



**Robert & Judi Newman Center
for the Performing Arts**

Volunteer Handbook

2025-2026 Season

October 2025

Robert and Judi Newman Center for the Performing Arts
2344 E. Iliff Ave. Denver, CO 80208

Table of Contents (ctrl + left click to jump to each section)

WELCOME!..... 3

VOLUNTEER REQUIREMENTS & EXPECTATIONS..... 4

APPEARANCE AND DEMEANOR 6

SCHEDULING 6

ARRIVAL TIMES & AMENITIES 7

TERMINATION 8

USHER ASSIGNMENTS..... 9

TICKET SCANNERS 12

POLICIES & PROCEDURES..... 18

ASSISTING PERSONS WITH DISABILITIES 20

EMERGENCY PROCEDURES..... 21

ASSISTING PERSONS WITH DISABILITIES IN EVACUATIONS..... 22

ASSEMBLY POINT FOR VOLUNTEERS AND NCPA STAFF 23

INCENTIVES 23

PARKING 24

GATES CONCERT HALL – STAGE VIEW 26

GATES CONCERT HALL – HOUSE VIEW 27

HAMILTON RECITAL HALL 28

GENERAL INFORMATION 29

PROHIBITED ITEMS 33

Volunteer Program at The Robert and Judi Newman Center for the
Performing Arts
2344 E. Iliff Ave.
University of Denver
303-871-7895
NCPA.Volunteer@du.edu

For last-minute requests, cancellations, or if you are running late to your
shift, call the Volunteer Phone Line: 303-871-7895

WELCOME!

As a volunteer usher for Newman Center for the Performing Arts, **YOU** create moments that last long after the show is over. When you volunteer, you are making connections. You are connected with the community. You are connected to a process – a process in which you believe. To be the face of our organization, you are representing the artistic process and excitement that we all share. You are the first person our guests meet and the last person they see. When your passion can offer a spark of joy, you will make every moment count.

Robert and Judi Newman Center for the Performing Arts Mission Statement

The Newman Center for the Performing Arts strives to provide the highest quality performing arts experience for faculty, students, performers, and the Colorado community. We offer an eclectic, innovative, and entertaining mix of emerging artists and seasoned performers to expand and enrich our community's cultural experiences. We are dedicated to showcasing cultural diversity, stretching the imagination, and stimulating dialogue. We invite our entire community to share, enjoy, and examine a blend of traditional, new, and provocative art experiences. The Newman Center welcomes you to share the adventure and joy of lifelong learning.

The Volunteer Handbook

All volunteers must adhere to the policies and procedures outlined in this handbook unless instructed by the Assistant Director of Patron Services or House Manager. The information in this booklet should be read fully before your first volunteer shift and referred to as needed during the year to remain fresh on our professional set of expectations and procedures.

You help us create unforgettable shared experiences!

VOLUNTEER REQUIREMENTS & EXPECTATIONS

Bring a positive attitude to your shift and watch how your energy inspires our patrons, fellow volunteers, and staff to do the same.

Volunteer Requirements

To provide the best customer service possible, volunteer ushers must:

- Make a minimum commitment of 5 usher shifts per season (July – June).
- Remain in one assigned area for at least one hour.
- Be able to navigate multiple sets of stairs and/or elevators.
- Be able to lift up to 30lbs.
- Be able to read all forms of tickets: box office tickets, print at home, and mobile tickets.
- Be able to arrive for shift 60 minutes before curtain.
- Provide a phone number, and at least one emergency contact.
- Be able to receive and respond to emails and use the online scheduling system.
- Report any inappropriate behavior to the HM (House Manager) on duty.

Volunteer Expectations

It is essential that every volunteer meets the following expectations:

- Must be comfortable:
 - Interacting with the public.
 - Proactively approaching patrons.
 - Following the direction of the House Manager.
- Participate fully in all usher duties pre-show, during the performance, and post-show. Unless pre-arranged, you must remain on site for the entirety of your shift.
- Be prepared to assist the House Manager in an emergency.
- Read and respond to emails in a timely manner.
- Give **48 hours (about 2 days) notice** via volunteer phone line (303-871-7895) if unable to work a confirmed shift.
- Exhibit professional work habits.
 - Be on time.
 - Follow NCPA policies/dress code.
 - Arrive prepared for shift.
 - Be flexible and responsive.
 - Follow through on supervisor requests.
- Have a positive attitude with all NCPA staff, fellow ushers, and patrons.
- Assist in preparing the theatre for the event if appropriate.
- Perform your usher assignment as directed by the House Manager
- Be aware of your body language.
 - Avoid having your hands in your pockets, slouching, crossing your arms, or leaning.
 - Always look professional and approachable.

- Remember to **smile.** 😊
- All volunteers should know where the restrooms and water fountains are located.
 - Family restrooms are on floors 3 through 5 of the north side of the building.
 - Vending machines are on the 5th floor of the north side of the building.
 - The lactation room is available on the 3rd floor/Mezzanine level, in the Plaza above the usher closet. Contact HM for the code.

General Etiquette

- When speaking, do so loudly and clearly.
- You are encouraged to engage in short conversations with patrons, but please refrain from sharing negative personal opinions.
- Present yourself in an approachable way, and always with a smile. You WANT folks to feel comfortable coming up to you to ask questions.
- If you don't know the answer to a question, assure the guest that you will find the answer for them.
- Booster seats are available to ANY patron who may need one.
- When referring to persons with disabilities, always use person-first language. Never put the disability in front of the person and never use the words "handicapped" or "special needs". Examples of person first language:
 - Person/patron/guest with a disability
 - Person/patron/guest who uses a wheelchair
 - Person/patron/guest who has low vision or is blind
 - Person/patron/guest who is hard of hearing or deaf
 - Person/patron/guest without a disability
- When referring to areas that are accessible, such as parking spots, restrooms, seating areas, use the word "accessible".
- Know the difference between a wheelchair seat (removable) and a transfer seat (not removable, arm rest swings out with a latch on the armrest). There are 4 accessible transfer chairs in Gates (Orchestra Center section only – rows B and K). Every box seat is considered an accessible seat, since those can all be removed.
- If you receive complaints about the temperature within the concert venues, use resolution language such as "thank you for letting us know, we will request that our facilities department adjust the temperature" OR "thank you for letting us, we are currently working to resolve it".
- When pointing for directional purposes, use two or more fingers, or your whole hand. Never point, as pointing can be perceived as rude. Channel your inner flight attendant 😊

APPEARANCE AND DEMEANOR

All volunteers are expected to be well groomed, professional, and courteous always. You should always be alert and ready to assist patrons. Personal conversations should never come before assisting a patron.

Usher Dress Code

Our dress code helps create a look of professionalism, consistency, and uniformity. Maintaining this dress code makes it easier for patrons to identify you as a member of our usher staff. Please keep in mind that **this policy is not open to interpretation**. When in doubt about what to wear, choose the most conservative option.

Face masks may be worn as protection against airborne illnesses. No specific color or style is required.

The following guidelines will help in choosing proper dress:

- **Pants** - Black dress pants, pressed, and clean. Straight legged is preferred. They do not need to be overly expensive, just not a casual style. **No leggings or black jeans**.
- **Skirts** - Knee length or longer that falls below the knees when you sit. Neutral or black stockings should be worn underneath.
- **Socks** - Black dress socks or Newman Center issued socks. Neutral or black stockings are also acceptable.
- **Shirt** - A white, clean, pressed (NOT wrinkled), long or 3/4 sleeved, plain white shirt that must be tucked in. Collared button-up is preferred.
- **Vest** - A full back, black vest, your own or one provided by the NCPA, which must be buttoned during your shift.
- **Shoes** - Black shoes only. Must be polished and clean. A comfortable, stylish, business shoe is recommended since you will be expected to stand for extended periods of time.
 - No open toe, heel, or sandal.
- **Hair and Accessories**- Hair should be clean and well kept.
 - No hats.
 - Jewelry/belts should be simple and understated.
 - Any ties or accessories must be in the Newman Center Colors: deep rose pink, maroon, metallic gold, black and/or white – one color or in combination.
- **Personal items** - Please do not wear large bags during your shift. However, a small, unobtrusive, bag, purse or fanny pack may be worn. You should be able to move freely and make use of both hands.
 - Cell phones must be **silenced** during your shift (not on vibrate). Do not use your phone during your shift. If you have an emergency or are expecting an important text/call, notify the House Manager as soon as possible.
 - You are permitted to keep a sealable container of water near you at your assigned place.
- **Perfume** – Perfume and scented aftershave are not allowed. We never know who may have an allergy.
- **Badges**- An usher badge will be provided.
 - The badge is part of your uniform and must be always worn.
 - Your name badge must be worn on the upper right side of your vest.

