



Kingston  
Symphony

Kingston Symphony  
Isabel Bader Centre for the Performing Arts

# 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.

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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 Jacob Two-Two Meets the Hooded Fang.



Image Description: A young boy stands holding a torch with his back to us. A large shadow looms over him (on his left). They stand in a brick hallway or tunnel.

# Theatre

The concert is at the Isabel Bader Centre for the Performing Arts. People often call the centre “the Isabel”.

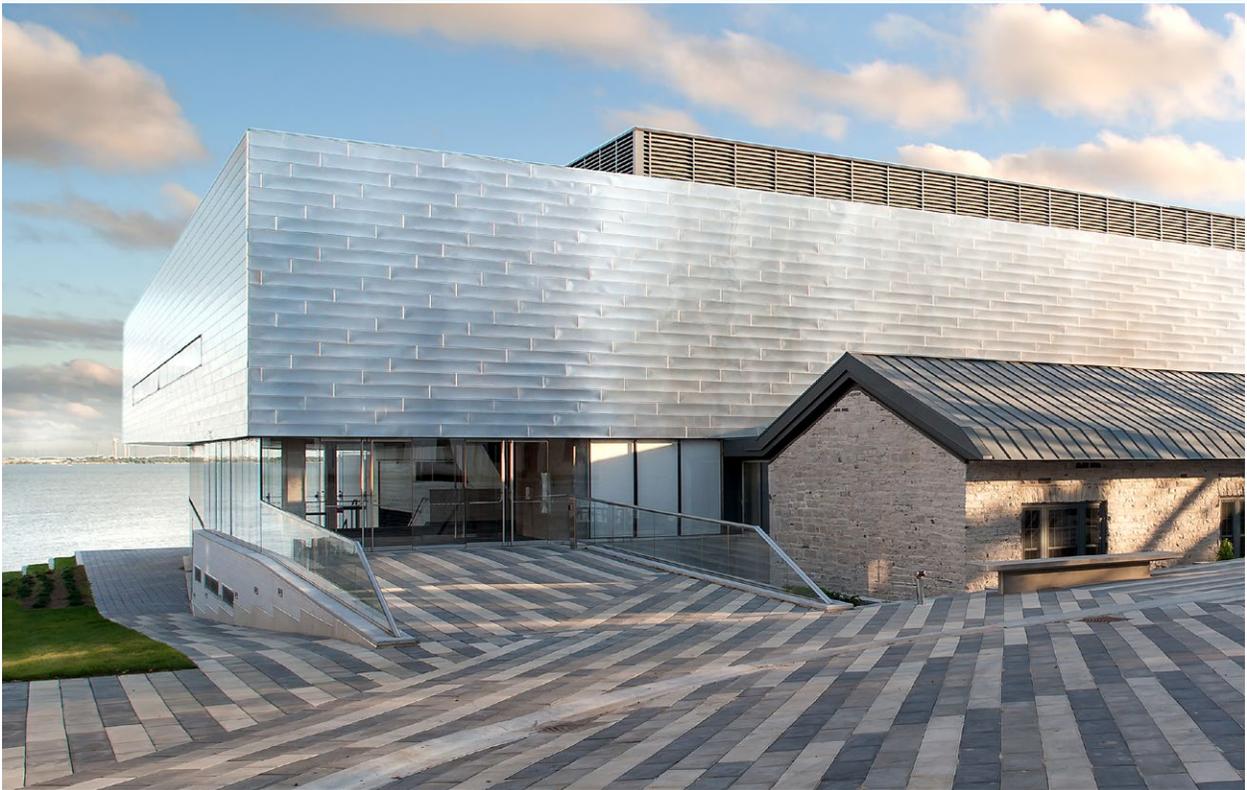


Image description: A photo of the outside of the Isabel. The ramp to the front doors is checkered and the sun reflects off of the roof.

# Getting There

I can get to the Isabel 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 one of the parking lots onsite at the Isabel.

There are three lots. One is close to the front doors and the Tett Centre. The second lower parking lot is along the driveway and slightly past the front of the Isabel, and the third upper parking lot is located just off of King Street. All lots are free to park on evenings and on weekends.

There is also scattered street parking around the area. We can choose where we park.

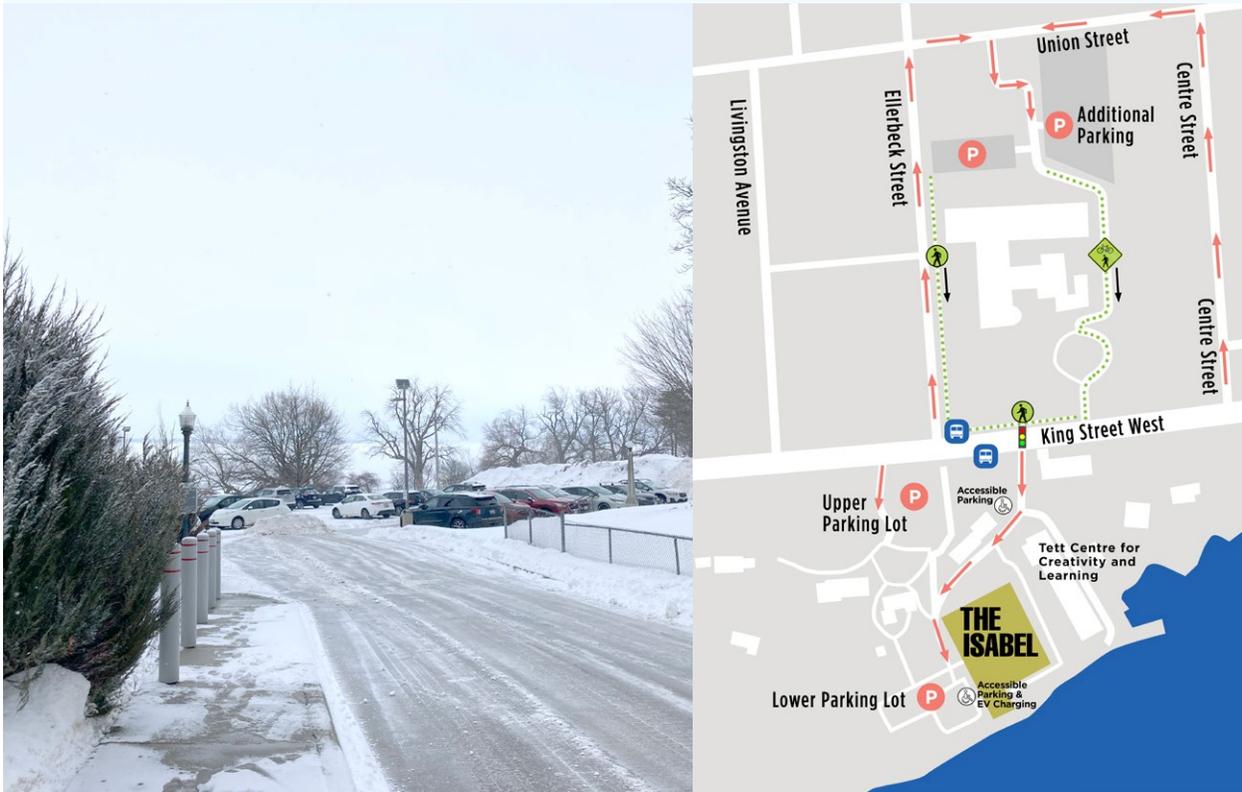


Image Description: The first photo is of the entrance to the lower parking lot. The second photo is a map of parking options available at the Isabel.

If we park in the lower parking lot, we can use the sidewalk up a hill and around the Isabel to the front doors. I will be careful on the hill as it may be slippery or snowy.



Image Description: Photo of sidewalk from lower parking to front doors of the Isabel.

There are many buses we can take to get to the Isabel.

If we take Kingston Transit bus 31 or 32, or Express bus 501 or 502, we can get off at "The Isabel and Tett Centres" stop.

And then we will make our way to the theatre.

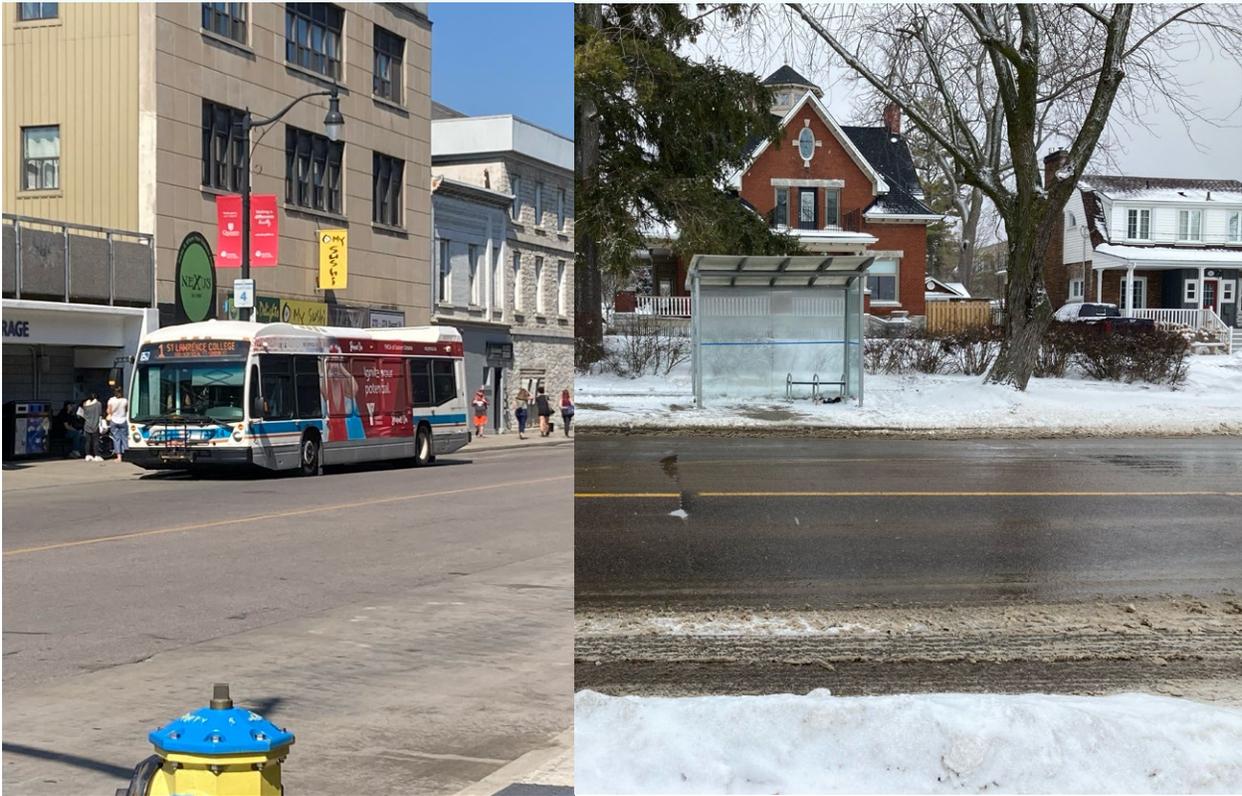


Image Description: The first photo is of a bus stopping to let people on it. The second photo is of "The Isabel and Tett Centres" stop.

