

IAVM Region 3 Newsletter

Hello to all our IAVM Region 3 friends! It's been a few months since many of us gathered in Chicago for IAVM's VenueConnect and we have some Region 3 news and communications with you. We are very proud and excited to get a 'reboot' on our IAVM Region 3 Newsletter and get this publication going again – it's overdue. At our Region 3 Business Meeting at VenueConnect in Chicago we elected a new slate of officers for the next 2-year term of

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Tiffany Vickaryous-Hubbard – Secretary
Executive Director
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We are here to serve you, the members of IAVM Region 3. If you have any questions, comments, or concerns please contact any one of us – we are here to help.

I would also like to give a sincere '**Thank You**' and shout-out to Donna Miller-Brown with the Kauffman Center for the Performing Arts in Kansas City, MO and Virginia Fairchild with Children's Theatre Company in Minneapolis, MN for their support and commitment in giving our Region 3 newsletter and Facebook page a 'reboot' and getting us back into the swing. We hope you'll enjoy receiving news and updates through both of these resources. Please check out our IAVM Region 3 Facebook page at <https://www.facebook.com/IAVMRegion3/>. **Thank You, Donna and Virginia!!**

Our **BIG** news . . . save the date for our 2020 Region 1, 2, 3 & 5 Super Regional Conference to be held in Kansas City, MO on April 26-29, 2020 at the Kansas City Convention Center. This is one you will not want to miss – so many incredible venues, great friends, awesome presenters, and some great take-aways to help you stay sharp in this business. Come Visit KC in April 2020! We are very pleased to be bringing a Super Regional Conference to Region 3 in 2020. We're counting on all of you in Region 3 to come out and support this conference, this will not only benefit you with what you do in your job and community but also is our core fundraising tool to allow us to raise the money needed to provide multiple scholarships to Region 3 member venues for Venue Management School, Graduate Institute, and other great programs provided through IAVM.

As we relaunch our Region 3 Newsletter we are going to have a special topic for each quarter to give you some additional insight on a hot topic or key area in our industry. This quarter we focus on accessibility. First quarter in 2020 will be focused on creative revenue sources. Be on the lookout in January 2020 for a special edition newsletter focused on Kansas City and our Super Regional Conference. This will not only include what's going on 'inside' the conference, but you'll also be able to learn more on what you can do 'outside' of the conference and all the amazing things Kansas City has to offer!

We have a lot of exciting things planned with this newsletter, our Facebook page, and our Super Regional in April 2020 in Kansas City – don't miss out!



Scott Hallgren, CVE
IAVM Region 3 Director



SAVE THE DATE!

KANSAS CITY, MISSOURI TO HOST SUPER REGIONAL APRIL 26-29, 2020

The City of Fountains, the Paris of the Plains, and the home of world-class barbecue and jazz will be hosting the Super Regional April 26th-29th at the Kansas City Convention Center (Bartle Hall). Rooms will be available directly across the street at the Crowne Plaza Kansas City at a rate of \$149 per night.

This Super Regional, which includes regions 1, 2, 3, and 5, will bring together IAVM members and students as we gather in one place to tour venues, attend sessions, and connect with each other!

If you have never previously attended, the Super Regional consists of four days filled with exciting opportunities to network with your peers, learn from experienced facility managers about the topics that matter most to you, and become acquainted with allied companies and other exhibitors that provide the services and products that can make your life easier.

Are you looking for a chance to learn something new? Do you want to meet others that share your passion for venue management? Could you use a little inspiration and time away from the regular day-to-day? Mark your calendar and come spend some quality time with us this April!

Look for more information in our January Special Edition newsletter, including updates about hotels, registration, and sessions, as well as interesting and fun facts about Kansas City.



SWIFTTEL CENTER IS CERTIFIED SENSORY INCLUSIVE

Full- and part-time staff staying current to ensure all guests experience Midwest hospitality at its best!

Brookings, S.D. – KultureCity has partnered with the Swiftel Center to make the facility and all hosted events sensory inclusive. Full- and part-time staff are required to complete industry training to provide maximum inclusiveness for all attendees.

