – The Rouse Theater
  - All ushers are required to work **at least one (1) performance of every show** in the Rouse Theater.
- The Rosenthal Shelterhouse Theater
  - There is no minimum performance requirement for the Shelterhouse Theater

## **Tasks you will be performing as a Playhouse usher**

Responsibilities include, but are not limited to:

- Inserting promotional materials into programs before the pre-show.
- Handling and distributing programs to patrons.
- Welcoming incoming patrons at the main entrance and providing directions and assistance, as necessary.
- Operating ticket scanners at theater entrances to ensure ticket validity and proper door entry.
- Assisting patrons in locating their designated seats.
- Managing the placement and return of wheelchairs and walkers during performances.
- Safeguarding stage equipment, props, and entrances as required before and after the show.
- Monitoring for open food containers, aluminum cans, personal water bottles, and glass bottles, reporting violations to House Staff.
- Ensuring theater doors are controlled to prevent slamming and light intrusion during patron entry and exit.
- Escorting latecomers and returning patrons to their seats.
- Being available to address patron needs during intermission.
- Conducting post-show cleanup by walking through the theater to collect used programs.

## **Work Environment & Physical Demands**

- Position is primarily located in a climate-controlled building.
- Digital dexterity and hand/eye coordination in operation of ticket scanners.
- Position is generally standing in half hour (30 minute) intervals.
- Light lifting, carrying, pushing, pulling of supplies, files, etc.: generally, up to 10 lbs. and occasionally up to 25 lbs.
- Occasional stooping, kneeling, crouching.
- Ability to speak clearly to and hear/listen to patrons, House Staff, and House Management.
- While performing the duties of this job, the employee is regularly required to talk, hear, listen, speak, climb stairs, walk and occasionally run.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

## **How It Works**

- Two weeks before a performance begins, sign-up notifications will be emailed to ushers. Ushers will have the opportunity to select their preferred show date.
- A courteous email reminder will be emailed two days in advance of the assigned ushering date. Ushers will also receive a text the day of their shift with a link to their registration ticket.
- On the day of your ushering assignment, arrive promptly at the theater for a pre-show meeting set to begin 60 minutes before the performance. This meeting will cover details about the production and your specific duties for the pre-show, during the show, intermission, and post-show.
- After the usher meeting, proceed to your pre-show assignment location and await the house opening for patrons.
- When the show is prepared to commence, transition to your designated during-show assignment.
- After the performance ends, diligently execute the post-show duties outlined in your assignment.
- Upon the satisfactory completion of post-show duties, gather your personal belongings and depart from the Playhouse.
- While ushering, it is required to wear your Playhouse Usher badge.
  - Playhouse will provide you with your badge when you begin ushering.
  - If a badge must be replaced, please speak with the House Manager on duty when you arrive for your shift or email [Usher@CincyPlay.com](mailto:Usher@CincyPlay.com).

## **Sign Up Dates:**

Sign-ups will be sent via email from [Usher@CincyPlay.com](mailto:Usher@CincyPlay.com) on the following dates:

- **August 18, 2025** - *Where the Mountain Meets the Sea* (Shelterhouse)
- **September 8, 2025** - *Mythic* (Rouse)
- **October 13, 2025** - *The Heart Sellers* (Shelterhouse)
- **November 10, 2025** - *A Christmas Carol* (Rouse)
- **November 24, 2025** - *Because You're Mine* (Shelterhouse)
- **January 5, 2026** - *Little Women* (Rouse)
- **January 26, 2026** - *Mary's Wedding* (Shelterhouse)
- **February 16, 2026** - *Mrs. Christie* (Rouse)
- **March 9, 2026** - *Tenderly: The Rosemary Cloony Musical* (Shelterhouse)
- **March 30, 2026** - *The Piano Lesson* (Rouse)

## **Seating**

Ushers are authorized and encouraged to enjoy the show, even while fulfilling their assigned duties during the performance.

Ushers may watch the performance from any of the following options:

- Mo and Jack's Place – The Rouse Theater:
  - Sitting in their assigned jump seats
  - Standing along the back wall
  - Sitting in an unoccupied seat in the parterre or balcony - as allowed by their assigned position - **so long as they are not passing over more than two patrons.**
- Rosenthal Shelterhouse Theater:
  - Ushers are permitted to sit in the jump seats **only.**

**\*Disregard of the seating policy will be logged as an Incident in accordance with the Incident Policy (see page 14). Such disregard may look like, but is not limited to, sitting in the Orchestra section, refusing to follow House Management's instructions, asking patrons to move from their ticketed seats to create seating for ushers, etc.**

## **Miscellaneous**

- An enclosed cabinet is provided for the secure storage of personal belongings of ushers during the performance.
- Volunteer ushers are kindly requested not to occupy seats designated for patrons in the orchestra.
- Parking in the Playhouse staff parking area is strictly prohibited.
- Use of the parking garage is only permitted for individuals who have made prior arrangements and completed the necessary payment for garage parking.
- The consumption of alcoholic beverages is not permitted before or during the performance.

