



audiences unlimited
connecting special audiences with the arts

Facility Manual

This document is a comprehensive manual of procedures and policies for Audiences Unlimited, Inc.'s partner facility staff.

Contact:

myprograms@audiencesunlimited.org

260-739-9492 scheduling

Audiences Unlimited, Inc.

1005 W. Rudisill Blvd., Ste. 304

Fort Wayne, IN 46807

260-424-1064 office

260-424-1065 fax

Audiences Unlimited, Inc. creates cultural experiences that enrich the lives of people with limited access to the arts.

Audiences Unlimited, Inc. is a nonprofit organization that depends on donations made by foundations, businesses and individuals. It is governed by a volunteer Board of Directors.

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Enclosures:

- AUI Performance Checklist
- Instructions and for reviewing your program calendar in Google
- Instructions for completing the Evaluation Form
- Troubleshooting tips for accessing the Evaluation Form.
- Recurring Program Change Form
- Artist Group Review Form
- Artist Restriction Form

A. **CONTACT INFORMATION**

All questions regarding schedule or program information should be directed to the Administrative Program Coordinator at 260-739-9492 (leave a message if no answer) or myprograms@audiencesunlimited.org.

B. **PROGRAMS**

AUI artists perform one-hour programs. AUI staff rotates the scheduling of artists or groups depending on the number of programs a facility receives to allow as much variety as possible.

C. **SCHEDULING**

AUI staff schedules programs well in advance to ensure the future needs of our partner facilities and artists are addressed. Facility staff receives a list of deadline dates for program requests to be submitted to the AUI Administrative Program Coordinator. These deadlines can be found on the AUI website. It is in the best interests of all involved if those deadlines are met. AUI staff will make every attempt to fulfill a request but can make no guarantee.

D. **SPECIAL REQUESTS**

AUI staff accepts requests for changes to facility calendars. Facility staff can request date changes for special events or specific artist/groups. The ability of AUI staff to accommodate artist/group requests depends on the availability of the performer and timeliness of the request received.

E. **CANCELLATIONS**

If an AUI artist cannot perform a scheduled event, the Administrative Program Coordinator will attempt to replace the artist before canceling the program. If an artist is not available, AUI staff will immediately contact the facility about the cancellation and keep a record of the missed program.

The Administrative Program Coordinator should be contacted as soon as possible if facility staff must cancel a program. Facility staff should give no less than two hours' notice prior to the scheduled start time of a performance to guarantee the program will be canceled and rescheduled. If less than two hours' notice is given, the event will not be rescheduled and the program will be forfeited.

Weather: In the event of a weather-related emergency, an AUI program may be canceled. AUI staff will notify facility staff and will reschedule the program at a later time.

F. **HOLIDAYS**

If a facility has a recurring program on a certain day each month, and the program falls on a holiday, AUI staff will not reschedule the program to a different day unless facility staff requests this change before the scheduling deadline listed on the AUI website. If a facility does not inform AUI staff of the holiday program reschedule by the deadline, the program will either be performed as scheduled or canceled and forfeited. Please look ahead to make sure recurring programs do not fall on days where the facility will not have staff or does not want a program.

G. **PROGRAM ADJUSTMENTS**

When a program is canceled in a timely manner, either by facility or AUI staff, the program can be rescheduled. AUI staff will track the programs owed to a facility and will work with facility staff to find another date/time for the program. All canceled programs must be rescheduled within **three months** of the original date of the program or the program will be forfeited.

H. **PERFORMANCE INFORMATION**

Facility staff should ensure that the performance location is in order at least 15 minutes prior to the start time. This includes but is not limited to, cleared performance area, chairs without arms and piano in place. AUI performers will not move equipment or tables. To the extent possible, facility staff should have the audience and staff in place for the scheduled start time.

Equipment cart: Facility staff should provide a cart at the appropriate door for artists to use when moving equipment.

Facility staff must be present for the entire duration of a program including room-to-room programs. If staff is not available, the artist will not perform and the program will not be rescheduled.

AUI strives to provide a meaningful experience for every resident. Musicians are strongly encouraged to incorporate audience interaction into each program. We also ask that facility staff/volunteers encourage residents to sing along, clap, and make requests and dance.

Acknowledging AUI: AUI offers a highly discounted rate to facilities for the performances. Therefore, we ask that proper acknowledgement be given to AUI and the artists at each program. AUI will provide a sign for partner facilities, which should be displayed at programs. If you do not have a sign or need a new one, please contact AUI staff.

Please introduce the program and artists at the beginning and thank the artists at the end.

“We are happy to have music provided by Audiences Unlimited and would like to introduce _____ (Insert artist/group name) _____.”

“Thank you to _____ (Insert artist/group name) _____ for performing and thanks to Audiences Unlimited for providing this program.”

I. **PROGRAM EVALUATIONS**

All programs performed by AUI artists must be evaluated. These evaluations are used when applying for funding, evaluating performers and determining how to better structure programs. They are of the utmost importance and must be completed thoroughly.

