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Milwaukee Symphony Orchestra Education Concerts Chaperone's Guide

Preparing for your trip to the Bradley Symphony Center

MSO Education Concerts Chaperone's Guide

Please distribute this Guide to all teachers and adults who accompany students to MSO concerts.

We look forward to welcoming your class to the Bradley Symphony Center to hear the Milwaukee Symphony Orchestra! Whether it's your first symphony concert or your students are seasoned audience members, we ask all teachers to set aside time to help prepare students for the concert. Please refer to the Allen-Bradley Hall House Rules below.

Arrival: The concert hall doors of Allen-Bradley Hall open 30 minutes prior to each performance. Please arrive at the time indicated on your bus information packet. If you are arriving via bus, please follow unloading instructions from Bradley Symphony Center staff and Milwaukee Police Department officers. If you are arriving via car, please plan to arrive at least 20 minutes before performance time. Latecomers will be seated at the discretion of house management.

Your Theater Seats: Students should enter the building in a single-file line. The adult(s) in charge should be at the head of the line, with other adults spread out among the students so they can actively supervise throughout the performance. Ushers will direct you to your seats and students will be seated in the order that they come off the bus. If you need to re-arrange students or take students to the restroom, please do that once your group has been entirely seated.

Coats: Please ask your students to take off their coats and place them on the seat backs.

Sensory Inclusive Initiative: The Milwaukee Symphony Orchestra and Bradley Symphony Center has partnered with KultureCity to improve our ability to assist and accommodate guests with sensory needs. If you have concert-goers that identify with a sensory need, see the list below of resources and accommodations we have available. If students or aides have tools of their own they'd like to bring, those are welcomed and encouraged.

- **Social Narratives:** Visit <https://venue.kulturecity.org/venues/bradley-symphony-center> to access the Bradley Symphony Center social narrative. A concert specific social narrative can be found by visiting the corresponding series landing page on our website mso.org/education.
- **Sensory Bags, Weighted Lap Pads, & Noise Canceling Headphones:** Sensory bags containing special KultureCity VIP badges, fidget tools, noise canceling headphones and other resources are available for checkout, at no cost, on concert days. Noise canceling headphones and weighted lap pads can also be checked out individually. Find an usher or staff member on the concert day or make a request ahead of time by emailing Courtney Buvid at buvidc@mso.org. **A photo ID will be requested as security.**
- **Hearing Loop & Infrared Listening System:** Allen-Bradley Hall is equipped with a tele-coil or T-coil Loop system. No additional assistive listening devices are required for patrons with compatible hearing aids or cochlear implants. Allen-Bradley Hall is also equipped with an infrared listening system. Assistive listening devices are offered free of charge and can be requested from an usher or staff member on the concert day or by making a request ahead of time with Courtney Buvid at buvidc@mso.org. **A photo ID will be requested as security.**

Disruptive Behavior: Intentionally disruptive or disrespectful students may be asked to leave the hall. Ushers are seated in the hall during performances for additional supervision and may involve the house manager, if necessary. If you notice unsafe behavior by a student or school group, please notify an usher or the house manager immediately.

We do not recommend that infants and young toddlers attend MSO Education Concerts.

Allen-Bradley Hall House Rules

Quiet: If possible, please ask your students to remain quiet throughout the performance. The auditorium acoustics carry even small sounds from the audience and, unless necessary, talking during the performance is discouraged. If a student is feeling overwhelmed and needs a break, there are three Quiet Areas available in the Bradley Symphony Center. If you need assistance finding a Quiet Area, find an usher or staff member. See the locations below.

- **Quiet Room:** Located in the pre-theater lobby on the first floor, the Quiet Room is equipped with a sink, comfortable seating, and warm lighting.
- **Quiet Area #1:** Located in the Historic Exhibit on the lower level.
- **Quiet Area #2:** Located in the Phone Booth Area on the second level.

Food and Chewing Gum: Food, drinks, and chewing gum are *not* permitted inside Allen-Bradley Hall. Please leave lunches on the bus, unless a lunch space reservation has been made.

Cameras, Recorders, Electronics: The use of cameras, recorders, radios, **cell phones**, or other electronic equipment is *not* permitted in Allen-Bradley Hall. Pictures may *not* be taken of MSO musicians. Laser pens can be dangerous to musicians' eyes. Please confiscate these items immediately. **Adult chaperones should NOT have cell phones out during the performance.**

Flying Objects: To ensure the safety of all in attendance, throwing objects in the hall, over railings, or onto the stage is dangerous and strictly prohibited. If something lands on the stage, the performers may stop and/or cancel the performance. Students who drop objects from upper-level areas or spit on those below will be asked to leave the hall immediately. We ask for your cooperation to make sure students are respectful towards themselves and others.

Railings: Never allow students to lean on the railings. It is dangerous to the student leaning and to those below. Chaperones should be interspersed among students and be especially observant when students are seated next to railings.

Restrooms: Once your group is seated, encourage students to use the restroom before the concert begins. If a student must use the restroom during the concert, please wait until a break for applause or until after a piece concludes. Students must be accompanied by an adult chaperone to the restroom. Students and chaperones will only be allowed to re-enter the hall between musical pieces at the discretion of the house manager.

Showing Your Enjoyment: Your applause is welcome at the conclusion of each musical selection and at the end of the concert. Applause can be shown by clapping or by using the American Sign Language sign for applause. If you wish to send a special compliment to the performers, you may choose to shout "Bravo" ("Brava" for a female performer). Some people like to show their appreciation for the performance and musicians with a standing ovation.

We know you have many duties at today's performance. Thank you for helping students experience the joy of live orchestral music and we hope you enjoy the performance as well. Please join us again!

Please do not leave the hall while the concert is in progress.

If a student must leave the hall due to an emergency, a chaperone must accompany them.