## **Assignments & Responsibilities**

Below is a list of all usher assignments and responsibilities available when signing up.

### **Rouse Theater**

#### 1. Door Greeter

- a. Pre- Show: Stand by the doors of the Main Lobby Entrance. Pleasantly greet patrons as they enter the Playhouse, giving directions or updated information as needed (i.e., restrooms, food, bar, elevator).
- b. During Show: Go up to Balcony and guard Balcony Door #3. Ensuring the door does not slam and protecting the light lock when patrons enter/exit during the show. Can sit in Balcony Jump Seat # 3, stand, or sit in any open Balcony Seat near Balcony Door #3.
- c. Post show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on balcony counter.
- d. **Emergency Evacuation: assist all balcony patrons seated near Balcony Door 3 exit out hallway to main balcony entrance, down grand stairs to lower lobby main entrance to Upper Garage Lot. If there is an accessibility issue and stairs are not an option, then exit out Kaplan Lobby door leading to outside green space.**
- e. **Tornado: assist all patrons in balcony to move to the Orchestra level or into stairwells**

#### 2. Orchestra Door 1 Ticket Scanner

- a. Pre-Show: Stand by Rouse Door 1 on the Orchestra level making sure patrons do not enter the theater until we have been given clearance to open house. Scan tickets for any Main Level 100 seats or seats 201-207.
- b. During Show: Guard Orchestra Door #1. Ensuring the door does not slam and protecting the light lock when patrons enter/exit during the show. Can sit in Orchestra Jump Seat #3, stand, or sit in any open Parterre Seat near Orchestra Door #1.
- c. Post show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Orchestra house-left half wall.
- d. **Emergency evacuation: In the event of an emergency evacuation help escort patrons in back in 100s and 200s exit to main lobby and out the main entrance to the Upper Garage Lot.**
- e. **Tornado: keep patrons in Orchestra level, assist them down to the lower areas if possible.**

#### 3. Orchestra Door 2 Scanner

- a. Pre- Show: Stand by Rouse Door 2 on the Orchestra level making sure patrons do not enter the theater until we have been given clearance to open house. Scan tickets for any Main Level 300 seats or seats 208 and above.
  - b. During Show: Guard Orchestra Door #2. Ensuring the door does not slam and protecting the light lock when patrons enter/exit during the show. Can stand or sit in any open seat in parterre.
  - c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on house right half wall.
  - d. **Emergency evacuation: Stand in lobby directing patrons to main door exits.**
  - e. **Tornado: Keep patrons in Orchestra level, assist then down to the lower areas if possible.**
4. Lower-Level Scanner
- a. Pre-Show: Stand by the Lower Level (below the main level) entrance to make sure patrons do not enter the theater until we have been given clearance to open house. They will scan tickets for anyone coming down the elevator or stairs to enter their front row seats.
  - b. During Show: Sit in front row jump seat House left.
  - c. Post Show: Guard staff only door and elevator near the lower level entrance, redirecting any lost patrons to the main lobby. Once the house is clear, walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Orchestra house-left half wall.
  - d. **Emergency Evacuation: In the event of emergency evacuation please assist, Rows A to D 100's- 207: Exit Lower House Left door. Follow Green Exit signs to Loading dock exit. Go up steps to the grass area by Shelterhouse.**
  - e. **Tornado: keep patrons in Orchestra level, assist then down to the lower areas if possible.**
5. Balcony Scanner
- a. Pre-Show: Stand by Rouse Balcony Door making sure patrons do not enter the theater until we have been given clearance to open house. Scan tickets for any Balcony Level seats.
  - b. During Show: guard Balcony Door #2. Ensuring the door does not slam and protecting the light lock when patrons enter/exit during the show. Can sit in Balcony Jump Seat # 2, stand, or sit in any open Balcony Seat near Balcony Door #2.
  - c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on balcony counter.
  - d. **Emergency Evacuation: assist all balcony patrons seated near Balcony Door 2 exit out hallway to main balcony entrance, down grand stairs to lower lobby main entrance to Upper Garage Lot. If there is an accessibility issue and stairs**



are not an option, then exit out Kaplan Lobby door leading to outside green space.