If someone will be dropping us off (a taxi, uber, friend, etc.) they can do so right in front of the theatre. There is a large area where cars can pull in and turn around by the front doors. This is the drop-off area.



Image Description: A photo of the drop-off zone at the Isabel.

# Building Lobby

We can enter the lobby of the centre through the front doors, by the drop-off zone.

There are two sets of glass doors to walk through to get inside.

There is a ramp if we enter from the parking lots or from King Street. The lobby floor is concrete. I will walk carefully if it is wet.

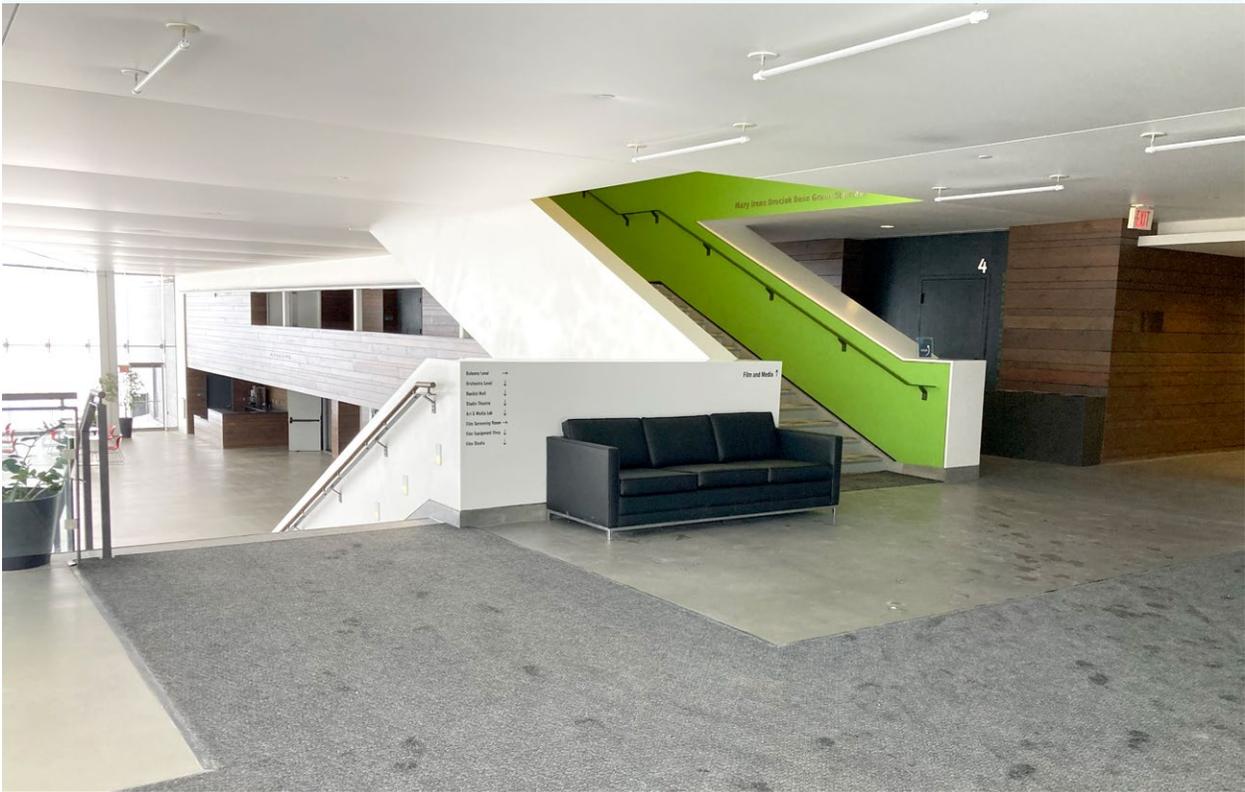


Image Description: Photo of the Isabel lobby from the main entrance.

# Box Office

If I need to collect my tickets I can do so at the Box Office.

The Box Office is through the main doors. Once inside the Isabel, we will turn to our right and the Box Office will be beside us. The Box Office is a table with friendly staff standing or sitting behind it. If we already have our tickets we do not need to stop at the Box Office.



Image Description: Photo of Box Office at the Isabel.

# Entering the Theatre

From the front doors or Box Office I will need to go down one (1) level to the theatre entrance if my seats are on the orchestra level. I can take the stairs or the elevator to the lobby. I will not need to go down the stairs if I am sitting in the balcony.

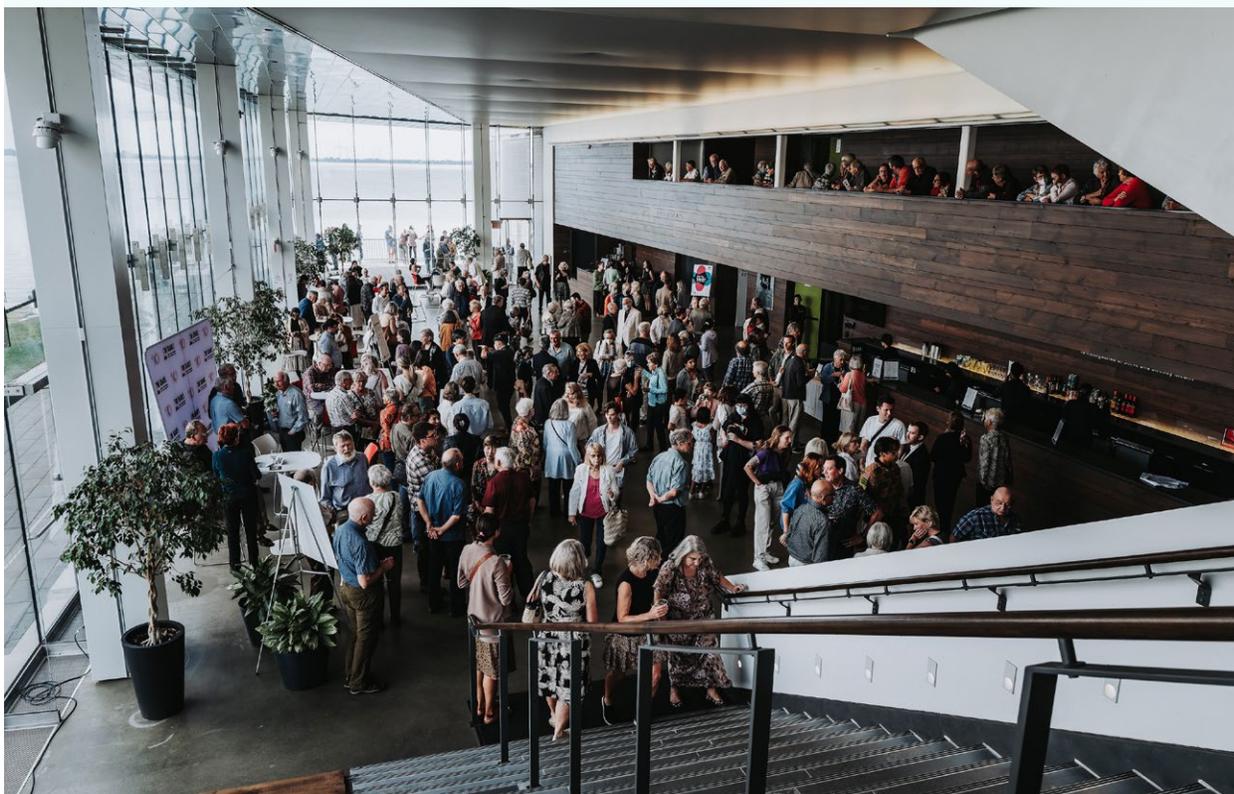


Image Description: Photo from the top of stairs looking down to the lobby.

# Stairs

There are many floors in the Isabel.

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 directly in front of the entrance/front doors to the Isabel.

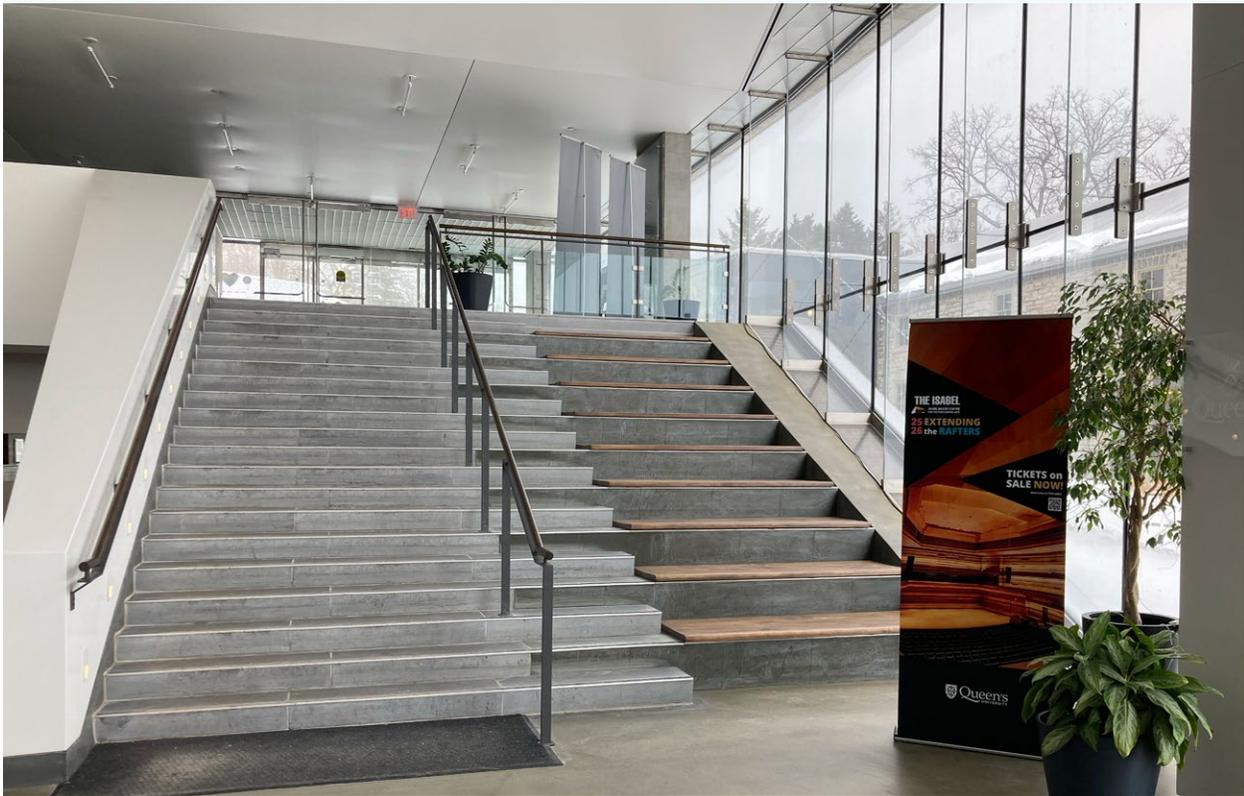


Image Description: Photo of stairs at the Isabel.

