



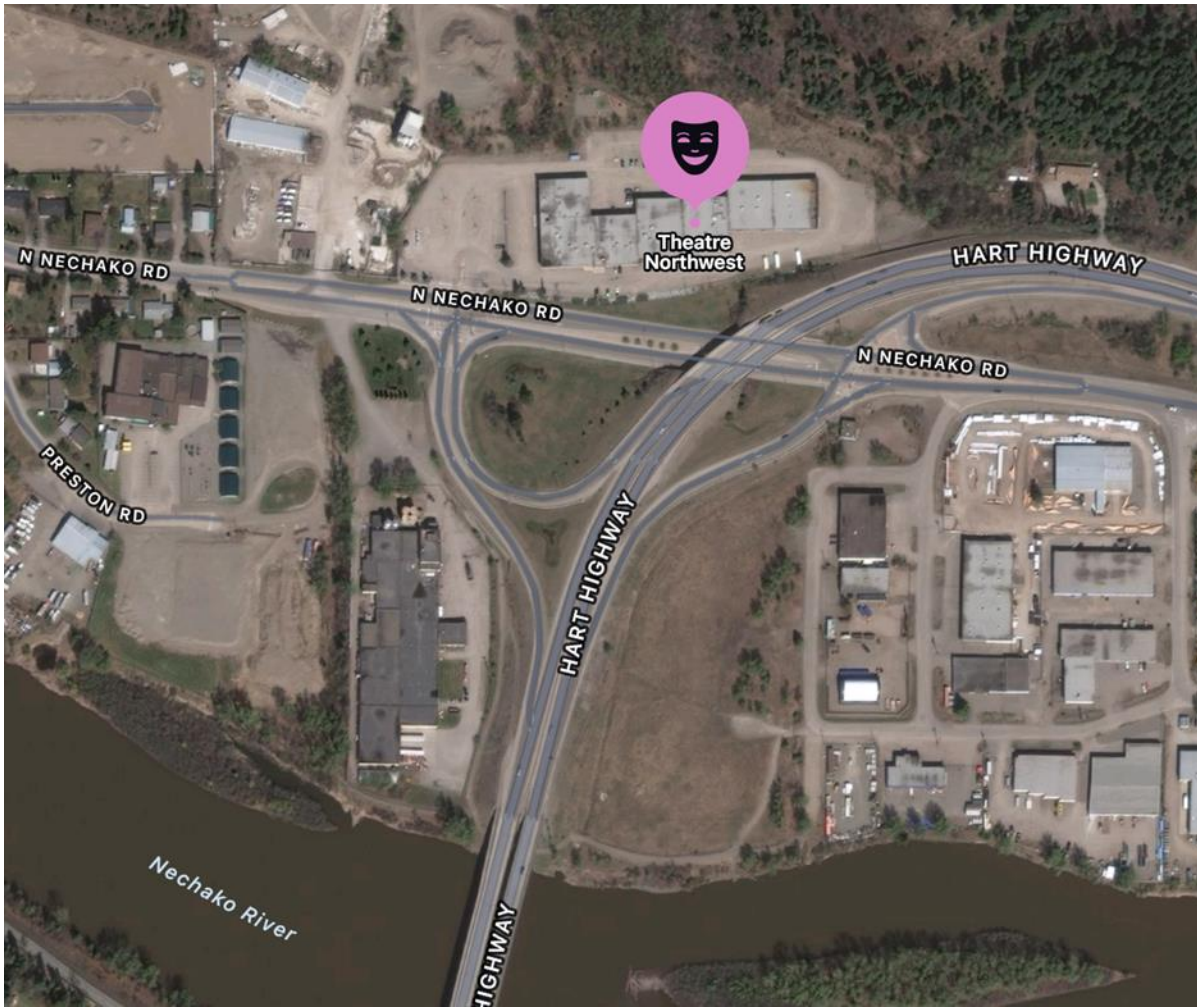
Visual Guide:

Theatre NorthWest

This guide contains general information about our physical space, sensory items, and hearing loop system. We update the guide periodically to reflect major changes to our space.

New and seasoned visitors may find it helpful.

Location



Theatre NorthWest is located within a plaza near the intersection of North Nechako Road and Highway 97. The address is:

556 North Nechako Road

Unit #36

Prince George, BC

This is what the theatre looks like from North Nechako Road.