- e. **Tornado: assist all patrons in balcony to move to the Orchestra level or into stairwells.**

6. Orchestra Traffic Control House Left

- a. Pre-Show: Stand in the parterre House left area, directing patrons to the “general area” of their seats. Hold and distribute programs. The purpose is to keep patrons moving so that the entrance area does not get bogged down with patrons.
- b. During Show: Sit in Orchestra jump seat #1, stand, or sit in any open seat in parterre.
- c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Orchestra house-left half wall.
- d. **Emergency Evacuation: help escort patrons in 100s and 200s exit to main lobby and out the main entrance to the Upper Garage Lot.**
- e. **Tornado: keep patrons in Orchestra level, assist them down to the lower areas if possible.**

7. Orchestra Traffic Control House Right

- a. Pre-Show: Stand in the parterre House Right area, directing patrons to the “general area” of their seats. Hold and distribute programs. The purpose is to keep patrons moving so that the entrance area does not get bogged down with patrons.
- b. During Show: Sit in Orchestra jump seat #5, stand, or sit in any open seat in parterre.
- c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on the Orchestra house-right half wall.
- d. **Emergency Evacuation: Help escort patrons in middle areas of 200s and 300s exit to main lobby and out the main entrance to the Upper Garage Lot.**
- e. **Tornado: keep patrons in Orchestra level, assist them down to the lower areas if possible.**

8. Aisle 1 Usher

- a. Pre-Show: Stand in Aisle 1 assisting any patrons with seats in the area. Hold & distribute programs to patrons.
- b. During Show: Sit in Orchestra jump seat #2, stand, or sit in any open seat in parterre.
- c. Post-Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Orchestra House Left half wall.
- d. **Emergency Evacuation: help escort patrons in 100s and 200s exit to main lobby and out the main entrance to the Upper Garage Lot.**

- e. **Tornado: keep patrons in Orchestra level, assist them down to the lower areas if possible.**
9. Aisle 2 Usher
- a. Pre-Show: Stand in Aisle 2 assisting any patrons with seats in the area. Hold & distribute programs to patrons.
  - b. During Show: Sit in Orchestra jump seat #4, stand, or sit in any open seat in parterre.
  - c. Post-Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Orchestra House Right half wall.
  - d. **Emergency Evacuation: help escort patrons in areas of 200s and 300s exit to main lobby and out the main entrance to the Upper Garage Lot.**
  - e. **Tornado: keep patrons in Orchestra level, assist them down to the lower areas if possible.**
10. Front Row Usher
- a. Pre-Show: Stand in the front row assisting any patrons entering through lower-level door and any patrons sitting in front rows. Monitor the stage and make sure no patrons sit/get on stage or touch props.
  - b. During Show: Sit in front Row jump seat house right.
  - c. Post Show: Guard Lower Level Door on House Right to make sure no patrons exit this way. Send them back up to the main entrance or out the Lower Level House Left door.
  - d. **Emergency Evacuation: assist, Rows A to D 207- 300's: Exit Lower House Right Door. Follow Emergency exit signs down 2 flights of steps to outside exit. Go up the steps to Upper Garage Lot.**
  - e. **Tornado: keep patrons in Orchestra level, assist them down to the lower areas if possible.**
11. Balcony Usher House Left
- a. Pre-Show: Stand inside the Balcony hallway to the house left directing patrons to which Balcony door to enter and row to go to. Take patrons to the door if needed.
  - b. During Show: guard Balcony Door #1. Ensuring the door does not slam and protecting the light lock when patrons enter/exit during the show. Can sit in Balcony Jump Seat # 1, stand, or sit in any open Balcony Seat near Balcony Door #1.
  - c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Balcony Counter.
  - d. **Emergency Evacuation: assist all balcony patrons seated near Balcony Door 1 exit out hallway to main balcony entrance, down grand stairs to lower lobby main entrance to Upper Garage Lot. If there is an accessibility issue and stairs**

are not an option, then exit out Kaplan Lobby door leading to outside green space.

- e. Tornado: assist all patrons move to the Orchestra level or into stairwells.

12. Balcony Usher House Right:

- a. Pre-Show: Stand inside the Balcony hallway to the house right directing patrons to which Balcony door to enter and row to go to. Take patrons to the door if needed.
- b. During Show: guard Balcony Door #4. Ensuring the door does not slam and protecting the light lock when patrons enter/exit during the show. Can sit in Balcony Jump Seat # 4, stand, or sit in any open Balcony Seat near Balcony Door #4.
- c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs on Balcony Counter.
- d. Emergency Evacuation: assist all balcony patrons seated near Balcony Door 4 exit out hallway to main balcony entrance, down grand stairs to lower lobby main entrance to Upper Garage Lot. If there is an accessibility issue and stairs are not an option, then exit out Kaplan Lobby door leading to outside green space.
- e. Tornado: assist all patrons move to the Orchestra level or into stairwells.

