

Stewarding Guide



In light of the government’s coronavirus guidelines in the performing arts sector, the way the ADC Theatre’s Front of House system operates will be temporarily changing from Michaelmas 2020, including the introduction of social distancing, a one-way system and enhanced hygiene measures. The following guide is intended to be read by all stewards prior to their steward training.

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Introduction to New Front of House Measures

The ADC Theatre will be introducing the following new measures in order to guarantee the safety of all guests and staff when visiting the theatre:

- Compulsory face coverings for all audience members and staff unless the venue has been notified of a medical exemption in advance.
- Enforced 1m distancing between members of different parties at all times.
- A one-way system in operation throughout the theatre (up the foyer stairs and down the fire escape stairs, with the lift operating two-ways for customers of limited mobility).
- A socially-distanced auditorium in groups of no more than four from the same household or support bubble.
- Enhanced cleaning and sanitising of the auditorium and front of house areas.
- Presence of hand sanitising stations in the foyer and auditorium entrances, and encouraged regular hand washing.
- Encouraged use of contactless card payments at the Box Office, greater use of eTickets, and introduction of paperless show programmes.
- Temporary closure of the ADC Theatre Bar and no sales of interval drinks, snacks or ice creams.
- One-in-one-out policy for the front of house toilets.
- Livestreaming of all performances, and in-person audiences for mainshows only.
- No performances at the Corpus Playroom, Bar or Larkum Studio due to small venue size.

welcoming audiences back to the

adc theatre

tickets on sale at adctheatre.com
from 14 September 2020

enforced 1m distancing

one-way system

a season of livestreamed and in-person events

socially distant auditorium

enhanced hygiene measures

mandatory face coverings

social distancing for performers and technicians

eTickets for all events

The graphic features three icons: two figures with a double-headed arrow between them representing distancing, a person wearing a face mask, and hands being washed with soap and water.

Signing-up to Steward

Due to the reduced capacity of the auditorium there will be only **two** stewarding slots available for each mainshow performance. There will be no stewarding slots available for lateshows.

You can sign-up to steward at <https://stewarding.adctheatre.com/>. Slots will become available at the start of the week before the show, and will be advertised on the [Cambridge Theatre Facebook group](#) when available.

Stewards **must attend the venue and report to the Duty Manager at the time shown** on the website so that you can be trained for your role. For evening performances this will be at **18:30** in anticipation of starting training promptly at **18:40**. For matinee performances this will be at **12:45** in anticipation of starting training promptly at **12:55**.

Regardless of whether or not you have stewarded a performance before, **you must attend training every time you steward** in the coming term.

If you cannot attend a shift after signing up, you should return the shift through the stewarding site as soon as possible. If there are fewer than 24 hours left until the show, you won't be able to return the shift, but you can offer it to other stewards through this site. In this case, you're still responsible for covering the shift unless someone else takes it.

If you arrive late or are absent you may not be permitted to steward any future performances at the ADC Theatre or Corpus Playroom.

The notable exception to this is if you are feeling unwell, isolating or are experiencing symptoms of COVID-19 in advance of your shift. If this is the case, please alert the management team as soon as possible by calling **01223 359547** so that your stewarding slot can be made available to others and a replacement steward can be found.

Steward Responsibilities

Your responsibilities as a volunteer steward are to:

- Represent the theatre and ensure that all customers have an enjoyable experience.
- To help the Duty Manager and Front of House Supervisor with enforcing the theatre's social distancing guidelines.
- To act as a fire steward for performances, able to lead a full evacuation of the auditorium if required.
- To assist with customer enquiries and direct customers to the Front of House Supervisor, Box Office Staff or Duty Manager as appropriate.

Fire Responsibilities

During the performance, one steward will be sat on the PS (right) side of the auditorium in seat P18. The other will sit on the OP (left) side of the auditorium in the fold-down stewarding seat attached to the wall to the left of the auditorium entrance doors by row H. This steward must be able to see the fire alarm repeater lights on the floor under seat G1 at all times. These red lights will flash continuously if an evacuation of the auditorium is required. The lights will more intermittently flash in the intermediary stage of our fire alarm system for up to two minutes. If this is the case, stay alert. You should not do anything unless: the safety curtain rises, the house lights come on, the audience begins to leave, the Duty Manager or Stage Manager tells people to evacuate, or a fire is seen by the steward (in which case you should activate one of the red manual call points on the wall to sound the fire alarm).

If an evacuation is required, the Stage Manager or Duty Manager should make an announcement and the OP steward should 'panic' the houselights using the switch in the OP corridor to the left of the auditorium doors. The stewards should then open both sets of auditorium doors and facilitate a full evacuation, leading audience members either down the foyer stairs, or down the fire escape stairs and through the yard, assembling at the fire evacuation point on Park Street on the side of the road opposite the building. Due to the increased risk that the potential fire poses, **the one-way system will not be in place during an auditorium evacuation.**

If there are wheelchair users in the auditorium the PS steward should remain with them until the Duty Manager is able to assist with their evacuation down the fire escape using the evac-chair.

Fire extinguishers are located by the central aisle on either side of the auditorium. These should only be used in an emergency if your escape route is blocked as using an extinguisher incorrectly could exacerbate the fire.

The Two Steward Roles

Each mainshow performance will have **two stewards**. This is a legal requirement for fire safety purposes; however, stewards will now also have critical front of house responsibilities. Stewards should wear a stewarding t-shirt at all times (which will as always be washed between uses). The two roles are as follows:

The Prompt Side Steward

The steward based on the Prompt Side (right) of the auditorium will be responsible for guiding guests through the one-way system when leaving the auditorium, as well as admitting any guests of limited mobility who are entering the auditorium via the lift.

