



Kingston
Symphony

Kingston Symphony | Kingston Grand Theatre

Venue Guide



Image Description: Kingston Symphony is written in the upper left hand corner in white. Above the words Kingston Symphony is a pink, teal, and white image that could be a cello on its side or sound waves. Below the logo is a photo of the Kingston Symphony and Harmon, a black and white dog who is a puppet.

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I am going to a concert!

I am going to a concert by the Kingston Symphony.



Image Description: A photo of the Kingston Symphony.

The concert I am going to is called Harmon Live.



Image Description: Harmon, a white and black puppet of a dog, wears a white long-sleeved shirt. Behind Harmon is a space-like background.

Theatre

The concert is at Kingston Grand Theatre.



Image Description: The front of Kingston Grand Theatre from Princess Street.

Getting There

I can get to Kingston Grand Theatre by car, bus or by using other forms of transportation.



Image Description: A cartoonish drawing of a white bus with blue and orange stripes. Behind it is a red car.

If my family drives, we can park in the multistorey parking lot on Brock street.

When we are parked, we can take the stairs on the Princess Street side of the building and go directly into Kingston Grand Theatre.

There is an elevator on the Brock Street side of the building if we need it.

There are lots of other parking lots around the area.

We can choose where we park.



Image Description: A concrete multistorey parking lot. The entrance is marked with a blue and white sign.

If we park in the multistorey parking lot we can use the ticket machine in the lobby of Kingston Grand Theatre to pay.

Or, we can use our credit card to pay when we exit the parking lot.



Image Description: The ticket machine inside Kingston Grand Theatre lobby is on a brick wall beside the inner lobby doors.

There are many buses we can take to get to Kingston Grand Theatre.

If we take Kingston Transit bus 4 or 18, we can get off south of Clergy Street on Princess Street.

And then we will make our way to the theatre.



Image Description: A photo of a bus stopping to let people on it.

If someone will be dropping us off (a taxi, uber, friend, etc.) they can do so right in front of the theatre.



Image Description: The front of Kingston Grand Theatre. On the left of the photo is the drop off zone.

Building Lobby

We can enter the lobby of the theatre building from either Princess Street or the multistorey parking lot.

There is a ramp if we enter from the parking lot side.

The lobby floor is tiled. I will walk carefully if it is wet.



Image Description: The entrance to the building from the parking lot. There are glass doors and the ground is tiled.

Box Office

If I need to collect my tickets from the Box Office, I can do this before I enter the theatre.

The entrance to the Box Office is off of Princess Street, or we can enter from the parking lot and walk through the building lobby to the Box Office.

If we already have our tickets, we do not need to stop at the Box Office.