13. Coat Check (occasional)

- a. Pre-Show: Work the coat check at Box Office. Taking patrons coats and hanging them on coat rack, then giving the patron the corresponding ticket number.
- b. During Show: Can stand or sit in any open seat in parterre or balcony.
- c. Post Show: Work coat check, give coats back to patrons matching their corresponding tickets.
- d. Emergency evacuation: Stand in lobby directing patrons to main door exits.
- e. Tornado: assist patrons in balcony to the Orchestra level or into stairwells if in the Balcony. If seated in Orchestra, keep patrons in Orchestra level, assist then down to the lower areas if possible.

## **Shelterhouse**

1. Door Greeter

- a. Pre- Show: Stand by the doors of the Main Lobby Entrance. Pleasantly greet patrons as they enter the Playhouse, giving directions or updated information as needed (i.e., restrooms, food, bar, elevator).
- b. During Show: Sit in the assigned jump seat. This will be decided before the start of the show by the House Manager. Assist patrons who enter or exit the theater during the show. Stage guarding may be necessary during intermission.

- c. Post Show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs in the program baskets located near the entrance/exit doors.

**\*If there is a show in the Rouse Theater, this position will be assigned to an usher working that show.\***

2. Door 1 Scanner

- a. Pre-Show: Stand by Shelterhouse Door 1 on the Orchestra level making sure patrons do not enter the theater until we have been given clearance to open house. Scan tickets for any tickets marked to enter through Door 1.
- b. During Show: Sit in the assigned jump seat. This will be decided before the start of the show by the House Manager. Assist patrons who enter or exit the theater during the show. Stage guarding may be necessary during intermission.
- c. Post show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs in the program baskets located near the entrance/exit doors.

3. Door 2 Scanner

- a. Pre-Show: Stand by Shelterhouse Door 2 on the Orchestra level making sure patrons do not enter the theater until we have been given clearance to open house. Scan tickets for any tickets marked to enter through Door 2.
- b. During Show: Sit in the assigned jump seat. This will be decided before the start of the show by the House Manager. Assist patrons who enter or exit the theater during the show. Stage guarding may be necessary during intermission.
- c. Post show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs in the program baskets located near the entrance/exit doors.

4. House Left Usher

- a. Pre-Show: Stand inside Door 1, between the Left and Center seating banks, directing patrons to the “general area” of their seats. Hold and distribute programs. The purpose is to keep patrons moving so that the entrance area does not get bogged down with patrons.
- b. During Show: Sit in the assigned jump seat. This will be decided before the start of the show by the House Manager. Assist patrons who enter or exit the theater during the show. Stage guarding may be necessary during intermission.
- c. Post show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs in the program baskets located near the entrance/exit doors.

5. House Right Usher

- a. Pre-Show: Stand inside Door 1, between the Left and Center seating banks, directing patrons to the “general area” of their seats. Hold and distribute

programs. The purpose is to keep patrons moving so that the entrance area does not get bogged down with patrons.

- b. During Show: Sit in the assigned jump seat. This will be decided before the start of the show by the House Manager. Assist patrons who enter or exit the theater during the show. Stage guarding may be necessary during intermission.
- c. Post show: Walk through theater picking up programs. Throw away any that are not usable. Place usable programs in the program baskets located near the entrance/exit doors.

6. Coat Check (occasional)

- a. Pre-Show: Work the coat check at box office. Taking patrons coats and hanging them on coat rack, then giving the patron the corresponding ticket number.
- b. During Show: Sit in the assigned jump seat. This will be decided before the start of the show by the House Manager. Assist patrons who enter or exit the theater during the show. Stage guarding may be necessary during intermission.
- c. Post Show: Work coat check, give coats back to patrons matching their corresponding tickets.

**\*If there is a show in the Rouse Theater, this position will be assigned through that show.\***

# **Incident Policy**

## Policy Statement:

At the Playhouse, we are committed to creating a safe, welcoming, enjoyable, and respectful environment for all. As part of those efforts, this policy outlines the procedures for addressing incidents that may involve ushers. We believe in providing opportunities for improvement while maximizing customer service.

