Easy-Read Social Narrative

Once Upon a Symphony



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To view this document online with larger photos and image descriptions, visit **chicagosymphony.org/socialnarratives**.

CHICAGO SYMPHONY

Before I go to Chicago Symphony Center

I am going to see a Once Upon a Symphony concert at Chicago Symphony Center!

There are a few things I can do to get ready for my visit. I can:



Listen to the music that the musicians will be playing.

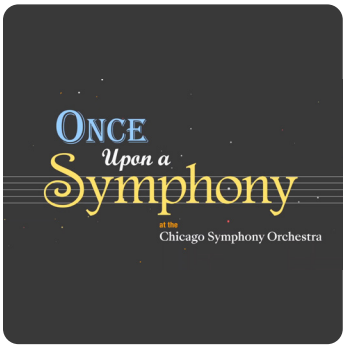
I can listen to a playlist of the music on each concert's webpage.

I can find a list of concerts at chicagosymphony.org/family.



Read the story that the artists will be performing.

I can find the story at my library or an online bookstore.



Learn **"Let's Go to the CSO!"** so I can sing along at the concert.

I can watch "Let's Go to the CSO!" on **CSOtv for Kids**.

Getting to Chicago Symphony Center



Chicago Symphony Center is in **downtown Chicago on Michigan Avenue.**

Some ways to get to Chicago Symphony Center are by **bus, car or train**.

I can learn more about ways to get to and from Chicago Symphony Center at **chicagosymphony.org/transit**.

Arriving at Chicago Symphony Center



The concert I'm going to is in **Buntrock Hall**, which is inside Chicago Symphony Center.



The best way to get to Buntrock Hall is through the Chicago Symphony Center entrance at **67 East Adams Street**.



To enter Chicago Symphony Center from Adams Street, I will go through the **doors under the Symphony Store sign**.



When I enter, I will see a security desk where a person in uniform will be sitting or standing.



Then, I will walk straight to the **Rotunda**. The Rotunda is the large, round room with the spiral staircase.





Then, I will go to the second floor by using the **spiral staircase or the gold elevator behind the staircase**.



An usher will be at the bottom of the staircase to help me find where I need to go.

I will know who the ushers are because they will be wearing **red jackets and nametags**.

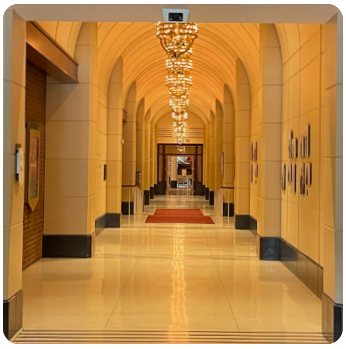


I can also get to Buntrock Hall through the doors at **220 South Michigan Avenue**.



Once I enter the doors on **Michigan Avenue**, I will be in the Michigan Avenue lobby.

To get to Buntrock Hall, I will make my way down the hallway to the **right of the Box Office**.



In the middle of this long hallway, the floor goes downhill a little.

I can hold onto a railing if I want extra support.





Then, I will go to the second floor by using the **spiral staircase or gold elevator** in the Rotunda.

An usher will be at the end of the hall to help me find where I need to go.



The concert will start at **10:00** or **11:45** in the morning.

My ticket will show which concert I am going to attend.



I will need a ticket to attend the concert.
My ticket will either be digital or paper.



If my ticket is digital, my companion or I will pull up my ticket **on a phone**.

An usher can help me find my ticket on my phone or my companion's phone.



If my ticket is paper, my companion or I will pick up my ticket at the **Box Office in the Michigan Avenue lobby**.

An usher can help me find the Box Office.

Entering the concert



I will wait in line to enter Buntrock Hall with the other people seeing the concert.



I will wait outside the entrance to Buntrock Hall.

I can sit at any table outside Buntrock Hall while I wait.



An usher will let me know when it's time to go in.

When it's time to enter Buntrock Hall, an usher will **scan my ticket**.



If I get to the concert after it has started, an usher will help me enter **quietly**.

The Once Upon a Symphony experience



Buntrock Hall is a big room with a high ceiling.

There is a stage where the artists will perform.

There will be decorations that will help tell the story.

When I enter Buntrock Hall, the lights will be **all the way on**.

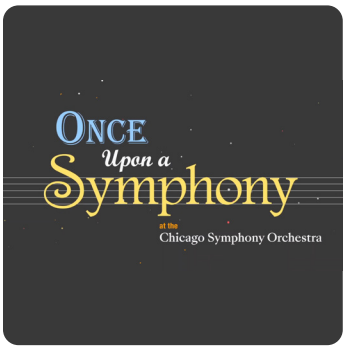
The lights will dim right before the concert starts.





I can sit on a **cushioned mat on the floor or on a bench**.

I can sit wherever I am comfortable.



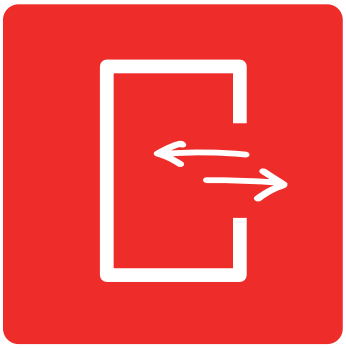
The concert will start with a sing-along of **"Let's Go to the CSO!"**

The video will play on a big screen above the stage.



The concert will include moments where I can **sing, dance and move along with the artists**.

But, I do not have to participate **if I don't want to**.



If I feel uncomfortable during the concert, **I can leave** Buntrock Hall with my companion.

If I leave the concert, **I can come back when I feel ready**.



The concert will last about **45 minutes**.



After the concert ends, I will have a chance to **meet a musician** if I would like to.

Restrooms



If I need to use the **restroom**, I can use:

- The men's or women's restrooms near the Adams Street entrance.
- The men's or women's restrooms on the second floor of the Chicago Symphony Center Rotunda.
- The all-gender restroom on the third floor of the Chicago Symphony Center Rotunda.



If I need a **changing station**, I can use:

- The men's or women's restrooms near the Adams Street entrance.
- The all-gender restroom on the third floor of the Chicago Symphony Center Rotunda.



I can ask an usher to help me find the nearest restroom that's best for me.

Leaving Chicago Symphony Center





I will leave Chicago Symphony Center through the Adams Street or Michigan Avenue doors.

Questions



If I have any questions, my companion or I can:



Call or text a member of the Patron Services team at 312-294-3000.



Email Patron Services at patronservices@chicagosymphony.org.



Visit the Plan Your Visit webpage.







I am going to hear beautiful music and have fun at Chicago Symphony Center!