# Elevator

Or, I can take the elevator to get between floors. The elevator is to the right of the main entrance. The elevator goes to floors that the theatre is not on. To get down to the orchestra level, I need to press button 1 and to get back to the street level, I need to press button 2.

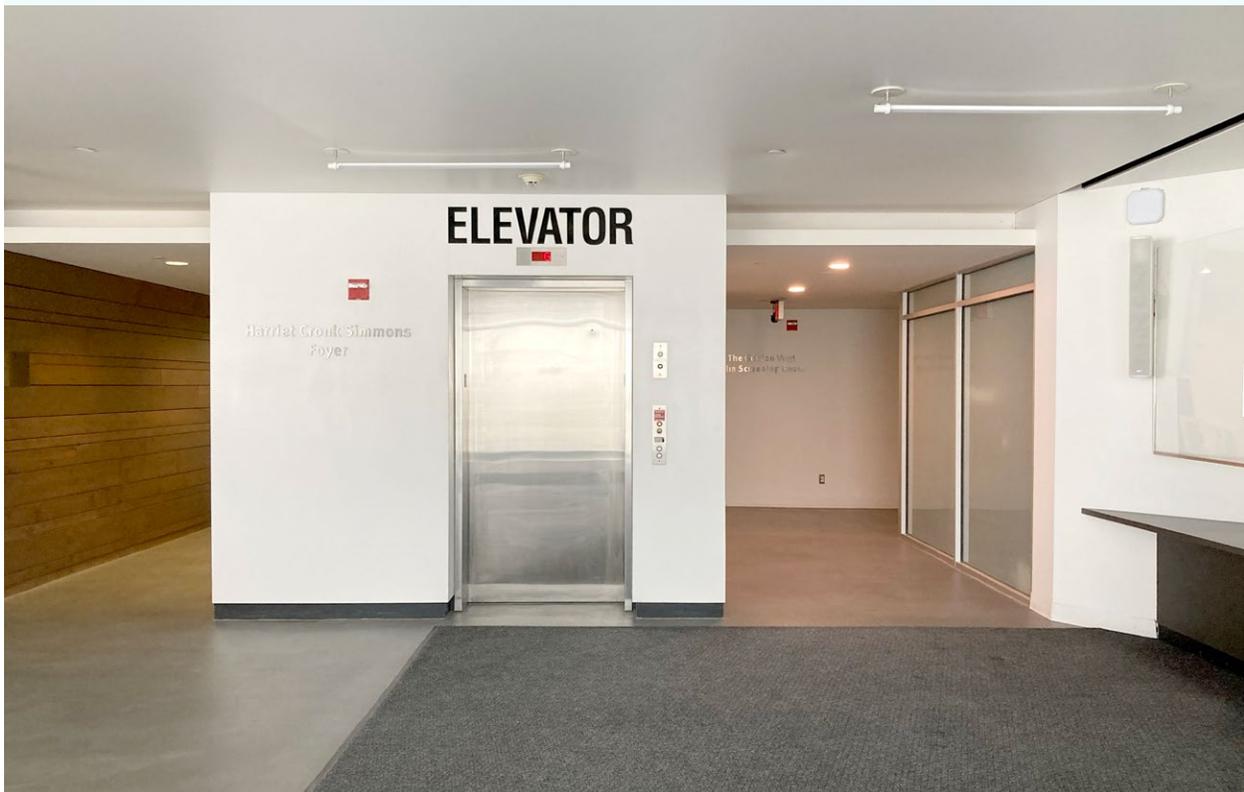


Image Description: Photo of elevator at the Isabel.

# Ushers

Ushers are friendly staff that work or volunteer at the Isabel.

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

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



Image Description: Photo of an usher in uniform.

# Many Spaces in One Building!

The Isabel is home to the theatre I will watch the concert in. But it is also home to classrooms, dressing rooms, studios, and more.

I won't be able to explore the rest of the building when I attend the concert, but I will still get to experience lots of the building!



Image Description: Photo of one of the entrances to the Performance Hall at the Isabel.

# Main Lobby

The Main Lobby for the Isabel is where I can access washrooms, water fountain, and seating for the concert. I can also access washrooms, coat check, and seating for the concert on the level I enter the Isabel.



**Image Description:** A photo of the lobby of the Isabel. The wall on the left and at the end are completely glass!

# Concession

There is a concession in the lobby. It will not be open on the day of the performance I am attending.

I can bring my reusable water bottle from home and use it in the lobby. I am not able to eat or drink while sitting in my seats in the Performance Hall.



Image description: Photo of concession at the Isabel.

# 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.

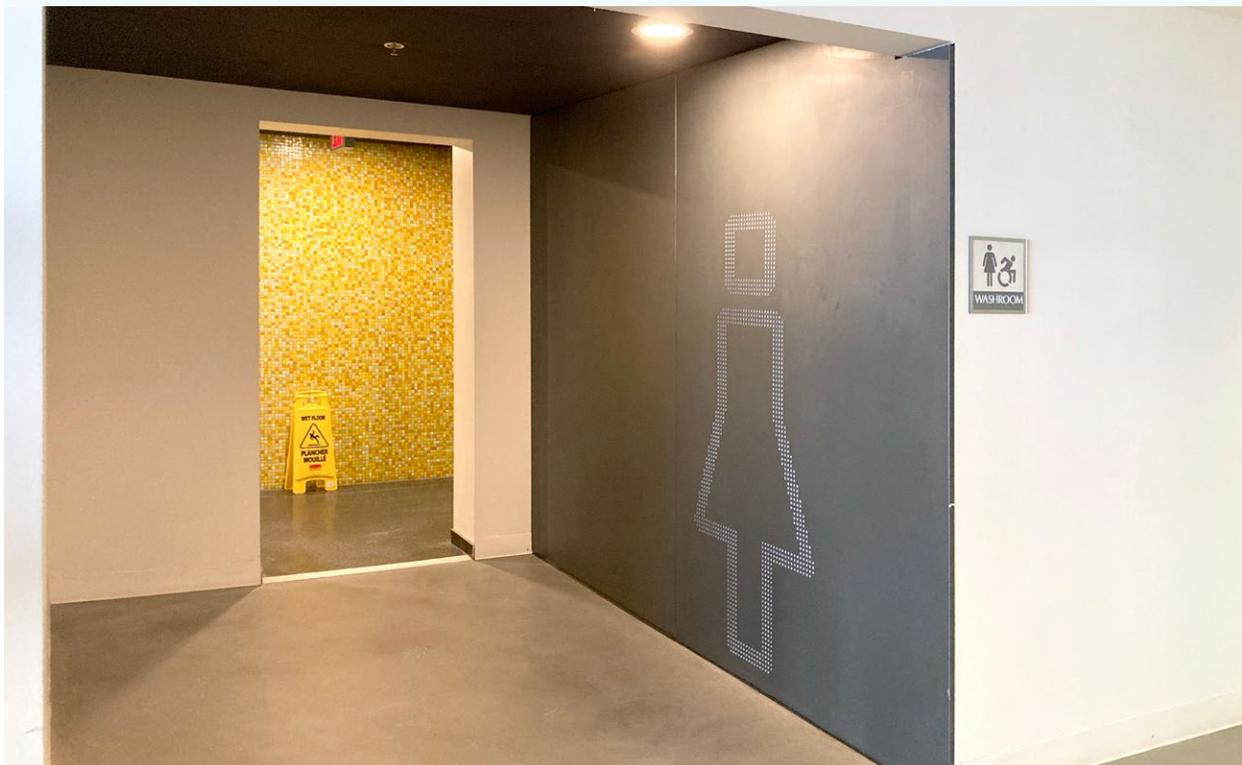


Image description: Photo of washroom signs.

The women's washroom is in the lobby close to the stairs.

It has a concrete floor and stalls.

The toilets are automatic (that means they flush by themselves). The sinks are also automatic. There is an accessible stall in the washroom.