### 1. Incidents include, but are not limited to:

- Any actions that compromise safety or enjoyment of the Playhouse experience
- Failure to follow ushering procedures or directions from House Staff and/or Management
- Disregard of seating policy
- Rudeness or insubordination
- No Show
- Tardiness
- Out of dress code

### 2. Warning System:

Upon the occurrence of an incident, the following procedure will be followed:

**First & Second:** The usher will receive a verbal warning from their immediate supervisor. The supervisor will discuss the nature of the incident, explain the expected conduct, and note the conversation.

**Third:** If a third occurs, the usher will receive a written warning. The written warning will detail the nature of the incident, specify the expectations for improvement and outline the consequences of any further incidents.

**Fourth:** In the unfortunate circumstance that a fourth incident takes place, the usher's service with the Playhouse may be terminated. This decision will be made after careful consideration by management.

## **Safety & Harassment**

**Cincinnati Playhouse in the Park is committed to the creation of high-quality artistic products while maintaining a safe working environment for all. By endeavoring to educate, train and inform our staff and volunteers of the importance of health and safety, we empower them to actively engage in safe work practices.**

Our commitment to you

- Provide a safe theatre.
- Respond to issues and concerns.
- Make our expectations around safety clear to you: nothing is worth getting hurt over.
- We want to be safe while making “Great” theatre.

Your commitment to us

- Observe and exercise safe practices.
- Follow Playhouse policy.
- Ask questions.
- Report incidents.
- See something, Say something.

### **Rouse Theatre – Lower Level**

#### **Usher Responsibilities in Case of Emergency**

Emergency Evacuation:

- House Left, Rows A to D: Exit Lower House Left door. Follow Green Exit signs to Loading dock exit. Go up steps to the grass area by Shelterhouse.
- House Right, Rows A to D: Exit Lower House Right Door. Follow Emergency exit signs down 2 flights of steps to outside exit. Go up the steps to Upper Garage Lot.
- House Center, Rows A to D: Split either side and exit according to directions below.
- All other main level seats and Parterre seats: exit to main lobby and out the main entrance to the Upper Garage Lot.

## **Rouse Theatre – Upper Level Usher Responsibilities in Case of Emergency**

Emergency Evacuation:

- All persons exit out hallway to main balcony entrance, down grand stairs to lower lobby main entrance to Upper Garage Lot.
- If that is not available, then exit out Kaplan Lobby door leading to outside green space.

## **Rouse Theatre – Areas of Refuge Usher Responsibilities in Case of Emergency**

- Special procedures are in place for persons with physical disabilities who may be present in the building during a fire. Elevators cannot be used during a fire evacuation.
- Ushers will assist persons with a physical disability to the following areas:
- Rouse theatre lower stairwells House Right and Left leading to the main lobby.
- Kaplan Lobby door leading to outside green space.
- Ushers will communicate with House Managers that they are taking persons to an Area of Refuge. House Managers will communicate that to the Emergency Personnel.
- In the event of a fire evacuation, an Usher should stay with the persons if the Usher is not putting themselves in immediate danger.

## **Rosenthal Shelterhouse Theatre – Usher Responsibilities in Case of Emergency**

### **Tornado Evacuations**

- If a siren goes off, the show will stop, house lights will come on and the House Manager will instruct the audience on what to do.



- In the Rouse Theatre all patrons will move the lower bowl or into stairwells. Ushers will help move patrons down or into stairwells.
- In the Rosenthal Shelterhouse Theater, patrons will be evacuated to the lower administrative office hallway, non-window stairwells and any available non-window office. Persons with physical disabilities will be evacuated to the Public or All-Gender restrooms on the same level as the Rosenthal Theatre. An Usher will stay with the persons evacuated to these areas.
- If the show is stopped other than end of act or EOS, ushers are to go to the section they are working and wait for instructions to see what is happening.
- If a siren goes off prior to the show start, the lobby will be evacuated to safe areas, as necessary.
- If working a generic section like tickets or greeter assist with persons who may have disabilities.

## **Surviving an Active Shooter Event**

- RUN – and escape if possible. When exiting the building run with hands up (keep them visible).
- HIDE – if escape is not possible. Silence your cell phone (turn of vibrate) and remain quiet, block entry.
- FIGHT – if you need to.

Please see video: RUN. HIDE. FIGHT.® Surviving an Active Shooter Event – English

<https://www.youtube.com/watch?v=5VcSwejU2D0>

## **Harassment-Free Workplace**

Our policy prohibits harassment of any kind or unwelcome conduct of a sexual nature that creates an intimidating, hostile or offensive workplace.

