



Relaxed Performance

Venue

Guide

I am going to see a
Toronto Symphony Orchestra concert.



Roy Thomson Hall

The concert is at **Roy Thomson Hall.**



Getting there

I can take the **subway**, **streetcar**, or our **personal vehicle** to the concert.



TTC

If I take the subway or streetcar, there may be **people** I do not know at the station, at the stop, and on the train or streetcar. These **people** won't all be going to the concert, but some might be.



St. Andrew Station

If I take the subway, I will get off at
St. Andrew Station.



Underground PATH

From the subway, I can walk inside the **underground PATH** system to Roy Thomson Hall.



Going up

I can take the **stairs, escalator**, or an **elevator** up from the PATH to the Box Office.



Streetcar

If I take the 504 **streetcar** to the concert, it will let me off near Roy Thomson Hall. I might have to walk one block and cross the street at the traffic lights to get to the hall.



Parking the car

If we take our **car**, we can go down the ramp and **park** underneath Roy Thomson Hall.



Underground

Once we are parked, I can take the **stairs, escalator, or elevator** to the Box Office.



Box Office

The **Box Office** is the place where I can pick up my ticket for the concert.



Ticket pickup

I will give the person working at the Box Office my name, and they will have my **paper ticket** ready for me.



Ticket holders

My family may already have our tickets.
We can go directly to the **main doors**
instead of stopping at the Box Office.



Entering

Everyone needs a ticket to **enter Roy Thomson Hall**. My ticket tells me where to sit in the auditorium to see the concert.



Scanning my ticket

Once I have my ticket, I can walk to the lobby doors to see an usher. The usher is a friendly helper who will **scan my ticket**. There might be a beep from the machine when they scan my ticket.



Mirrors

Roy Thomson Hall is a glass and concrete building. When I enter the lobby, I can see myself in the **mirrors** across from the front doors.



TSO staff table

Near the entrance, I see a table with **TSO staff members** who can answer any questions I have. They can give me sound-dampening headphones, or earplugs if I need them.



Coat check

If I don't want to carry my coat, I can leave it at the **coat check** and pick it up after the concert for a small fee. I may have to wait in line to drop off or pick up my coat.



Assisted-hearing devices

If I am hard of hearing, I can get a **device** that I can wear to help me hear the concert.



Floors

There are many **floors** at Roy Thomson Hall. To get between them, I can take the **stairs, escalator, or elevator.**



Escalator

If I take the **escalator**, I will be careful getting on and off it. When I get on the **escalator**, I will step to the right and hold on to the handrail.



Elevator

I can take the **elevator** to access other floors. The closest one is near the lobby entrance.



Stairs

I can use the **stairs** to get to other floors. If I take the **stairs**, I will walk slowly and carefully and hold on to the handrail.



Ushers

Ushers are here to help me and everyone else at the concert. They are dressed in black. I can ask them where to find the washrooms, water fountains, Quiet Room, and my seat.



Walking around

If I want to, I can **walk** all the way around the entire lobby and look outside.



Before the concert

Before the concert, everyone waits in the lobby until the auditorium is open. The lobby may be busy, but it is large and I can walk to a quieter place if I need to.



Lobby announcements

If there is an important announcement for everyone, it will be announced through the speakers in the lobby. It may be loud. I can put my hands over my ears if it is too loud.



Doors open

I will use one of the **tunnels** to get to my seat.



Tunnels

The walls of the **tunnels** are soft, and I can touch them while I walk toward the auditorium or I can hold on to the handrails.



Seats

An usher will help me to read my ticket and find my **seat**. All **seats** are assigned, which means my seat is just for me. On my ticket, there will be a letter for the row I am sitting in and a number for my **seat**.



Who is sitting with me?

I will sit next to my family, but I may also sit next to someone I do not know. They are also here to see the concert.



Parterres

Some seats are in the **parterres** at the back, on the sides of the auditorium. They are near an exit, where I can leave the auditorium if I need to.