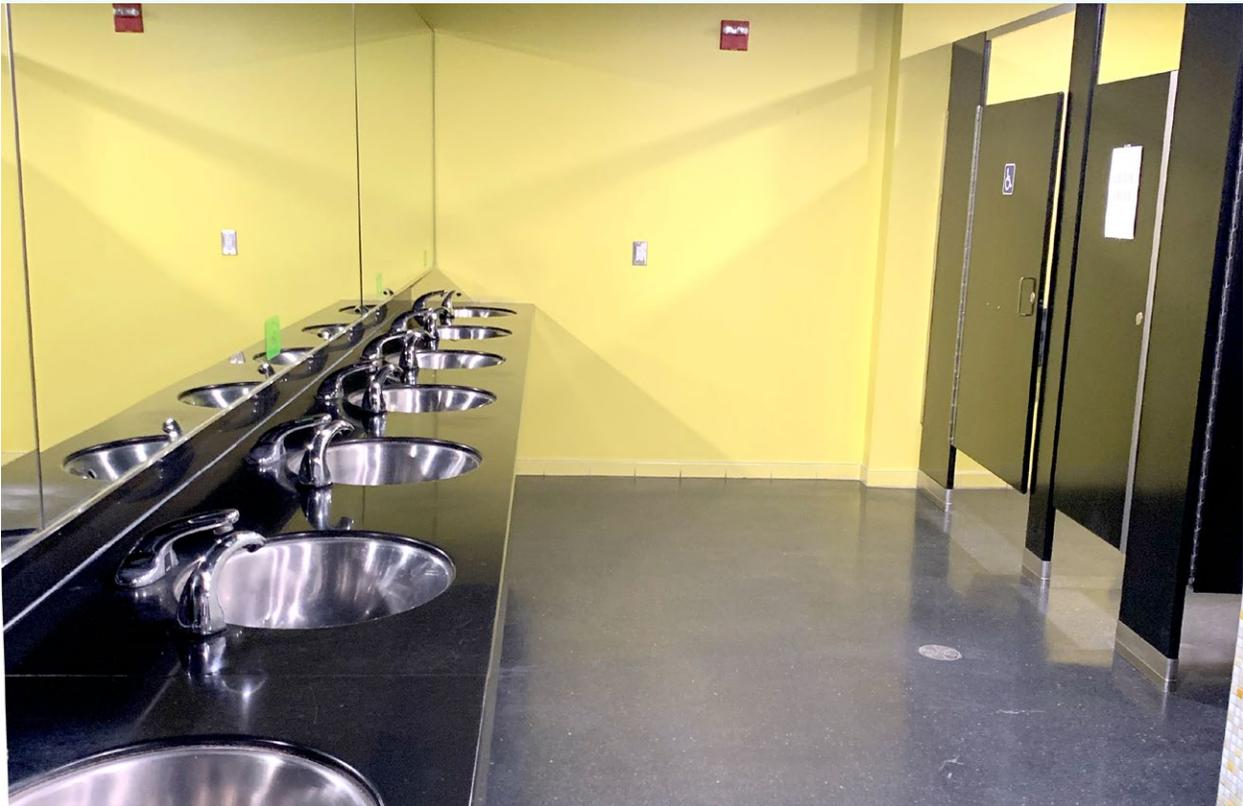


Image description: Photo inside the women's washroom.

The men's washroom is to the right of the lobby (opposite the women's).

The toilets are automatic (that means they flush by themselves). The sinks are also automatic. There is an accessible stall in the washroom.

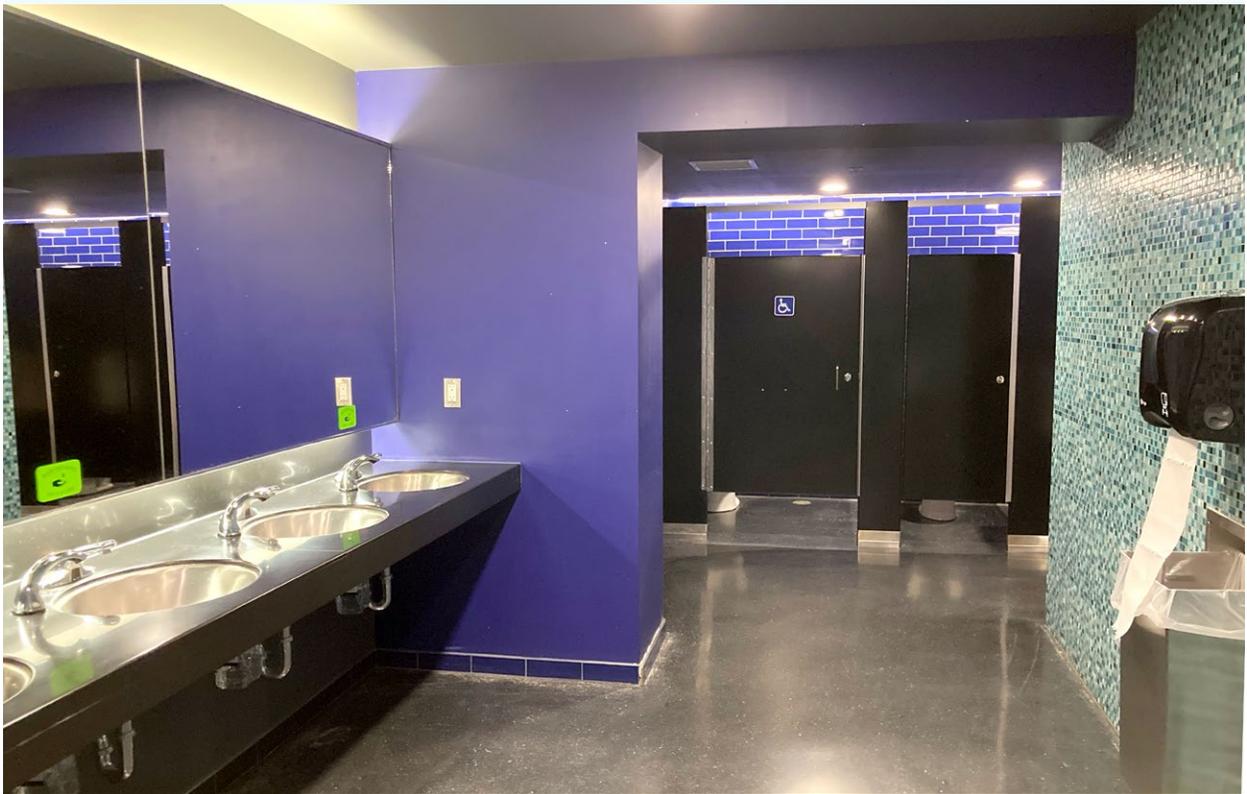


Image description: Photo of the men's washroom.

The accessible washroom is close to the elevator and women's and men's washrooms.

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.

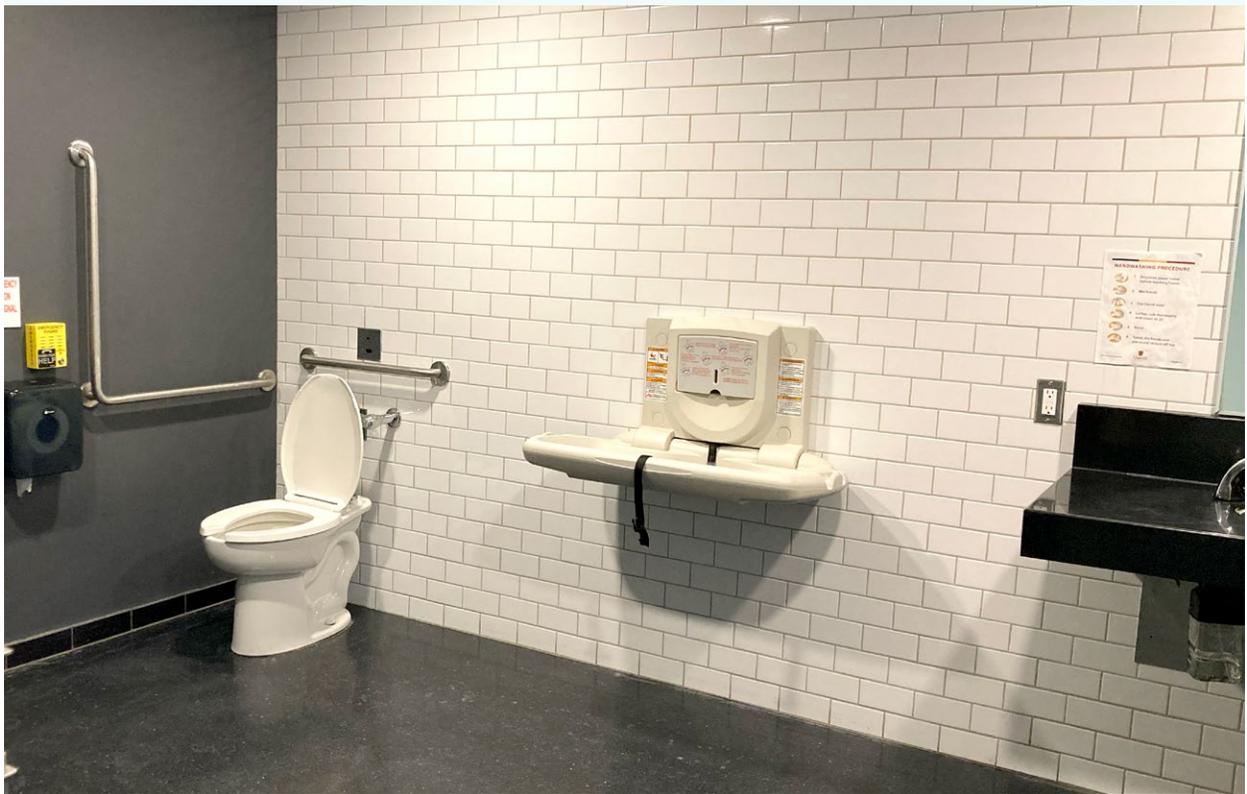


Image description: Photo of the accessible washroom.

# Coat Check

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

It is close to the Box Office. It is free to check our coats.



Image description: Photo of the Coat Check.

# Quiet Room /Low Sensory Break Space

If it is loud or overwhelming in the concert or the lobby I can use the Quiet Room. It is on the same floor as the main lobby in the Recital Hall. If I need to use the Quiet Room I can ask an usher to show me where it is.