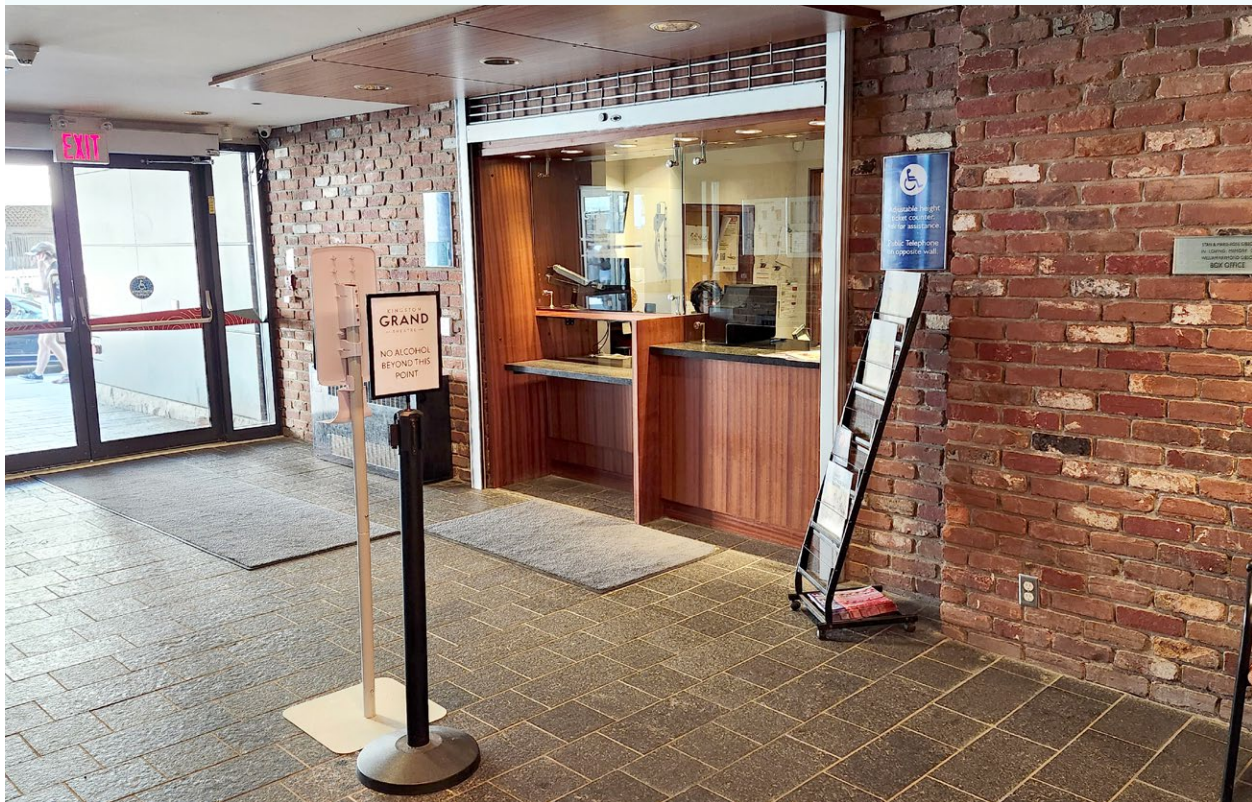


Image Description: The box office has two counters. One is at an accessible height for most wheelchairs.

Entering the Theatre

From the building lobby I can enter the theatre.

There are glass doors between the building lobby and the theatre lobby.

Ushers will be at the doors to check our tickets.



Image Description: The building lobby and the theatre lobby are separated by four sets of glass doors.

Ushers

Ushers are friendly staff that work or volunteer at Kingston Grand Theatre.

I can ask any of the ushers to tell me where the washrooms, water fountain, quiet room, and the seats are.

All ushers at the performance are there to help me and everyone else who has come to see the concert.



Image Description: An usher stands by the door of the theatre ready to help people.

Two Theatres in One Building!

There are two theatres inside Kingston Grand Theatre building.

They are the Regina Rosen Auditorium and the Baby Grand.

Harmon Live is in the Regina Rosen Auditorium.



Image Description: Doors to the auditorium are open. The name of the theatre is above the doors. It reads: Regina Rosen Auditorium.

Main Floor

There are two floors inside Kingston Grand Theatre.

The Main Floor has a lobby where I can access washrooms, the concession, water fountain, coat check, and seating for the concert.



Image Description: The lobby of the theatre has carpeted floors. The lobby has high ceilings and the second floor looks down onto the first.

Concession

There is a concession in the lobby. It will be open before the performance only.

If I need a drink or a snack I can buy one there.

I can bring my reusable water bottle from home into the theatre.

The concession takes cash, debit, and credit cards.



Image Description: The concession in the lobby, on the main floor of the theatre.

Washrooms

There are washrooms for men and women, and one stand-alone accessible washroom on the main floor.

I can use whichever washroom makes me and my family/group feel the most comfortable.



Image Description: The washroom sign on the main floor of the theatre. It has symbols and directional arrows.

The women's washroom is to the left in the lobby (beside the coat check).

It has a textured concrete floor and stalls.

The toilets are all manual flush (that means I need to flush them).

The sinks are automatic (that means they turn on by themselves).