- Conduct may be physical, verbal or even virtual.
- Harassment may happen anywhere – on/off Playhouse premises.
- Harassment may be committed by anyone (i.e., staff, volunteers, actors, audience members).
- Harassment of any form will not be tolerated.

## What to Do?

- If you feel you are a victim of harassment by a patron, another usher, House Staff (outside of House Management), or other Playhouse employees please email House Management at [Usher@CincyPlay.com](mailto:Usher@CincyPlay.com).
- If you feel you are a victim of harassment directly from the House Management team (Ethan Mann, Joellyn Goos, and Kayden Hauke), please contact Patron Services Director Don Wong at [Don.Wong@CincyPlay.com](mailto:Don.Wong@CincyPlay.com).

## At The Playhouse We Welcome:

- All Races and Ethnicities
- All Religions
- All Gender Identities
- All Countries of Origin
- All Sexual Orientations
- All Immigrants
- All Abilities and Disabilities
- All Spoken and Signed Languages
- **EVERYONE**

## Our Pledge

- Our theatre is a community gathering place where we seek to illuminate human experience. We celebrate differences and lift up our shared humanity. Cincinnati Playhouse in the Park recognizes the injustices and inequities that underpin our city and our nation.

## Our Commitment

- We welcome people of all races, ethnicities, religions, sexualities, gender identities, ages, abilities, backgrounds, countries of origin and other non-majority communities. This commitment will be reflected in our programming, audience, outreach, and all connected with the Playhouse — management, staff, Board of Trustees, volunteers, and vendors.

## Please watch video: When More People Speak Up, More People Listen

<https://www.youtube.com/watch?v=b1nJqpqgzR0>

## Inclusion Language

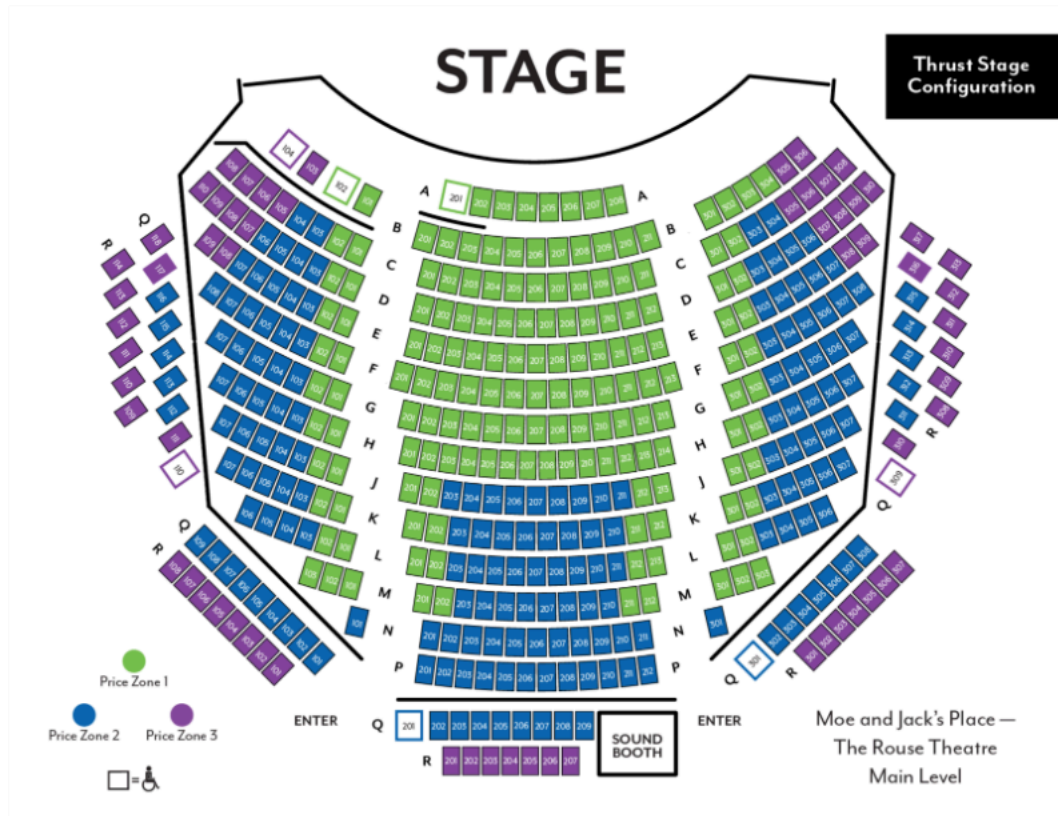
- **Put the person first.** For example, use: “person or patron with a disability” or “person or patron who is ...”
- **Ask if assistance is wanted, do not assume.** Always speak to the patron or person and not the companion unless the patron or person is non-verbal. “May I assist you to your seat?”
- **Bypass condescending euphemisms.** Phrases like “special,” “handicap” or “challenged” can be offensive to some.
- **Accessible describes the nature of accommodation for people who have disabilities.** We will say “accessible parking places” or “accessible seating” or “accessible hearing enhancement devices.”
- Language is continually evolving, and no rule is absolute. Do your best.