Office Hours & Contact Information

Mondays – 10am to 2pm

Or by appointment

Closed on statutory holidays

To make an appointment or ask questions, please email
admin@theatrenorthwest.com

Or

Phone **(250) – 563 – 6969** and leave a voicemail

Parking

This is the parking lot in front of Theatre NorthWest.



You can park in any space around the theatre and its neighboring businesses. There is lots of parking available and people usually have no trouble finding a spot.

The **accessible parking space** is on the corner of the building and on the right side of the unit. It's indicated by a yellow wheelchair symbol painted on the ground. HandyDART buses usually park at an angle over this spot.



There is a **short, shallow ramp** leading from the accessible parking space to the sidewalk and to a door to the theatre. The ramp is painted with yellow stripes.

This is the **only** ramp or curb cut onto the sidewalk near the theatre.



This door **opens outwards** onto the sidewalk. There is **no button** to activate it. It is **locked during the day**, as it is not the main entrance. During performances, it is unlocked, and a staff member will be ready to hold it open for you.

Main Entrance

The main entrance door is on the **left** of our unit. It **opens outwards** onto the sidewalk. There is **no button** to activate it. It is unlocked during office hours and during events.



There is a **new ramp** on the sidewalk that leads to this door. Currently, it is **not painted**. There is **no curb cut** at this entrance.



Lobby

Depending on the event and time of day, the lobby may be empty or extremely crowded. The set-up of tables, chairs and other items will vary. Sometimes, it's very noisy and other times it's very quiet. In the evenings, the lobby is very dimly lit.

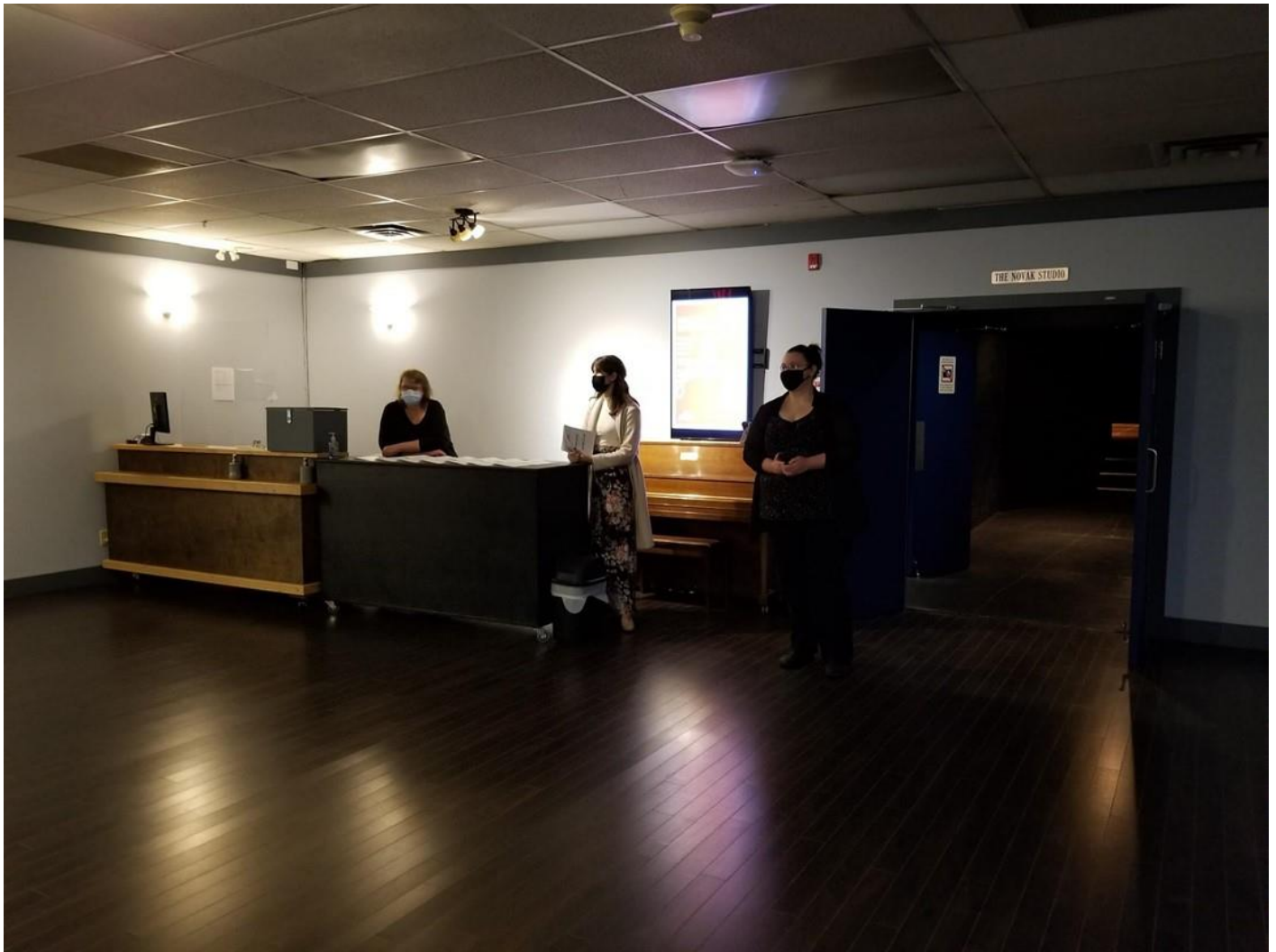
This is what you will see as you first enter the building from the main entrance:

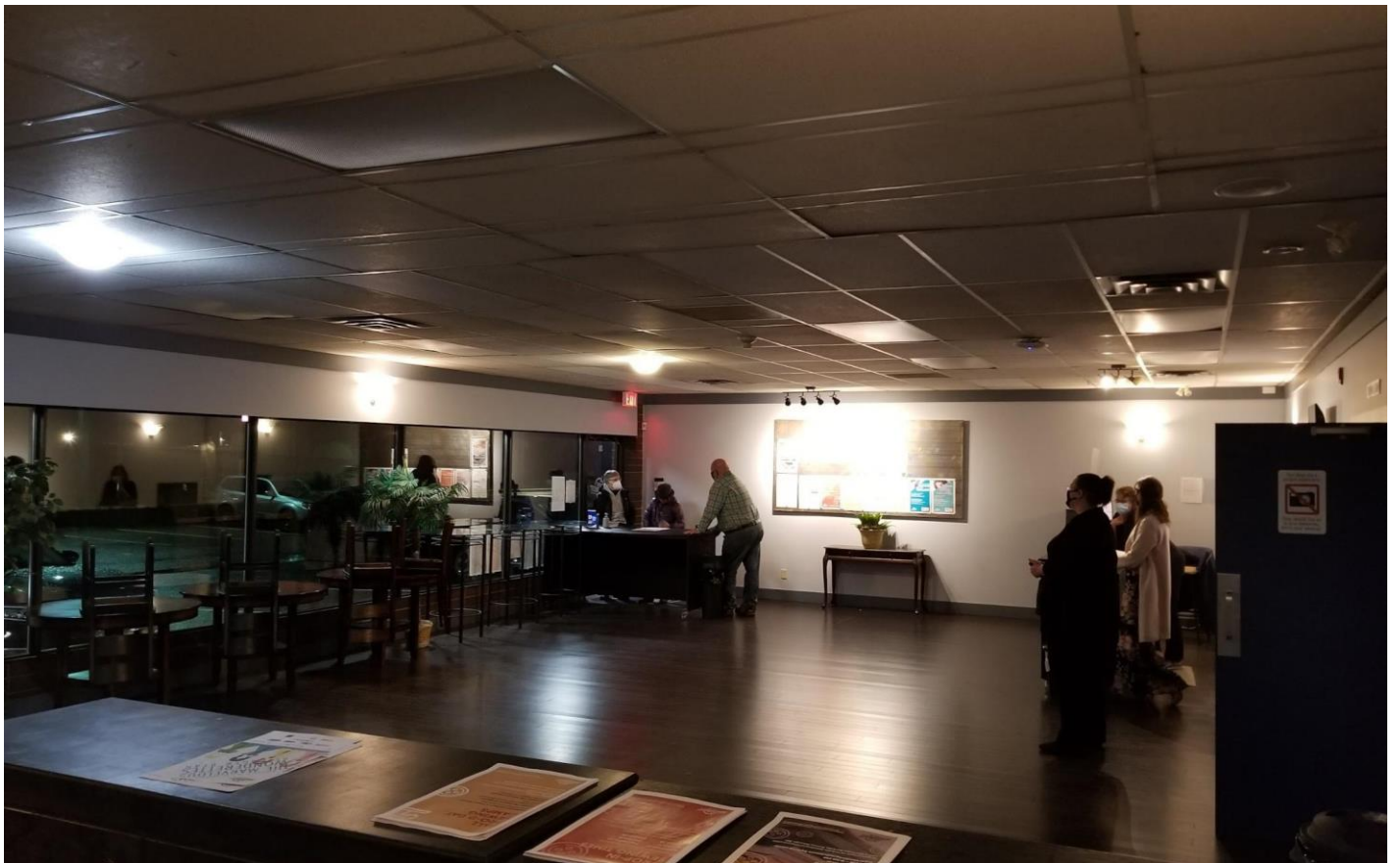


This is the **box office/front desk**. Here, you can purchase tickets and subscriptions, request hearing assisting devices, sensory items, fidget toys and blankets, and ask questions.



Here are some pictures of the lobby taken on various occasions and from different angles.







Bathrooms

There are **three sets** of bathrooms at Theatre NorthWest. People may use whichever one they prefer.

1. Women's

This washroom has the largest capacity. It is located at the end of this short hallway which leads away from the lobby.





This bathroom has:

- 5 private stalls (**none** are wheelchair-accessible)
- 2 sinks
- 2 manual paper towel dispensers
- Menstrual products

There is **no fan** or electric hand dryer. It's a **quiet** bathroom.



The other two sets of bathrooms are found within the small chamber between the lobby and the auditorium/house.



2. Men's

This bathroom is on the left. It has:

- 1 private stall with a toilet (**not** wheelchair-accessible)
- 1 urinal that's not within a private stall
- 1 sink
- 1 manual paper towel dispenser
- Menstrual products

This is a **loud** bathroom. There is a **loud fan** which comes on with the lights. There is no electric hand dryer.



3. Accessible/All-Genders'

This washroom is on the right. It's **large, private** and **wheelchair-accessible**. It has:

- 1 toilet
- Handrails (one on the wall beside the toilet, the other on the wall above the toilet)
- 1 sink
- 1 manual paper towel dispenser
- Menstrual products