Please remember that you are representing the NCPA when you usher. If you are dressed inappropriately, **you will be asked by a manager to leave**. Please note that the usher dress code may be adjusted based on the needs of an individual production or responsibility.

SCHEDULING

Online Sign-Up:

We use an online sign-up system, “Signup.com,” which allows you to sign-up and cancel shifts as needed. No telephone requests, please. An email will be sent out with the sign-up date, time, and the list of events.

“Signup.com” Tips

- When events are ready to staff, you will receive an email with a link to sign up for usher shifts.
- You will need to provide your name, email, and phone number to access the system.
 - You will NOT need to create an account. However, creating an account may be helpful in certain cases.
- After you sign up for a spot, do not forget to click “save” before signing up for other spots.
- You will receive a confirmation email from the system with the spots you have successfully signed up for – make sure your email is entered correctly, or you will not receive reminders.
- If you have issues with the system, consult the Signup FAQ page. If you need further assistance, contact us at NCPA.Volunteer@du.edu or 303-871-7895.
- The starting times listed on the Signup spots are call-times. Call-time is when you are expected to be at the NCPA ready to volunteer.

ARRIVAL TIMES & AMENITIES

Your call time will be typically 60 minutes before curtain for all productions, unless otherwise noted. Upon your arrival, check in with the House Manager, put on your vest, note your assignment, and await instructions. Shortly after call-time, the ushers and House Manager will gather for a pre-event huddle, at which time specifics of the event will be shared with the team. Go to your assigned place directly after the huddle and await the announcement from the House Manager to open the house from inside the theatre. The seating usher will notify the scanning usher when the house is open.

Usher Closet

The usher closet is where volunteer assignments are posted, and is also storage for:

- Additional vests
- Name badges
- Radios
- Assisted listening devices
- Cough drops
- Ear plugs

- Flashlights
- Door wedges - see important note about wedges under Usher Assignments > Scanning Usher
- Transport-chair
 - Only use the transport-chair if you are familiar with its operation. When in use, the transport-chair must be always accompanied by NCPA staff or volunteers and brought back to the usher closet for storage after every use.

Volunteer Lounge

If you arrive early, you are welcome to enjoy the amenities of our volunteer lounge, which is in the Assistant Director of Patron Services/House Manager office directly above the Box Office in the Plaza. Amenities include:

- Small worktable
- Computer
- Telephone
- Refrigerator
- Microwave
- Coffee, tea, and snacks
- Bottled water for patrons
 - Volunteers are welcome to bring a refillable water bottle for you to use during your shift. The bottled water in the volunteer lounge is strictly for patrons who need water.

Lockers

- Lockers are provided if you wish to lock up any of your personal items during a shift. They are in the Vestibule (Huddle Room) near the East main entrance

TERMINATION

For the well-being of the NCPA and its patrons, the Management has the right to dismiss Volunteers at any time. When a volunteer leaves the program or is dismissed, all NCPA property must be returned.

Grounds for dismissal include, but are not limited to the following:

- Theft of property.
- Insubordination.
- Offensive, inappropriate, or disruptive behavior.
- Arriving for a shift “under the influence” OR use of illegal drugs or alcohol while on the job.
- Consuming food or beverages (other than water) while in uniform.
- Selling parking passes.
- Entering restricted areas without authorized personnel.
- Arriving late (more than 15 minutes past call time)
- Multiple last-minute cancellations (less than 48 hours).
 - Exceptions are made for illnesses or emergencies.
- No call/No shows

- Poor attitude towards patrons, other volunteers, or NCPA staff.
- Being physically or mentally unable to perform the duties of an usher.
- Non-compliance with the dress code.
- Actions or behavior that is detrimental to the health, safety, or welfare of employees, invitees, or patrons of the Newman Center for the Performing Arts.

USHER ASSIGNMENTS

You are required to be always stationed at your assigned place from the moment the pre-event huddle concludes, until all guests have cleared out of your assigned area. If you must step away from your post temporarily, ask one of your fellow volunteers to stand in for you until you return. Think about and discuss with your section partners what you would do in an emergency or evacuation before doors open. All volunteers can sit inside the concert hall on the folding chairs provided by the entrances during the events. These chairs must be placed in an area by the door where you can see your entire section, be out of the travel path, and allow you to tend to the door quickly for late arrivals/emergencies. Ushers should never occupy patron seats. Though getting to see the performances is a benefit of being an usher here, your priority should be monitoring your assigned section.

- Assignments will be posted in the usher closet on the bulletin board at the beginning of every shift.
- A volunteer's ushering assignment (location) will be different every shift.
- At each of the entrances to the concert hall, there will be a scanning usher and at least one seating usher.
- Ushers work together at the end of the event to sweep the seating and common areas for lost and found items. Look on the floor, between seats, and aisles for misplaced personal items, and give them to the HM.

Coat Check

- Stand inside the coat check room – there are two folding stools in there if you need to sit.
- Check patrons' coats by giving them one half of a numbered ticket. The other numbered half remains on the hanger with the coat.
- After the show (or at intermission), you must check the coat back to the patron, matching the number on the ticket.
- **Tips:** We do accept tips, but we cannot ask for tips. Any tips collected must be given to the House Manager at the end of your shift. These tips go toward the end-of-year party.

Plaza

- Stand at the base of the Grand Staircase in the Joy Burns Plaza
- Greet patrons and ask if you can help them locate the correct entrance according to their ticket designation
- Assist with accessibility
- Assist with questions (location of the elevator, restrooms, water fountain, Box Office, what time doors open, etc.)

Assisted Listening Devices

- Check out Assistive Listening Devices (ALDs) to anyone requesting them. Gates Concert Hall is equipped with t-coil (telecoil) technology. Folks with t-coil listening aids can tap directly into the signal. This is only available in Gates Concert Hall.
- Take down the patron's name and seat location or phone number on the checkout sheet.

Scanning Usher

- A scanner will be issued at the end of the huddle.
- Go to your assigned door and await notice from the Seating Usher that the house is open.
- After the house opens, prop the outer door open with your heel and begin admitting guests.
- Greet patrons at the theatre doors.
- Look at their tickets to ensure they have the correct date, time, and section.
- Scan/tear tickets and direct them to the Seating Usher inside.
- Answer any questions or direct them to the appropriate person.
- When the performance begins and your entrance is clear, close the outer door and leave your scanner in the pedestal for the House Manager.
- Take a seat inside the concert hall.
- To minimize external light and sound, the inner house door and outer sound lock door should not be open at the same time.
- During intermission and after the show, hold the outer door open for patrons who are exiting the hall.
 - **Please note that the outer doors are “fire doors,” which means they must never be propped open and left unattended and should never be propped open by anything other than your body. If you must use a door wedge, pretend the wedge is part of your body and remove it when you move away from the door.**
- Paper tickets: If scanner does not work check ticket for correct info, then tear ticket.
 - Keep the barcode and give the patron the seating information.
 - Give torn tickets over to House Manager
- Mobile tickets: If the scanner does not work, radio the house manager to get a replacement scanner, or send the patron to a different entrance to get scanned. All tickets must be scanned.

