

2025/26 SEASON ARTIST WELCOME PACKAGE

Subject to Change, Last Updated: June 20, 2025

ADDRESS: 9828 101 A Avenue NW, Edmonton, AB T5J 3C6
PHONE: 780-425-1820 (Box Office); 780-426-4811 (Switchboard)
WEB: www.citadeltheatre.com
INSTAGRAM: [CitadelTheatreYEG](https://www.instagram.com/CitadelTheatreYEG)
FACEBOOK: [Citadel Theatre](https://www.facebook.com/CitadelTheatre)
TIKTOK: [CitadelTheatreYeg](https://www.tiktok.com/@CitadelTheatreYeg)

COMPANY MANAGEMENT TEAM:

Peni Christopher	Company Manager	780.428.2116	pchristopher@citadeltheatre.com
Bridget Norris-Jones	Producer	587.701.7076	bnorrisjones@citadeltheatre.com
Wayne Paquette	Artistic Coordinator	780.903.8182	wpaquette@citadeltheatre.com

Company Management after hour on call: 780.801.3699, companymanagement@citadeltheatre.com.

We wish to acknowledge that the land on which we gather is Treaty No. 6 territory and a traditional meeting ground and home of the First Nations, including both the treaty signatories – Cree, Saulteaux, Nakota Sioux, Stony and Cree-Iroquois – as well as other Indigenous peoples, such as the Blackfoot and Métis, who occupy this land. We extend our appreciation for the opportunity to live, create and perform on this territory.

TABLE OF CONTENTS

3	WELCOME from Daryl and Jessie
4	FACILITY
5	Board of Directors Welcome, Production and Artistic Administration Staff List
6	GENERAL PROCEDURES: Getting Paid. Making Contact with the Outside World (<i>Mail, Phone, Printing/Scanning, Wireless Network</i>). Staying Informed and Safe (<i>Callboards, Emergencies, Security & Building Access, Illness Protocols</i>)
10	GUIDELINES: <i>Smoking, Substance Abuse, Scented Products, Backstage Visitors, Costume and Wig Consultations, Outreach & Educational Opportunities, Exit Surveys, Child Actor in Company, Complimentary Ticket Policies, Industry Rate, Accessible Performances</i>
12	POLICIES, EDIA & SAFE DISCLOSURE
14	PUBLICITY AND SOCIAL MEDIA: <i>Photo & Video Capture in Rehearsal and Performances</i>
18	EXPLORE EDMONTON: <i>The City, Weather, Transportation</i>
22	ENJOY YOUR STAY! Childcare
23	Retail, Banks, Pharmacies,
24	Food
26	Gyms, Pools, Classes
27	Health & Wellness (Emergency and Non-Emergency Care, Service Providers, Mental Health, Indigenous Cultural Support)
30	Entertainment
33	Hints and Tricks from Past Artists (acclimatizing body and voice to Edmonton) & Articles about Edmonton

This guide was compiled by Citadel Theatre's Artistic Administration Department.

If you have any questions about content, or if you have any suggestions for adds or edits please contact Artistic Coordinator, Wayne Paquette at wpayette@citadeltheatre.com



WELCOME

Welcome to Edmonton and to the Citadel Theatre!
We are thrilled to have you here with us for our 2025/26 Season – our 60th Anniversary Season!

This package is full of information for you about the Citadel and Edmonton, to help make your stay a great one. If this is your first trip to Edmonton, you'll quickly discover what a fantastic city it is!

Our Company Management team (Peni, Wayne and Bridget) are an excellent resource if you have questions. You can find their contact info on the front page of this Artist Guide. And feel free to ask questions of any of our staff.

We're excited to have you here, and hope you have a fantastic time. Consider this your home, and if there's anything we can do to help make your stay great, don't hesitate to ask.

Sincerely,

Daryl Cloran
Artistic Director
He/Him
dcloran@citadeltheatre.com
Cell: 780-616-1629

Jessie van Rijn
Executive Director
She/Her
jvanrijn@citadeltheatre.com
Cell: 778-837-9225





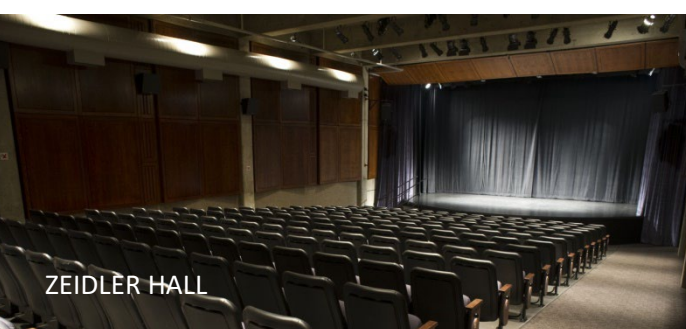
SHOCTOR THEATRE



MACLAB THEATRE



RICE THEATRE



ZEIDLER HALL



TUCKER AMPHITHEATRE

FACILITY

The Citadel Theatre complex covers a full city block in downtown Edmonton in a neighbourhood called the **Arts District**. In addition to Citadel's complex, there is Edmonton City Hall, Churchill Square, The Stanley A. Milner Library, Art Gallery of Alberta, Royal Alberta Museum, and The Francis Winspear Centre for Music. The Citadel has five theatres:

The **Shoctor Theatre** has a proscenium stage with 638 seats and is one of the mainstages for the subscription season;

The **Maclab Theatre** has a stunning thrust stage and 704 seats. It is also a mainstage venue;

The **Rice Theatre** at the Citadel, a beautiful cabaret and black box theatre with flexible seating up to 175;

Zeidler Hall is an auditorium with 214 seats. Also used as a movie theatre;

The Tucker Amphitheatre a thrust stage in the Lee Pavilion (our plant-filled conservatory). Used for special events like weddings and receptions.