There is **no fan** or electric hand dryer.
It's a **quiet** bathroom.

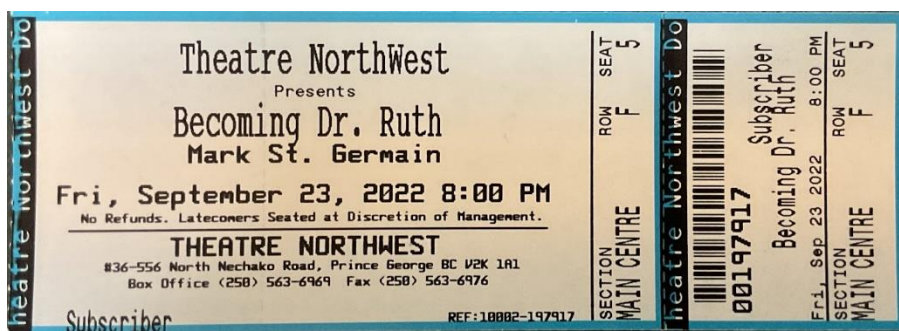


Auditorium/House

This consists of the **stage** and seating for the **audience**. The entrance is shown, below. As you enter, the stage will be on your left and the seats on your right.



You will be asked to show your ticket before entering. You



may have a **ticket stub** or **electronic ticket** received through email. Both are acceptable.

Seating

You choose your seat when you buy your ticket. There is a **lower/main level** and a **balcony**. All seats have a great view. Before the show, if you need assistance finding your seat, a volunteer will show you where it is.

Main/Lower Level

There are **two sets of stairs** for accessing the higher rows of seats. The closest one to the entrance leads all the way up to the balcony. The furthest one only leads to the top of the main/lower section.



The stairs alternate between one **narrow, white step** and one **wide, black step**. The wide steps are on the levels containing the rows of seats.

There are **handrails** along the **outer edges** of each set of stairs, *not* the inner edges. The rails are not continuous and **have breaks** where people can enter each row of seats.



The right and leftmost sections of the front row are reserved as **accessible seating**. This space can accommodate wheelchairs and other large mobility aides. The chairs in these areas are not fixed to the floor and can be moved or removed to accommodate various needs.