Seating Usher

- Familiarize yourself with the seating arrangements of your section and emergency exits.
- When the House Manager announces that the house is open, prop the inner door of the entrance open and inform the scanning usher at your entrance.
- Greet patrons when they enter.
- Direct patrons to their seats.
- Distribute programs.
- Answer any questions, or direct to the appropriate person.
- Close the inner door and take a seat when the performance begins.
- Assist with late seating.
- To minimize external light and sound, the inner house door and outer sound lock door should not be open at the same time.
- During intermission and after the show, prop the inner door open for patrons who are exiting the hall.

East Entrance

- Greet patrons and answer questions as needed.
- Be sure that foot traffic flows smoothly.
- Answer any questions guests may have (elevator, restrooms, water fountain, Box Office, what time doors open, etc.).
- Assist with late arrivals.

West Entrance/Elevator

- Greet patrons.
- Assist with late arrivals.
- Answer any questions or direct to the appropriate person.
- Assist patrons with the elevator (see visual details on next page)



OTHER VOLUNTEER ASSIGNMENTS

Venue Tours

A separate orientation will be given to those interested in giving venue tours.

Administration

Assist NCPA staff with mailers and other administrative duties.

Merchandise Sales

Assist NCPA staff with sales of artist merchandise during performances.

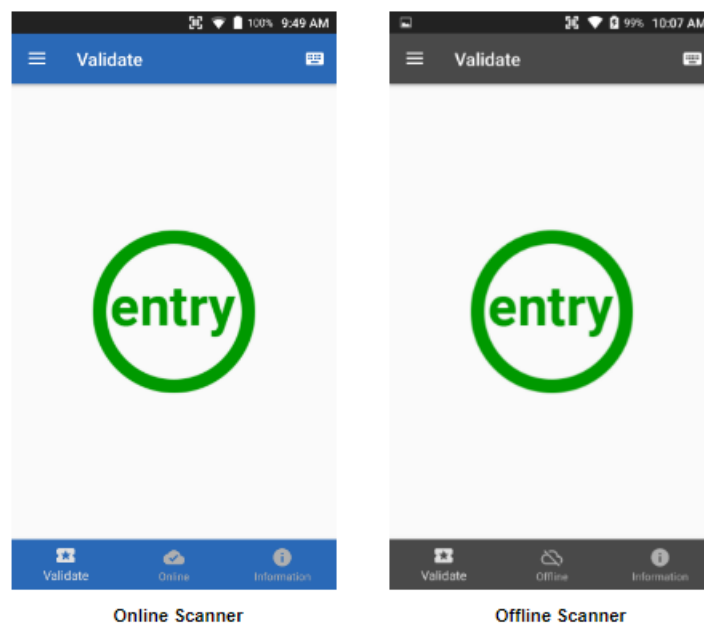
TICKET SCANNERS

All ushers must be familiar with the operation of the ticket scanners. A brief tutorial will be provided to all scanner ushers prior to each event if needed. Note: we keep a scanner in the usher closet for the house manager to scan in late mobile tickets.

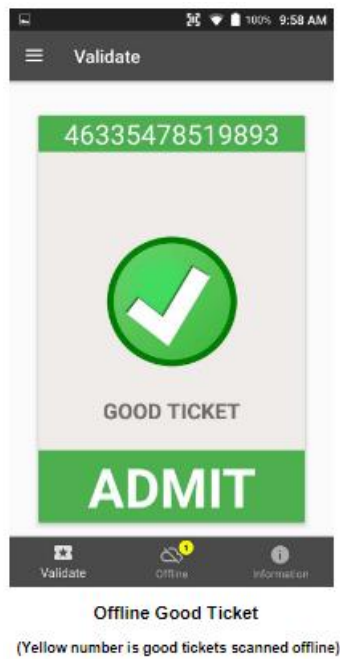
Scanners are operated in two ways:

1. In the pedestal
 - Place scanner in pedestal with laser pointing down towards the floor.
 - The display will flip so that it reads correct-side-up to the user when ready.
2. By hand
 - The laser buttons are on the unit sides. Either button will trigger the laser at the top.
 - To test that the laser is working, point the top of the unit towards the ground or wall, and press one of the side buttons. If there is no laser, contact the House Manager for a replacement scanner.
 - Point the laser at the ticket perpendicular to the barcode, about 6 inches away from the ticket, and press the button.
 - NOTE: NEVER POINT THE LASER AT YOURSELF OR ANYONE ELSE.
 - Press and hold the button to keep the laser activated until you hear or see that the ticket has been read.

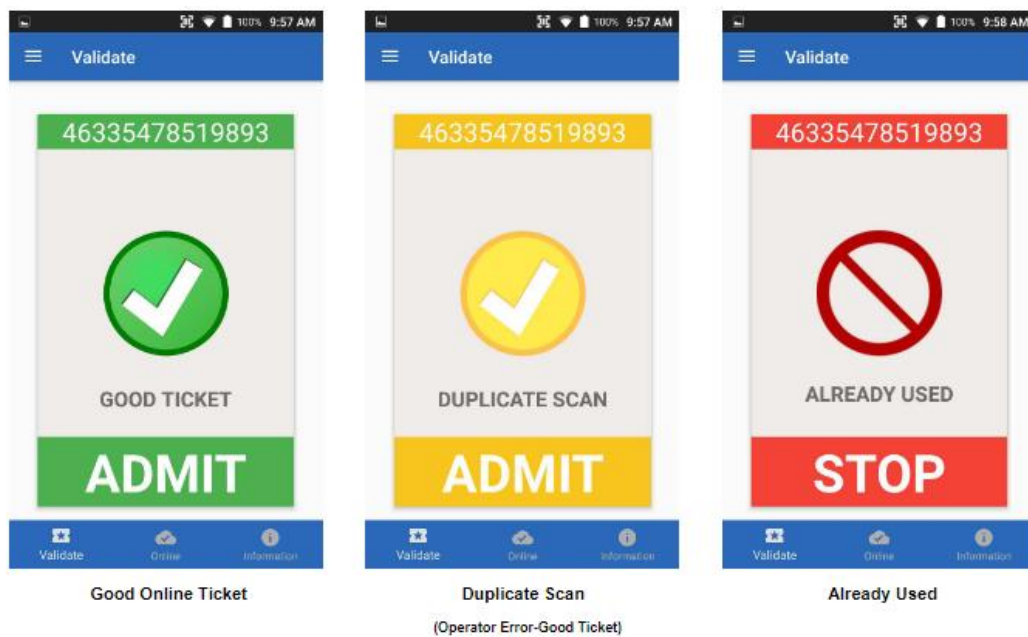
This is what your screen will look like when your scanner is ready to use:



NOTE: the scanner will still work if it is offline. This is what a good ticket scanned while the scanner is offline will look like. Note the little yellow number on the Offline cloud on the bottom of the screen:



These images are examples of what a good ticket scan will look like:



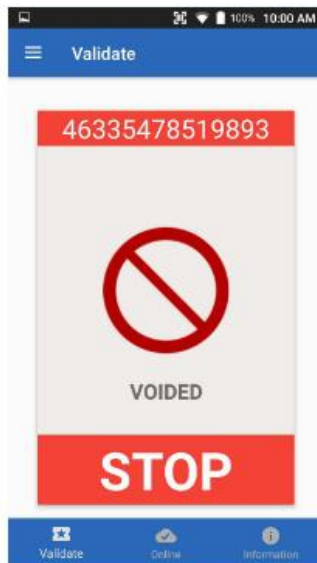
“Duplicate Scan” and “Already Used” means that the ticket has already been scanned into the system, either by the Box Office, your scanner, or by another scanner.