The link to the online form is found on the AUI website near the top of the facility page. Any questions regarding completion of the form should be directed to the Administrative Program Coordinator. AUI staff monitors the evaluation results monthly, so please complete the evaluations as soon as possible following the performances.

J. **ARTIST EVALUATIONS**

An **Artist Review Form** is to be used by facility staff to make comments or recommendations about an artist or group. Please use this form when you wish to communicate something about our performers, unless you are requesting a restriction.

K. **ARTIST RESTRICTIONS**

Facility staff has the ability to restrict if and when an artist/group can be scheduled at their facility. If facility staff finds that an artist/group is not a proper fit for their facility for any reason, a restriction can be placed. The appropriate staff must complete and return an **Artist Restriction Form**, which can be downloaded from the AUI website, to the Administrative Program Coordinator. Comments on a program evaluation do not count as a restriction form. Completed forms may be faxed to 260-424-1065 or emailed to myprograms@audiencesunlimited.org.

Once the form is received, the artist/group will be restricted or removed from the facility calendar. No changes will be made to the calendar until this form is received. If an unwanted artist has been scheduled because an artist restriction form was not completed, a facility can choose to have that artist perform or cancel and forfeit the program. Facility staff can choose to eliminate the restriction at any time so the artist/group can return.

L. **FORT WAYNE PHILHARMONIC**

AUI partners with the Fort Wayne Philharmonic to provide small ensembles for programs throughout the year. Facilities that are full partners will be contacted by a Philharmonic representative to schedule these special events. The Philharmonic programs are 45 minutes and armless chairs are necessary for the performers.

For the nursing homes who receive Philharmonic ensembles, these events count as a regular program. AUI staff will remove a program from partner facility calendars at their discretion unless facility staff specifies dates to be removed or agrees to pay for an additional program in order to keep existing programs. Such requests must be made by the scheduling deadline listed on the AUI website.

If a Philharmonic program must be cancelled, the facility should contact Philharmonic staff at 260-481-0761.

M. **ARTIST PHOTOGRAPHY AND BIOGRAPHIES**

Artist photographs and biographies are available on the AUI website. Facility staff may download the information to make fliers to advertise upcoming performances.

N. **AUI FACILITY STAFF MANUAL**

The manual must stay in the facility for activity staff use. If a key activity staff member leaves, the manual must stay in the facility. Information on how to access Google Calendars and the password should always be kept with the manual.



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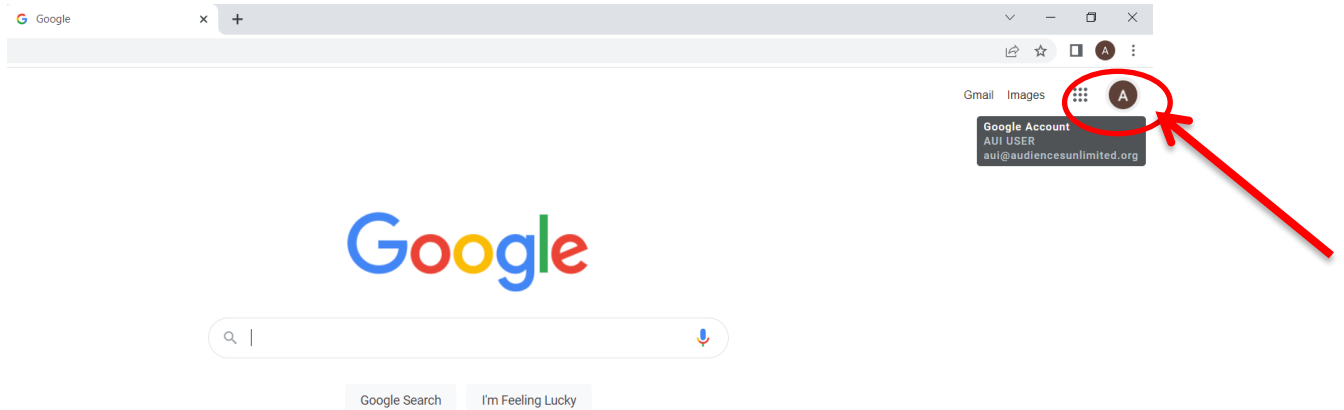
AUI PERFORMANCE CHECKLIST