In addition to the performance spaces, we have:

- Shoctor Rehearsal Hall (2nd floor), our main rehearsal hall, adjacent to the Shoctor Theatre;
- David D. Bentley Salon: "The Bentleys": Multipurpose rooms with sliding space dividers that are used for rehearsals, auditions, meetings and fittings (3rd floor);
- Foote Theatre School with a separate entrance to three spacious classrooms (2nd floor).
- Production offices and shops for Props, Carpentry, Wardrobe and Administration (2nd & 3rd floor);
- The Lee Pavilion.

The Shoctor, The Maclab and The Rice each have their own green room and dressing rooms.

The Citadel Theatre is wheelchair accessible, however we recognize that there may be barriers based on individual needs. Detailed venue photos are available [here](#) (password: venue). Please let us know if you'd like a custom pathway video made that aligns with your residency spaces!

Maps for the Citadel Theatre are included at the end of this document. For a 3D tour of the Citadel Theatre, please click [here](#). (Click arrow or cube in bottom left corner to see venue options.)

For a map of Downtown Edmonton, please click [here](#).

BOARD OF DIRECTORS WELCOME

On behalf of the Board of Directors, I'm thrilled to welcome you to the Citadel's 2025/26 season! Edmonton has a vibrant arts community, and we are very proud to be a part of it - proud of the art on our stages and of artists like you who make it happen.

We are also focused on ensuring that your experience within the Citadel's workplace is a positive one, and our Board members and Citadel staff are here to support you. If you'd like to discuss any aspect of your experience with me directly, I encourage you to contact me at my personal email address: BoardChair@citadeltheatre.com.

Thank you for being a part of the Citadel team, and I look forward to enjoying your work this season!
Jennifer Addison, Chair

CITADEL THEATRE'S BOARD OF DIRECTORS:

Jennifer Addison, *Chair*
Roger Babichuk, *Treasurer*
Gerard Merkosky, *Vice Chair*
Derriquer DeGagné
Amy Gaucher
Marcie Kiziak
Jennifer Kwan
Joy Lardner
Shannon Marchand
Joshua McIntosh
Ashton Raeyr
Lindsay Rainbow
Constance Scarlett

STAFF

PRODUCTION & ARTISTIC ADMIN CONTACT INFO

NAME	TITLE	PHONE	EMAIL	DEPT
Daryl Cloran	Artistic Director	780.616.1629	dcloran@citadeltheatre.com	Leadership
Jessie van Rijn	Executive Director	778.837.9225	jvanrijn@citadeltheatre.com	Leadership
Michael Erwin	Director of Production	780.428.2103	merwin@citadeltheatre.com	Production
Ian Kelly	Technical Director	780.428.2101	ikelly@citadeltheatre.com	Production
Michelle Chan	Asst Prod Manager	780.722.9506	mchan@citadeltheatre.com	Production
Kayla van Sterren	HR Manager	780.428.2125	ksterren@citadeltheatre.com	HR
Peni Christopher*	Company Manager	780.428.2116	pchristopher@citadeltheatre.com	Artistic Admin
Bridget Norris-Jones*	Producer	587.701.7076	bnorrisjones@citadeltheatre.com	Artistic Admin
Wayne Paquette*	Artistic Coordinator	780.903.8182	wpaquette@citadeltheatre.com	Artistic Admin

***If you need to reach someone within the Company Management team outside of regular business hours, please call 780-801-3699 or email companymanagement@citadeltheatre.com.**

GENERAL PROCEDURES

GETTING PAID (ARTISTS ON CONTRACT WITH CITADEL THEATRE)

PAYMENTS

Our Artistic Administration and Production Teams coordinate with the Payroll Accountant to process direct deposit payments. If you are receiving weekly payments, funds will be available in your bank account by Friday morning. For those being paid in instalments, payments will be made according to the schedule outlined in your contract. If you have any questions or concerns regarding your weekly payment, please reach out to the Company Management Team—they will be happy to assist you.

DIRECT DEPOSIT

Whenever possible, the Citadel Theatre prefers to pay artists via direct deposit. If you are new to the Citadel, you will have been asked to complete a payroll form during the contracting process to set up direct deposit. If you have previously been paid by direct deposit at the Citadel, this method will continue automatically. Payment by cheque will only be arranged if we receive written instructions requesting this change.

TAXES

T4 and T4A slips will be sent to your address on record at income tax time (on or before February 28 of the next year). Please ensure that the Payroll Department has your correct address.

*Please note that international artist payments are processed in a different manner and will be communicated to you separately.

HOW TO ACCESS YOUR PAYSTUBS WHILE WORKING AT THE CITADEL

You should receive a welcome email from ADP which will guide you through the sign-up process. If you do not receive this email please follow the process below and if you run into any issues please reach out to payroll@citadeltheatre.com or companymanagement@citadeltheatre.com

ADP Sign Up Process:

1. Go to the ADP Employee Login [HERE](#)
2. Click 'Get Started' on the bottom of the page
3. You will then enter your personal email address or phone number that we have on your employee record
4. You will be prompted to enter your personal information
5. Enter your Associate ID (_____)
6. Complete the sign up process by completing additional information

To see paystubs:

1. Once logged in, click on the 'Myself' section from the header bar
2. Go to Pay
3. Click on 'Pay & Tax Statements'

Please contact the ADP Employee Service Centre if you encounter any login/account issues. They are available Monday to Friday, 6:30am to 6:00pm MST.

Phone: 1-866-532-9499

Email: CSEmployeeServices@adp.com

You will need the company code (IKS) and your personal information for them to look into your account.

MAKING CONTACT WITH THE OUTSIDE WORLD

MAIL

Mail, phone messages, or packages received on your behalf will be forwarded to your Stage Management team.