Error messages

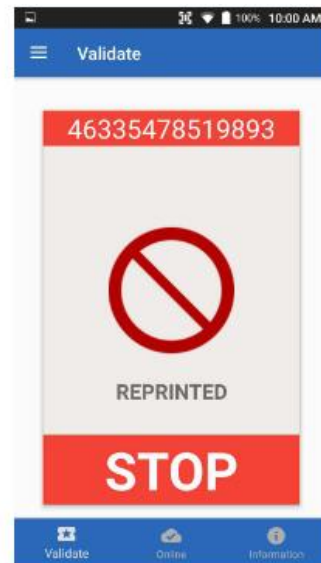
The following images are examples of bad tickets. If you see any of the following error messages, send patron to the box office or contact the House Manager:



Invalid Date



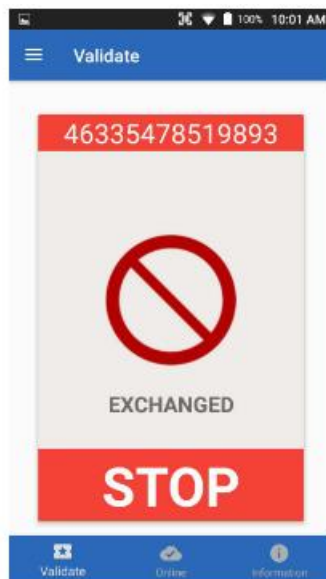
Voided



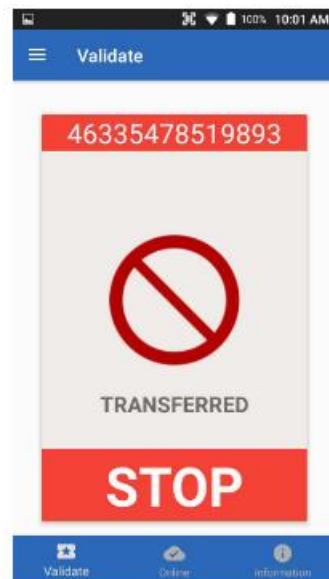
Reprinted



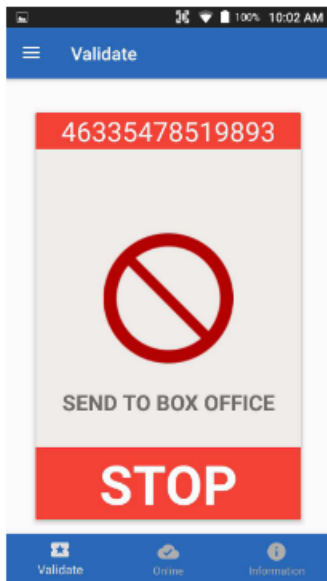
Returned



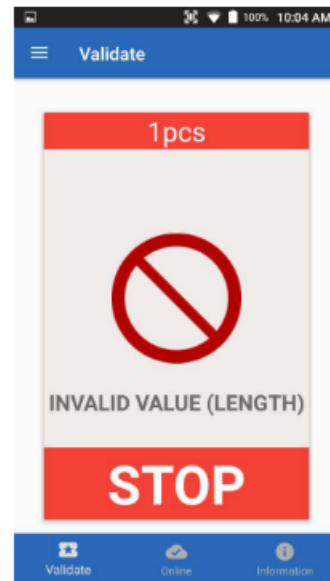
Exchanged



Transferred



Send To Box Office



Wrong Barcode Length

Volume

Volume control can be found on the side of the unit, just like how you control volume on a cell phone or tablet.

- When in handheld mode, press the up arrow to turn volume up, and down arrow to turn volume down.
- When in pedestal mode, the unit will be upside down. Press the down arrow to turn volume up, and up arrow to turn volume down.



Troubleshooting

- Scanner display does not flip when placed in pedestal
 - Is the unit powered on?
 - Is the unit inserted correctly?
 - Is the pedestal powered on?
 - In the back of the pedestal near the floor, you'll find the battery housing. It's a large cylinder. On top of the battery housing is a toggle switch. Press the toggle switch. Power ON is indicated by a blinking blue light strip on the top of the pedestal.

SEND TO BOX OFFICE IF YOU SEE ANY OF THESE ERROR MESSAGES

- INVALID DATE
- VOIDED
- REPRINTED
- RETURNED
- EXCHANGED
- TRANSFERRED
- SEND TO BOX OFFICE
- INVALID VALUE (length)
- If you encounter any problems, or you do not know how to address the issue yourself, contact the House Manager.

Types of Tickets

Paper Tickets

- Scan the barcode of the tickets.
- Tear ticket stubs if the scanner is not performing well. We need the barcode portion and the number next to the barcode.
- You may see "print-at-home" tickets on full sheets of paper; these will scan like normal tickets.
- We often get full sheets of paper with a big QR code printed on it. This will scan like a normal paper ticket, but the distance between scanner and ticket will need to increase.

Electronic tickets

- Or "QR" (quick response) codes on mobile devices. Scan these tickets the same as paper tickets.
- Have the patron hold their electronic device themselves.
- Have them scroll to the information you need.

Non-Ticketed Events

Count people as they enter with clickers (provided by the House Manager).

POLICIES & PROCEDURES

GENERAL POLICIES

- All volunteers should be familiar with the location of the performance halls, elevator, restrooms, drinking fountains, AED, and ADA Services (such as ramps, accessible seating, listening devices, and elevator).
- Do not make negative comments about the quality of an event, the performance or the building.
 - Relay comments, complaints, or compliments that individuals have told you to the House Manager. Do your best to note where the patron is sitting in case follow-up is required.
- Do not participate in any reception activities unless expressly invited and approved by the House Manager.
- Never consume food or drink, except bottled water, while on duty.
- Do not use your cell phone while on duty! If you need to step out for a phone call, alert your partner and go to a private location away from patrons.

Illness/Emergencies

- If you are sick or have an emergency that keeps you from working your shift, please call the NCPA Volunteer Line at 303-871-7895 as soon as possible.

Family and Friends

- We welcome your friends and family to our theatres, but it is not appropriate to entertain them while you work. Please do not bring anyone who is not a volunteer into the Volunteer Lounge. Socializing should only be done after your volunteering duties are complete.

Courtesy Phone

- A public phone is available for use in the hallway to the left of the Box Office or in the Volunteer Lounge (except for long-distance calls). Dial 9 for an outside line.

Bad/Inclement Weather

- Unless the Mayor of Denver has called a state of emergency or unless you are contacted by the Assistant Director of Patron Services, you are expected to be here.
- Be aware of your safety. If you feel unsafe traveling in inclement weather, please call the NCPA Volunteer Line at 303-871-7895 to cancel as soon as possible.

Safety Guidelines

- All walkways, emergency routes, and aisles must be always kept clear, with a minimum 3-feet of clear space.

- **Smoking and Vaping** are not permitted anywhere within the NCPA, or within 20 feet of any public entrance of the NCPA. Further, the University of Denver has a no-smoking policy on all of its premises. There is a designated smoking area with ashtrays located on the University Blvd. sidewalk via the East entrance.
- **Food** is not permitted in any of our venue seating areas. Only beverages purchased at our concessions stand or sealable containers of water are allowed.
- **Helium Balloons, confetti poppers, and weapons** are prohibited.
- **Walkers, Wheelchairs and Strollers**
 - If these items are collapsible, they may be stored inside the concert hall along the wall. Otherwise, they must be stored in the sound lock or in the hallway. You must ensure that mobility aids are stored near the patron if possible or can be retrieved quickly by an usher when needed.
- Note that the NCPA owns a transport chair that we can use to assist patrons. Please familiarize yourself with its operation, and do not operate it if you are not confident in your ability to do so. It lives in the usher closet.
- **Late seating policy** varies with each event and is at the discretion of the performing artist and the House Manager based on their estimate of the least disruptive time to allow seating.
- **Lost and found items** should be turned over to the House Manager. The NCPA assumes no responsibility for damage caused by the loss of the item(s).
- **Flash/lighted device photography and video recording** varies with each event and is at the discretion of the performing artist.
- **Disruptive patrons** (i.e., noisy, intoxicated patrons or patrons with noisy children or babies) may be asked to leave the performance seating area if they are disturbing the experience for patrons around them. Alternate seating is offered to patrons when requested (subject to availability).
- If further assistance is needed, contact the House Manager.

ASSISTING PERSONS WITH DISABILITIES

If a person approaches you for help, first ask how you can be of service. Remember to speak to the patron, not their companion.