There are no accessible stalls in the washroom.



Image Description: Inside the women's washroom is a long row of sinks opposite a row of stalls.

The men's washroom is to the right in the lobby (beside the stairs).

There are two steps up and into the men's washroom. The bottom step is carpet.

There is a small metal plate in the floor of the doorway. There is a small circular hole in the plate – I will be careful there.

The toilets are all manual flush (that means I need to flush them).

The sinks are automatic (that means they turn on by themselves).

There are no accessible stalls in the washroom.



Image Description: The entrance to the men's washroom. The door is open and there are two steps inside.

The accessible washroom is to the left in the lobby (beside the elevator).

There is a button to open and close the door.

The accessible washroom is quite large so caregivers can come into the washroom with me if needed.

There is a child size and an adult size changing table in the accessible washroom.

There is not a lift/sling to assist with moving people to/from the change tables.



Image Description: Inside the accessible washroom. The adult changing table is not shown in this photo.

Coat Room

There is a place to check our coats during the concert if we like.

It is close to the women's washroom.

It is \$2 (cash only) to check our coats.



Image Description: The inside of the Coat Room. There is a desk at the front.

Stairs

There are two floors in Kingston Grand Theatre.

To get between them I can take the stairs - when I take the stairs I will walk slowly and carefully and hold on to the handrail.

The stairs are at the right side of the lobby.

