

FRIENDLY DAY AT THE MOVIES VOLUNTEER ORIENTATION

- Staff arrive and begin setup between 12:30-12:45 p.m.
- **Volunteer duties begin around 1:00 p.m.**
- Doors open 1:15 p.m. for 2 p.m. movie
- Some help is needed after the movie to assist guests safely to the exit. We are usually done by 4:30 p.m.
- Volunteers are welcome to arrive and leave at any time. Any amount of help is appreciated.

Out of respect for our friends with brain changes, please adapt your conversation and interactions with them:

- K.I.S.S. Keep It Short, Simple and Slow: short sentences, one simple idea or one simple question at a time. Avoid open-ended questions (may be too hard to answer). Instead, give either a choice of two options or a yes/no option. Slow down a little. Their processing may be a bit slow.
- When feasible, make eye contact.
- Be aware of your body language and tone and pace of voice. These can be at least as important as the specific words you use.
- Be patient (in words and in non-verbals) if a person asks the same question repeatedly. They are doing the best they can with damaged recording equipment. ○
- This event may be initially intimidating, maybe a little frightening. Respect their concern and guide them gently, reassuringly through any rough spots. Don't dismiss their concerns. Take them seriously and join their journey. Thus, not "Oh there's nothing to be afraid of", but instead, "Mrs Jones, I know this place is not familiar. I would be happy to help you get through this lobby and into the theater where we are all going to have a really fun time. Would you like to watch a really funny movie with me?"... ○
- Know that a person with dementia may have difficulty with navigation. They can bump into things like tables. They may have difficulty seeing a step for what it is. They may head off in the wrong direction. Be attentive.

Our primary goal today is to make this experience safe and enjoyable for everyone who attends. To do that, we will all need to be attentive and vigilant. Be ready to step in if anyone seems confused, in distress, or heading somewhere they shouldn't go.

In case of accident (e.g. a fall) - Emagine has a general protocol for guest safety, but the first responsibility for our event will be that of the care partner. That is, do not take action independently. Follow the directions of the care partner. In the (unlikely) event of an emotional meltdown, again, the care partner is the person in charge of the situation. There is a designated quiet space near the main entrance to the building.)

At any opportunity, **help make connections** among persons on the journey. Introduce yourself, start a conversation (e.g. "have you ever seen this movie?" "been to this theater?") Then, even if you have just introduced yourself and chatted for a moment, go ahead and reach out to the next couple passing by with, "Hi there, we haven't met. I'm Sally and I would like you to meet my new friends here, Charlie and Virginia " or some such. Repeat as often as you can.

Things to be aware of:

- A drink and a small popcorn are included in the cost of the ticket. There is a table with the available options right outside of our theater door.
- There is also a free buffet (small sandwiches, fruit, cookies) in the front of the auditorium. People can take the food to their seats before and during the movie.
- Guests are welcome to purchase additional snacks at the concession stand.
- There are purple feet on the carpet to lead folks to the auditorium.
- There is a "quiet" room at the front of the theater next to the entrance for guests who may become overstimulated

Volunteer Role Descriptions

Curbside Greeters

- Welcome guests to the movie. When appropriate, assist guests from vehicles and into the lobby of the theater.
- Either direct guests to the Welcome Table to purchase tickets, or help them get seated in the lobby chairs to wait for the rest of their party.
- If things are backing up, please don't make anyone stand in the in-between spaces between glass doors. Welcome them into the theater and just bend the line around so that everyone gets to stand inside.
- Please be sure to include the person with dementia in the conversation. Don't limit your comments to the care partner and please don't refer to the person with dementia as if they were not present.