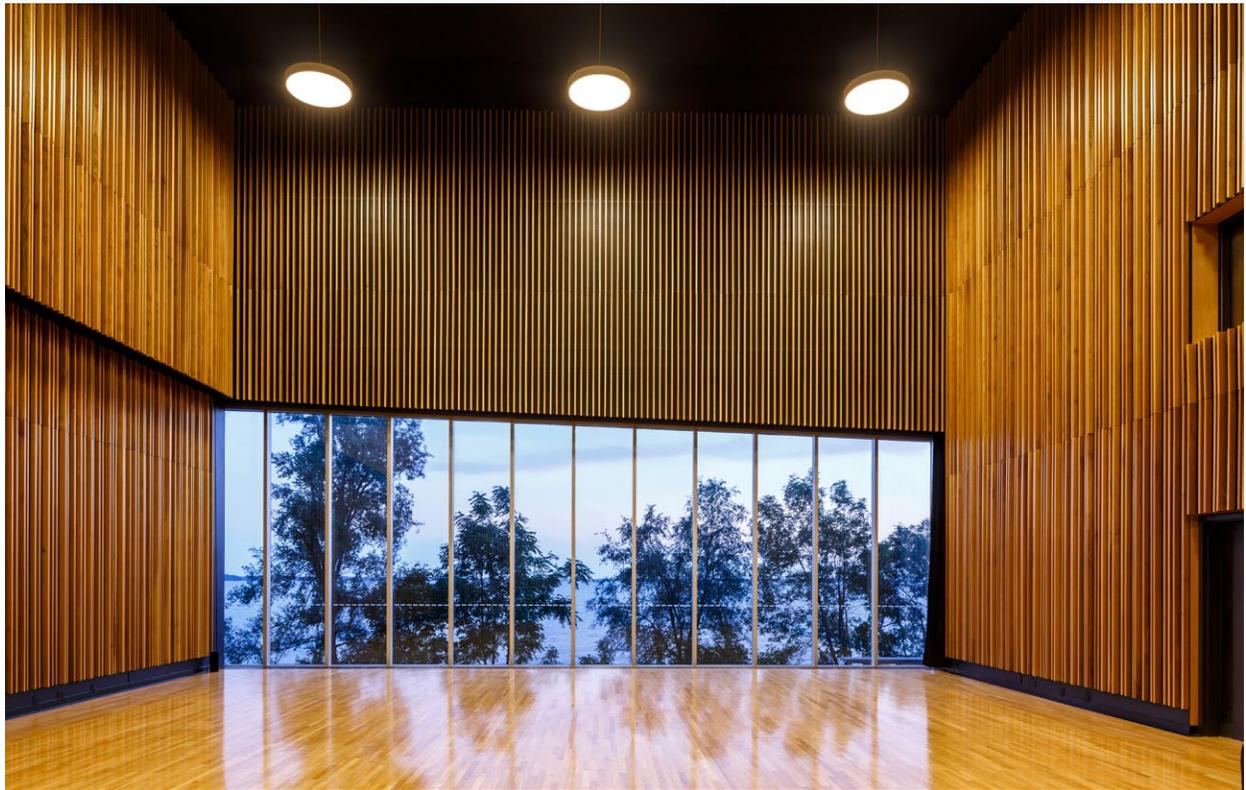


Image description: A photo of the Quiet Room (also called the Recital Hall).

# 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.

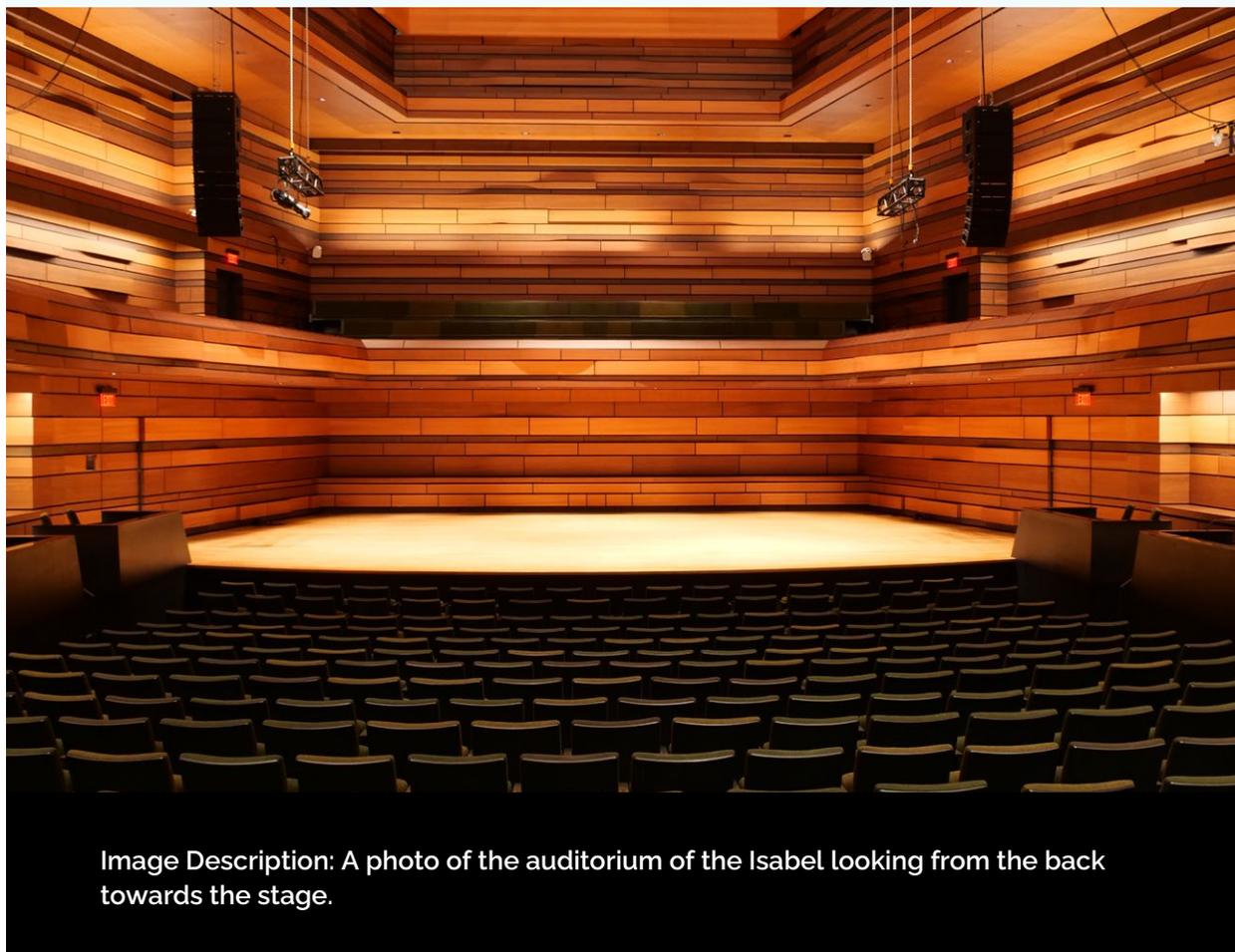


Image Description: A photo of the auditorium of the Isabel looking from the back towards the stage.

# Ticketed Seating

Seating at the concert is reserved seating, which 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, which 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.

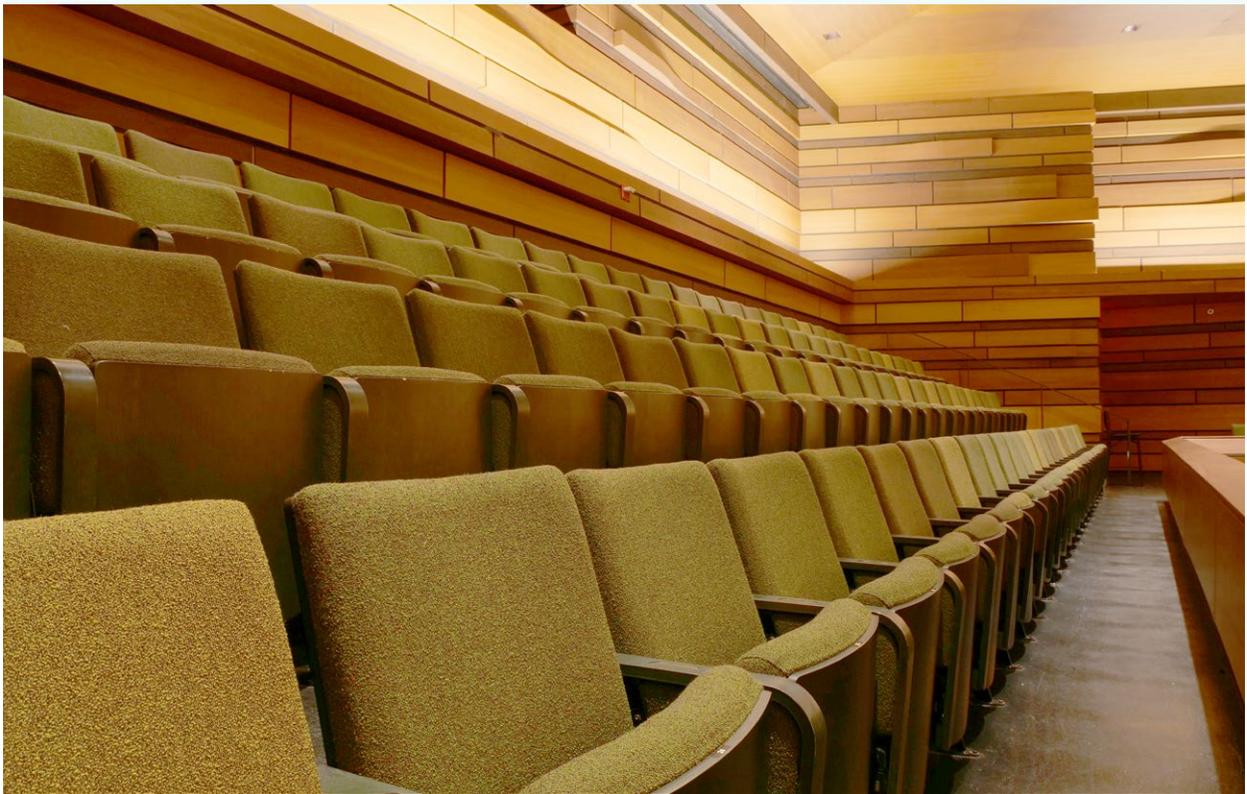


Image Description: Photo of seats in the Performance Hall.

# Main Floor Orchestra Level

I will enter the Performance Hall at the back of the room.

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

I will use the ramp to get to my seat.