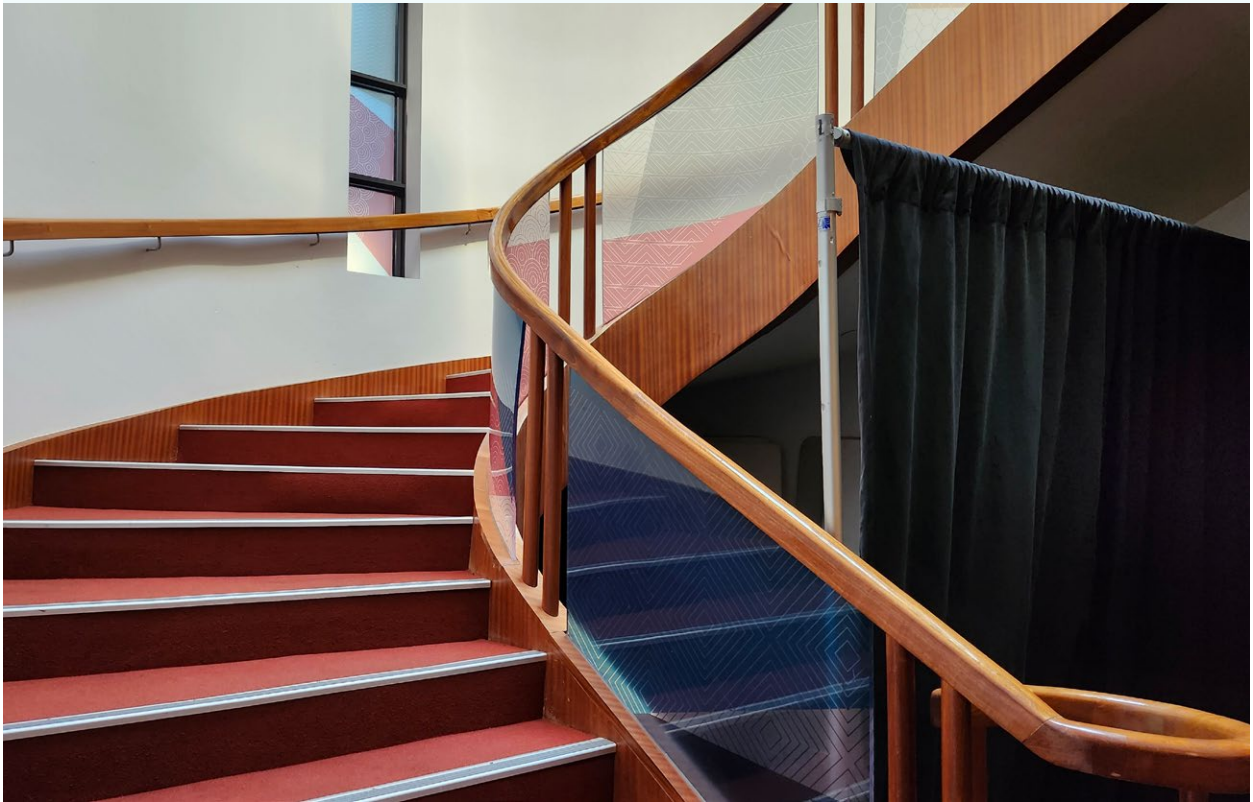


Image Description: The staircase in the lobby. There is a wooden handrail and the stairs are red carpet.

Elevator/Lift

Or, I can take the elevator to get between floors.

The elevator is small, it is actually called a Lift.

I must allow the lift doors to close by themselves – I will not touch the doors.

Before the lift moves the door will close and a folding curtain will move into place covering the door.

I will wait patiently while the lift moves slowly between floors.



Image Description: The lift is between the accessible and women's washrooms.

Inside the Elevator/Lift

Before the lift moves the door will close and a folding curtain will move into place covering the door.

I will wait patiently while the lift moves slowly between floors.

An automated voice will let me know when the lift has arrived and the doors will be opening.

I must allow the lift curtain and door to open by themselves – I will not touch them.



Image Description: The folding door inside the lift is beige and has a silver-coloured handle.

Second Floor

The second floor lobby is much smaller than the main floor lobby.

There are seats that I can sit in until the auditorium opens.

There are also washrooms on the second floor.

Access to the Baby Grand is also on the second floor.



Image Description: The lobby on the second floor. There are two grey couches against a black wall.

Washrooms

There are washrooms on both floors at Kingston Grand Theatre.

If I am on the second floor I can use the second floor washrooms if I like.



Image Description: The directional signs to the accessible and women's washrooms.

The women's washroom is around the corner from the lift.

It has a tiled floor and three stalls.

The toilets are all manual flush (that means I need to flush them).

The sinks are automatic (that means they turn on by themselves).

There are no accessible stalls in the washroom.



Image Description: The door to the women's washroom is open. The floor and walls are tiled.

The men's washroom is at the end of the lobby closest to the stairs.

It has a tiled floor. There is a step to get to the stalls and urinals.

The toilets are all manual flush (that means I need to flush them).

The sinks are automatic (that means they turn on by themselves).

There are no accessible stalls in the washroom.



Image Description: A photo of the inside of the men's washroom. There is a row of sinks on the left. On the right there are some silver garbage cans on the wall.

The accessible washroom is close to the lift.

There is a button to open and close the door.

The second floor accessible washroom is not as large as the main floor washroom.

There is a baby size changing table in the accessible washroom.



Image Description: The sign for the second floor accessible washroom.

Secondary Lift

There are two stairs from the lift and the women's washroom down to the rest of the second floor lobby.

There is a secondary lift that I can use to get down the stairs if needed.

This lift looks like a platform with barrier walls around it.

I will need an usher to help me with this lift.



Image Description: The upper entrance to the secondary lift.

Baby Grand Theatre

There are two theatres in Kingston Grand Theatre.

On the second floor there is access to the balcony of the Regina Rosen Auditorium and all seats in the Baby Grand.

There may be a performance in the Baby Grand Theatre on the day I attend the concert.



Image Description: A photo of the lounge for the Baby Grand Theatre. There is a yellow couch and a red carpet. The doors to the theatre are on the right.

Quiet Room

If it is loud or overwhelming in the concert or the lobby I can use the Quiet Room.

It is on the second floor at the top of the stairs in the Davies Lounge.

If I need to use the Quiet Room I can ask an usher to show me where it is.



Image Description: A photo of the inside of the Davies Lounge. There are colourful posters on the left wall and a wooden table against this wall. There are three tables in the centre of the room with black tablecloths covering them. There are six brown and white patterned chairs along the right wall. The floor is brown wood.