If you require seating in this area, please **select an accessible seat when you buy your ticket**. A staff member or volunteer will ensure the space is open for you before the performance.





Balcony

The balcony is located above the lower/main level and is accessible **by stairs, only**.



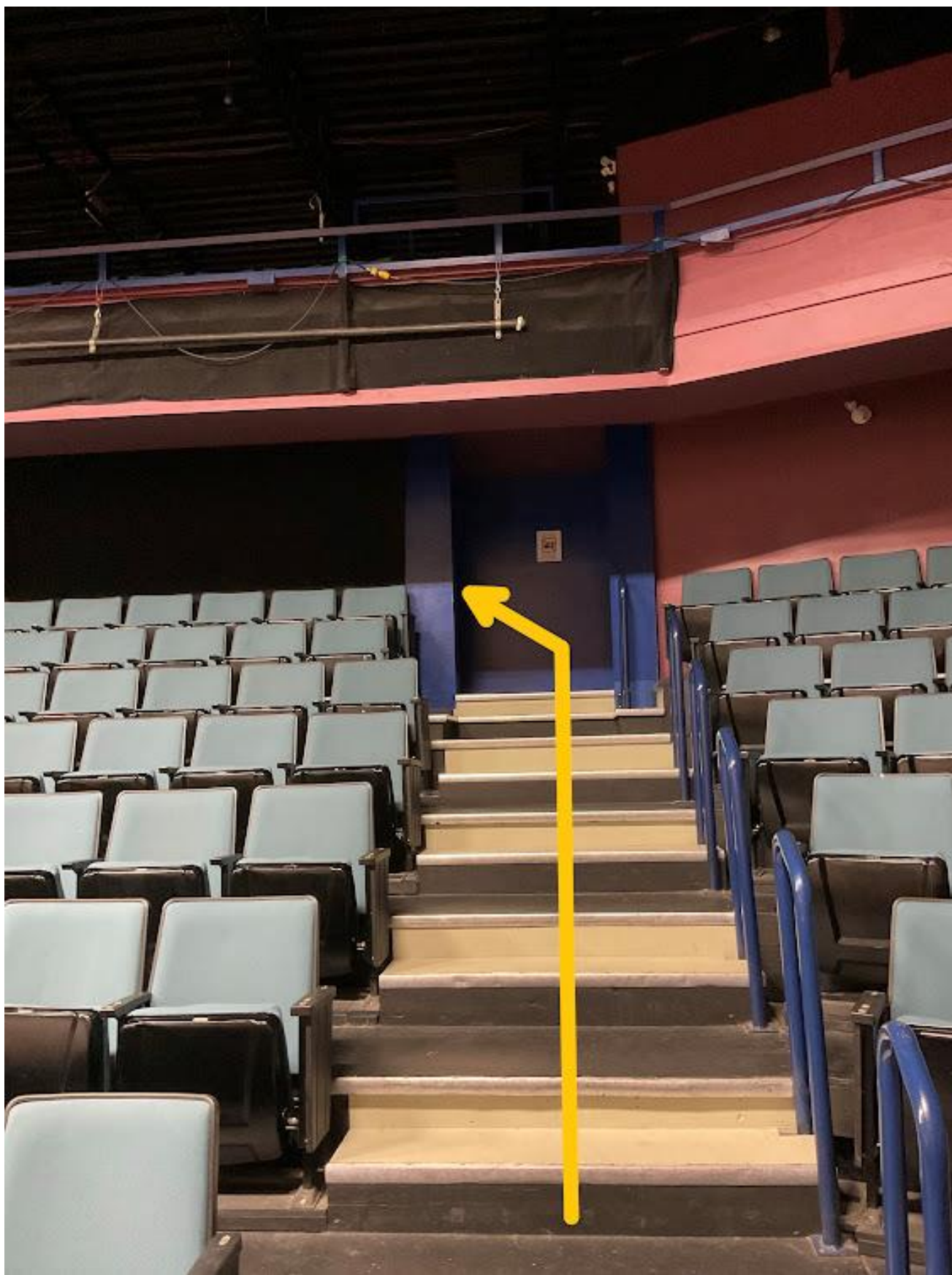
There are two rows of seats in this section.