Blind/Low Vision

- State who you are clearly and directly: "Hello, I'm an usher at the Newman Center....May I have your ticket?"
- Never touch or distract a service dog.
- NEVER take a blind person's arm to lead them.
- Methods for properly guiding a blind/low vision patron are:
 - The service dog may follow you.
 - The patron may hold onto your arm/elbow.
 - The patron may put their hand on your shoulder.
 - The patron may follow the sound of your voice.
 - Be sure to provide clear instructions.

Deaf/Hard of Hearing

- Gain the person's attention before speaking by gently waving your arms. Do not tap the patron on their shoulder.
- Look directly at the individual, speak clearly with an even tone & keep your hands away from your face.
- If the patron uses a sign language interpreter, speak directly to the patron and NOT to the interpreter.

Mobility Devices

- If possible, put yourself at the wheelchair user's eye level.
- DO NOT lean on a wheelchair or touch their chair.
- DO NOT assume the patron wants to be pushed.
- Use affirmative phrases when asking a patron about transferring from their wheelchair to a theatre seat:
"Would you like to transfer to your seat?"

Use person-first language: "A patron who is blind", "A child guest with autism" etc... Do not use terms such as "handicapped" or "special needs".

Service animals

Only dogs and miniature horses are recognized as service animals. We should only approach someone with a service animal if there is suspicion that the animal is not a service animal. There are only 2 questions we can ask those with a service animal:

1. Is this animal a service animal required because of a disability?
2. What work or task has this animal been trained to perform?

- DO NOT PET without express permission from the owner.

- Note that “emotional support animals” are not recognized as service animals under the Americans with Disabilities Act (ADA).
- Also note that trained service animals are well behaved, focused, and will stay with their owner. If you see a service animal without their owner, that is a sign that something is wrong, and the owner may need help. Follow the animal to the owner and help if needed.

Click [here](https://www.youtube.com/watch?v=0Y3zFx_JqpY) or copy/pasted the following link to watch a helpful video about service animals:
https://www.youtube.com/watch?v=0Y3zFx_JqpY

If an issue arises and you are uncertain how to handle it, excuse yourself and find the House Manager.

EMERGENCY PROCEDURES

If any patron disrupts the performance, requires attention, needs medical assistance or first aid, use the radio to contact the House Manager immediately. In all instances, ushers should remain calm, follow the announcements, and House Manager’s instructions, placing your own safety first. If you feel you are in a life-threatening situation, please remove yourself from that situation.

Minor Accidents or Medication Requests

- Ushers should remain with the injured person and send another usher (or patron) to get the House Manager. If the patron insists that they do not need assistance but appear injured, simply note the patron’s appearance and location and report that information to the House Manager.
- If a patron requests painkillers, a bandage, an antacid, diarrhea medication, or cold medication, please find the House Manager. We are **NEVER** authorized to administer medication. Cough drops are not considered medication.

Medical Emergency

- In case of heart attack, stroke, seizure, or other medical emergency, dial 911 and give the address of The Newman Center – 2344 E. Iliff Ave, as well as the location of the incident within the Newman Center.
 - **The Newman Center address is on all tickets and the courtesy phone near the box office.**
- Notify the House Manager as soon as possible.
- If an emergency occurs during a performance, the House Manager will communicate with the Stage Manager about stopping the performance.

Show Stopped

- In case a performance is unexpectedly stopped, ushers are expected to remain at their assigned position and await further instructions.

Tornado

- If a tornado occurs during an event, guests remain in the venue until the threat has passed. If there are people in Joy Burns Plaza, direct them into the nearest available shelter/venue. A shelter space from a tornado can be any internal space, preferably a room with a door, without exterior facing windows.

Evacuation

- If a fire alarm sounds while an audience is in the concert hall, urge your audience to remain calm and assist by guiding them through the exit doors. **Follow the exit signs out of the building.**
- Ushers are responsible for evacuating their assigned section of the audience.
- Ushers who are assigned positions in the Plaza, at building entrances, and coat check should help the audience once they've exited the concert hall.
- Please guide patrons outside at least 50 feet away from the building.

ASSISTING PERSONS WITH DISABILITIES IN EVACUATIONS

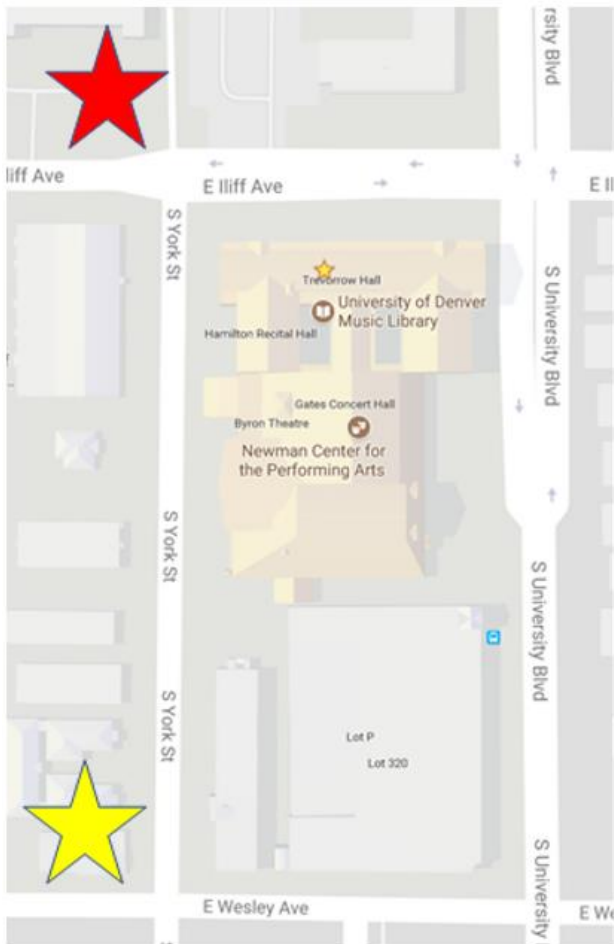
Guide the patron(s) to the closest appropriate exit.

For the Mezzanine and Balcony, patrons with disabilities who are unable to use stairs must go to a safe zone.

- The fire stairwells on each side of the concert hall are designated as safe zones.
- DO NOT attempt to use the elevator or attempt to carry the person or wheelchair down the stairs.
- Once the person and their companion are in the safe zone, request assistance for them from emergency personnel.
- If the person is alone and you feel you should stay, do so with calmness and confidence.
- Emergency personnel will evacuate you when they do their "sweep" of the building.
- For each event, and after you've received your assignment and report to your position, familiarize yourself with your area to become aware of the nearest exit doors and route out of the building.

ASSEMBLY POINT FOR VOLUNTEERS AND NCPA STAFF

The **designated assembly point** (red star) after an evacuation is the **northwest corner of Iliff and York St.**, just northwest of the Newman Center. Go to the **“Plan B”** location (yellow star) if Plan A is unsafe or blocked –**northwest corner of York and Wesley**, in front of the Rose Cottage.



North



INCENTIVES

You must volunteer for at least 5 usher shifts per season to remain on the NCPA volunteer team and receive an invitation to the volunteer party. Note: A shift is the time you work for an event. If you receive double credit for a shift, that shift will count as 2 shifts.