Time to take our seats

When it is time to find our seats, bells will ring in the lobby and the ushers will open the doors to the auditorium. I will go into the auditorium and find my seat.



Image Description: A photo of the auditorium from in front of the stage facing towards the back.

Ticketed Seating

Seating at the concert is "Ticketed Seating". That means that I have a ticket that tells me exactly where to sit.



Image Description: A hand holding tickets.

Seats

When we enter the theatre I can sit in my seat.

The seating is fixed, this means the chairs do not move around.

The seats at the theatre fold down so we can sit on them. When they are closed it helps make more room for walking down the aisle.

There are many areas of seats in the theatre - some are in long rows and some are in short rows.



Image Description: Rows of seats in the theatre. The part of the seat people sit on is folded up.

Main Floor - Orchestra Level

I will enter the Auditorium at the back of the room.

The seats at the front of the Auditorium are lower than those at the back.

I will use the ramp to get to my seat.

It may feel steep. I can walk slowly if that makes me feel comfortable.



Image Description: Rows of seats in the theatre with the aisle in between them.

Second Floor - Balcony Level

I might be sitting in the balcony. If I am, I can take the stairs or the lift to the second level. Then I will find my seat.

When I enter the balcony level seating area there will be stairs going up and going down to seats.

There are no handrails. I will walk slowly and carefully on the stairs.