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

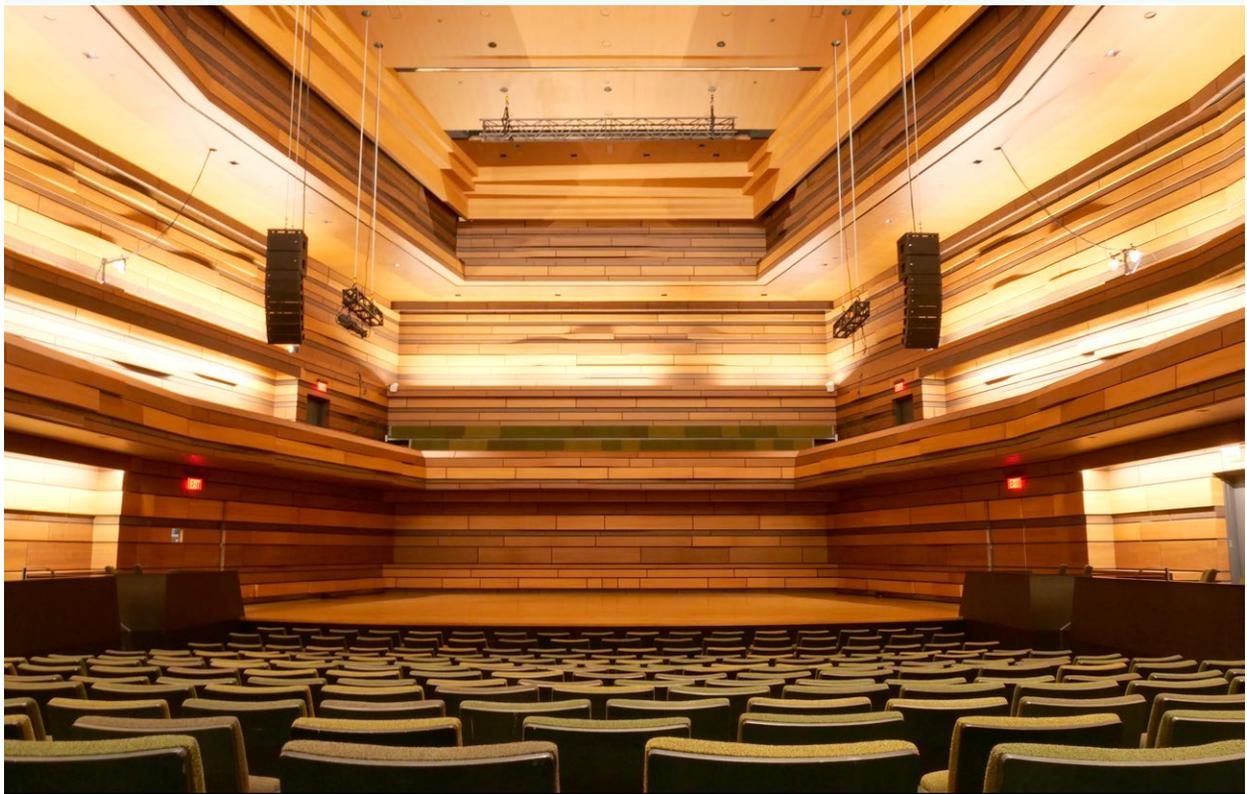


Image Description: Photo of seats in the Performance Hall.

# Second Floor Balcony Level

I might be sitting in the balcony. If I am, I will stay on the same level as I entered the Isabel. Then I will find my seat.

Some seats in the balcony have a low wall in front of them. I will be careful and not look or drop anything over the wall if I am sitting in these seats.

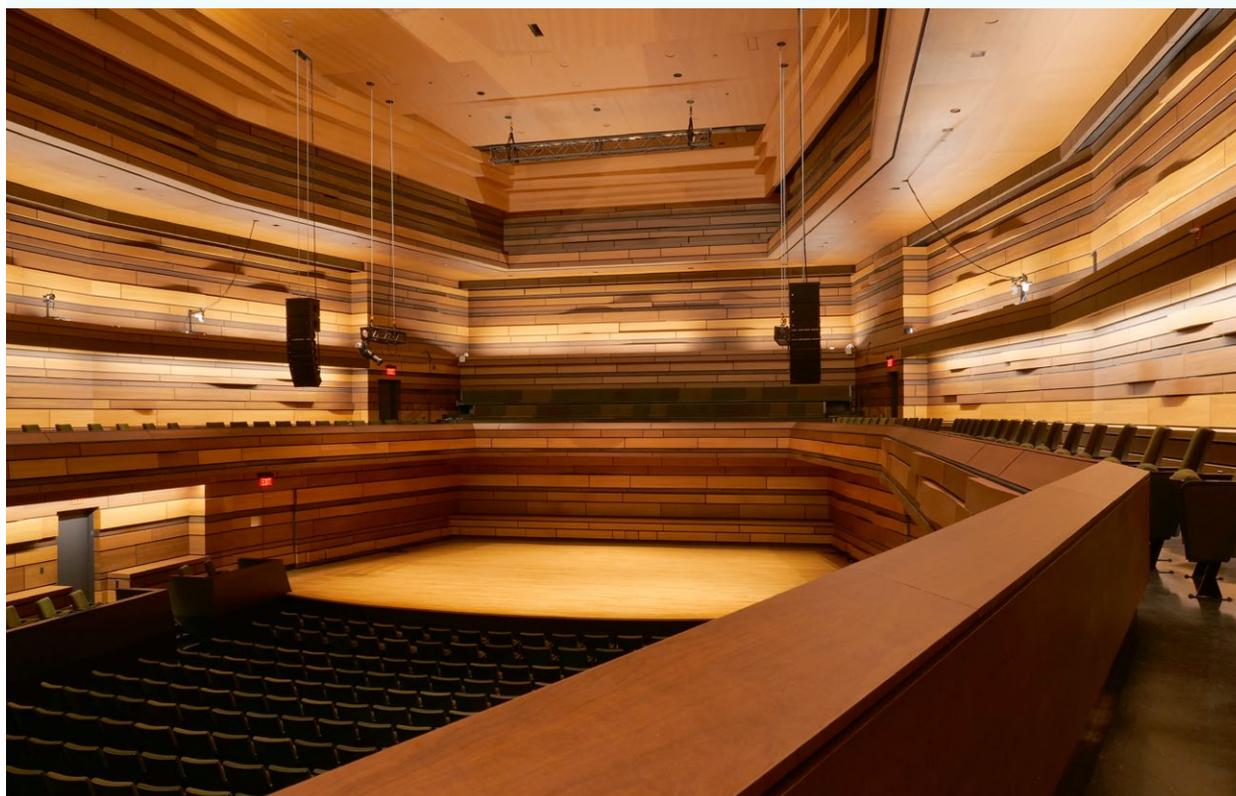
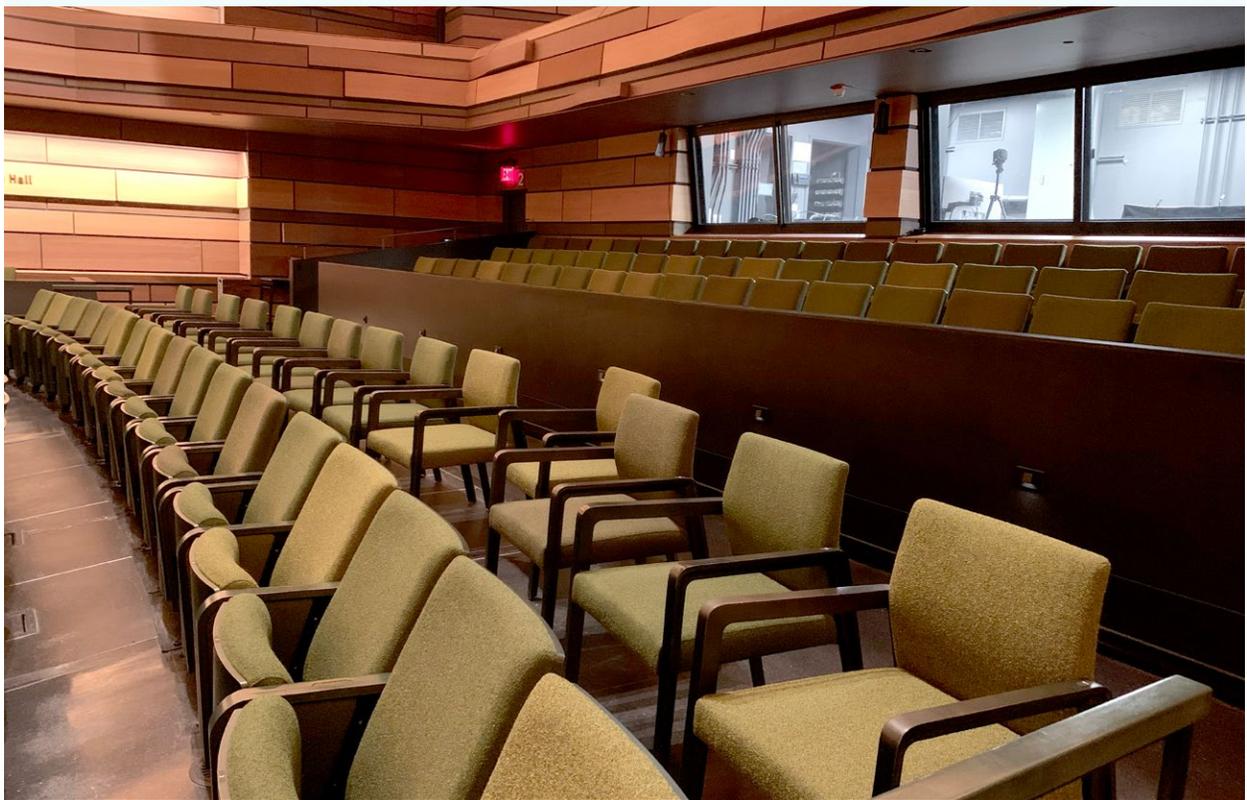


Image Description: Photo of balcony.

# 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.

There are seats for family/group members of wheelchair users in this row.



**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.



Image Description: Photo of green booster seats.

# 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 the usher will bring it back to me whenever I need it.

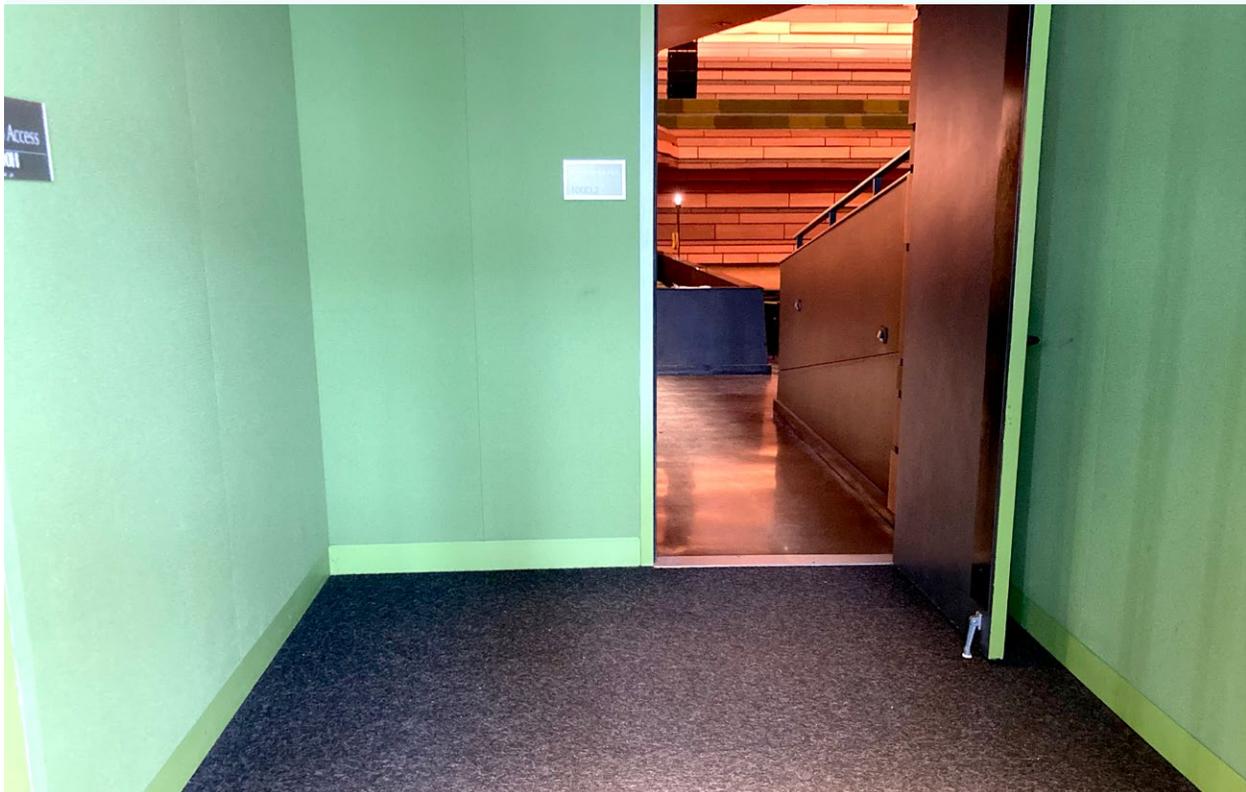


Image Description: Photo of the space where my walker or stroller will be stored during the performance.