Please complete this checklist the day of an AUI program

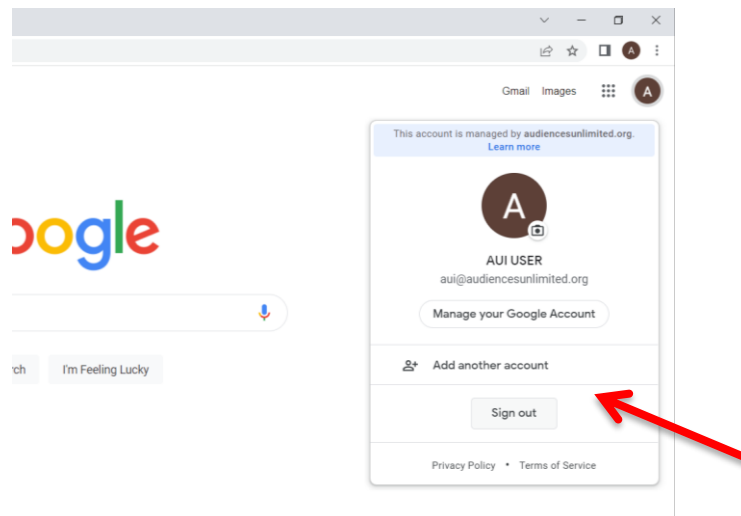
- Appropriate staff notified of program start time and location in facility
- Equipment cart is located at appropriate entrance for performer equipment
- Performance area is clear
- Needed equipment or piano is in position
- Armless chairs are accessible
- Audience is in place at start of event
- Artist or Group is introduced by staff at start of event
 - "We are happy to have music provided by Audiences Unlimited and would like to introduce _____ (Insert artist/group name) _____."
- Artist or group is thanked at the end of the program
 - "Thank you to _____ (Insert artist/group name) _____ for performing and thanks to Audiences Unlimited for providing this program."
- Appropriate staff completes online AUI Program Evaluation as soon as possible following the program

Instructions for Accessing Your Audiences Unlimited Calendar

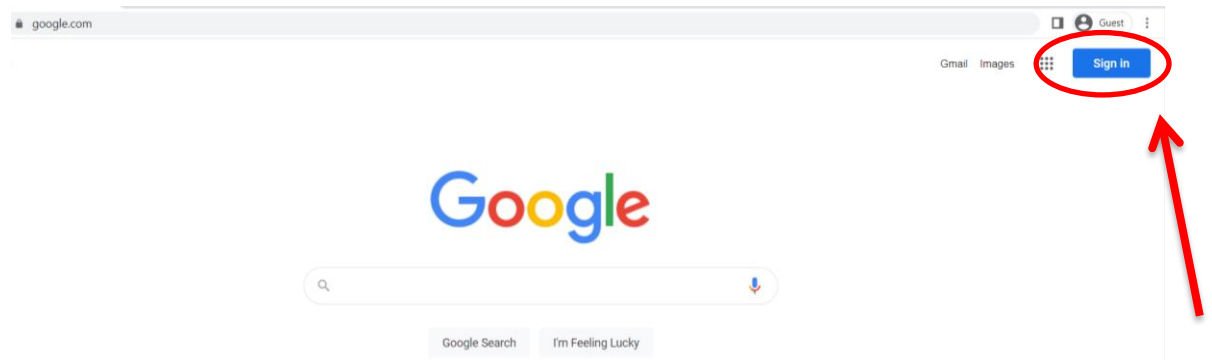
1. Make sure you are signed into your Audiences Unlimited account on Google and signed out of all other Google accounts. Start at www.google.com and check the top right of the page.
 - a. If you see a blue button that says “sign in,” skip to step E.
 - b. If someone is already logged in, you will see a circle with a letter (or sometimes a picture). Click on this circle to see who is signed it.



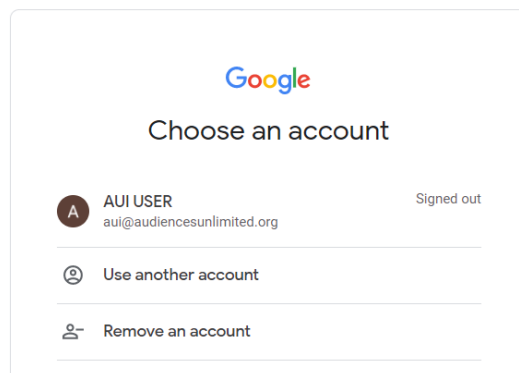
- c. If this is already an audiencesunlimited.org account, you can skip to step 2.
- d. If it is not, click on the circle, and then click sign out.



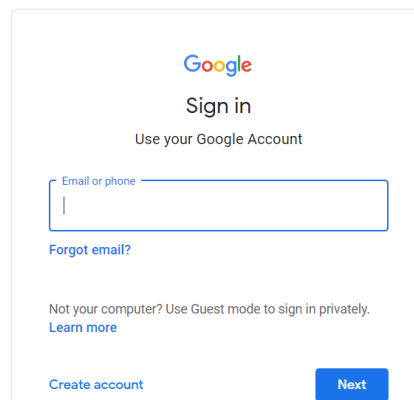
- e. Once all accounts are signed out, you can proceed to sign in. Click on the blue button that says to “Sign In.”