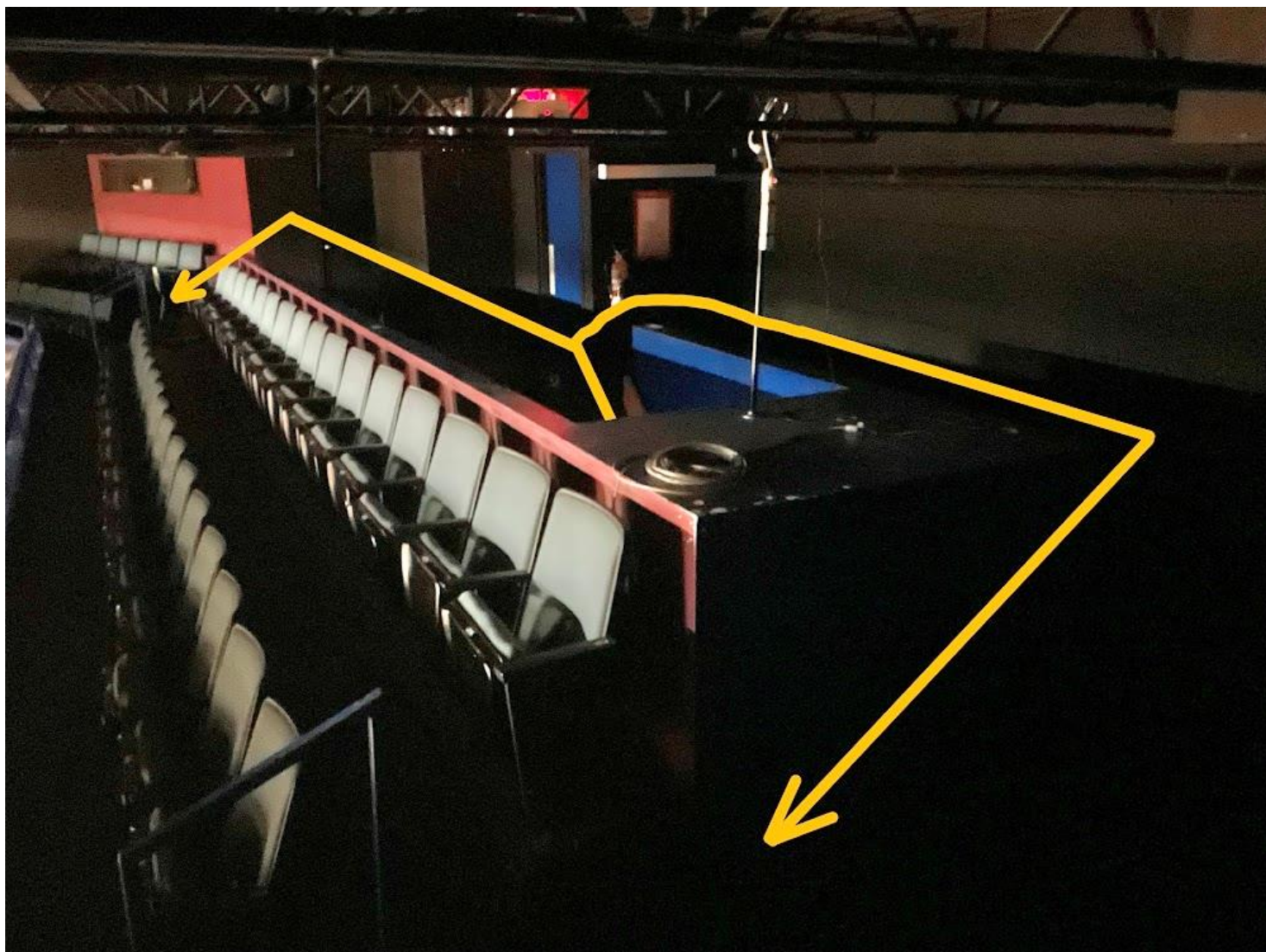
The balcony is **very dark** and there are many **tripping**, **falling** and **overhead hazards**. It is **not accessible** for those with low or no vision, vertigo, fear of heights, reduced mobility or who are unsteady on their feet. The darkness and uneven floor can cause serious anxiety.

The railing along the front edge is 92cm high in front of both sets of stairs and only 76cm high everywhere else. You feel **very high-up and exposed** when walking along the front row.