Please note: Citadel Theatre is a registered charity; all mail received is opened by Box Office in the presence of two staff members. If you would like to have mail or packages (Amazon, from family, etc) sent to the theatre and have it remain unopened, please ensure all correspondence is sent to:

Your Name
c/o SHOW TITLE Stage Management
Private and Confidential
9828 101A Avenue NW
Edmonton, AB T5J 3C6

Mail that is delivered by Canada Post is delivered to the Box Office on weekdays (except Statutory Holidays). Company Mail is sorted into the Stage Manager's mailbox. Please note: Any packages originating from the US are subject to brokerage fees, which will be charged back to you. It is best to order from a Canadian company whenever possible (via Canadian websites).

Need stamps? The nearest post office is located in Shoppers Drug Mart (in City Centre Mall, northwest of Citadel Theatre).

If you'd like to use our courier service, you will have to pay in advance (credit card is best) – please see our Company Manager to coordinate.

PHONE

Phones are available for local calls in our green room spaces. If you cannot locate one, please speak with your Stage Manager.

PRINTING/SCANNING

If you need to print or scan a document, please see your Stage Manager or our Company Manager.

WIRELESS NETWORK

Wifi network is Citadel Guest. There is no password required.



EDMONTON FOLK MUSIC FESTIVAL

STAYING INFORMED AND SAFE AT THE CITADEL

CALL BOARDS

The call boards located in or near Green Rooms and rehearsal spaces are reserved for official company information such as rehearsal and performance calls, CAEA/PACT correspondence, and invitations for the company.

EMERGENCIES

Your Stage Manager will take you through emergency protocols on your first day. Fire alarm and evacuation procedure, as well as first aid kit and AED locations, will be part of these activities. A member of Citadel's Production team will discuss additional emergency procedures on your first day onstage.

SECURITY & BUILDING ACCESS

Parts of the Citadel Theatre complex are accessible to the public. For that reason, we have many doors that have codes, which your Stage Manager will supply you with (Administration office, Shoctor Backstage and Maclab Backstage). Since the Citadel Theatre is partly accessible to the public, we strongly recommend caution with your personal belongings. Whenever possible, lock your belongings in your dressing room or give them to your Stage Manager. At no time should doors be propped open – please ensure any locking doors close behind you. Please report any suspicious activity to your Stage Manager, Security, or a Citadel Theatre staff person. Should you require access to a locked space outside of show or rehearsal times (for example: you left your wallet in your dressing room and the door is locked) or you require immediate assistance, call **ACM Security: 780.860.9447**

ILLNESS PROTOCOLS

Anyone with symptoms, not related to a pre-existing illness or health condition, must report:

- new onset of cough or worsening chronic cough,
- fever, new or worsening shortness of breath or difficulty breathing,
- runny nose,
- sore throat,
- loss of sense of smell or taste.

Individuals should please stay home if feeling unwell and return once they are feeling better. Anyone with symptoms should inform the Stage Manager (if Company Member) or Supervisor (if Crew or Staff) as soon as possible so that a collaborative return-to-work plan can be discussed with the company and Citadel leadership. *Please Note: Isolation is*

no longer legally required in Alberta. Those with respiratory virus symptoms or who test positive for any respiratory illness are advised to stay home until all symptoms have improved, they feel well enough to resume normal activities, and they have been fever-free for 24 hours without using fever-reducing medications. (From Government of Alberta)

Air Purifiers in dressing rooms and green rooms. Please turn on if you are occupying the space.

For the health and safety of all staff, artists, and crew, **only Citadel staff and those involved in Citadel productions may enter the backstage area.** Please do not invite guests backstage after a performance. Guests are welcome to wait for you in the lobby.

Please bring water bottle and travel mug for any beverages, and pen/pencil. We are reducing open cups during the process, so please bring your own in from home. If you use any dishes in green room spaces, you must immediately wash, dry and put away (or put in dishwasher, if available). Please bring your own pen/pencil/ highlighter to use as well (SM will have some available, but they will not be regularly sanitized).

Mask wearing is welcome for all artists and staff but are not mandated. N95 masks are available from Citadel Theatre and are available on the first day of rehearsal. Individuals or teams that have dedicated workspaces or offices are able to provide guidance as to how they would like others to interact with masking, either through signage or communication beforehand. (Example: a person with an office can state that they wish anyone entering the office wear a mask, or someone can request individuals wear masks in situations when they are in prolonged close contact such as a fitting or wig call.) Please always have a mask available while in the building, so that you are able to don a mask if requested by another team member for a specific space.

Citadel Theatre staff and Stage Management will help communicate (in person or in writing) any **changes in protocol information**, updates, or reminders to the company. If you have any concerns regarding engagement within protocols, please let us know, and we will help you to resolve the situation.

FEEDBACK OR QUESTIONS?

Should you have **any questions or to provide feedback** about the Citadel Theatre Protocols listed above, or need materials, we encourage you to reach out!

Bridget Norris-Jones, Producer
Symptom Questions, Protocols
bnorrisjones@citadeltheatre.com 587-701-7076

Wayne Paquette, Artistic Coordinator
Need Materials? (tests, masks)
wpaquette@citadeltheatre.com 780-903-8182

GUIDELINES

SMOKING/VAPING

Smoking and vaping are not permitted in the Citadel Theatre (City of Edmonton Bylaw 6177). Please note that a city bylaw covers all parts of the theatre complex (including exterior within 10m of all doors) and is in effect 24 hours a day.

SUBSTANCE ABUSE

The consumption of alcohol on Theatre premises, other than at Citadel-related functions such as receptions and opening nights, is not permitted and offenders will be subject to disciplinary action. Anyone consuming alcohol at a Citadel-related function is encouraged to drink responsibly. The use of marijuana or illegal drugs on Theatre premises is not permitted and offenders will be subject to disciplinary action. Any employee reporting for work while under the influence of illegal drugs, alcohol or marijuana will be barred from the premises and subject to disciplinary action.