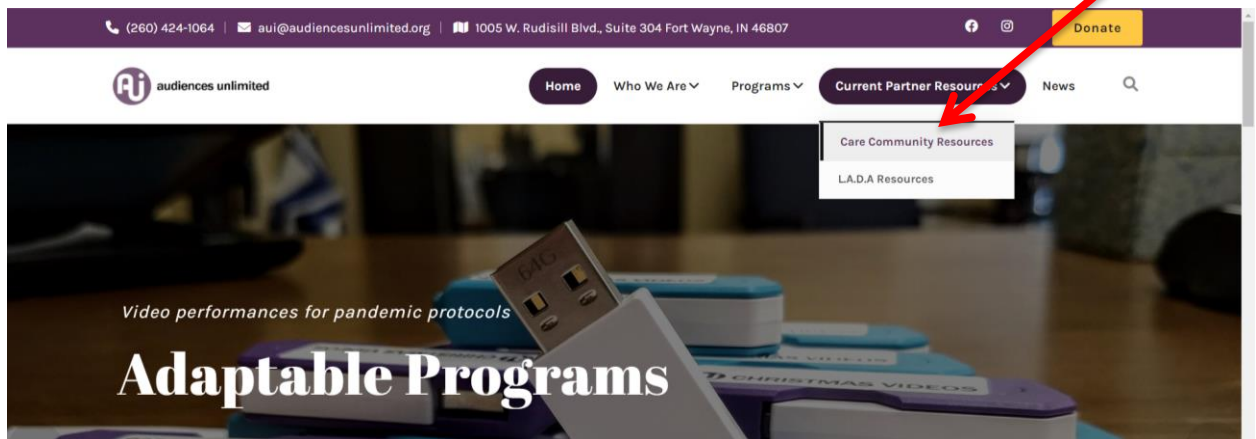
- f. If you see a screen like the one below, select the option to use another account.



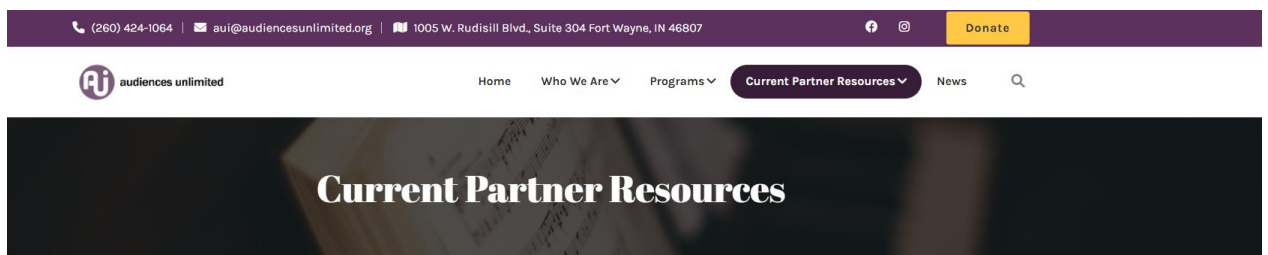
- g. Sign in using your Audiences Unlimited email address and password. *Contact the programs coordinator if you don't know your login information.*



2. Once you are all signed in, go to www.audiencesunlimited.org. Hover over the Current Partner resources tab, then click on Care Community Resources.



3. At the top of the Facilities page, you will see announcements from AUI staff and a sidebar the left with links for the evaluation form, information about In-Community events and video programs, the manual and other resources, and calendar links.
4. Click on the calendar link tab that your community falls into alphabetically. (For this tutorial, we are using Ascension Living Sacred Heart Village)