The following photos will outline the route to the balcony:







The Stage

Each production will have a unique set and lighting. Here are some examples from various shows:



*The
Marvelous
Wonderettes,
2021*



Glory, 2022



*Mom's The
Word, 2022*



*Becoming Dr.
Ruth, 2022*

Sensory/Fidget Items

Theatre NorthWest has a supply of sensory/fidget items available for **anyone** to borrow when they're at the theatre. Items can be **requested at the front desk**. After a performance, all borrowed items **must be returned**. Items are cleaned between uses.

What we have includes:

- Ear defenders
- Earplugs
- Hearing assisting devices
- Blankets
- Stress balls
- Silicone popping toys
- Large pom-poms
- Pipe cleaners
- Plastic link "snakes"
- Sensory bottles
- Slinkies

Our supply is limited and items are lent on a **first-come-first-served** basis. Patrons who know they'll need fidget items during a show are encouraged to **bring their own**.

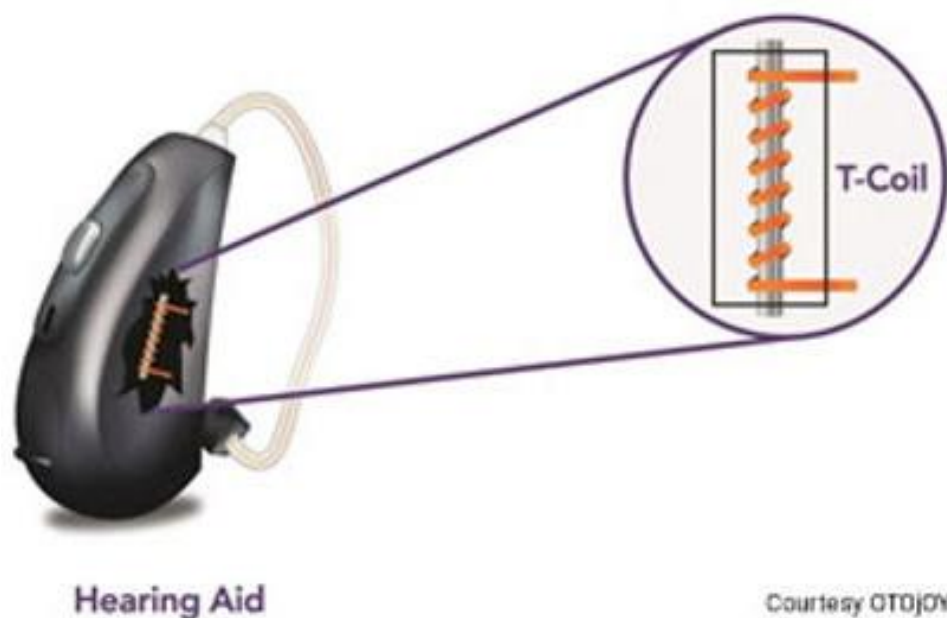
A collection of various items is arranged on a round wooden table. In the upper left, a blue towel is folded. Several pairs of headphones are scattered around: a large black and red pair, a yellow and black pair, and three black pairs with yellow labels. There are four colorful water bottles (orange, red, blue, green) and a bundle of white straws. A bowl of orange snacks sits in the center. Various colorful toys, including a star-shaped pop-it, a soccer ball, and several small colorful balls, are also present. A small pink calculator and a white fidget spinner are also visible.

Hearing Loop

We recently installed a hearing loop system in our theatre. A hearing loop is a sound amplification system. People with **telecoil-equipped hearing aids** or **cochlear implants** can wirelessly connect to the system and hear clear, amplified sound through their hearing device.



Please note: a hearing aid *must* have a telecoil (also called a T-coil) to be compatible with a hearing loop. The T-coil must also have been *activated* by an audiologist *before* it can connect to any hearing loop for the first time. Activation is only required once.