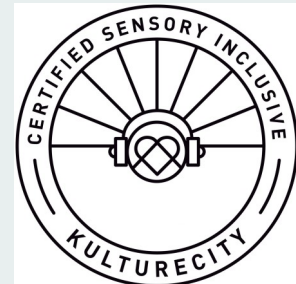
This initiative promotes an accommodating and positive experience for guests with a sensory issue. Swiftel Center staff are trained to recognize guests with sensory needs and how to handle a sensory overload situation. Sensory bags – equipped with noise canceling headphones, fidget tools and verbal cue cards – are available to all Swiftel Center guests who may feel overwhelmed by the environment.

Sensory sensitivities or challenges with sensory regulation are often experienced by individuals with autism, dementia, PTSD and other similar conditions. One of the major barriers for these individuals is sensitivity to over stimulation and noise, which is an enormous part of the environment in a venue like the Swiftel Center. With this certification, the Swiftel Center prepared to assist guests with sensory sensitivities in having the most comfortable and accommodating experience possible when attending an event.

The Swiftel Center hosts regular training for full- and part-time staff to stay current with the leading safety and hospitality industry standards. Attendees at the Swiftel Center can expect to experience excellent customer service and a feeling of safety and security while in the facility. The Swiftel Center has built a reputation of providing “Midwest hospitality at its best.”

ABOUT KULTURECITY

KultureCity is a leading non-profit recognized nationwide for using their resources to revolutionize and effect change in the community for those with sensory needs.



ABOUT THE SWIFTTEL CENTER

The Swiftel Center is a gathering place for cultural, recreational and educational events. With a 30,000 square foot arena, state-of-the-art banquet rooms, conference rooms and in-house catering, the Swiftel Center is an international award-winning venue of excellence and one of South Dakota’s premiere event centers.

KAUFFMAN CENTER FOR THE PERFORMING ARTS ANNOUNCES NEW ACCESSIBLE RESOURCES CREATED IN PARTNERSHIP WITH VARIETY KANSAS CITY

The Kauffman Center for the Performing Arts President and CEO Paul Schofer announced a 10-year sponsorship with Variety Children's Charity of Kansas City. The partnership will expand accessibility resources that the Kauffman Center can use to serve its guests and enhance the lives of people in Kansas City.

The support of Variety KC will help to connect and engage more visitors with the Kauffman Center through new inclusive resources such as dedicated Serenity Rooms, sensory kits and universal changing tables that meet the needs of patrons from infant to adult. The partnership supports the Kauffman Center's commitment to provide a welcoming and accessible environment for all patrons.

"The Kauffman Center currently exceeds ADA standards, but we know that we can always do a better job for patrons who need extra assistance. We are thrilled that Variety Children's Charity of Kansas City has stepped forward to help us offer new resources that remove barriers for some audience members and provide opportunities for others," said President and CEO Paul Schofer. The organization's goals align perfectly with the level of commitment and service the Kauffman Center works to provide." Deborah Wiebrecht, Executive Director of Variety KC, stated, "The Kauffman Center for the Performing is leading the way for inclusion in the arts and Variety KC is thrilled to partner in their efforts. This project is so much more than removing barriers

ABOUT VARIETY

THE CHILDREN'S CHARITY OF KANSAS CITY

Variety is a volunteer-driven organization with 53 active chapters worldwide, committed to bettering the quality of life for special needs children. Funds raised by Variety KC benefit children right here in Kansas City. The Variety mobility program responds to individual requests from families of children needing special assistance. Help has included wheelchairs, mobility equipment and communication devices, inclusion and more. For more information, please visit www.varietykc.org.

The organization's goals align perfectly with the level of commitment and service the Kauffman Center works to provide." Deborah Wiebrecht, Executive Director of Variety KC, stated, "The Kauffman Center for the Performing is leading the way for inclusion in the arts and Variety KC is thrilled to partner in their efforts. This project is so much more than removing barriers and providing access, it's about encouraging dreams and fostering talent. Thank you Kauffman Center, you are making sure all kids have a chance to Be Active, Be Social and Belong in the arts!"