SCENTED PRODUCTS

Citadel Theatre is a scent-free workplace. We ask that you refrain from wearing perfume, cologne or other scented products (soap, hairspray, creams, aftershave) while working at the Citadel Theatre. Please talk to your Stage Manager for additional information.

BACKSTAGE VISTORS

For the health and safety of all staff, artists and crew, only Citadel staff and those involved in Citadel productions may enter backstage or rehearsal areas. Please do not invite guests backstage after a performance. Guests are welcome to wait for you in the lobby.

COSTUME AND WIG CONSULTATIONS

The Theatre and designers will consult with company members regarding hair treatment, makeup, costuming, and worn microphones, with consideration for textured hair, skin tone, body type, and any other needs or supports related to identity. If you have any concerns regarding these elements of the production, please raise them with the creative team, Stage Manager, or Assistant Production Manager as early in the process as possible.

COMMUNITY OUTREACH & EDUCATIONAL OPPORTUNITIES

Luc Tellier, our Director of Education & Outreach, may have opportunities for you and fellow company members to participate in during your time at the Citadel. These opportunities can include Talkbacks or other informal “chats” with members of the public (all ages). Your Company will be contacted, as requests come up, to see if you are interested. Agreeing to these requests is strictly optional.

POST-PRODUCTION EXIT SURVEY

The Citadel Theatre is committed to providing a welcoming and safe place for artists to take creative risks. Part of that is ensuring that all our artists are given opportunity to share their experience, in hopes that the team at The Citadel Theatre can continue to grow, shift understanding, and challenge our own expectations. Immediately following the close of a production, Citadel Theatre will send an online survey that allows for you to share your thoughts, concerns or ideas with our Leadership team and Board of Directors Culture & Community Committee – these responses can be completely anonymous, or you can include your name.

CHILD ACTOR(S) IN COMPANY (if applicable)

Section 59 of the CTA spells out the theatre's responsibility for the care and treatment of young actors until the age of 16. Additionally, the Citadel Theatre has developed our own policy and procedures for the special circumstances that arise when children are in the company. We post a copy of Section 59 and our policy on the callboard whenever there are children in an acting company. Youth actors have been instructed to stay out of the dressing rooms of the adult company members, unless so assigned. If you have any questions about the presence of child(ren) in your company, please talk to your Stage Manager or our Company Manager.

COMPLIMENTARY TICKETS

An email detailing all complimentary tickets will be sent by Artistic Administration staff during the first week of your production. All Company Members are offered the following for the production on which they work:

- **2 Press Night tickets:** a Citadel staff person will send an invitation email about 3 weeks before the opening performance offering tickets for your show. Press Night tickets must be pre-booked and can only be picked up at the Box Office about an hour before the performance and are held under your name. ***Please only ask for press night tickets if you are sure they will be used.*
- **A maximum of 2 tickets (subject to availability) for any performance (excluding Press Night and the final week of the run):** These are booked by going to the Box Office and telling the staff that you are a Company Member of "Show Title". Your name will be on the company list for your show. These tickets can be picked up by your guest up to an hour before the performance and are held under your name. *Tickets must be booked at least 48 hours in advance of desired performance. All comps will be booked at back of house at the time of the booking request. On the day of the performance, comps will be assigned into best available seats (subject to availability).*
- **2 Half-Price A-level Tickets (excluding Press Night)** Go to the Box Office and tell the staff that you are a Company member. Your name will be on the company list for your show. These tickets should be paid at time of booking and can be picked up by your guest up to an hour before the performance and are held under your name.

You may also have an opportunity to see other Citadel Mainstage productions that may be running during your time of residency. Each company member is able to access 1 complimentary ticket (based on availability). These are booked by going to the Box Office and telling the staff that you are a Company member of "Show Title." Your name will be on the company list for your show.

INDUSTRY PASS/ "EQUITY RATE"

As an artist at the Citadel Theatre, you are eligible to purchase an Industry Pass for the current season for \$20 + GST. This pass allows you to purchase \$25 + GST tickets to any Citadel Theatre production during that season, and discounted tickets to other events (some restrictions apply). Industry Pass Holders can purchase ONE ticket at the Industry Pass price per production (additional tickets are at regular price.) The Industry Pass discount is only valid for the first two weeks of a run. Industry Pass tickets are available for the Summer Production 10 days prior to the first performance, and the casual ticket on-sale for all other productions that season (July 4, 2025 for 2025/26). Please contact the Box Office for more information, or to purchase: boxoffice@citadeltheatre.com / 780.425.1820.

The Industry Pass is an affordable option for other theatre colleagues to see your show for approx. \$45.00 +GST (for pass, show ticket, and fee). This is our "Equity Rate." They can then see other shows for ~\$25 + GST in our season, or in our community at a discounted rate!

ACCESSIBLE PERFORMANCES

The Citadel Theatre will be offering accessible performances for several of our shows this season. This may include *Relaxed Performances, DTI/ASL Interpreted Performances, Touch Tours* as well as *Captioned and Audio Described Performances*. Our Accessibility Coordinator will be in touch (mainly through Stage Management) with further information regarding any Accessible Performances scheduled for your show. If you have any questions regarding this please reach out to our Producer Bridget Norris-Jones.

Our Artist Policy Package includes the following areas:

- Please note that these policies apply to all Team Members of the Theatre, including staff and Contracted Team Members such as artists. Any provisions specified in a Collective Agreement or artist association agreement will take precedence over the policies outlined in this package where applicable. Please review the Artist Policy Package via the link below to familiarize yourself with these relevant policies. Thank you for your commitment to upholding these standards and contributing to a positive and productive environment.

EQUITY, DIVERSITY, INCLUSION AND ACCESSIBILITY AT CITADEL THEATRE

Our Equity, Diversity, Inclusion & Accessibility statements can be found at this link: <https://citadeltheatre.com/about-us/equity-diversity-inclusion-and-accessibility/>.

