

Guidelines related to Handicapped Individuals and Liability Issues

Physical, Visual and Hearing Impaired

- Assisting persons such as those persons with canes, walkers and wheelchairs should be considered on a case by case basis.
- Every effort must be made to have entrances and access ways open to the physically handicapped. This includes the need for ramps, elevators, rails on stairs, volunteer guides at the top and bottom of stairs. Special seating for persons in wheelchairs needs to be provided, with an extra seat for assistants.
- Persons with a visual handicap, white cane or guide dog should be assisted if needed.
- Persons with hearing impairment may need special attention such as amplification of voice or visual guidance as appropriate.
- Volunteers cannot discriminate against persons with disability. Changes in seating and assistance can be offered as appropriate.

Safety Measures

- Whenever possible, stairways and passageways must be clear of objects. Throw-rugs may be dangerous and can create potential for falls. Stair rails should be clear and easily accessible for persons needing to use the rail. Elevators need attendants when possible.
- Spills of liquids must be cleaned and dried immediately. Slippery pathways should be dried or non-skid rugs placed for safety.
- CPR should be delivered by persons with appropriate training. "911" must be called ASAP when any incident is reported.

Alcohol and substance abuse

- Awareness of safety issues related to over-serving of alcohol is important at social functions. Persons with evidence of alcohol or substance abuse should be handled in a private, but enforceable manner particularly if the person is offensive to other persons.
- All events where alcohol is served should have a license and insurance (Symphony and the venue in most cases). Symphony Lawyer and Executive Director should be consulted regarding these matters.

Incident Reporting and Procedures

- Event Chairpersons and persons of responsibility must be notified immediately if a medical or liability incident occurs. These incidents may be any of the following or any related incidents not mentioned: falls, unconsciousness, bleeding, trauma, seizures, robbery, unusual disturbances, etc. In many cases “911” should be called, or in some cases the police or fire department. The person or persons involved should be attended to immediately if injured. An incident report should be written immediately and as completely as possible. Follow-up with the person involved or family member may be necessary. The Symphony Executive Director should be notified and provided a copy of the Incident Report.