



San Diego REP Usher Code of Conduct

Thank you for being a part of the San Diego Repertory Theatre family! You are the first faces that our patrons see and associate with SDREP. We truly appreciate your excellent customer service. Below are guidelines for Ushers to follow while volunteering for the San Diego Repertory Theatre. Please read these guidelines carefully. We are so happy you are here!

CREATING A BRAVE SPACE

As manager of the Lyceum Theatres, San Diego REP is committed to providing a socially conscious, respectful, and healthy space for all. As we strive to be an anti-oppressive organization, we engage in the active and ongoing process of creating an environment free of racism, discrimination, and harassment. We invite you, as a member of our shared community, to join us in this work.

Each of us has the right to be seen, heard, and honored in our personal identities, lived experiences, and areas of personal expertise as well as a right to voice when we feel uncomfortable and to have those concerns be taken seriously.

In order to ensure sustainable change, we ask for you to embrace your part:

- Know forms of discrimination and harassment—racism, ableism, ageism, homophobia, transphobia, xenophobia, bullying, sexual harassment—and when you see something, say something.
- Be aware that cultural or other stereotypes are often grounded in harmful assumptions.
- Recognize the difference between intent and impact of your words; you may not intend harm, but your words may nonetheless injure another.
- If you receive feedback that you have (even unintentionally) made someone uncomfortable, take time to acknowledge the feedback and adjust.

When an incident occurs, we encourage you to talk with one of our Front of House staff or fill out an anonymous form for reporting issues or sharing concerns found in the downstairs lobby or on our website. All reported instances of racism, oppression, discrimination, or harassment will be followed up with in a timely fashion by San Diego REP's Director of Venue Experience, Ahmed Dents. If you have any questions, comments, or concerns, he can be reached at 619-231-3586 x620 or adents@sdrep.org.

SIGN IN / USHER MEETING

All ushers are required to report **1 hour and 15 minutes** prior to curtain time. We are aware of the construction going on around the theatre, and we are happy to give some leeway time for your arrival. However, if you arrive *significantly* late, you may be asked to leave. Upon arrival at the theatre, you must sign in on the sign in sheet and usher station list. Before each show/event there is an usher meeting with the House Manager. This meeting provides ushers with appropriate show-related information, a quick tour of the house and stage, and an opportunity to get any questions answered. Ushers are welcome to leave any belongings they do not want to keep with them during their shift in the Director's Room which is located in the Upper Lobby.

DRESS CODE

We ask ushers to look professional and appropriate as representatives of the San Diego REP. Below is a *generic guide* we ask our ushers to follow.

Top – White shirt/blouse (long or short sleeves), one colorful accent piece (i.e. scarf, brooch, tie, etc.) is acceptable.

Bottom – Black pants/skirt. Please ensure that any skirt or dress is knee-length and refrain from wearing athletic wear or sweat pants.

Usher badges should be worn and be visible at all times. If you do not have a badge, the House Management Team will provide one for you. (Provided badges must be returned to one of the House Managers at the end of the show.)

The above dress code is a guide. Looking professional, comfortable, and appropriate is the overall goal. If an usher shows up with apparel that is deemed inappropriate, that usher may be asked to leave.

GENERAL BEHAVIOR AND INFORMATION

Prior to start of performance: Show up at the assigned call time, sign in and check your position on the usher position sheet. After the usher meeting, report directly to the assigned area. Any questions or concerns please speak with one of the house managers. Below are a few things to keep in mind while ushering at the REP:

- Masks are to be worn at ALL times (for ushers and patrons), even during performances. There will be designated eating and drinking areas for patrons to take their masks off.
- Be aware of the location of restrooms, drinking fountains, parking validators, program stands, and concessions. Familiarize yourself with your area (row letters, seat numbers, etc.).
- Before the start of a performance, the acting company and stage crew may need to conduct various business in the theatre. Ushers assigned to the upper and lower lobby positions, please do NOT enter the stage or open stage doors until the house is open. The House Manager will let you know when you can open house doors. No patrons are allowed in the theatre until the house is open.
- Please greet all patrons with a smile, and thank them for coming to the REP.

If you are experiencing an issue with a patron that begins to escalate, *please grab a house manager immediately.*

DURING A PERFORMANCE

Once given the “okay” by House Management, you are welcome to take any available seat and enjoy the performance! If the event or show is fully booked other arrangements will be made for ushers. Please remain available to assist patrons throughout the entire performance.