- Crimson winners - Early Sign up: **The top 10 volunteers who work the most Crimson events** will be awarded early sign-up privilege on up to 10 monthly sign ups of their choice for the upcoming season. This privilege also includes a one-week early sign up for our Newman Center Presents (subscription series for Newman Center programs) events!
 - 1st place will get to sign up early for 10 Sign ups of their choice
 - 2nd place will get to sign up early for 9 Sign ups of their choice
 - 3rd place will get to sign up early for 8 Sign ups of their choice
 - And so on...
- Newman Center Presents sign-up: **Work 10+ Crimson and/or Gold events in the previous season** and you will be invited to sign-up for the upcoming season's Newman Center Presents events, one week after the Crimson winners have a chance to sign up. The NCP events will be available for all other volunteers to sign up for after these two priority groups have had a chance to sign up for their choices.
- ALL NCP season event dates will be sent out for sign-up prior to the first season show, usually at the end of July or early August. Events will be labeled Crimson or Gold (or neither) in their description on each monthly sign-up list.
 - Crimson events examples: Discoveries Week events, Graduations, Dance recitals, Nutcrackers, multiple show runs, Student Matinees, etc.
 - Gold events examples: Denver Brass, Voices of Experience, Comedy Works, Sound of the Rockies, etc.
 - Events without a classification count towards your total number of shifts worked over the season only, and are not connected to NCP sign up or Early Sign up privilege.
- Special Gold Rose pin: **Work 20+ Crimson and/or Gold events in any season** and you will receive a Gold Rose pin at the annual end-of-season NCPA volunteer party.
- Gifts: If you have received a rose pin in a previous year, and **work 20+ events in the previous season**, you will receive a special gift at the annual end-of-season NCPA volunteer party.
- Special recognition will be given to those who show great dedication to the volunteer program, such as working the most events during the season (Top Volunteer award, and runners up).
- Newman Center Presents tickets: All Newman Center volunteers can receive one discounted ticket for select NCP performances. Call our Box Office for details: 303-871-7820.

PARKING

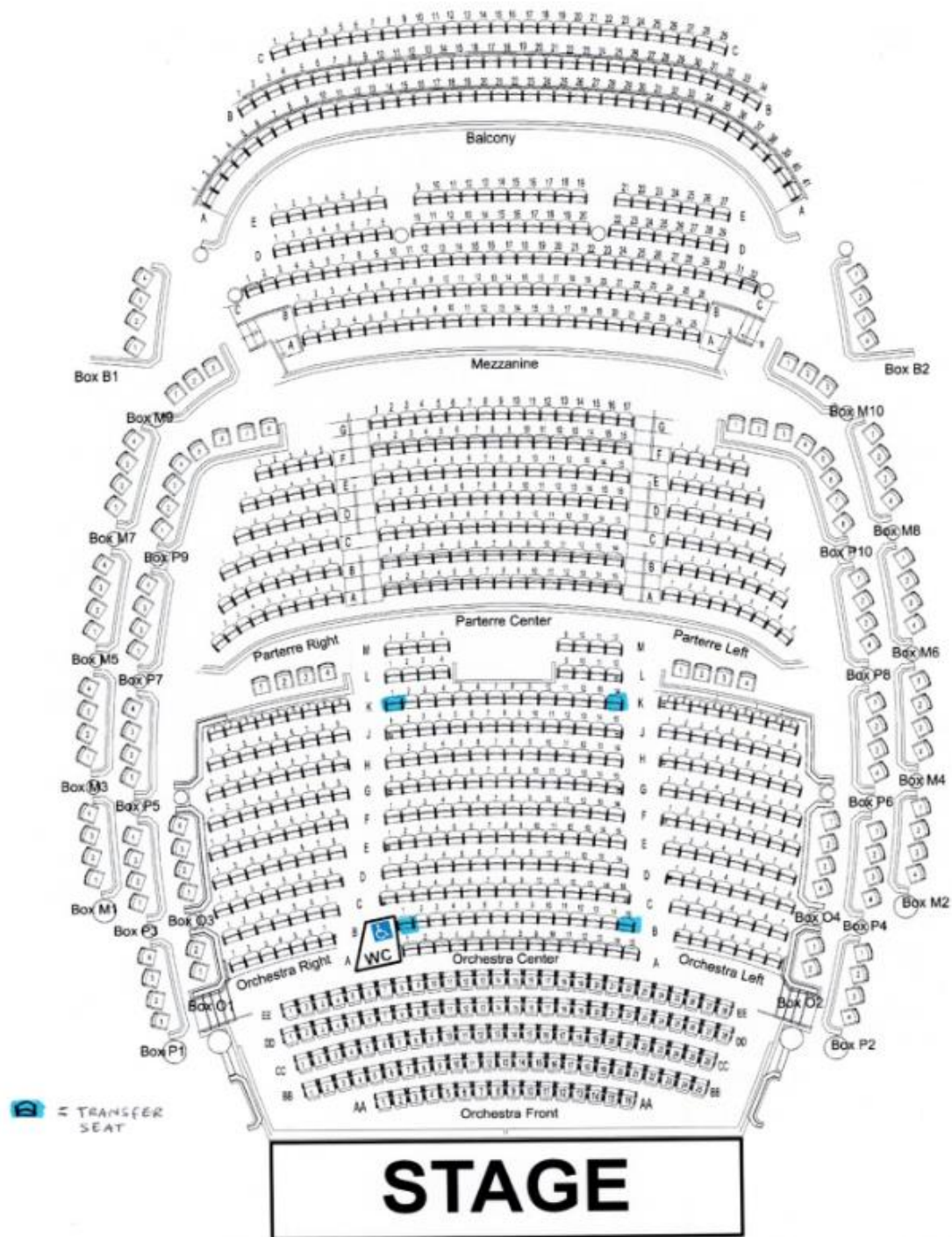
Complimentary volunteer parking permits for Lot P (in the Newman garage, anywhere beyond the gate) will be issued via email monthly and are valid only during scheduled events where NCPA volunteers are needed. Volunteers are expected to adhere to the Parking Permit terms and Conditions. Be sure to park between the lines! Note that this permit is NOT valid in the attached Visitor's lot.

THANK YOU

We cannot thank you enough for your commitment to the culture in our city and for donating your time and passion to our organization. Our success would not be possible without your help and dedication, and we look forward to another extraordinary season at the Robert & Judi Newman Center for the Performing Arts with you!