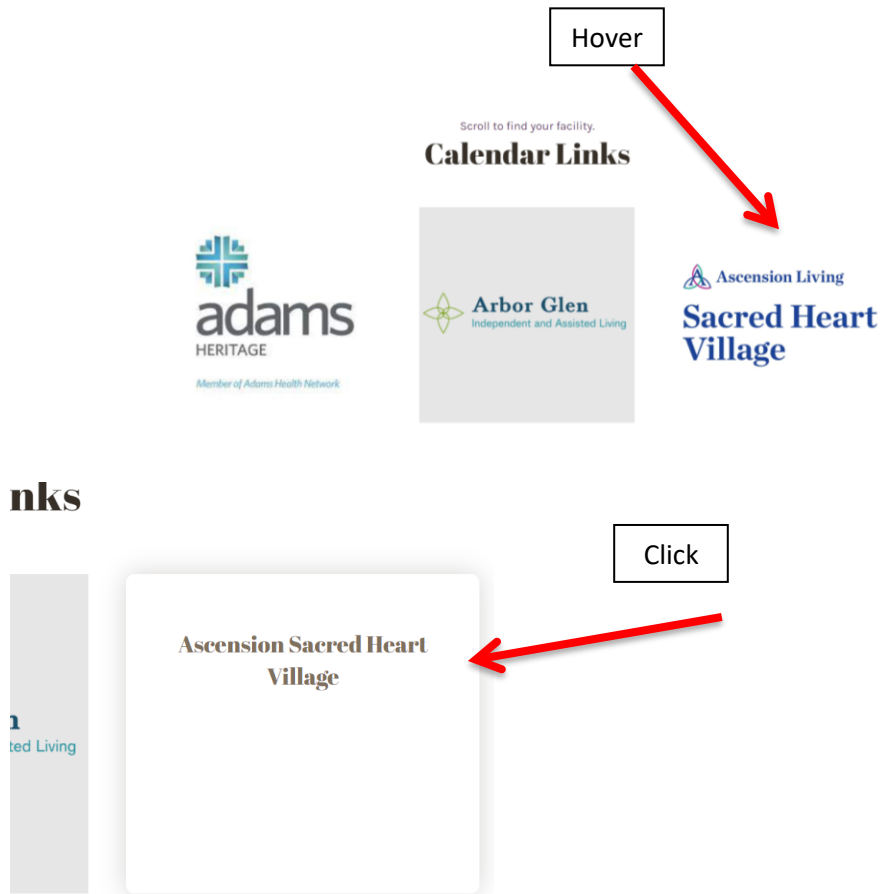


Evaluation Form	>
In-Community Events	>
Video Programs	>
Manual and Other Files	>
Calendar Links A-E	>
Calendar Links G-L	>
Calendar Links M-Z	>

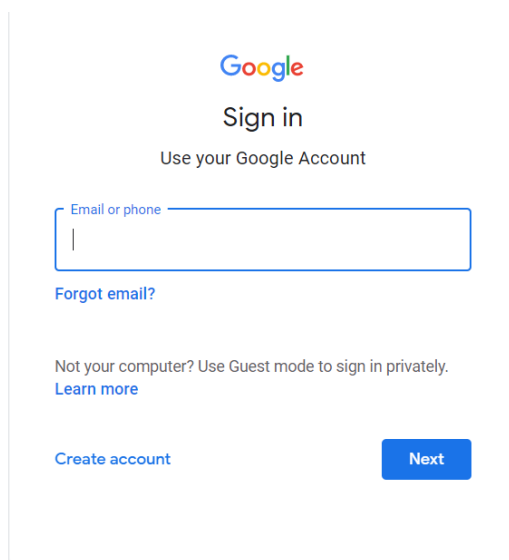
Announcements

- Spring In-Community Events Sign Up is available now: [Get tickets for Fort Wayne events here.](#)
- AUI staff is scheduling at least 6 weeks prior to the upcoming month. Late requests will be accommodated as the schedule permits. Please communicate your program requests to AUI staff at myprograms@audiencesunlimited.org or 260-739-9492.
- Make sure you request to be part of the Jukebox Rotation! It's a popular favorite available for a month at your facility. Requests are currently being taken for 2022.

5. Scroll to find your community. Hover over the image card, then click the text that appears at the top of the card.



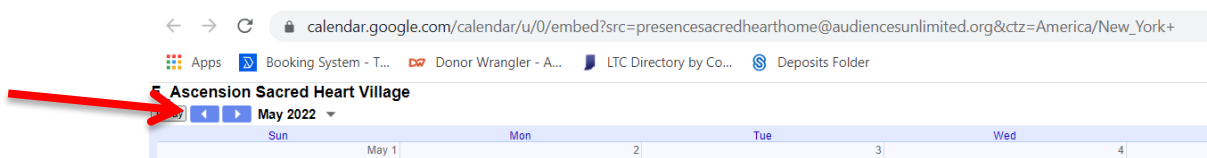
6. If you are not signed in, the image below will appear. Go back to Step 1 E for sign in instructions.



7. If you receive any other error message, including saying “You don’t have permission to view this calendar,” return to step 1 B to sign out of all accounts and sign in again as your Audiences Unlimited account.



- 8.
9. If you are properly logged in, the current month will be displayed. Click on the white arrows in the blue box on the top left to get to the month you wish to view.

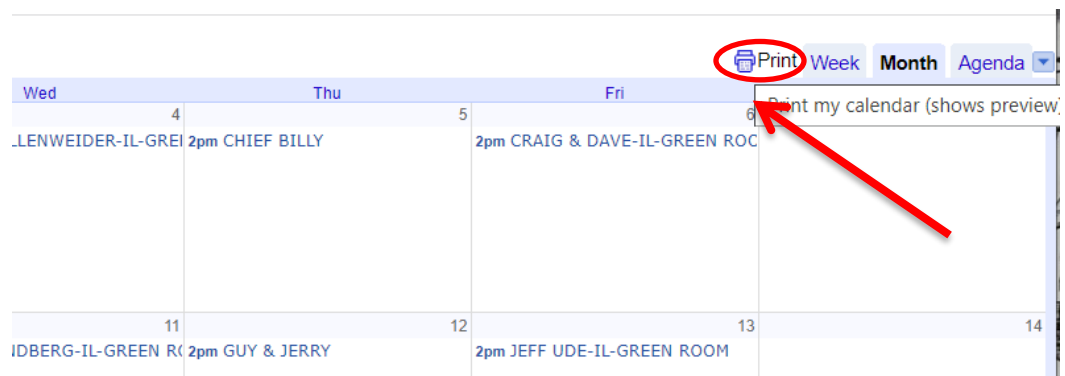


10. The calendar view displays the day and time events are scheduled and the artist/group name (or a portion of the name if your screen is small).