Accessible seating

If I use a **mobility device**, I will be at the back of the parterre. I will be able to see and hear the concert no matter where my seat is.



Boxes

Some of the seats are at the sides of the auditorium and are a little separate from the rest—these are called **boxes**. They have their own entrance, where I can exit the auditorium if I need to.



Stairs in the aisle

The seats at the front of the auditorium are lower than those at the back. I will use the **stairs** to walk down to my seat.



Stage

The **stage** is where the Orchestra will perform.



Front row

I can walk toward the **stage**, but I cannot touch the **stage** or go under or onto the **stage**.



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 members of the Orchestra take their seats, and then the concertmaster and conductor come out.



Conductor

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.



During the concert

During the concert, I can sit in my seat and listen to the music. I can also dance in my seat, or stand. If I stand, I need to make sure the people behind me can still see.



Back three rows

If the concert is too loud from my seat, I can move to the **back three rows** of the auditorium.



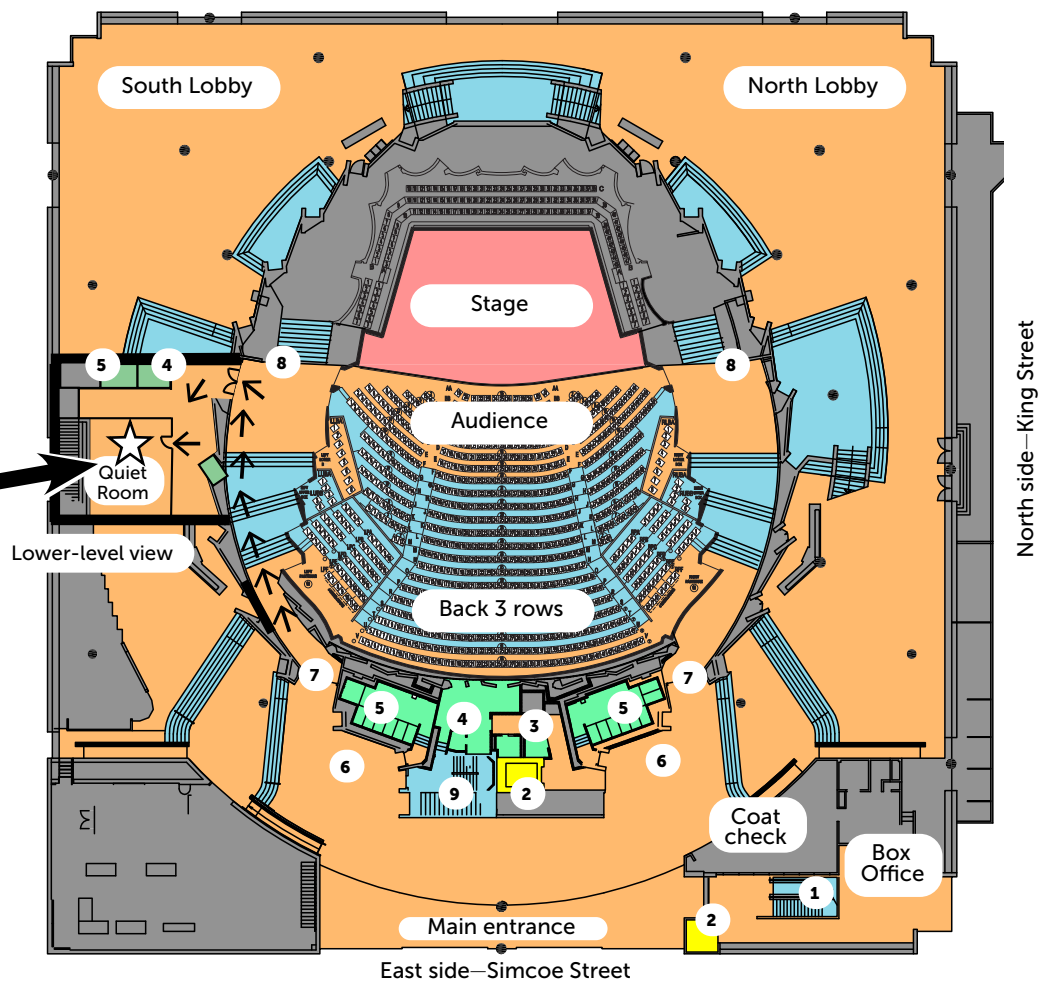
Screen

If the music is still too loud, I can go into the tunnels and watch the concert on the television **screen**. I will still be able to hear the concert, but it won't be as loud.

Legend

1. Subway PATH
2. Elevators
3. Accessible washrooms
4. Men's washrooms
5. Women's washrooms
6. Sensory stations
7. Doors to the hall
8. TV screens
9. Stairs to access washrooms in between floors

Quiet room



Where is the Quiet Room?

If I need to use the Quiet Room, I can ask an usher to show me **where** it is. The **Quiet Room** is close to the backstage area. I can access it by using the south tunnel. There are washrooms nearby for those using the **Quiet Room**.



Inside the Quiet Room

It is calmer inside the Quiet Room. I can colour or relax there until I am ready to go back to the concert.



Washroom break

If I need to use the **washroom** during the concert, my family can take me at any time. Our seats will be saved for us when we come back.



Where are the washrooms?