# The Orchestra Warms Up

When the Performance Hall 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.

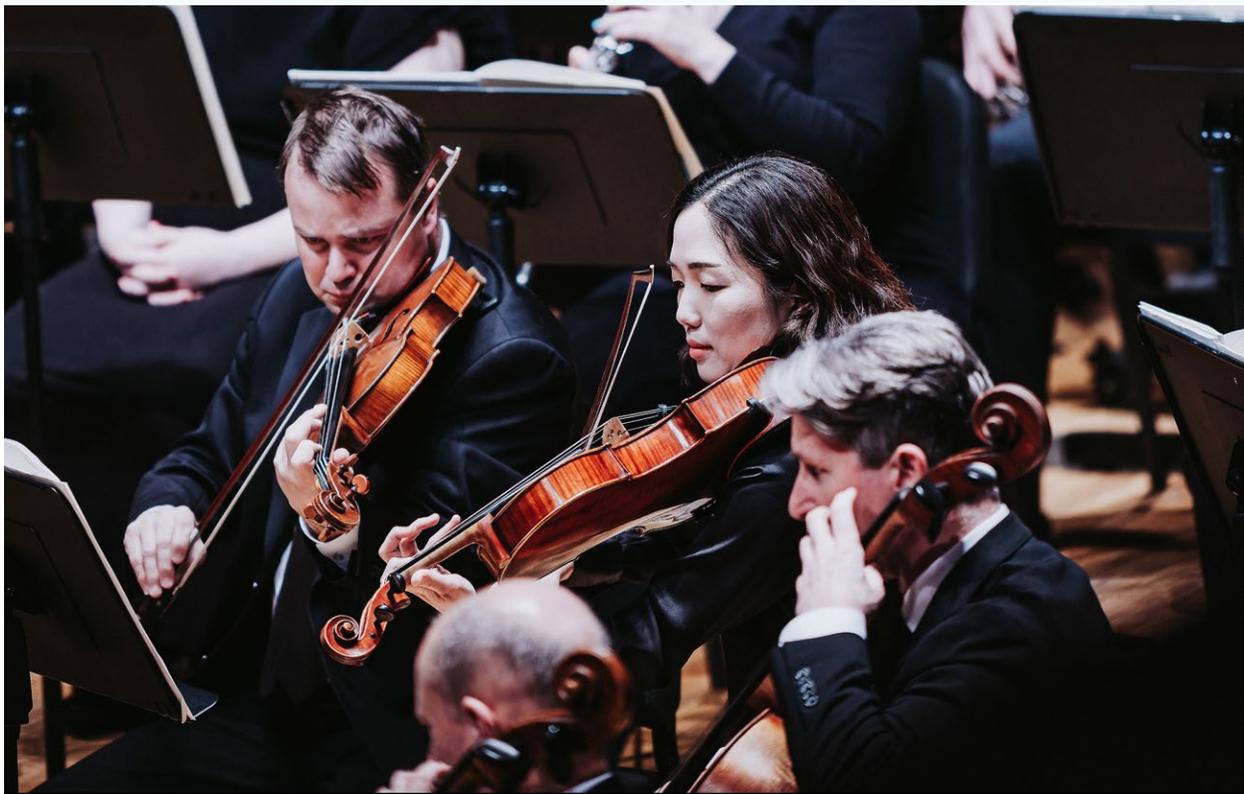


Image Description: A photo of the Kingston Symphony.

# The Stage

I cannot touch or go up onto the stage before or during the performance. The stage is where the musicians and narrator 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 narrator onstage because they have rehearsed many times.

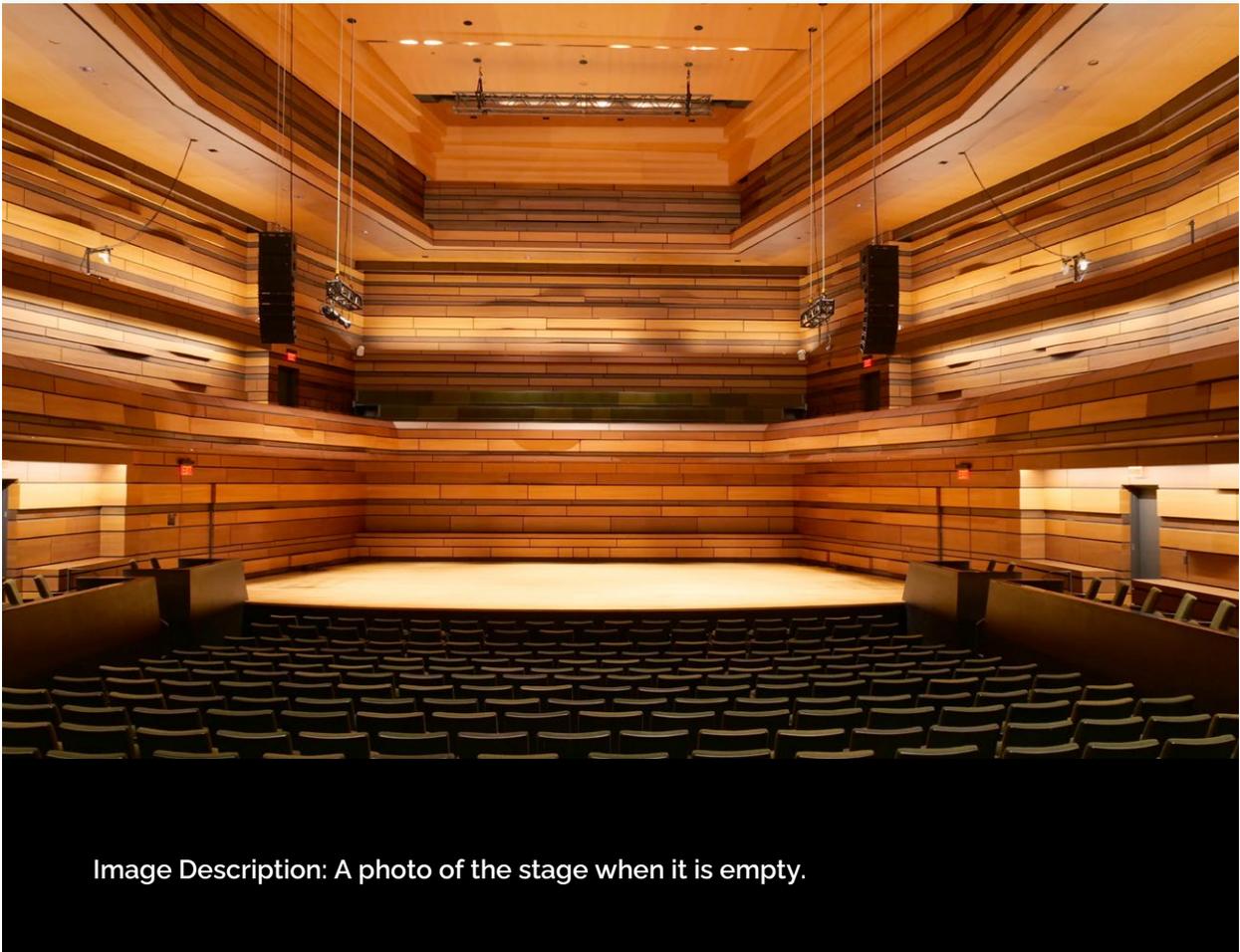


Image Description: A photo of the stage when it is empty.

# 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 takes their seats and then the conductor comes out.

The conductor is the leader of the orchestra.

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

The conductor may speak to the audience.



Image Description: A photo of Rafael Luz, the conductor of Jacob Two-Two Meets the Hooded Fang.

