



EXPECT THE UNEXPECTED

The Young@Heart Chorus (Y@H) ranges in age from 73-89. Hosting a Y@H of elderly performers involves some special considerations. The health and safety of the Y@H is a great concern. We seek to work with you to provide a safe and comfortable experience for the Y@H.

It is our preference that every presenter sees the Y@H in performance prior to hosting the Y@H. We realize this is not always possible, and rarely the case for the people actually planning for the hosting. We hope the following details connected to hosting the Y@H assist in planning for the Y@H's stay.

Medical Service

A medical doctor should greet the Y@H upon arrival and be available on an as needed basis throughout the stay. An urgent care access plan, such as a local clinic, is needed for non-emergency services.

Access

While no one in the group is confined to a wheelchair, many require special assistance. We travel with up to 6 wheelchairs but depending on walking distances and the terrain, we may require additional wheelchairs, and people to push them. Some members of the Y@H have trouble with long runs of stairs. A handrail is necessary for all stairs and in all venues, including restaurants and catering facilities.

Bathroom Access

Some members of the Y@H request a hotel bathroom with a shower and stable seat because it can be difficult to get into and out of a bathtub. At the venue, it is necessary to have at least one bathroom (with a sink and toilet) within easy access of the stage and on the same floor level.

Ground Transportation

We request a handicap accessible 55 seat or more coach for ground travel for all of the Y@H and their gear. In certain instances, this can be replaced with multiple vehicles.

Air Transportation

It is preferable to make flight arrangements from our office in the US. This enables us to attend to the details of seat assignments, meal requests and special needs (wheelchairs and/or motorized carts are usually necessary and a group travel room or seating area is a good idea)

The Presenter will assist with arrangements and fees for shipment of the Y@H baggage, costumes, props and musical instruments. It is also preferable to confirm the reservation not more than one-month prior to travel. In the past, it has been necessary to make a substitution up to two weeks before performance, or cancel a reservation due to illness right up to the day of departure. We structure the performance and rehearse members to be able to fill in for such situations.

Lodging

We request a minimum of 3 star accommodation (with in room toilets and baths, and elevators if above first floor) The chorus is willing to share rooms, but singles are appreciated, and for health reasons sometimes necessary. Support staff request single rooms. In general we tour with 39 people and it breaks down to about 10 singles and

MEMORIAL HALL 240 MAIN STREET NORTHAMPTON, MA 01060

www.youngatheartchorus.com

TEL 413.587.1300 FAX 413.587.1303 E-MAIL info@youngatheartchorus.com

15 doubles, depending on the gender of the members and if there are guests.

Rooms nearest the elevator are requested. It is helpful if the hotel is within walking distance to the venue (although the chorus will require ground transport). It is necessary that a full, hot breakfast is provided at the hotel and there are restaurants and shops nearby.

It is important the Y@H be able to check into the hotel upon arrival. Advance planning is necessary to coordinate flight arrival times with hotel check in times to avoid a lengthy wait.

The Y@H will pay on invoice from the Presenter for any upgrades from singles to doubles or family rooms to accommodate guests traveling with the Y@H. The Y@H shall be responsible expenses associated with accommodation including, room service charges, telephone calls and other like charges.

In general, the Y@H requests that the day of arrival be free of responsibility for the chorus. This recovery time is crucial for their health and safety. Ideally, the following day is also unscheduled.

Food

The Y@H requires 3 meals per day for travel and while on location. A combination of per diem and catering is necessary. The Y@H will enjoy the opportunity to explore local fare at their leisure. However, during the run of the show, it is important to provide catered/arranged meals prior to the performance. It is best if this meal is arranged/catered at or very near the theater. A warm sit down meal of meat and vegetarian choice is preferred but it can be a buffet of whole and cut fruits (strawberries, bananas, pears, and oranges are favorites), cheeses, bread, cold meats including ham and turkey, green salads and pasta salads. Coffee, tea, fruit juice and still water are requested for each arranged/catered meal. Several members are vegetarian and many are on low fat and low salt diets. A few are allergic to fin fish and others to shellfish. One member does not eat red meat or pork. For arranged/catered meals, a vegetarian alternative will often satisfy these dietary concerns. And the Chorus LOVES dessert; cookies or chocolates are appreciated.

Still water is required at all rehearsals and performances. "Take Away" containers will be provided for those who prefer to eat after the show. While we expect the Chorus to attend each meal, separate meals or per diems may need to be arranged for tech crew and band members because of scheduling conflicts.

Field Trip

The afternoon of the day after the day of arrival is a good time for the Y@H to enjoy a field trip. This should be a special outing, within a short distance of the hotel (not more than three hours roundtrip by bus) that shows the Y@H something of the history, heritage or culture of the region. It may include lunch and/or dinner, but it is best if they are back to the hotel by 2100 (9PM).

Host Relationship

Diane Porcella, the Y@H administrator, coordinates touring arrangements and travels with the group. It is helpful to have one member of the hosting organization dedicated to the planning for the Y@H who will also be in contact with Diane Porcella upon arrival and throughout the tour. It is helpful to have members of the hosting organization assist with luggage at the airport and hotel, as well as with pre arranged and organized activities during the Y@H's stay. It is critical to offer assistance and guidance to the Y@H so that they can enjoy and take full advantage of their time off.

Staff

The Young@Heart Chorus' artistic director, Bob Cilman, is responsible for how the chorus and musicians sound within the theater, and runs the rehearsals and performances from the stage. He works closely with the Y@H administrator to insure the Y@H's well being. Up to two Chorus Liaison tour with the Y@H, as well. The staff cares for the elder members of the chorus, especially in navigating through airports. Our musicians also help in these situations. The technicians also provide a level of safety and comfort for the group.