Ushers are not to use cell phones or drink alcohol while working in the theatre. Refrain from talking during performances and be sure to silence your cell phones. All ushers are expected to remain for the entire performance. If an usher cannot remain the entire time, arrangements should be made in advance with the House Manager and your Usher Team Lead.

AFTER A PERFORMANCE

At the end of an event, we ask all ushers to:

- Look for any lost & found items, and turn them in to the House Manager/Assistant Managers.

- Pick up programs left behind and return undamaged programs for re-use. Gloves will be provided.
- Return any borrowed usher badges to House Management Team.
- Collect any belongings you have stowed in the Director's Room.

STATIONS AND RESPONSIBILITIES (subject to change)

225 Parking Station:

This station is located on Broadway Circle, right across the street from the theatre. The official position is standing in front of the 225 parking sign above the parking structure. These usher(s) will guide cars looking for the theatre to enter into the structure below. The parking is a \$10 flat rate and is open until 2:30 am. 225 is the *ideal* parking for all those coming to the San Diego Rep. If any patrons have accessibility needs (cannot do stairs), they will need to move their car to our accessibility tunnel on 4th avenue where a sign and staff will be waiting for them.

Accessible Parking Station:

This station is on 4th Avenue next to the set up sign. This is for those with accessibility needs ONLY. NO WALK-UPS ALLOWED. Anyone who does not have mobility issues should be guided to continue down 4th Avenue, make a left hand turn onto Broadway, make another left hand turn when they reach the Dunkin Donuts, and continue straight to the Lyceum Theatres. House Management will know ahead of time who is to be expected to use our accessible parking tunnel. This parking is reserved for those who either cannot do stairs or need other mobility needs. At this station usher(s) will ask cars if they are looking for the accessible parking tunnel for the San Diego Repertory Theatre. We ask these ushers to check the patron's Covid vaccination status and then guide them to the valet.

Vaccination Station:

This station is located at the top of the courtyard stairs prior to entering the theatre. Those stationed here will ask patrons to provide their proof of vaccination OR proof of a negative COVID test within 72 hours. Usher(s) will also ask patrons to provide identification whether that be a driver's license, identification card or credit card (to show proof of last name). Once these documents are verified, patrons may enter into the theatre. Those who cannot show the above verification should be directed to a member of the House Management Team.

Parking Validation Station:

This station is located in the upper lobby by the parking validator machine. Those who parked in Horton Plaza (NOT 225) will need to validate their parking to receive the \$10 flat rate instead of the normal \$20. This usher will monitor the use of the machine. If the machine “swallows” the white parking ticket, it will stamp it, and the ticket will be validated. The patron might have to try a few times for it to properly swallow the ticket. If by any chance there are further issues, we also provide patrons with an alternative green ticket. Patrons will take one of these green tickets and upon exiting Horton Plaza, they will need to first enter in their white ticket, followed by the green ticket for the price to be validated. Please report any issues with the validator machine to House Management.

Mezzanine/Upper Lobby Station:

There are four doors used in the Mezzanine when there is a performance in the Stage Theatre. These are doors 2, 3, 4, and 5. Ushers will remain on the outside of these doors helping pass out programs, gently enforcing mask mandates, and helping monitor ticket scanners prior to house being opened. Once the house is opened by the House Management Team, these ushers will move inside of the doors to assist patrons in finding their seats.

Orchestra/Lower Lobby Station:

For performances in the Stage Theatre, ushers will guide patrons through door 8. For performances in the Space Theatre, ushers will guide patrons through door 9. Ushers will remain on the outside of these doors helping pass out programs, gently enforcing mask mandates, and helping monitor ticket scanners prior to house being opened. Once the house is opened by the House Management Team, these ushers will move inside of the doors to assist patrons in finding their seats.

BOX OFFICE AND HOUSE MANAGEMENT CONTACT INFORMATION

Box Office:

Phone: 619-544-1000

Hours: 12pm - 6 pm (daily)

E-mail: boxoffice@sdrep.org

Venue Experience/House Management:

- Ahmed Dents - Director of Venue Experience
Phone: 619-231-3586
Email: adents@sdrep.org
- Kate Morton - Venue Experience Manager/House Manager
Email: kmorton@sdrep.org
- Fiona Hull - Venue Experience Assistant Manager/Assistant House Manager
Email: fhull@sdrep.org
- Marco Mendizabal - Venue Experience Assistant Manager/Assistant House Manager
Email: mmendizabal@sdrep.org