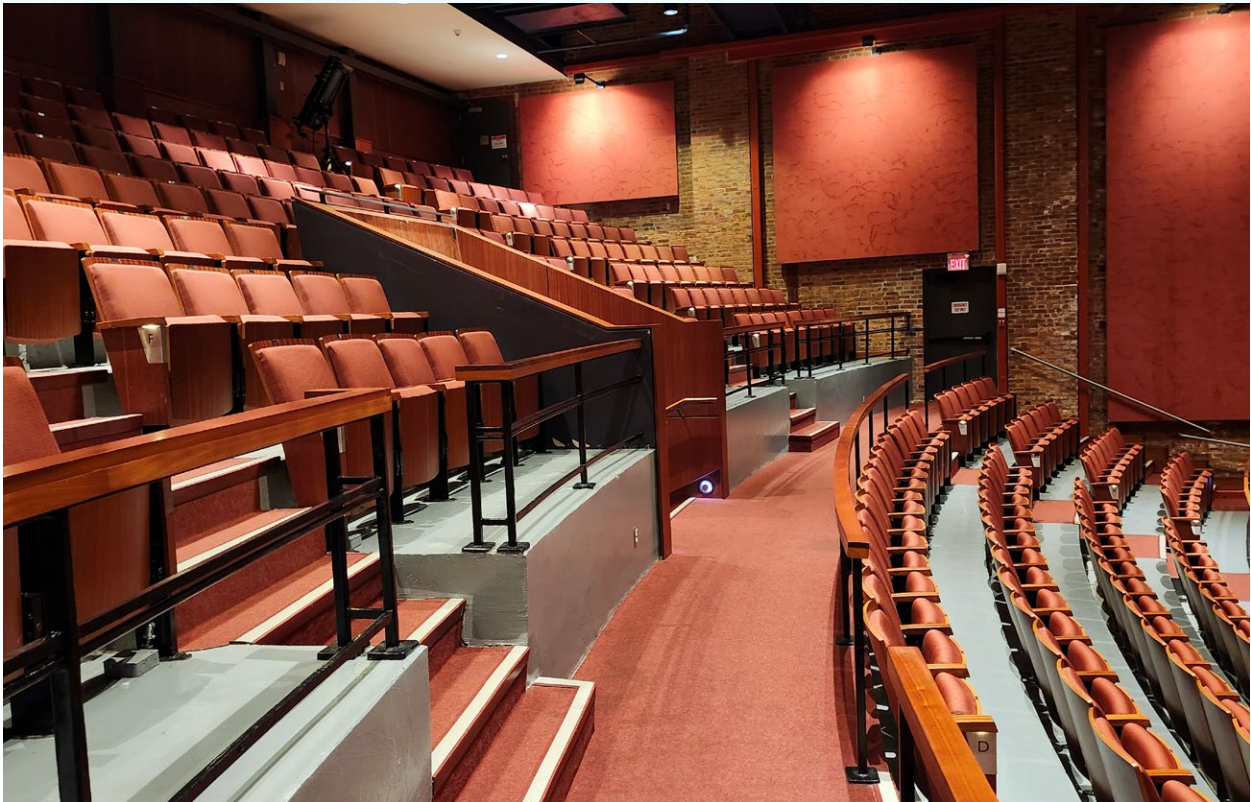


Image Description: The balcony seating area has two levels with stairs to get to both.

Accessible Seating

There are seats at the back of the orchestra level of the auditorium which can be removed to make room for a wheelchair.

Beside these are seats for family/group members of wheelchair users.

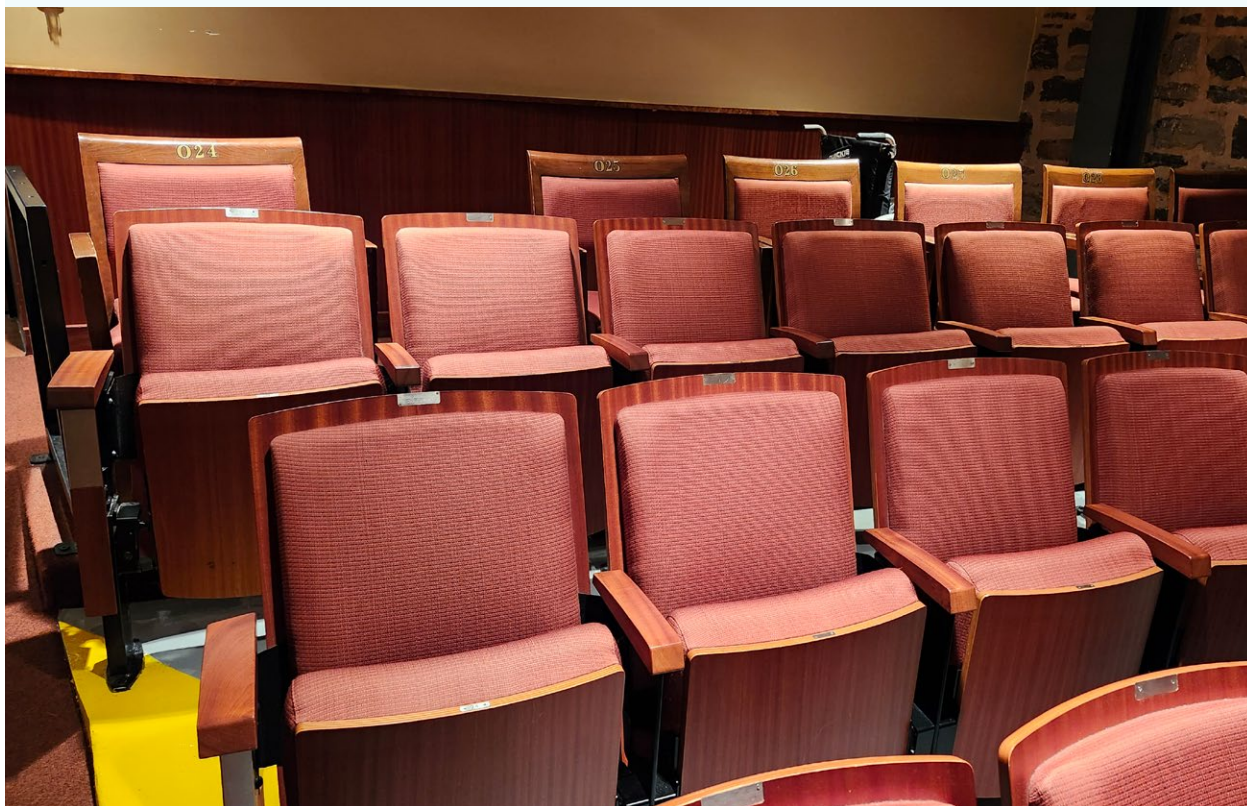


Image Description: A row of seating that are not fixed chairs. There is a spot open for a wheelchair.