SAFE DISCLOSURE PROCESS

The Citadel Theatre endeavours to provide a safe, respectful, and healthy environment for those working on its premises, its patrons, and third-party contractors. Violence, bullying, and workplace and/or sexual harassment will not be tolerated. The Citadel Theatre encourages individuals to report instances of workplace harassment as soon as possible. We want your voice to be heard.

As a proactive participant in CAEA and PACT's [Not In Our Space](#) Program, the Citadel Theatre will present an anti-harassment statement on the first day of rehearsal that will include the different ways individuals can report concerns.

The Citadel Theatre has multiple reporting options (please use the one that best suits your personal comfort and the situation). All artists and crew can:

- Reach out directly to the Stage Manager, CAEA Liaison (CAEA Members), Director, Company Manager, Director of Production, IATSE Union Steward, Artistic Director, Executive Director, or Citadel's Board President for support or to ask questions.

Professional affiliation links:

- <https://www.caea.com/Features/Not-In-Our-Space>, CAEA Members
- <https://designers.ca/>, ADC Members.
- Fill out a survey immediately following any Citadel Theatre production to share your experiences or feedback (either anonymously or with your name), and/or;
- Utilize the Citadel Theatre's third-party Safe Disclosure Process.

SAFE DISCLOSURE PROCESS

The Citadel Theatre is committed to providing a safe, neutral, and confidential space for anyone wanting to bring information forward. We encourage you to reach out through the Citadel Theatre's third-party Safe Disclosure Process if you have concerns that you do not feel comfortable sharing with anyone directly related to the production or the Citadel Theatre.

The program will offer e-mail as a first point of contact with the option for a follow up conversation or meeting with a disclosure advisor. Participants will be given the option of meeting with a male or female advisor. This program is being managed through Wade King, a Rights, Equity and Safe Disclosure Specialist. You can initiate contact by emailing citadeldisclosure@bell.net.

No identifiable information will be forwarded unless specifically requested by you. The safe disclosure process will be reviewed with you in detail upon making a report. Information about resources and/or supports can be made available during the process as well.

The Citadel Theatre Disclosure Program facilitates reports of wrongdoing and ensures that there is a safe space for the "Citadel Community" to come forward to share concerns related to their employment or experiences with the Citadel Theatre. Users can expect a reporter-led, trauma-informed process that enables them to share their experience, understand their options (if any) for resolution and access resources.

EXECUTIVE LEADERSHIP CONTACTS

The Citadel Executive Leadership are also available to meet and answer any questions or provide additional support:

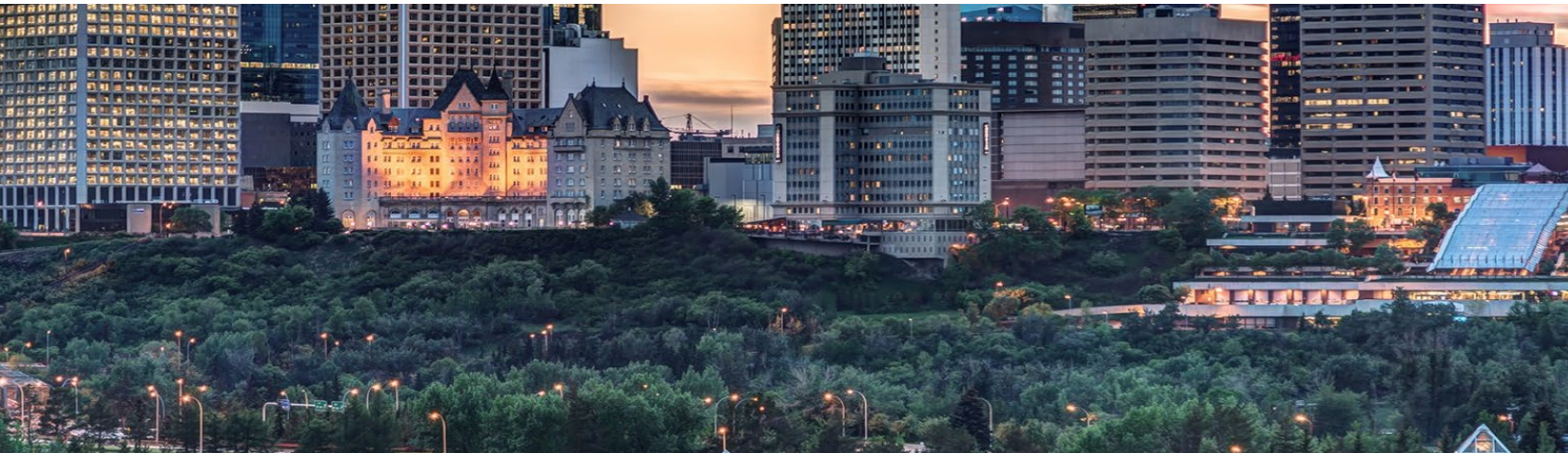
Daryl Cloran, Artistic Director dcloran@citadeltheatre.com

Jessie van Rijn, Executive Director jvanrijn@citadeltheatre.com

Jennifer Addison, Citadel Theatre Board Chair BoardChair@citadeltheatre.com

Kayla van Sterren, HR Manager ksterren@citadeltheatre.com

PLEASE NOTE: Confidentiality—relating both to the fact that a complaint has been made and to any investigation of complaints—will be maintained to the greatest extent possible. Only persons with a reason to know will have access to information relating to the complaint and its investigation.



PUBLICITY & SOCIAL MEDIA

If you have any questions about the following publicity or social media information, please contact Amelia Sigamony, Director of Marketing and Sales (asigamony@citadeltheatre.com) or Susie Chmait, Media and Communications Manager (schmait@citadeltheatre.com).