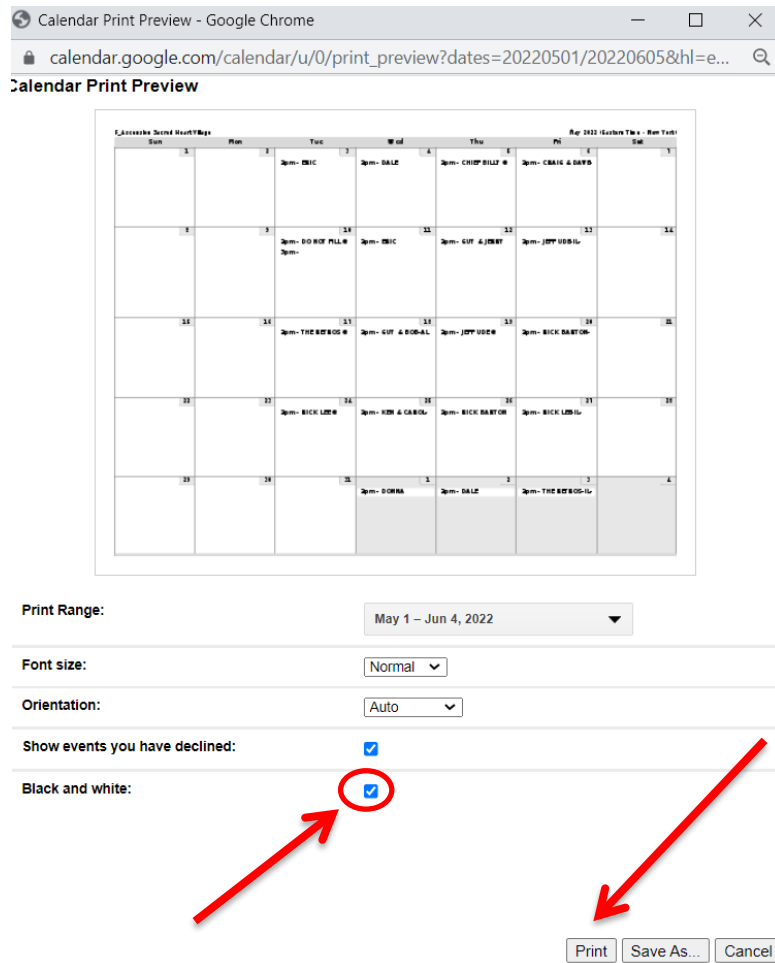


11. There are two options for printing your calendar information.

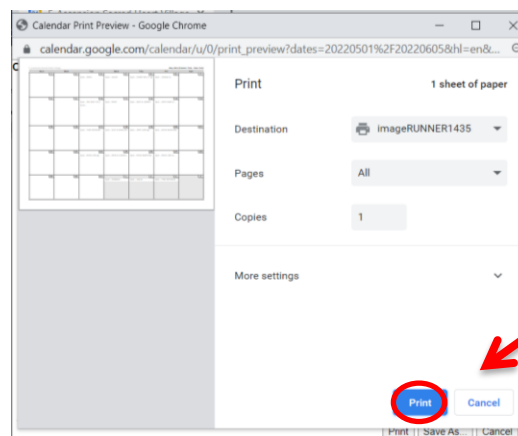
- a. To print only this **calendar view**, click on the printer icon in the top right.



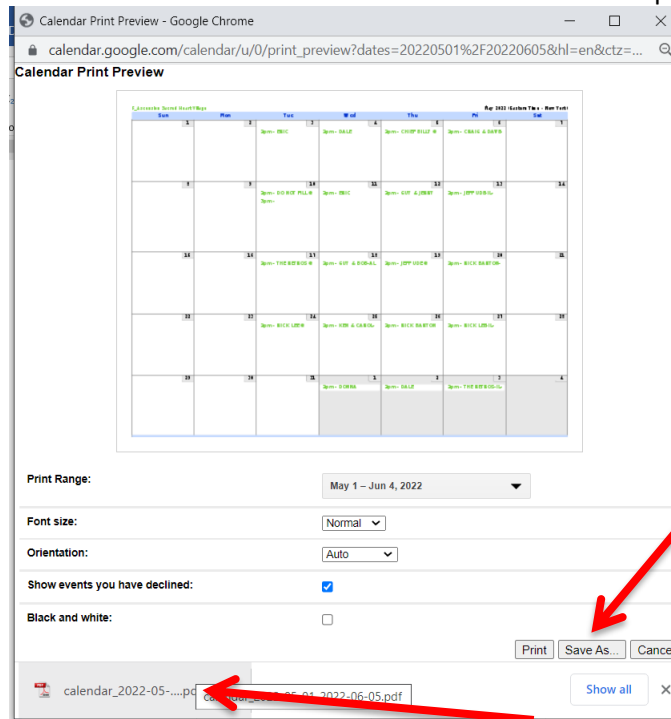
- i. This Calendar Print Preview screen is displayed. Place a checkmark in the box next to Black and White. You may also change the date range. Click on “Print” at the bottom.