To get to a **washroom**, I will need to go back up the tunnels to the lobby. The **washrooms** are all out in the lobby and close to the large mirrored wall at the entrance.



Accessing washrooms

Some of the **washrooms** are on different floors. I can take the stairs, elevator, or escalator to a **washroom**.



Types of washrooms

There are **washrooms** for men and **washrooms** for women. There are also **washrooms** where I can go in with my family. We will choose the **washroom** we are comfortable using and go to it.



Inside the washrooms

The **washrooms** are bright and the toilets and sinks are automatic. That means that the toilet will flush by itself and the taps will turn on by themselves. This may startle me, but I know I am safe.



Clapping

I can **clap** at the end of a piece if I like it. Other people will **clap** too, and this may make a loud sound. If it is too loud, I can cover my ears or put on my sound-dampening headphones.



Bows

I will know it is the end of the concert because the conductor and the Orchestra will stand and **bow**. I can clap during the **bows** to show them how much I enjoyed the concert.



Leaving

After the concert, the lights get brighter and it is time to **leave**. I will leave the auditorium with my family and go to the lobby.



Exiting

I can use the washroom before I leave the lobby if I need to. Everyone is leaving at the same time, and I may have to wait for those ahead of me to **exit** first.



See you soon!

We look forward to welcoming **you** to
our Relaxed Performance!

Thank You

The Toronto Symphony Orchestra is grateful to the following individuals for their early support of the Relaxed Performance:

Ms. Doris Chan

Mrs. Ruth Watts-Gransden

Mr. Brian Sambourne

Credits

This Venue Guide was created by the **TSO** and Relaxed Performance consultant **Rachel Marks**.

Photo credits:

"Rush hour at Yonge"—Enoch Leung

St. Andrew Station—Secondarywaltz

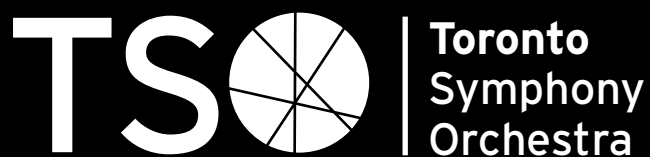
TTC streetcar—Public domain

Daniel Bartholomew-Poyser—Ryan Taplin

Ticket holders—Emma Badame

Inside the Quiet Room—Emma Badame

All other photos—Jag Gundu



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Have a question?

Call: 416.598.3375

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For more information: [TSO.CA/Relaxed](https://www.tso.ca/Relaxed)