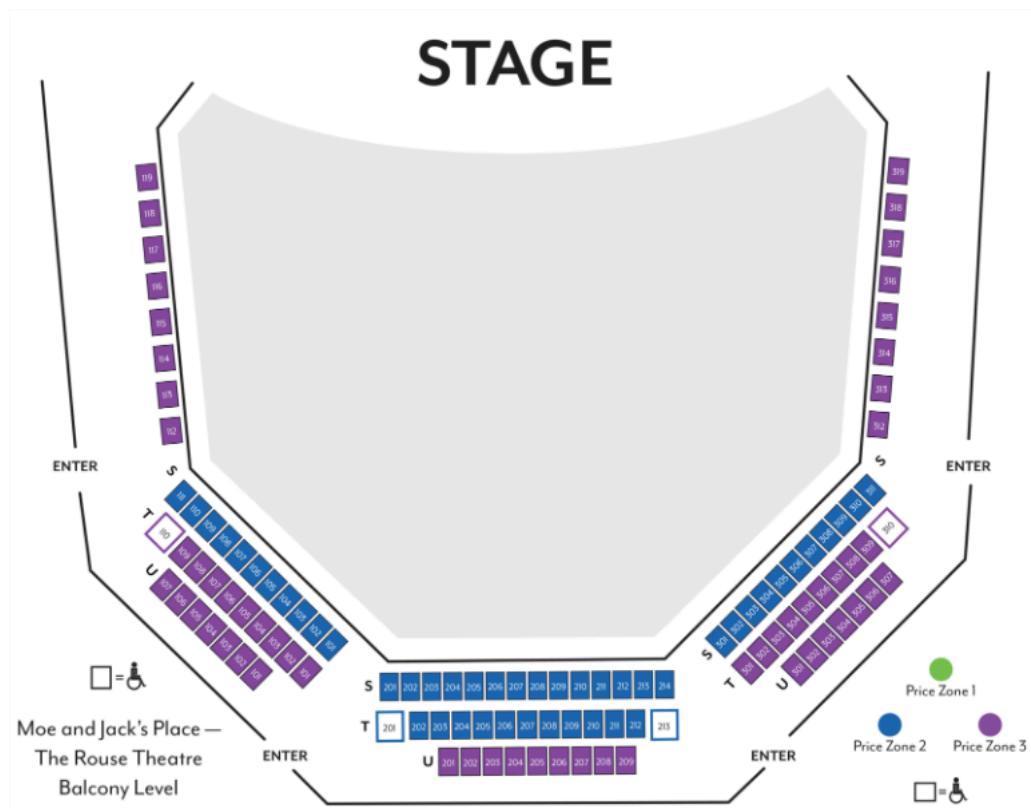
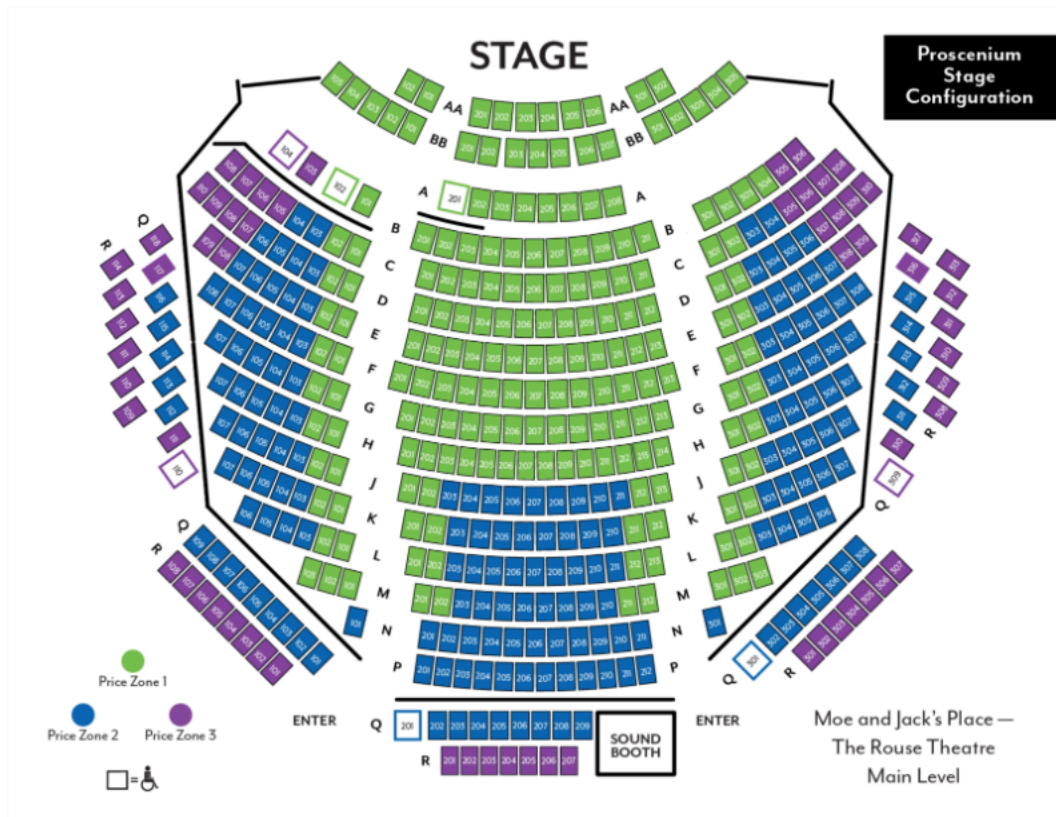
## Gender Inclusive language best practices.