Welcome Table Jobs

- **Tickets**
 - Each person receives a perforated ticket, which will be in the blue cash box. These are not strictly necessary to get into the movie, but are for the door prize drawing, and are fun!
 - Tickets are \$5 per person, although no one should be turned away due to an inability to pay.
 - Please count the number of tickets that you start with, so that we can keep track of how many are sold based on the amount of tickets we have left over.
 - If anyone from general public inquiries---yes, the event is open to the general public; they are welcome to join in the fun during the show. Give them a flier about the program.
- **Cash Payments**
 - Please keep cash box in your possession until you hand it over to Jim Mangi or Chelsea Harvey
- **Credit Card Payments**
 - Use the Square card reader to process payments. Follow the prompts on the screen.
 - If there is an issue with the reader or someone's card, they may still have tickets. They can pay us later, either through our website, or pay at the next movie.
 - **Do NOT turn off the device when finished.**
- **Name Tags**
 - Give each person a name tag. Fill out the tag for those who need or want assistance.
 - When necessary, a second person can take a clipboard to make name tags for those sitting in chairs in the lobby, so they don't have to get into the line.

Ticket Taker

- Stationed next to the popcorn and drinks table. Collection box will be provided.
- Tear the two part ticket and give one part back to each guest.
- Tell them to keep their ticket stub for the prize drawing after the movie
- Retain the other part for the door prize drawing later. There will be a clear plastic collection box.
- Once all guests have entered, please count the ticket stubs, and then give the box to a staff member.

Inside Guide Crew

- Escort guests into the theater.
- Stop at the ticket taker, and at the popcorn and drink table.
- Popcorn and drinks are included in the cost of the ticket. When needed, help guests choose their items and carry to their seat.
- We have professional caregivers (Senior Helper Jeannette) available to help guests with mobility challenges navigate the theater safely. We have ramps over the far set of steps. If in doubt about a person's ability, please wait for a Senior Helper to assist them to their seat.
- There is also a free buffet (sandwiches, fruit, cookies) down by the screen. Encourage everyone to visit it, or assure them that someone will bring them a plate if needed.
- Walkers and wheelchairs will need to be stored out of the way during the movie. Write name on tag, attach it to walker, and store it in front of the screen.
- The wide row near the center is reserved for people with wheelchairs. Some of the seats are transfer seats. The arm lifts and the person can slide into the seat. If someone chooses to sit there, remove the wheelchair so another person in a wheelchair can sit in the row. **We try our best to kindly dissuade guests who do not have a mobility challenge from sitting in the barrier free row; it is important that we reserve those seats for those who cannot navigate the steps. A staff member can help with this.**

Theatre Engagement Crew

- Introduce yourself, start a conversation and try to connect couples and groups to one another up there by the buffet table, or in the aisles.
- Offer to fill a plate from the buffet and deliver it to any guest who doesn't want to make the trip down the stairs.
- Keep the buffet stocked and tidy. DFS staff will assist with this.

Other Considerations

During the movie

- We need at least two volunteers with eyes on the audience at all times, one person on each side of the auditorium.
- Also need a person with eyes on the exit door so that no one leaves.
- Constantly watch audience for any signs of discomfort or distress or need for assistance
- Singing, dancing, talking, etc. are all ok. For volunteers, too.
- Keep an eye on anyone who leaves the theater alone, and make sure they find their way back in. (It is often difficult to discern who may need help and who doesn't. We ALWAYS want to be respectful of everyone, but also keep our guests safe.)

Restrooms

- Some guests may need assistance to find the restroom. **NOTE: volunteers do not provide direct toileting assistance. If this is needed, let staff know.**
- The lights are motion activated. If the entryway is dark, offer to walk a step or two ahead, saying, “I will just turn these lights on”—which you will in fact do just by walking in.
- Wait outside and escort the person back to the correct theater and seat,

After the movie and the door prize drawing

- Connect guests with walkers, assist those with wheelchairs.
- Direct everyone to the exit.
- Check the auditorium for forgotten items, e.g. purses, canes, etc.
- There will be a table just outside the theater exit laden with yet more goodies for the taking (while they last).
- Hosts in the lobby can direct people to the exit.
- Stay with guests at curbside while their caregivers retrieve their cars.
- Help pack up all remaining paraphernalia and whatnots.
- Go home with our sincere thanks for helping make life for persons dealing with dementia a little less difficult and somewhat more fun.