# 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 gray 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.

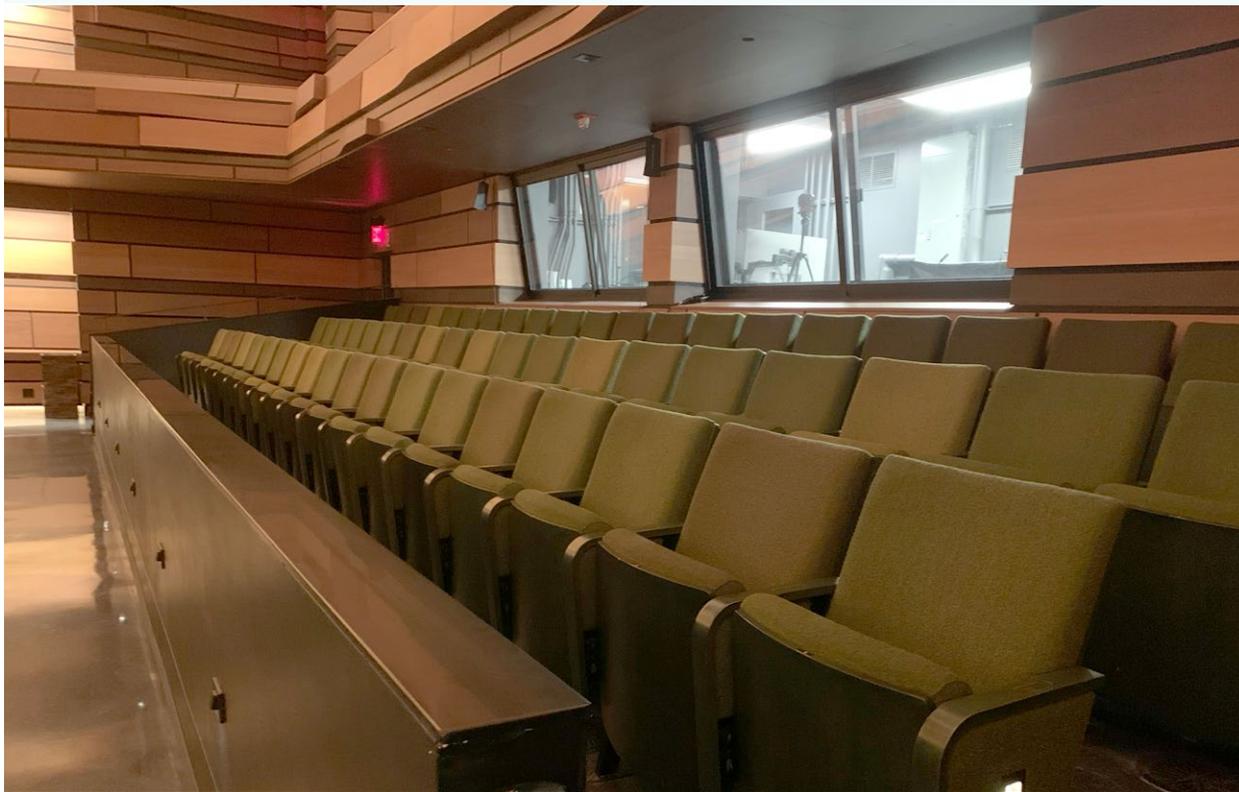
# Back Rows

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

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

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 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.

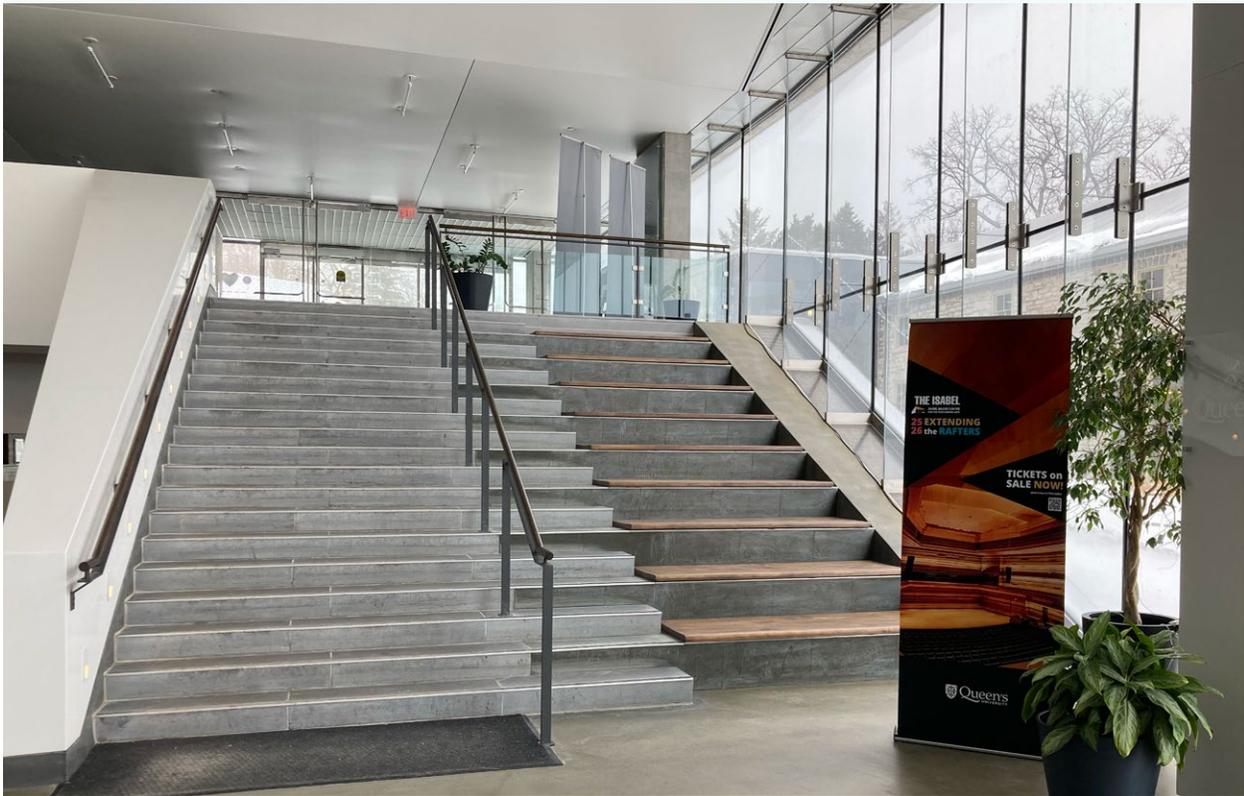
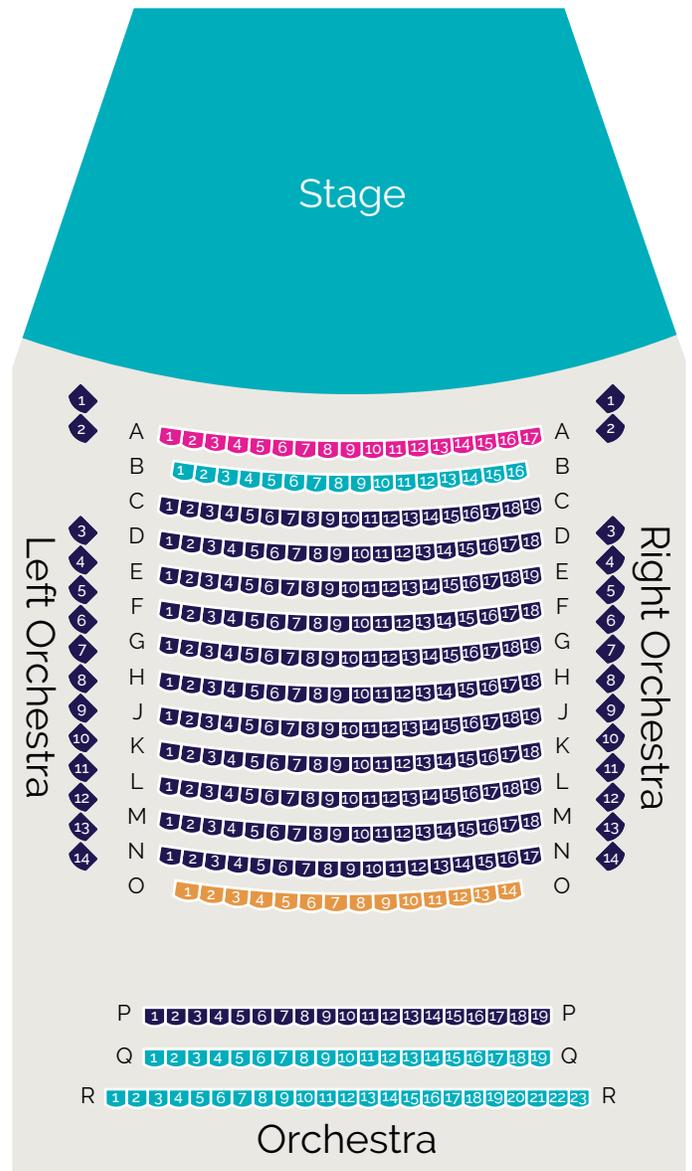
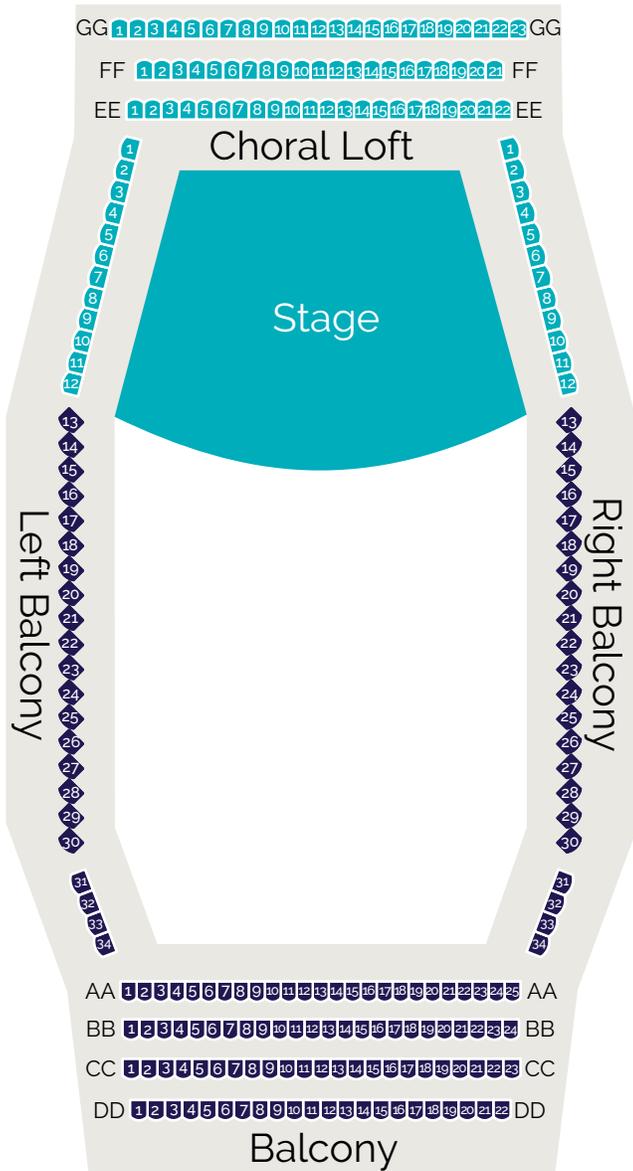


Image Description: A photo of the lobby at the Isabel and the stairs to exit.

# Map of Seating Area



■ Section A   ■ Section B   ■ Section C\*   ■ Accessible

Image Description: Maps of each floor of the Isabel's seating areas.

# Credits

For more information on Jacob Two-Two Meets The Hooded Fang check out our website!



<https://www.kingstonsymphony.ca/concerts/jacob-two-two-meets-the-hooded-fang>

Venue Guide & Relaxed Performance Consultation:  
**Rachel Marks**

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



**Community Foundation**  
for Kingston & Area



**Kingston  
Symphony**

[www.kingstonsymphony.ca](http://www.kingstonsymphony.ca)