Booster Seats

If I get to my seat and I cannot see the stage, I can get a booster seat from one of the ushers or from around the pillars on the main floor lobby.



Image Description: Brightly coloured booster seats piled up neatly.

Stroller & Mobility Device Parking

If I, or someone in my family/group, uses a stroller or mobility device (such as a walker) and then transfers into a seat, the usher will take the device and put it in a safe place during the performance. I can ask an usher to get that for me if I want to leave the auditorium.

This is done because the theatre cannot have strollers and walkers in the aisles during the show. I won't be worried as I know that usher will bring it back to me whenever I need it.



Image Description: A wheelchair is partially folded. There is patterned carpet on the floor.

The Orchestra Warms Up

When the theatre opens and I take my seat the Orchestra will be warming up.

This means they will be playing their instruments, but that each person is playing something different to get ready for the performance.

If it is too loud I can cover my ears or wear sound dampening headphones.



Image Description: A photo of the Kingston Symphony.

The Stage

I cannot touch, go under or up onto the stage before or during the performance.

The stage is where the musicians and actors will perform.

The lighting changes and action can make it dangerous for me to go onto the stage. It is safe for the musicians and actors onstage because they have rehearsed many times.



Image Description: A photo of the stage when it is empty.

The Concert Begins!

When it is time for the concert to begin the lights will dim, but not go out. I can tell the concert is starting because the Orchestra take their seats and then the Conductor comes out.



Image Description: A photo of Evan Mitchell, the Conductor of the Kingston Symphony.

The Conductor is the leader of the Orchestra.

They use a baton to tell the musicians how and when to play.

The Conductor will speak to the audience.



Image Description: A photo of Evan Mitchell, the Conductor of the Kingston Symphony.

During the Concert

During the concert I can clap, laugh, smile, and feel any way that the concert helps me to feel.



Image Description: A boy in a mobility device laughs. A man sits beside him and is also laughing.

I can do what I need to enjoy it more - I can doodle, fidget,
stim, dance, move, vocalize, sit, lay, talk, and more!
I can be me!



Image Description: Three children are dancing in front of a light grey wall.

If the concert is too loud I can cover my ears with my hands, or wear sound dampening headphones - whichever feels best for me.

I can also choose to take a break in the Quiet Room.



Image Description: In the first photo a young girl covers her ears with her hands. In the second photo a young person has on black sound dampening headphones. Both are smiling.

If it is too bright during the concert I can wear sunglasses or I can cover my eyes - whichever feels best for me.

I can also choose to take a break in the Quiet Room



Image Description: In the first photo a boy wearing sunglasses and a white t-shirt stands in front of a blue background. In the second photo a young girl wearing a white top covers her eyes and peeks through her fingers. She is smiling.

Back Rows

If I am sitting on the main floor and I feel too close to the stage I can get up and move to the very back row (row N) of the auditorium.

If I am sitting in the balcony I can go to row EE.

These seats are available for myself or anyone else who may want to move back during the concert.

I can also choose to go out into the lobby or find the Quiet Room.



Image Description: A photo of the back rows of the main floor (orchestra level) of the theatre.

At the End of the Concert

At the end of the concert, I can show the orchestra and actors how much I liked it by clapping, saying “Bravo” and by using any other way that feels good for me.



Image Description: A small child claps their hands and looks happy.

Leaving the Theatre

At the end of the concert everyone will leave their seats and exit the theatre.

Most people move at different speeds. I will be patient with the people around me as we all leave the theatre.