MEDIA COVERAGE

Throughout the season, the Marketing Department works to maintain good relationships with the media by inviting them to review productions and by offering story ideas and interviews.

- If you have personal contacts in the media, please share with the Marketing Department before reaching out to your contact. Citadel Theatre has pre-existing relationships with different outlets, and we follow a routine/schedule that best serves the production.
- We welcome any information about events - personal or professional - and pitch ideas that we can pass on to the media.
- You may be approached through Stage Management to conduct interviews with the media or be available at our media call.

PHOTOGRAPHS

Photos are traditionally taken for publicity purposes during dress rehearsal. Citadel Theatre will post approved photos (or “Press Photos”) online shortly after we get them from the photographer. Any images shared will be credited appropriately (i.e.: designed by, photo of, etc). A link to a “Press Photos” folder (along with credit document) will be shared through Stage Management. Due to contractual obligations, any photos posted online by Citadel Theatre or artists must be accompanied by the credits shared in the credit document.

MEDIA PACKAGES

To be environmentally friendly, the Marketing Team will provide digital versions of media clippings and reviews towards the end of the production run, upon request, by electronic transfer.

PHOTO/VIDEO CAPTURE DURING REHEARSALS AND PERFORMANCES

We love social media and showing off behind-the-scenes content for our followers. However, the use of video and photography in rehearsals and backstage is controlled through the Canadian Theatre Agreement, to which Citadel Theatre (and all artists, crew, and staff) must follow.

43:10 Capture of Material in Rehearsal or Backstage

(A) Capture During Rehearsal

Recordings made and photographs taken in rehearsal shall be allowed with notice corresponding to the declared use. However, any Artist may withdraw their consent for the recording of material at any time by informing either Stage Management or a representative of the Theatre.

(B) Capture Backstage

*Specific permission to record any activities backstage including in or around dressing rooms must be requested in writing no later than twenty-four (24) hours in advance. No Artist shall be penalized in any way for refusing to grant permission for the capture of material in these areas. The only exception to this Clause is the capture of rehearsal material at a Dress Rehearsal, where the standard 24 hour notice shall apply. **There shall be no capture of material during the half-hour call or in the wings during a performance. To this end, no camera or cell phones shall be permitted in the wings or on stage with the exception of those used by Stage Management for emergencies.***

In short, there are some instances in which filming and photography backstage is permitted, but company-wide notice and approval must take place first. Please check in with your Stage Manager or Susie Chmait, Media and Communications Manager (schmait@citadeltheatre.com) if you are interested in capture of material in rehearsal or backstage during your time at Citadel Theatre.

How do these CTA clauses translate into your show and experience at the Citadel?

- The Director and Stage Manager will confirm what the policy is for rehearsals with the company on the first day of rehearsals, and appropriate standing notice will be shared in schedules (if applicable). If anyone in the rehearsal hall expresses concern about this activity to Stage Management or Citadel Theatre staff during the rehearsal process, rehearsal hall footage will be discontinued. No individual will be penalized in any way for withdrawing consent.
- Please do not bring your phones backstage (the threshold of the theatre backstage doors) during technical rehearsals unless permission is specifically granted and communicated (43:10B).
- Please do not capture any content (including in the Green Room) within the half-hour call.
- To reflect on the 24-hour request for behind-the-scenes photography stipulated in 43:10B (including wig and wardrobe area, green room, dressing room hallway and dressing rooms): Citadel will officially ask all artists and crew on each production in the week before technical rehearsals if behind-the-scenes photography may be captured on personal cellphones up until the half-hour call for the duration of technical rehearsals or performances for any given show. All staff, crew and artists will be given an opportunity to anonymously express consent or concerns to a Citadel representative. If anyone expresses concern to one of the above individuals anonymously, behind-the-scenes footage will not be allowed. No individual will be penalized in any way for refusing to grant permission.

SOCIAL MEDIA

We encourage all Artists working at the Citadel Theatre to help generate word-of-mouth buzz, awareness and excitement about the production. If you do choose to post about the show, we ask that you adhere to the following guidelines:

- **Share, link, post away!** Please tag Citadel Theatre social accounts so we can reshare your posts! Facebook ([Citadel Theatre](#)), Instagram ([CitadelTheatreYEG](#)), TikTok ([CitadelTheatreYeg](#)). **Pro Tip:** *If your show is a co-production with another company, we encourage you to tag the partnering theatre's social media accounts as well!*
- **Spoiler Alert!** Please respect the artistic integrity of the production. We ask that you do not post any images, comments or details that may compromise someone's enjoyment of a production. We also ask that you respect the work of your colleagues in all posts and credit appropriately.
- **@#\$%&!** Please avoid the use of swears or insensitive language when posting about the show – we won't be able to reshare any content that has inappropriate language.

- **Rehearsal Photos:** Citadel Theatre recognizes each production is unique, based on the individuals in the rehearsal hall. Some processes will allow for photos or videos to be captured in the hall, and some will not. Please respect the wishes of the Company when it is decided on the first day of rehearsal and shared by either the Director or Stage Manager.
- **Please give your colleagues a heads-up and ask their permission before taking and sharing photos of them** (See “Capture During Rehearsals and Performances” above). If you have an image that has the okay to share, we encourage you to send it to ynguyen@citadeltheatre.com or tag Citadel so we may share!
- **Give credit where credit is due.** Any images shared should be credited appropriately (i.e.: designed by, photo of, etc.), especially if any design elements are included (Example: showing your wig and costume? Please tag/credit the Costume Designer!).
- **Before posting to a blog/media site,** please let us know. If you write a post for a media site or your personal blog, we would appreciate you letting us know so we can help confirm any details and are aware when it goes live.
- **Please be kind and respectful of the process, your fellow artists and Citadel Theatre.** Please consider posting content or comments that are positive in tone. If you have feedback that is sensitive in nature about a fellow artist, the show or the company, please discuss the situation with your Stage Manager, the Company Manager, or another representative from Citadel’s Safe Disclosure Process.
- Please consider adding captions to videos for accessibility. Add using Caption option in Stickers (How? Click [here](#).)
- **Errors or omissions** - if you come across misinformation (i.e.: typos, incorrect or missing crediting, etc.) in any Citadel Theatre posts, please let us know right away so we can get it fixed. We encourage you to contact us directly rather than commenting or calling out the error online. We do our best to ensure accuracy of all posts; however, there is always a human at the keyboard.
- **When in doubt, ask!** Please don’t hesitate to direct any questions to:
Amelia Sigamony, Director of Marketing and Sales (asigamony@citadeltheatre.com)
Susie Chmait, Media and Communications Manager (schmait@citadeltheatre.com)
Yvonne Nguyen, Social Media and Marketing Outreach Coordinator
(ynguyen@citadeltheatre.com)