- **Do not assume.**
- **If the patron self identifies, please respect their identity when conversing.**
- **If a person does not identify, pronouns like “you/yours” or “them/theirs/they” are perfectly acceptable.**
- **Other terms like “Folks,” “Friends,” “Child” (instead of son or daughter).**
- **You may slip up and use the wrong gender pronoun when referring to another person.** This is okay. However, do not pretend you didn't use the incorrect pronoun. If you make a mistake, take accountability for your error by correcting yourself before continuing your conversation. Everyone in the space will appreciate your effort.

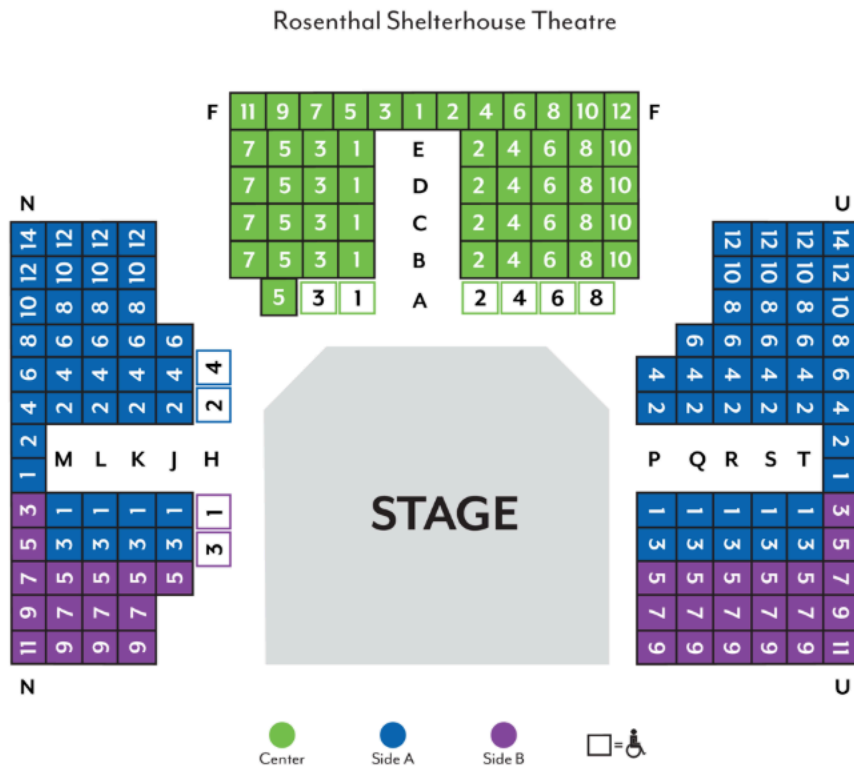
# Theater Maps

Mo and Jack's Place - The Rouse Theater





# Rosenthal Shelterhouse Theater



## **Application**

Ready to apply? Applications can be found on the Playhouse website at <https://cincyplay.com/about/opportunities/volunteer>.

Questions may be directed to [Usher@CincyPlay.com](mailto:Usher@CincyPlay.com)