I can use the washrooms or refill my water bottle at the fountain if I need to before we leave.

If we checked our coats, we will pick them up from coat check.

My family/group will leave the theatre after the concert.



Image Description: The building lobby of Kingston Grand Theatre.

Map of Kingston Grand Theatre

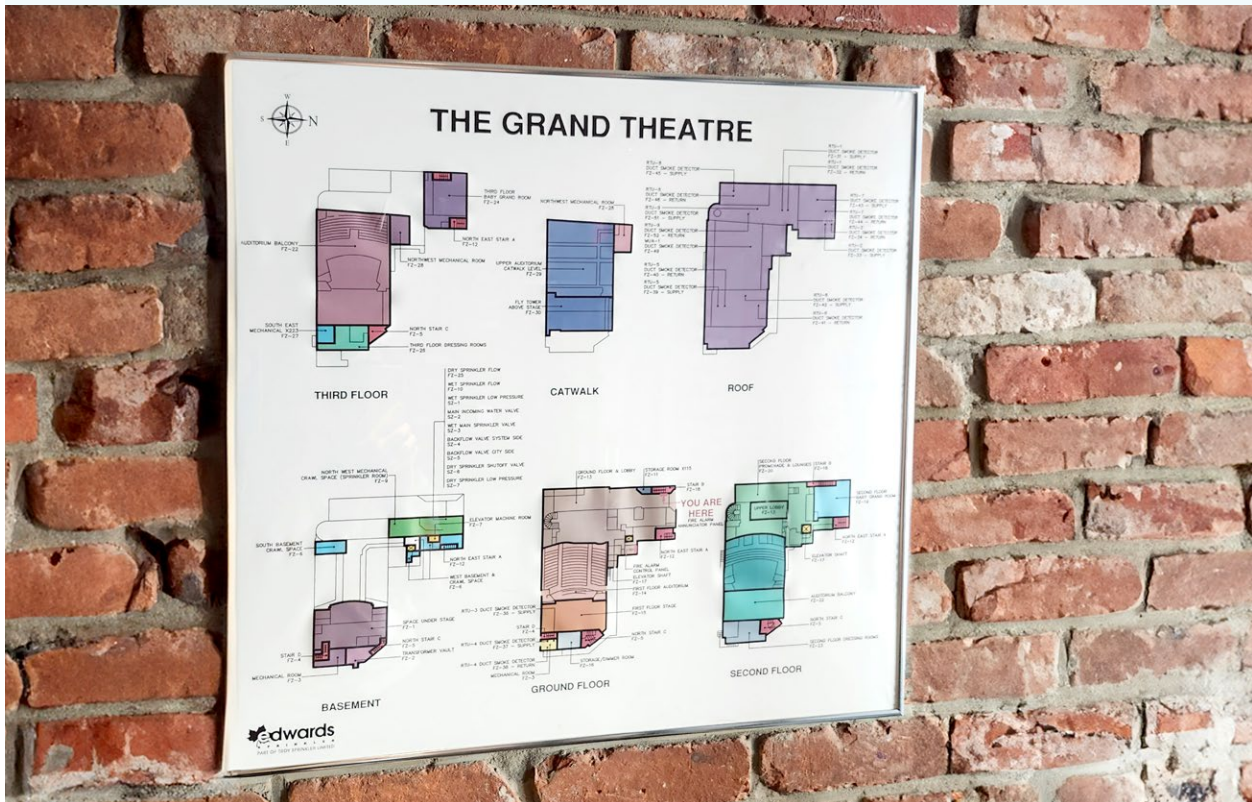


Image Description: Maps of each floor of Kingston Grand Theatre building.

Credits

For more information on Harmon in Space, please visit www.harmoninspace.com.

Accessibility:

Venue Guide & Relaxed Performance Consultation:
Rachel Marks



Community Foundation
for Kingston & Area

Thank you to the Community Foundation for Kingston & Area for their support of this Venue Guide and the Relaxed Performance Consultation.



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www.kingstonsymphony.ca