GATES CONCERT HALL – STAGE VIEW

Newman Center for the Performing Arts June Swaner Gates Concert Hall

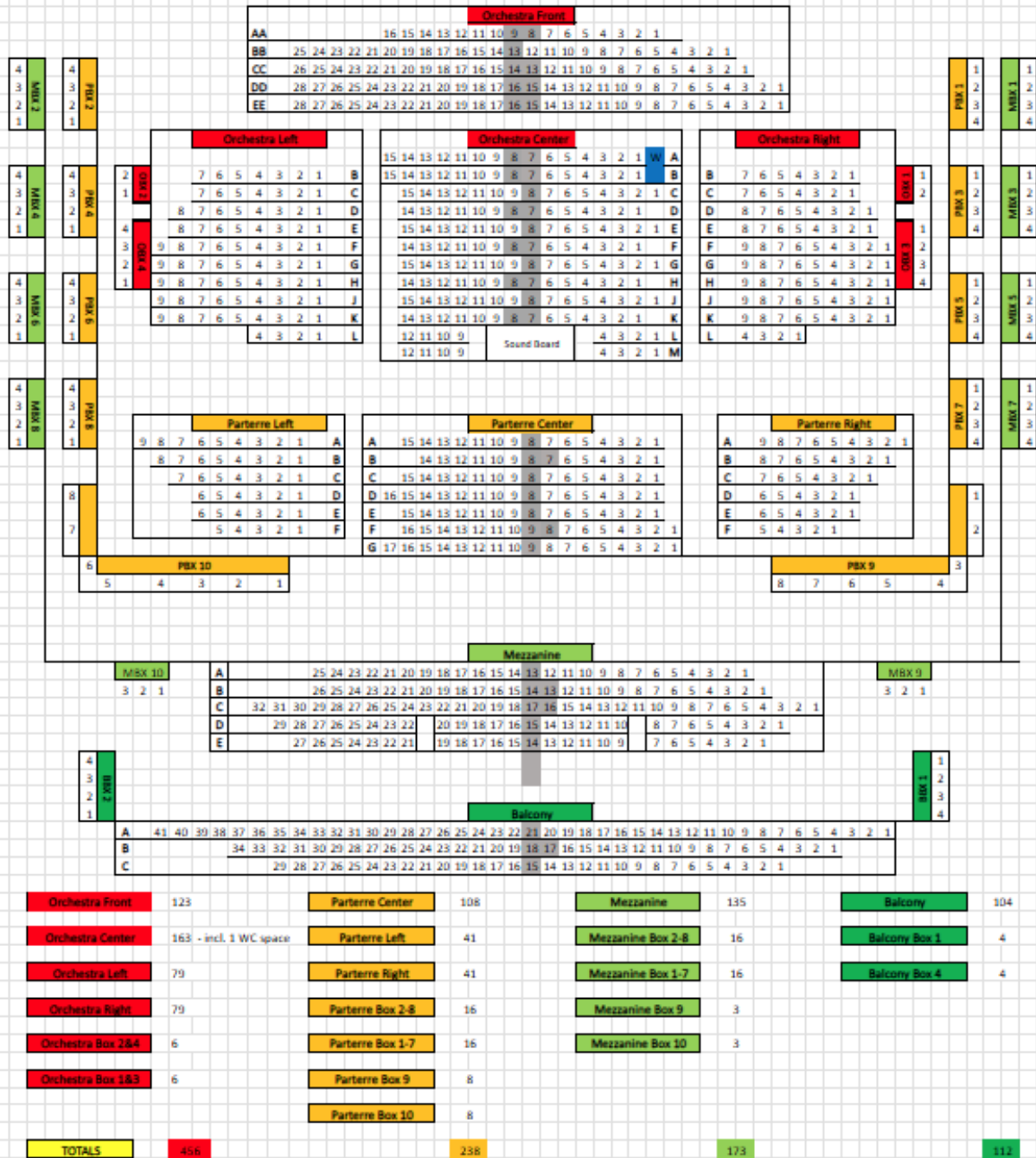


GATES CONCERT HALL – HOUSE VIEW

Gates Concert Hall

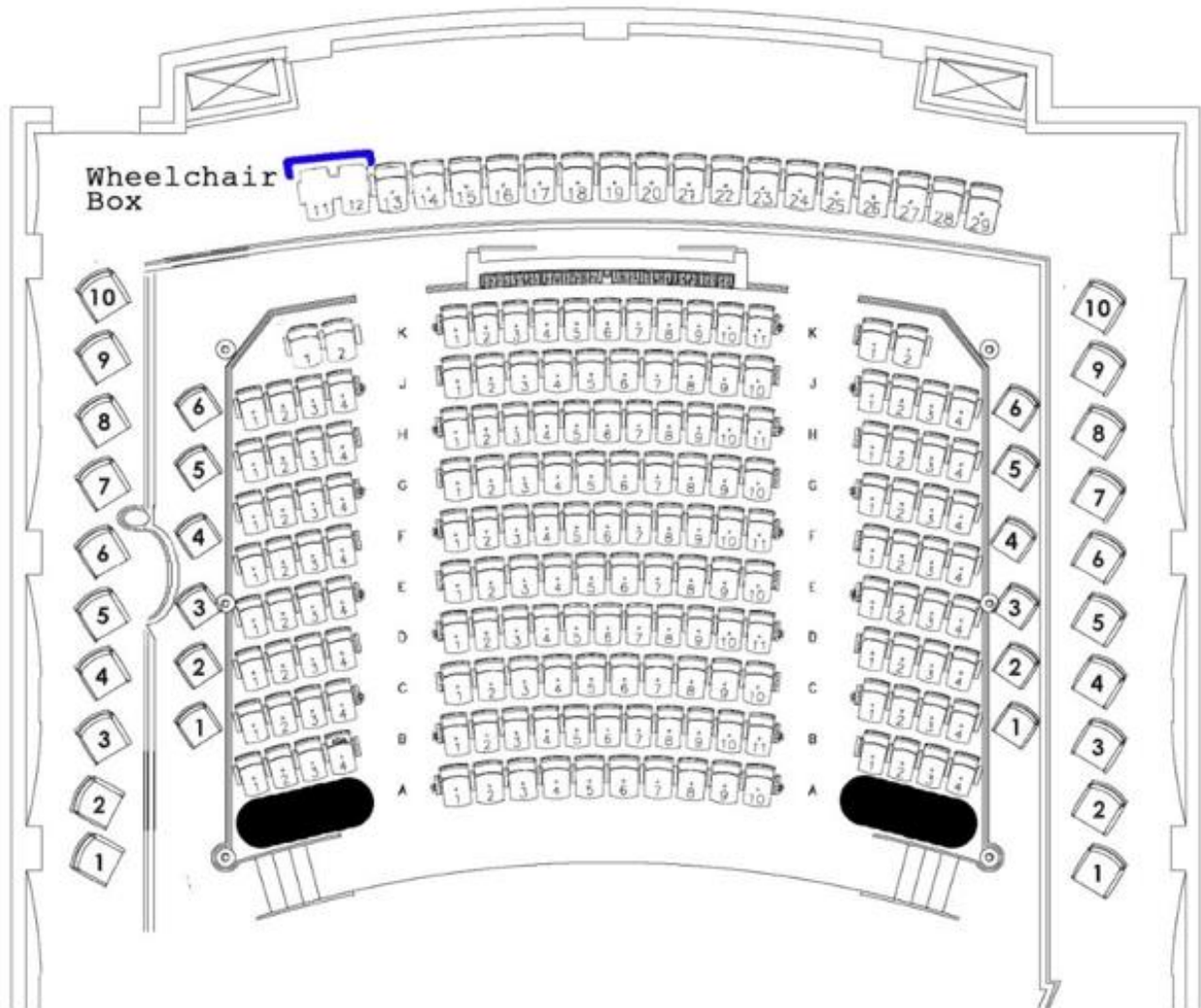
Work orders: Room
170-470 (4 levels)

STAGE



HAMILTON RECITAL HALL

Newman Center for the Performing Arts Hamilton Recital Hall



STAGE



GENERAL INFORMATION

The Newman Center for the Performing Arts had its inaugural season in 2003. Including the parking structure, the building cost about \$70 million to build. Since we are a private university, those funds came from university resources and donations by many generous individuals and foundations. The Newman Center is named for Robert and Judi Newman.

Robert Newman is a co-founder of the J.D. Edwards, an enterprise software company. An adjunct professor at Daniels College of Business, he serves at Daniels College of Business Advisory Board. He also serves on the boards of the Denver Center for the Performing Arts, Colorado Symphony Foundation, and the Colorado Software and Internet Association.

Judi Newman served as chair of DU's Campaign for Music and Theatre. This national effort raised the money needed for the construction of the new center and provided program and endowment funds for the Lamont School of Music, Department of Theatre, and the center. She serves on the boards of Colorado Symphony Orchestra, Lutheran Family Services, and the University of Miami, Florida.

Features

The Newman Center occupies 180,000 square feet.

Trevorrow Hall (Lamont School of Music).

Three mid-size, world-class performance venues.

Support spaces for theatre, opera, dance, and music programs of all kinds.

Serves the rehearsal and performance needs of DU's Music and Theatre departments.

Provides a space for community performing arts organizations to build their art and audiences.

"Newman Center Presents" brings an annual series of world-class performers to the Denver community — an eclectic array of artistry in one of the nation's most comfortable and acoustically superior venues.

Joy Burns Plaza

Denver businesswoman, philanthropist, and women's sports pioneer Joy S. Burns has been honored by the University of Denver for her many years of service to the University. She was a DU board member for 28 years, served as chairman from 1990 until 2005 and again from 2007 until 2009. DU Chancellor Robert Coombe and Daniels College of Business Dean Christine Riordan announced that the building housing the Fritz Knoebel School of Hospitality Management has been named the Joy Burns Center.

Burns and her late husband, Franklin L. Burns, are the namesakes and primary benefactors of several campus facilities and programs, including the Joy Burns Ice Arena in the Daniel L. Ritchie Center for Sports and Wellness, the Franklin L. Burns School of Real Estate and Construction Management, and the Joy Burns Plaza at the Robert and Judi Newman Center for the Performing Arts.

Lamont School of Music

The Lamont School of Music was founded in 1924 and merged with DU in 1941, and is housed in Trevorrow Hall within the Newman Center for the Performing Arts.

The school hosts about 300 performances every year, 250 of which are free and open to the public. Performances include student and faculty recitals, large and small student ensembles, opera, musicals, and special guest artists.

Trevorrow Hall accommodates roughly 300 music majors.

