Easy-Read Social Narrative

Family Matinee



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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 Family Matinee 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 KidsBook with a companion to learn more about the concert.

I can find a link to the KidsBook on the concert's webpage under the **Overview section**.

Getting to Chicago Symphony Center

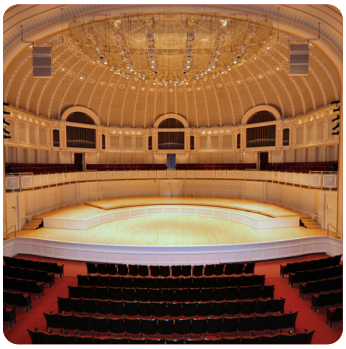


Chicago Symphony Center is in **downtown Chicago on Michigan Avenue**.

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 am attending is in **Orchestra Hall**, which is inside Chicago Symphony Center.



The best way to get to Orchestra Hall is through the Chicago Symphony Center entrance at **220 South Michigan Avenue**.



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



From there, Orchestra Hall will be straight ahead through the **double doors**.



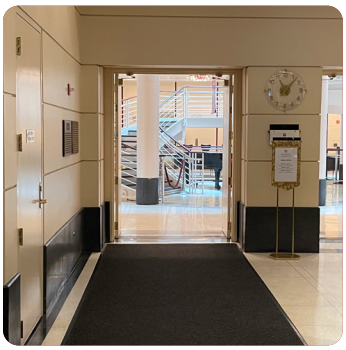
I can also get to Orchestra Hall through the Chicago Symphony Center entrance at **67 East Adams Street**.



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.



Once I am there, I will make my way down the hallway that is to the **left of the spiral staircase**.



In the middle of this long hallway, the floor goes uphill a little. I can hold onto a railing if I want extra support.



At the end of the hallway, I will **turn right** into the Michigan Avenue lobby.



From there, I can enter Orchestra Hall straight ahead through the **double doors**.



The concert will start at **11:00** in the morning or **12:45** in the afternoon.

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.

Finding my seat



When I am ready to enter Orchestra Hall, an usher will **scan my ticket**.

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

If our seats are not on the first floor, we will take these stairs or elevators to the floor we need:



Outer Michigan Ave. lobby elevators



Inner Michigan Ave. lobby elevators



Inner Michigan Ave. lobby stairs

My companion or an usher can help me find the best way to get to my seat.



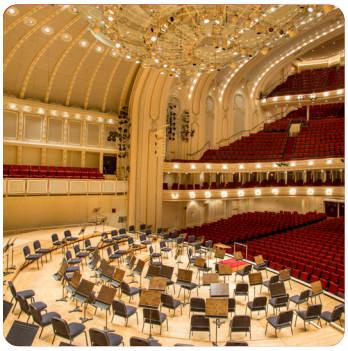
If I get to the concert after it has already started, an usher will help me enter Orchestra Hall **quietly**.



If there is a problem with my seat, I can go to the Box Office and explain the issue.

The person at the Box Office will help me or direct me to someone who can help.

The concert experience



Orchestra Hall is a very big room with more than 2,000 seats.

There is a stage where the musicians and conductor perform.



Each seat is covered with velvet-like fabric and has arm rests.



The lights in Orchestra Hall will be dim.

There may be colorful lights behind the musicians on stage.

The lights may slowly change throughout the performance.



The music will be both soft and loud, and both fast and slow.

It's OK for me to cover my ears with my hands or headphones if the sound is too loud for me.



I will try my best to keep my **body still and my voice silent** during the performance.



I can also use a silent sensory tool or fidget toy to help me stay focused on the music.



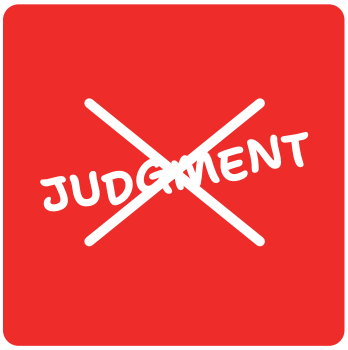
If I need a space to make big movements or sounds, I can go to the **quieter spaces**:

- Grainger Ballroom on the second floor of Orchestra Hall
- The lower-level lobby
- The upper-level Arcade spaces

Ushers can help me find these spaces.



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



I understand that this performance might be my or someone else's first time at a concert.

I will help to create a welcoming, **judgment-free environment** where everyone can enjoy the music.

Orchestra Explorers

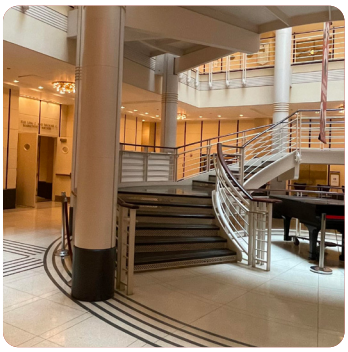
Orchestra Explorers activities begin at **9:45 a.m.** and end at **12:45 p.m.**



Orchestra Explorers activities are located in the **Chicago Symphony Center Rotunda**.



Activities will take place on **floors 1 through 5** of the Rotunda.



I can get to each floor of the Rotunda using:

- The gold elevator
- The Rotunda staircase
- The stairwell starting on the second floor of the Rotunda



There will be lots of people joining me in the activities.

The atmosphere **may be crowded and noisy**.



I can take a break in the **fourth floor Arcade** if I am feeling overwhelmed.

To find out which activities will be available on my concert day, I can visit the concert webpage on **chicagosymphony.org/family**.

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.

Concessions



I can buy snacks or drinks at one of the counters in the **first floor lobbies**.



I can enjoy my snacks and drinks in the lobby before I enter Orchestra Hall, **but not inside Orchestra Hall**.

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!