SOCIAL MEDIA TAKEOVERS

The Citadel Theatre periodically allows for artists to volunteer to host “takeovers” on our company Instagram account when there is space in our social media calendar. Artists must volunteer, and there is no compensation for the activity.

The purpose of the Social Media Takeover is to build community, promote the production and encourage audiences to attend the show you are involved in. Promotion of other personal projects is allowed (promotion of album, next projects, etc) but should be kept to a minimum.

Please keep the following things in mind when an Instagram Takeover is agreed to:

- Please post Story posts only during the window of time allowed.
- **Videos on Citadel’s Instagram must include captions for accessibility.** Add using Caption option in Stickers (How? Click [here](#).)

- Please be mindful of language and refrain from using any swears or insensitive/inappropriate language (our audiences online include all ages!).
- Include a link to the show ticket page by using the Link option in Stickers (How? Click [here](#).)
- Please ask permission before filming any other company members or staff and be sure to tag them if they wish to be tagged. Do not film company members or crew unless you have consent.
- The Communications Specialist will answer direct messages and any other tags/notifications that come separate from the Takeover (especially during busy times when multiple events are happening during same period).
- The Communications Specialist may create a Story highlight on The Citadel Theatre Instagram account once the Takeover is complete.
- A temporary password will be created for the day of the Takeover. Two-factor authentication requires the Communications Manager to accept the sign-in and does not allow for the password to be changed by the Artist.
- Citadel Theatre reserves the right to end the Takeover at any time and/or delete any materials posted by an Artist that may contain inappropriate content, language or incorrect/misleading information.

Tips/Ideas:

- Introduce yourself, your role or involvement, tag your personal account (to reshare content to personal account during Takeover).
- Speak on why people should come see the show – what makes it unique, interesting, a must-see.
- Use a question box, polls, or other engagement options – an easy way to generate content. Video replies tend to be more engaging than pictures with text.
- With consent, involve other company members – have them introduce themselves, their character, their favourite line or part of the show.
- Showing audiences how you prepare (pre-show rituals) or what you like about working at the Citadel (our building, favourite YEG spots if from out of town, etc)
- Create videos using appropriate trending audio from Instagram or TikTok.
- Create transition videos from costume to costume, or your own street clothes to costume.
- Timelapse of wig or makeup application.

Spring

Spring in Edmonton generally happens between April, May and into June. At this time, the temperature starts to increase, and the plants and flowers start to bloom around the city, and our valleys, parks and boulevards explode in greenery as the trees begin to bud.

Average Temperatures

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
High °C	-7	-3	2	11	18	21	23	22	17	11	1	-5
Low °C	-16	-13	-8	-1	5	10	12	11	6	0	-8	-14
High °F	19	27	36	52	64	70	73	72	63	52	34	23
Low °F	3	9	18	30	41	50	54	52	43	32	18	7

TRANSPORTATION

Getting around Edmonton is easy! We have many options for transportation.

WAYFINDING

Edmonton works on a numbered grid system, with centre of city being 100 Ave and 100 Street. Citadel Theatre is two blocks off this point and can be used as your reference to “centre.” Streets to the east of this point go down in number and go up to the west. Avenues to the south go down in number and go up to the north. When we say, “north side” or “south side,” we’re referring to areas that are north or south of the river. “east side” or “west side” refers to areas that are east or west of the downtown core.

Edmonton’s main downtown street is called “Jasper Avenue” (101 Avenue for most of its length). You’ll also see “Whyte Avenue” a lot in this guide; it is 82 Avenue and is just south of the river.

WALKING

The Citadel Theatre is accessible by foot if you are staying in the downtown core. As with any major city, stay alert and aware of your surroundings (don’t be a distracted walker). ****HINT: DO NOT JAYWALK.** *Edmonton Police are notorious for ticketing jaywalkers.*

CYCLING

The City of Edmonton has recently installed [bike lanes](#) in many neighbourhoods that are open year-round (snow tires recommended for Nov-Mar contracts). There are exterior bike racks at Citadel – ensure you have very high-quality bike lock(s). Should you have any questions or concerns about having your bike at Citadel, please talk to the Company Manager.

PARKING

There is no way around it: parking in downtown Edmonton can be expensive (but handy!). There are plenty of options for parking vehicles in our area, and we recommend doing your research to see what lot works best for you and your vehicle (underground, surface, height restrictions, walking distance, etc).

