

# & KINGS

# GODS



A Four In Four co-production  
with The Riverfront

## A Mental Health Access Guide

Created by  
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FOUR

riverfront  
gfan-afon

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## MENTAL HEALTH ACCESS SUPPORT FOR GODS & KINGS

### For the Box Office Team

An email outlining the Access provision should be sent out to all audience members so that those with Access needs do not feel obligated to identify themselves. This information should also be detailed on the website.

Suggested content for email:

- Please identify yourself at the box office on arrival if you require any support or assistance.
- You can reserve a seat in advance or on arrival. You can request to preview the space in advance of the performance / seat booking to support any additional needs.
- It is possible to enter the theatre up to 30 mins before the performance starts if required.
- If you leave the theatre during the show, an Usher will guide you back to your seat. Please note that it may not be possible to return to your original seat.
- A quiet space is available throughout the evening should you require. The room will be clearly signposted or you can ask an Usher to guide you.
- A BSL preshow talk and preview of the space are available prior to the start of the performance. Please speak to a member of box office and they will arrange this for you.
- Should you have any questions prior to the performance then please don't hesitate to contact us.

*Example Box Office email*

### **Selecting your seat**

*You can pick your seat in advance of your visit, even if we are not using a seating chart to sell the event. You can ask to preview the space, choose your seat and we will make sure that seat is yours when you arrive.*

*To make an appointment to preview your seat or if you want to discuss anything else about your visit you can phone us on ....., email us at ..... or call in and have a chat with our box office team.*

*We will open the doors of the auditorium 30 minutes before the advertised start time of the performance so if it takes you a bit more time to get comfortable that's absolutely fine.*

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## ***Leaving the Auditorium***

*If you leave your seat during the show an usher will guide you out and back in when you are ready. Unfortunately we may not always be able to get you back to your original seat.*

*If you need a quiet space during the evening we will have one available. It will be clearly signposted but a member of our team will be more than happy to show you the way*

## ***Post Show***

*A post show panel conversation (with British Sign Language) will take place around 5 minutes after the show so if you want to leave the auditorium for a comfort break and then re-enter you will be more than welcome to.*

*Please feel free to get in touch about any aspect of your visit, we are always happy to answer any questions or queries.*

*We look forward to seeing you soon.*

*..... Box Office Team*

(the above example was contributed by the Riverfront Box Office Team)

## **For the Front of House Team**

- Allow audience members to reserve their seat either on booking, on arrival or in advance of performance date (once booked).
- Audience members that have reserved a seat should not be asked to move by a member of staff or ushers.
- Please liaise with the Company to provide a pre-show talk for audience members who have requested in advance (BSL).
- Please provide a space and a table to display Mental Health Literature.
- Please provide a dedicated Quiet Space for audience members. The Quiet Space should be clearly signposted and ushers should be made aware of where it is. Plenty of water and glasses should be provided in the quiet space.
- Some audience members may wish to take their seat in the theatre early. We would recommend that the house opens 15 mins earlier than usual but no more than 30 mins before the performance starts.
- Some audience members may request to see the theatre space earlier than 30 minutes before the performance. Please liaise with the Company to arrange this.
- The Company will require an alternative space to warm up 30 minutes before each performance.

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- If an audience member leaves during the show please check if they are ok or require any assistance -but do not 'over-fuss'. Please let them know that they only need to ask if they need anything and there is a quiet space available should they need it.
- If an audience member leaves the theatre during the performance an Usher should be available to guide them back to their seat. Please note that it may not be possible to return them to their original seat, to keep distractions to a minimum during the performance.
- At the end of the performance please ask the Front of House Manager to announce that a post-show discussion will start in 10 minutes. Audience members may leave the space and return or wait in their seats. The post-show discussion should be accessible to members of the public who did not see the show. Please do a Front of House announcement prior to the start of the post-show discussion.
- As some participants may be reluctant to ask a question in person during the post-show discussion please provide an area where they can submit their questions in written form so they can be read out to the panel by the compare. The panel Chair / Compere should receive these at the commencement of the discussion.
- The post-show discussion should last a maximum of 45mins but can be shorter based on the judgement of the panel Chair.

## **For the Company**

- The house will be open 15 mins earlier than usual but no more than 30 mins before the performance starts. Please plan your warmup accordingly. There will be a warm up space available to use separate from the Theatre should you require.
- Please be aware that audience members may leave the theatre and possibly return throughout the show.
- A member of the Company will brief the Ushers on:
  - The content of the play
  - The Access provided
  - The Mental Health resources on display
  - The Four in Four Company
- If BSL audience members request a pre-show talk, please liaise with the Venue to provide one.
- There will be a 10 minute turnaround between the performance and the post-show discussion.
- The post-show discussion should last a maximum of 45mins but can be shorter based on the judgement of the panel Chair.
- Company contact / information details are available on request for those who ask for them.
- i.e. website, social media platforms.

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## Contact Information:

Website: [www.fourinfour.co.uk](http://www.fourinfour.co.uk)

Email: [info@fourinfour.co.uk](mailto:info@fourinfour.co.uk)

Instagram: @FourinFour\_ArtsandHealth

[https://www.instagram.com/fourinfour\\_artsandhealth/](https://www.instagram.com/fourinfour_artsandhealth/)

Facebook: Four in Four - Arts & Health / @FourinFourWales

<https://www.facebook.com/FourinFourWales/>

Twitter: @FourinFour1 <https://twitter.com/FourinFour1>



Photograph provided by John Campbell

*"I understand that Psychiatry is not a Science. It is an Art open to interpretation and misuse. Line up any two people with the same mental condition and you will find just as many differences as similarities. We are simply placed in categories to aid in our classification and drug regimens. Apparently I am only two slight tweaks away from being schizophrenic"*

Paul Whittaker, Gods & Kings