Please, **contact your audiologist** *before* your next visit to Theatre NorthWest. Your audiologist will be able to:

- ✓ Confirm that your hearing aids have a T-coil
- ✓ Activate the T-coil so it's functional
- ✓ Teach you how to properly use it

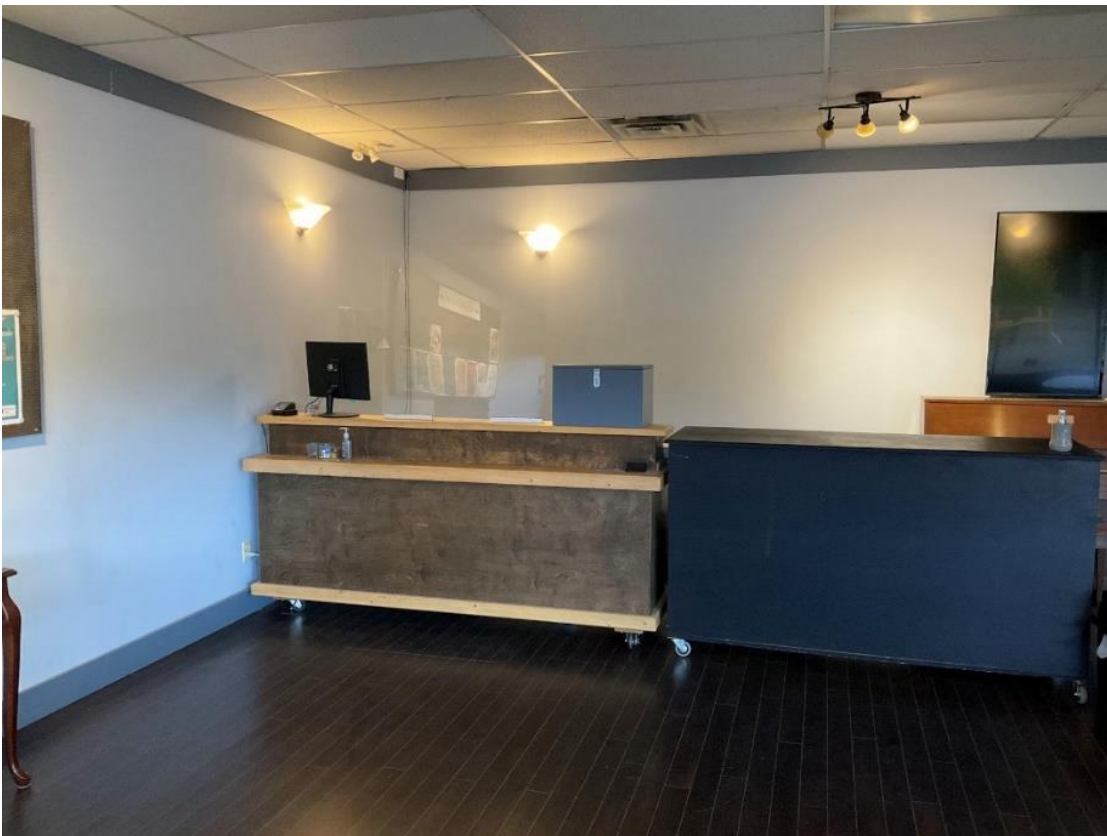
How to connect to the hearing loop

When you're **inside a looped area**, turn on your hearing device's **T-coil**. All hearing devices function differently. Depending on the model you have, this may be done by:

- Flipping a switch directly on the hearing aids or cochlear implant
- Changing a setting in the smartphone app associated with the hearing aids or cochlear implant

Looped areas at Theatre NorthWest

1 – box office/front desk



2 – main/lower audience section



Please note that the balcony is *not* part of the hearing loop.

What if I don't have a hearing aid with a T-coil?

You can still connect to the hearing loop! Ask for a **portable receiver** from the front desk/box office. We have a limited number available for patrons to borrow on a first-come-first-served basis.



You will receive:

A portable receiver
(small black and blue
box with a volume
knob)

Headphones

A carry pouch with
lanyard

To use the portable receiver, follow these steps:

1. Put the lanyard over your head so the pouch hangs in front of your chest

Wearing the portable receiver in the pouch is important to ensure optimal, consistent receiver positioning during a show. Optimal receiver positioning is important for good sound quality.

2. Connect the headphones to the portable receiver
3. Slip the portable receiver into the pouch with the **blue side facing forwards**
4. Rotate the volume knob to turn the receiver on

When the receiver first turns on, there will be a **loud popping sound**. To avoid hearing this, put the headphones on *after* turning on the receiver.

5. Put on the headphones
6. Adjust the volume with the knob, as needed

This is what the portable receiver looks like when worn properly:



For more information about our hearing loop, visit theatrenorthwest.com/hearing-loop-system

If you have questions about your personal hearing aids or cochlear implant, please **contact your audiologist.**