New accessibility resources provided by Variety KC include:

Variety KC Supported Serenity Rooms Patrons who don't want to miss a performance they came to enjoy but would benefit from the use of a private, relaxing environment are invited to step into one of the Kauffman Center's two Variety KC Supported Serenity Rooms. These spaces offer comfortable seating and a monitor to view the live performance, plus sensory items and an electrical wall outlet. To use a Serenity Room, patrons may call the box office in advance or speak with a staff member during a performance.

Variety KC Supported Infant to Adult Changing Tables Guests who need a private place to take medications, deal with a wardrobe change or handle a health care issue can now use new features in our family restrooms and First Aid Office, thanks to Variety KC. All family restrooms have infant changing tables, and the Mezzanine level family restroom features a changing table for children or adults. Patrons needing an additional space to tend to medical needs may ask a volunteer or staff member to be directed to a private place that is outfitted to meet their needs.

Variety KC Supported Sensory Kits The Kauffman Center and Variety KC are pleased to offer complimentary resources that can provide ease, comfort or improve focus for patrons of any age. Each sensory kit includes noise-muffling headphones, a weighted lap pad and a handheld sensory item. Sensory kits are available for use through Coat Check on the Plaza Lobby Level.

These resources expand current accessibility offerings that are available for all patrons at the Kauffman Center. To learn more about all the accessibility resources, visit kauffman-center.org/accessibility.

OPEN CAPTIONING DEBUTS AT CHILDREN'S THEATRE COMPANY



Children's Theatre Company (CTC) in Minneapolis was the delighted host of Circus Abyssinia. Among firsts for this run, we were proud to offer open captioning, also known as CART (Communication Access Realtime Translation). CTC contracted the service through Paradigm Reporting and Captioning, a Veritext Company.

To operate, the captioner uses a "court reporter"-style keyboard that is then connected to a laptop. The laptop is connected via basic cables to an LED screen, in this case positioned just at the side of the stage.

When setting up the system for live theatrical performance, it was important to make sure the screen and the cables will not be a hazard to the performers moving through their sometimes dangerous blocking. An additional concern, ensuring that the screen would be completely blacked out when the rest of the stage lights went out, turned out to be quite easy to accomplish. When there is no dialogue on the screen, it is completely dark.

While a show with only a few lines of dialogue seems like an unusual choice, to deploy this system, the visual accessibility of the show was one of the main attractions for the school groups using the service.

Additionally, the open captioning allowed them to participate in a Q&A with the performers after the show. While this service was a first for Circus Abyssinia as well, the performers were delighted that it gave more students a chance to attend. It was a huge success for the captioner, the venue, and, most importantly, the students.

ABOUT CHILDREN'S THEATER COMPANY

ACT One is CTC's cohesive platform for access, diversity, and inclusion in our audiences, our programs, our staff, and our board.

The goals of CTC's Access programs are to identify and mitigate real and perceived barriers to participation for all underserved populations, including cost, transportation, accessibility, language, and unfamiliarity with the value of theatre. Our annual reach through Access is 80,000, more than one-third of our audience each season.

DID YOU KNOW.....

You can optimize your web designs to be more accessible?

PMI Entertainment Group makes headway on web site accessibility

PMI Entertainment Group (PMI) has taken steps to make its web sites more accessible to persons with disabilities. Some major corporations have lost lawsuits because their web sites were found not to be in compliance with Web Accessibility WCAG 2.0 standards.

Some of the changes PMI made to several of its corporate web sites include improving the color contrast ratio between features like the navigational bar, buttons, text, and background colors. Other improvements were resizing text for readability, removing flashing or blinking content, adding alternative text to images, and labeling form and search fields. These changes will make it easier for persons with disabilities to navigate the whole web site with their keyboard, mouse or assistive technologies.

The UK Home Office has created several informational posters about designing for users who can have challenges with traditional web design.

These posters are available at: ukhomeoffice.github.io/accessibility-posters/posters/accessibility-posters.pdf

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Designing for users who are deaf or hard of hearing



Do...

write in plain language

Do this

use subtitles or provide transcripts for videos



use a linear, logical layout



break up content with sub-headings, images and videos



let users ask for their preferred communication support when booking appointments



Don't...

use complicated words or figures of speech



put content in audio or video only



make complex layouts and menus



make users read long blocks of content



make telephone the only means of contact for users



Designing for users with physical or motor disabilities



Do...

make large clickable actions



give clickable elements space



design for keyboard or speech only use



design with mobile and touchscreen in mind



provide shortcuts



Don't...