- ii. This will send the page to your printer. Adjust your settings as needed, then click “Print” to print as usual.



- iii. You can also save to a PDF by selecting the “Save As” option. 9A3. Select Save As to create a PDF to save on your computer. A download will start automatically. Click on the PDF at the bottom left of the window to open it.



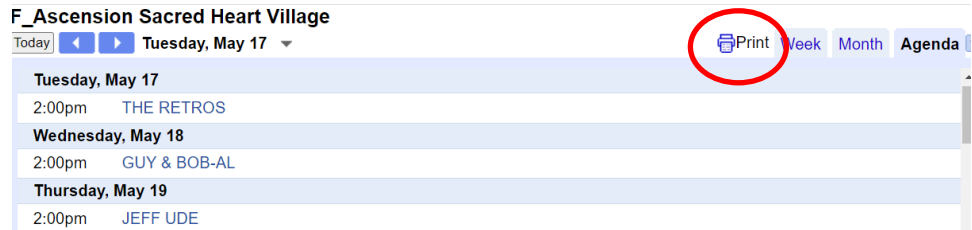
- b. To print a **schedule with detailed information about your programs** that includes descriptions about the event (such as “Birthday Party,” location within the facility, or special instructions for the artist), start at the calendar view. Click on the Agenda tab at the top right.



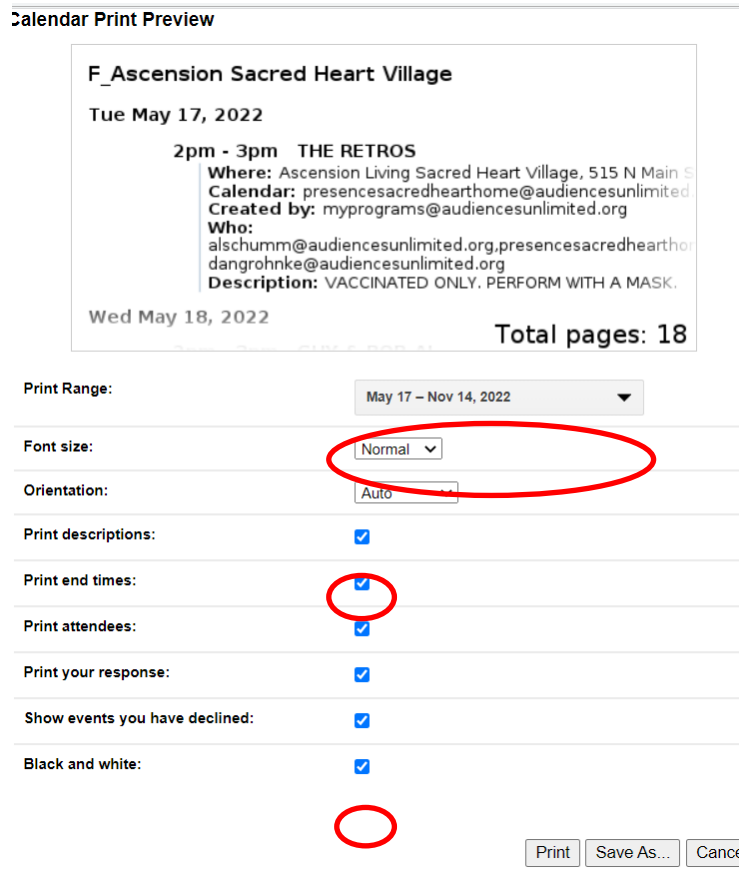
- i. Once in the Agenda view, you can adjust the date range by clicking on the arrows, selecting the “today” option, or using the drop-down calendar next to the month and year.



- ii. From there, you can print physically or a PDF using the Print button and following the steps in a.i-a.iii. See a few differences below.



- iii. You will have the ability to adjust your date range. Make sure to select “Print description” and “Black and white” options.



12. This is an example of the Detailed Agenda. You will only need the Date, Time, Artist or Group name, and Description at the bottom of the event listing. The description will give special details about the event such as BIRTHDAY (signifies birthday party), DINING ROOM (location within facility), or COVID protocols for performers to follow.

The screenshot shows a PDF viewer interface with a dark header bar. The header contains the text "alendar_2022-05-17_2022-05-27 (1).pdf", a page indicator "1 / 2", a zoom level of "100%", and navigation icons. The main content area is white with black text. Red arrows point to the following elements:

- The PDF title in the header bar.
- The event title "F_Ascension Sacred Heart Village".
- The date "Tue May 17, 2022".
- The time and event name "2pm - 3pm THE RETROS".