Multiple, state-of-the-art classrooms.

Three large-volume rehearsal spaces for orchestra, opera/chorus, and jazz.

42 faculty studios and 35 student practice rooms.

A professional digital recording studio with unique “rock wall” drum set isolation room.

Technologically advanced music lab (MIDI).

Large music library.

Virtual practice rooms (4) allow musicians to simulate the acoustics of any performance hall in the world.

Each of the classrooms, rehearsal, studio and practice spaces in Trevorrow Hall are acoustically isolated, ensuring a performance-quality atmosphere even when multiple events occur simultaneously.

Virginia Trevorrow

Trevorrow Hall is named for the late Virginia Trevorrow (Treh-VAHR-oh), a DU alumna who graduated in 1931 with a degree in biochemistry. A longtime music lover who attended recitals and concerts at the Lamont School of Music, Trevorrow willed the bulk of her estate to the University of Denver, allowing DU to decide the best use of her gift.

DU Department of Theatre

The Department of Theatre offices are located in Johnson-McFarlane Hall, just west of the Newman Center on Iliff ave. They host 2 productions (8 performances each) a year in the J-Mac theatre.

Theatre classes, performances and workshops are held in the Newman Center - in Byron Theatre and the Byron Studio Theatre. 27 ticketed shows, including 3 non-ticketed staged readings every year.

Costume and scene shops are also located in the Newman Center.

Performance Venues

June Swaner Gates Concert Hall

With textured plaster walls, retractable chandeliers, mahogany and gold leaf trim, the June Swaner (**SWAHN-ner**) Gates Concert Hall (971 seats) is reminiscent of elegant European opera houses.

Professional-size stage, orchestra pit and fly gallery to accommodate the most ambitious operatic, musical and dance performances.

Adjustable Wenger orchestra shell and motorized acoustic curtains enables a full symphony orchestra, chamber orchestra or chamber music group to take advantage of the hall's exceptional acoustics, designed by internationally renowned consultant Kirkegaard Associates.

Recording and broadcasting facilities allow performances to be captured and shared with a broader audience.

Frederic C. Hamilton Family Recital Hall

The Hamilton Family Recital Hall (225 seats) is the workhorse for recital performances by Lamont School of Music faculty and students, though it is also available for other arts and private events.

Chamber music, solo recitals and piano concerts are all at home here.

A piano lift brings the Steinway concert grand piano into the hall from the piano storage area beneath the stage.

Features a 3,000-pipe German organ designed and built by Karl Schuke Berliner Orgelbau.
Clerestory windows enhance the elegant space, which offers on-site recording capabilities.

Elizabeth Eriksen Byron Theatre

The Byron Flexible Theatre (350 seats) allows up to 75 theatre majors to learn and practice all aspects of production. Allows more than 40 different seating and stage configurations.
While one play is in performance, another production can be built and rehearsed behind the scenes.

Carl and Lisa Williams Recital Salon

The intimate setting of Williams Recital Salon (89 seats) with its 23' x 13' stage is the perfect setting for lectures, student recitals, chamber concerts and jazz combo performances.

Theatre style seats with attached writing tablets

Computer interface

LCD projector and retractable screen

Built in sound system with microphone capabilities

Six foot Boston Grand Piano, model GP193

Building Features

Load-bearing masonry, Indiana limestone and a Hansen sandstone façade make the 180,000-square-foot Newman Center one of the most beautiful and classical structures built in Denver in recent years.

- Designed using five separate foundations, each isolated from the others by six inches of acoustically “dead” space, the facilities in the Newman Center are connected by Joy Burns Plaza, complete with arched colonnades, a balcony, clerestory windows, a grand staircase into Gates Concert Hall and a late-16th century Flemish tapestry.
- Support spaces such as set, wig and costume shops, along with star, principal and company dressing rooms, serve both Gates Concert Hall and the Byron Flexible Theatre.
- Special architectural features include a rose window carved in Indiana limestone, a large sundial on the south face of the Gates Hall fly tower, and two 24-foot high bas relief Indiana limestone carvings depicting musical themes.
- Three larger-than-life limestone figures of Renaissance street performers grace the west patio. The centerpiece of the installation is a 12-foot-tall, four-foot-wide limestone throne.
- A 10-foot-tall harlequin figure gestures toward the throne, inviting guests to take a seat and mingle among the “performers.”

Design and Construction Team

- G. Cabell Childress, FAIA, University Architect Emeritus
- Mark Rodgers, AIA, University Architect
- Keith M. Conner, AIA, Architectural Consultant
- Anderson Mason Dale Architects, Architect of Record
- Auerbach + Associates, Theatre Consultant
- Kirkegaard Associates, Acousticians
- PCL Construction Services, Inc., General Contractor

Sculptures and Art

Music Reliefs, North Face of Newman Center

Designed and carved by local artists Madeline Wiener and Kathy Caricof, these reliefs were designed to act as “bookends” on the north wall of Trevorrow Hall, home of the Lamont School of Music at the Newman Center for the Performing Arts. The artists wished to depict and celebrate music, specifically jazz (trumpet, bass, drum and saxophone) and classical music (opera, horn and violin). The figures and instruments are carved in a whimsical style, a constant reminder of the music being created behind the walls. Each relief is 24 feet tall by 12 inches deep, and are carved from Indiana Limestone.

Theater Reliefs, West Entrance of the Newman Center

Designed and carved by local artists Madeline Wiener and Kathy Caricof, this high relief depicts three characters from the *Commedia Dell’arte*, Italian theater popular during the Renaissance. *Colombina*, who hides behind *Arlecchino*, is demure and gentle, while *Arlecchino* gestures to the throne on which passers-by can sit to join the audience. The smaller figure represents *Pantalone*, a miserly, scheming masked character in tattered clothing. He clutches a purse, out of which coins are falling into the hat on the ground, as if he were collecting money for a performance. This sculpture is 12 feet tall and is carved from Indiana Limestone.

The Sundial

The vertical Sundial on the South face of the Gates Concert Hall stage house was inspired by similar sundials in Italy. It has two sets of hour markers. The larger, outer set is used to tell the time in the summer months, when the sun is high in the sky and the shadows cast by the gnomon are long. The smaller, inner set is used in the winter months when the sun is low in the sky and the shadows are much shorter.

The Saunders Family Rose Window

The rose window is located in the student lounge on the fifth floor. Cab Childress, University Architect Emeritus, wanted the Newman Center to have its own rose window, not an ecclesiastical one, but a real rose. Mark Rodgers, current University Architect, picked a rose from the University’s rose garden and used it to create plans for the carving. It is and carved in Indiana Limestone. The rose is the logo of the Newman Center, roses being traditional gifts to performers at the end of concerts.

Tapestry (rested as of August, 2022)

Hanging in the Joy Burns Plaza, above the landing of the grand staircase into Gates Concert Hall, is a late 16th or early 17th century Flemish tapestry, from the studio of Audenarde. It depicts a scene from Exodus in the Old Testament. Moses holds a staff; Aaron, his brother, wears a mitre (traditional head-dress of bishops). Their sister Miriam is the central figure. She and other musicians lead the people of Israel in celebration after crossing the Red Sea.

IN PLACE OF TAPESTRY (as of August, 2022):

Vance Hall Kirkland, *Blue Mysteries Suspended in Red Space*, No 13 (No.3, 1976), Oil on canvas. Acquired from the Robert B. Yegge Trust for the benefit of the Sturm College of Law.

PROHIBITED ITEMS

Please leave these items at home:

- Firearms, weapons, and dangerous devices
- Artificial noisemakers
- Recording devices, cameras with detachable lenses
- Balloons
- Outside alcohol
- Coolers, oversized bags
- Masks (except for medical or religious purposes)
- Frisbees, beach balls, or projectiles
- Laser pointers
- Oversized signs or banners
- Any sign(s) with a stick or pole attached
- Fireworks
- Illegal substances
- Animals (service animals are permitted)
- Any other items deemed unacceptable by management

To provide a safe environment for our guests, all bags, jackets, and coats are subject to search prior to admission to University of Denver events.