The PS steward will be notified in advance of any patrons of limited mobility that we expect to use the lift to enter the auditorium rather than the foyer stairs. The Box Office Staff may also call you using the wall-mounted phone to notify you of any other individuals who are arriving via the lift. In either case you should welcome the customer(s) at the PS door and use the building phone to dial **221** and contact the Front of House Supervisor who will advise where this patron should be sat in the auditorium and will ask for the relevant details for the front of house log. You should also scan customers' tickets as they arrive. If the scanner isn't working please contact the Front of House Supervisor on **221** who will be able to diagnose the issue for you.

After the audience is seated the Front of House Supervisor will get you to take your seat in the auditorium (P18) ready for the show to begin.

At the end of Act One you should open the PS doors and stand by them, directing patrons down the fire escape stairwell (or via lift if the customer is of limited mobility) and through the yard so that they can queue for the toilets should they wish, and then re-enter the auditorium the way they came in up the foyer stairs. Please direct any questions or customer enquiries to the Front of House Supervisor (**221**) or the Duty Manager (**222**).

At the end of the interval you will resume your position in the auditorium.

At the end of Act Two you should open the PS doors, directing patrons down the fire escape stairwell (or via lift if of limited mobility) and through the yard to exit the theatre, thanking customers for visiting as they leave. Once all customers have left you should help the Front of House Supervisor to tidy the auditorium.

The Opposite Prompt Side Steward

The steward based on the Opposite Prompt side (left) of the auditorium will be responsible for welcoming audiences at the entrance to the theatre, as well as enforcing the one-way system during the interval.

From 19:00 you will be positioned outside the theatre foyer welcoming audiences as they begin to arrive at the venue. During this time, you should check that all members of each group have arrived, check that everyone is wearing a face covering and then ask them to 'check in' at the Box Office when ready to enter the auditorium. If a customer needs to use the toilet they should do so prior to entering the auditorium. The queue for entering the auditorium will run along the glass wall at the front of the theatre. The queue for the toilets will be along the blue poster-board wall. You should direct any customer enquiries to the Box Office staff (213), Front of House Supervisor (221) or Duty Manager (222).

Just before 19:45 for evening performances and just before 14:00 for matinees, the Duty Manager will ask you to come up the foyer stairs and take your place in the auditorium for the performance (on the stewarding seat against the wall by row H, with clear sight of the fire alarm repeater lights on the floor under seat G1). Before the show begins you should use the bell button on your handheld phone to place it on silent mode. The Front of House Supervisor will show you how to do this.

During the performance you should make sure that nobody attempts to enter the auditorium through the OP doors. If you experience any issues with this, please call the Duty Manager on 222. You should also keep an eye on the fire alarm lights and prepare to lead a full evacuation of the auditorium if necessary.

After Act One you should stand by the OP auditorium doors, stopping customers from leaving this way whilst allowing in patrons who have returned from the foyer. Don't open the doors immediately at the start of the interval. Instead wait a couple of minutes before opening them to allow in customers arriving up the foyer stairs. Remember to un-silence your phone during the interval and then place it back on mute before the performance resumes.

At the end of the interval you will resume your position in the auditorium.

At the end of Act Two, the Front of House Supervisor will monitor the OP doors whilst you head down to the foyer, ensuring that patrons are not re-entering via the foyer stairs or lift as well as ensuring that any customers using the toilets are doing so in a socially-distant manner whilst adhering to the one-in-one-out policy. If a customer has left something behind in the auditorium you should **not** allow them back in. Call the Front of House Supervisor on 221 who will be able to look for the item and return it down to the foyer if found, or fill out the lost property log if not. Remember to un-silence your handheld phone.

Once all customers have left you should notify the Duty Manager (222) who will meet you in the foyer and help lock-up the theatre's entrance doors.

Protecting our Staff and Customers

In order to comply with the theatre's social distancing and hygiene requirements, stewards must abide by the following rules:

- Stewards **must wear a face covering at all times**. Stewards are encouraged to bring their own reusable face covering; however, a disposable face covering can be provided by the theatre if required.
- Stewards must **wash their hands** or use hand sanitiser upon arriving at the theatre as well as after sneezing or coughing or after handling an object previously touched by another individual.
- Stewards should maintain **at least a 1m distance** between themselves and other staff or customers at all times.
- Stewards are encouraged to travel to the theatre on foot or bicycle and avoid using public transport where possible.
- Stewards should **avoid contact** with customers at all times, for example by not handling tickets or taking cash payments from customers.
- Stewards should stay in their assigned positions at all times. If they require use of the toilets they should call the Duty Manager (**222**) for cover and should use the front of house toilets, abiding by the one-in-one-out policy.
- If you develop symptoms of COVID-19 prior to your shift you should contact ADC Management immediately so that cover can be arranged.
- Stewards must agree for their contact details to be retained for at least 21 days to be passed on to the University of Cambridge and NHS Test and Trace programmes if required.

Further Information and Requesting Assistance

Stewards should never leave their post unattended. If you require assistance during your stewarding shift, please contact the Duty Manager by dialling **222**, the Front of House Supervisor by dialling **221**, or the Box Office by dialling **213**, on any of the wall-mounted phones around the theatre (for example by each auditorium door) or using the internal handheld phone which may be issued to you at the start of your shift.

If you have any queries prior to your shift, please contact luke@adctheatre.com, or for more urgent enquiries on the day, contact a member of the management team on **01223 359547**.