The event details for "THE RETROS" are as follows:

- Where:** Ascension Living Sacred Heart Village, 515 N Main St, Avilla, IN 46710, USA
- Calendar:** presencesacredhearhome@audiencesunlimited.org
- Created by:** myprograms@audiencesunlimited.org
- Who:** alschumm@audiencesunlimited.org, presencesacredhearhome@audiencesunlimited.org, dangrohnke@audiencesunlimited.org
- Description:** VACCINATED ONLY. PERFORM WITH A MASK.

The next event is for "Wed May 18, 2022":

- 2pm - 3pm GUY & BOB-AL**
- Where:** Ascension Living Sacred Heart Village, 515 N Main St, Avilla, IN 46710, USA
- Calendar:** presencesacredhearhome@audiencesunlimited.org
- Created by:** myprograms@audiencesunlimited.org
- Who:** pguyzimmerman@audiencesunlimited.org, presencesacredhearhome@audiencesunlimited.org, bobferguson@audiencesunlimited.org
- Description:** VACCINATED ONLY. PERFORM WITH A MASK. INDEPENDENT LIVING AREA. PERFORM IN THE "GREEN ROOM". FOLLOW THE WINDING ROAD, GO TO THE RIGHT THROUGH

Audiences Unlimited Evaluation Login Troubleshooting

When attempting to log in to the Audiences Unlimited Evaluation form, please do the following:

A. Sign Out of All Google Accounts.

1. Navigate to the Google home page at **www.google.com**.
2. You may see a circle at the top right that has a letter with a colored background or an image. **Even if you do not use Google Accounts on that specific computer, this circle means someone is signed in.** To sign out:
 - Click on the circle.
 - A box will open with a larger version of the circle and a button in the bottom right corner that says, "Sign out." You will need to click that button to log out. **Do not exit the tab or browser. This will not sign you out.**
 - Once you are signed out, you will be returned automatically to the home page.
3. If there is not circle at the top right, but instead has a blue button that says, "Sign In," nobody is logged in, and you may continue.
4. Go to the Audiences Unlimited website at **audiencesunlimited.org** and then click the "Facilities" page.
5. Scroll down the page to select your facility calendar.
6. Input your AUI calendar facility ID and password.
7. Return to the AUI site and, again under the "Facilities" page, click on the Evaluation Form link. You should now be able to gain access.

B. Clear the Cache.

1. If you still cannot gain access and you, or another, have used an account with another site like Yahoo or Bing in the past, you may have to clear the browser cache before continuing. The browser is the program you use to access the internet, and its cache is where your computer saves browsing history and cookies.
2. Depending upon the browser you use (Internet Explorer, Firefox, etc.), there are different ways to do this.
 - In Mozilla Firefox:
 1. Open Firefox.
 2. On your browser toolbar at the top right, tap the 3-line icon.
 3. Choose the "Options" button with the image of a gear.
 4. There will be a list on the left hand side. Select "Advanced," which is the bottom option.
 5. Across the top of the page, underneath "Advanced," you will see a list of tabs. Select "Network."

6. Find the “Clear Now” button the right side of the page. You should select the one that corresponds to “Cached Web Content.” Tap this button.
 7. The cache is now cleared.
- In Internet Explorer:
 1. Click the gear image at the top right of your browser toolbar.
 2. Select “Internet Options,” which is the second to last option on the list.
 3. A new box will open. Check the tabs at the top to make sure you are in the “General” tab.
 4. Find the section that says, “Browsing History” and select “Delete...”
 5. In the second box that opens, you may wish to uncheck the box that says, “Passwords” in order to retain any passwords you may have saved. When you are finished, click delete.
 6. The cache is now cleared.
 - In Google Chrome:
 1. In the top right corner of the browser, on the navigation bar, click the button with three lines.
 2. A menu will appear. Find the “Settings” option, which is third from the bottom of the list.
 3. Scroll to the bottom of the page to find “Advanced Settings” and click it.
 4. Select “Clear Browsing Data” from the Privacy submenu.
 5. Choose “the beginning of time” in the first drop-down menu, then click “Clear Browsing Data.”
 6. The cache is now cleared.
3. Continue to the Audiences Unlimited website at **audiencesunlimited.org** and click the “Facilities” page.
 4. Scroll down the page to select your facility calendar.
 5. Input your AUI calendar facility email and password.
 6. Return to the AUI site and, again under the “Facilities” page, click on the Evaluation Form link. You should now be able to gain access.

Please call the programs coordinator at 260-739-9492 if you continue to have problems.

Thank you.



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CHANGE IN RECCURRING PROGRAM FORM

NAME OF PERSON COMPLETING FORM _____
NAME OF FACILITY _____
CURRENT DATE _____

DAY/TIME TO REMOVE _____
DAY/TIME TO ADD _____
MONTH FOR CHANGE TO OCCURE _____

ARTIST TO REMOVE _____
ARTIST TO ADD _____
MONTH FOR CHANGE TO OCCURE _____

SPECIAL INSTRUCTIONS/INFORMATION _____