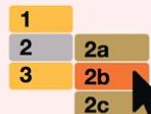
demand precision



bunch interactions together



make dynamic content that requires a lot of mouse movement



have short time out windows



tire users with lots of typing and scrolling



Home Office

REGION 3 IS NOW ON

INSTAGRAM!

Let us know if you would like to be featured! Region 3 includes North Dakota, South Dakota, Minnesota, Wisconsin, Illinois, Missouri, Nebraska, the upper peninsula of Michigan, and the city of Thunder Bay, ON.

Follow us @iavmregion3
mail news to
iavmregion3news@gmail.com

Schuler Shook Opens New York City Office

Ted Ohl joins Schuler Shook as a Principal and leader of the New York office. The international theatre planning and architectural lighting design firm is excited to announce its East Coast expansion, confident that this new office will provide exceptional project support and client contact in the Northeast region.

Ted's extensive career in the theatre industry has included many new and renovated performance venues in New York and across the country. His collaborative approach to facility design is built upon more than fifteen years devoted to mounting opera, drama, dance and concert productions on every variety of stage. Ted also brings decades of experience growing businesses and developing products that serve the entertainment industry.

Partner Michael DiBlasi, ASTC, IALD, comments, "We are thrilled to bring Ted's performing arts and business expertise to our New York office and know that he will be an invaluable resource to our clients."



Ted Ohl

The New York office joins the five thriving Schuler Shook offices in Chicago, Minneapolis, Dallas, San Francisco Bay and Melbourne, Australia.

Resch Center / Ticket Star using a chat bot

PMI Entertainment Group has teamed up with Satisfi Labs to install chat bots on the Ticket Star and Resch Center web sites. Since early this past summer, the virtual assistant has been able to either point customers to the proper place or answer questions regarding concerts, shows and general customer service type questions. PMI was among the Satisfi's first customers for an arena type product. As we continue to tweak and improve the product, we have seen great success stories of the bot helping customers.

Construction on new Brown County Expo Center under way

A \$93M expo center project in Green Bay is starting to sprout. The 122,000 square foot Brown County Expo Center is being built next to the Resch Center and across the street from Lambeau Field. It will be managed by Green Bay's PMI Entertainment Group. The Brown County Veterans Memorial Arena and Shopko Hall (expo center) were demolished to make way for the new building.



Architectural rendering of completed Brown County Expo Center.

7 reasons to become a mentor through IAVM's Mentor Connector Program.

1. Earn CVE/CVP Points.
Did you know you can earn up to 5 points per year?
2. Expand your network.
Really get to know someone from a different venue.
3. Feel good about helping someone.
When you do good, you feel good.
4. Practice leadership and management.
If you haven't managed other staff yet, this is a good precursor to that. If you are an experienced manager, this will be a refreshingly different form of management.
5. Gain new perspectives and fresh ideas.
In-depth conversations with people from other venues and different walks of life can lead to new perspectives.
6. Change someone's world.
Studies show, people who have a mentor are more successful in their careers.
7. Strengthen the lessons you have already learned.
The more you teach something, the better you learn it.

Mentor partnerships start each spring and fall!

To learn more about the IAVM mentor connector program, please go to <https://www.iavm.org/mentor/mentor-connector-program>

Applications for the Fall 2019 class are due November 7th.

REGION 3 OFFICERS

ABOUT IAVM

Representing public assembly venues from around the globe, IAVM's active members include managers and senior executives from auditorium, arenas, convention centers, exhibit halls, stadiums, performing arts centers, university complexes, and amphitheaters.

ABOUT IAVM REGION 3

Region 3 includes the entire states of North Dakota, South Dakota, Minnesota, Wisconsin, Illinois, Iowa, Missouri, Nebraska. The upper peninsula of Michigan, and the city of Thunder Bay, ON

Please Follow us on twitter:
[@iavmregion3](#)

Facebook: <https://www.facebook.com/IAVMRegion3/>

Instagram: [@iavmregion3](#)

For questions, or to submit stories,
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