Citadel Theatre currently has access to discount underground parking in Canada Place for staff and artists, with parking spots available on P3 or P4. The discount code to use is **2024**. The rate structure is as follows:

Mon-Fri 6am-6pm \$12
Mon-Fri 4pm-6am \$3
Mon-Fri 6am-6am \$15
Sat-Sun 6am-6pm \$3
Sat-Sun 4pm-6am \$3
Sat-Sun 6am-6am \$6

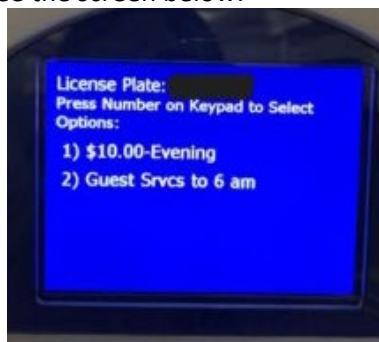
There are instructions for the parking discount on our website (via Subscriber Benefits)

<https://citadeltheatre.com/benefits/> (and/or please see down below).

Please note: this offer is subject to change, based on external arrangements with Canada Place. Any issues arising for Artists or Staff must be done with Canada Place / Impark. Citadel accepts no responsibility for any issues or damages from the use of this parking lot. Thank you.

PARKING DISCOUNT INSTRUCTIONS

1. Park underground in the Canada Place Impark Lot #360 on 102 Ave
2. Find the nearest parking meter.
3. Enter Your License Plate. You will see the screen below:



4. For daytime hours, please select the options that says Guest Svcs to 6 pm. (Please note: if you do not see this option, you may need to press 5) for more options). For evening hours, please select the option that says Guest Svcs to 6 am.
5. Enter your coupon code – 2024.
6. You will see the screen below and will then need to complete payment.



*Please note – This parking discount is not available in the Canada Place City of Edmonton EPark parkade with entrance and exit on 97th St. Maximum vehicle height clearance is 6'6". This offer/system is subject to change. Please let our team know if you have any questions.

Alternative Underground Parking

If you are working in Edmonton between November and March, an underground parkade will offer best protection from the elements. The underground parkades closest to Citadel Theatre are owned and operated by the City of Edmonton and Impark (Canada Place, North Lot). Regular daily rates in these lots are up to \$20-30 (M-F, midnight-midnight) or \$25 max (Sat/Sun, midnight to midnight). For more information on the cheapest place to park during your residency, please contact Peni Christopher (pchristopher@citadeltheatre.com). *HINT Split the cost with other artists in your company and carpool.*

Street Parking and Surface Lots

Street parking is extremely limited (and only available for 1-2 hours). Read the signs on city streets very carefully and follow the directions. There are a few parking spaces on the south and north side of the building, but time

limits are short, and ticketing is frequent. Some street parking is free after 6:00 p.m. and all day on Sunday. There are many private parking lots (Impark, etc) within a 10-minute walk to the Citadel. These surface lots can be cheaper but may be harder to find empty spots.

BUS AND LIGHT RAIL TRANSIT (LRT) [Edmonton Transit Service Website](#)

Depending on the location of your accommodation, public transit is an excellent option. Citadel Theatre is in downtown Edmonton and next to the Churchill LRT Station and on many major bus routes. Many of our staff take public transit to work and find it an affordable and fast option for commuting. Be sure to check potential transit route options for your post-show commute, to ensure you have a safe and direct ride home.

UBER <https://www.uber.com/global/en/cities/edmonton/>

EDMONTON TAXI <http://edmtaxi.com/> Shared app/dispatch for Yellow Cab, Barrel Taxi, Checker Cab, Prestige Cab, Capital Taxi, 24-7 Taxi, Sherwood Park Yellow Cab and Leduc Yellow Cab.



ENJOY YOUR STAY!

Edmonton is a bustling city with many different neighbourhoods for shopping, restaurants and services. Much of this guide will focus on close-to-downtown areas (with a few special shout outs to popular neighbourhoods around the city).

Need some help? The staff at Citadel Theatre and local artists in your company LOVE talking about Edmonton and are quick to offer restaurant suggestions, things to do, and must-see spots of our beautiful city!

BRINGING YOUR FAMILY? EQUIPMENT, CHILDCARE & ACTIVITIES

The Citadel Theatre recognizes that working away from home when you have children can be stressful, especially when it is an infant or toddler.

If you are bringing a young family member to Edmonton and would like to avoid packing along a ton of “baby/kid stuff”, please inquire about our **Family Lending Library** with Artistic Administration for things like stroller, pack n play, toys, books and more (subject to availability).

If you need to arrange a private and quiet place to pump, nurse, or feed while at Citadel, please let us know and we’d be happy ensure you have a private, comfy spot (and access to fridge or freezer if you need it).

If you require the services of a nanny/ babysitter, we recommend the “*Babysitters for Artists: YEG*” Facebook page (private group); Edmonton’s theatre community is tight-knit, and we have a plethora of artists who take on short-term childcare/nanny gigs.

Edmonton also has plenty of family-friendly activities and places, should you wish to have some adventure on your day off or before evening shows. If you would like assistance in ensuring your family’s comfort and enjoyment during your stay, please contact Artistic Administration staff!





**PLEASE NOTE: THE FOLLOWING OFFERINGS ARE INCLUDED AS FYI, AND MAY NOT BE AVAILABLE.
PLEASE CONFIRM AVAILABILITY/OPERATING HOURS BEFORE VISITING.**

RETAIL & SERVICES

SHOPPING

[City Centre Mall](#): around the corner from Citadel Theatre (and connected via PEDWAY). There is a diverse selection of clothing, shoe, gift and health & beauty stores. Also has a food court for quick lunches!

[Whyte Avenue](#) (82 Avenue between Gateway Blvd/109 Street in “Old Strathcona”)

and [124th Street](#) (between Jasper Avenue and 109 Avenue in “Westmount”):

Two funky neighbourhoods to explore clothing/art/gift/record/comic shops, restaurants, and galleries.

[West Edmonton Mall](#): The one. The only. North America’s largest mall, with over 800 stores.

GIFTS

Looking for a unique gift or Edmonton keepsake? These local artisans and curated shops have diverse selections of jewelry, art, décor, clothing and more!

- [The Artworks](#)
- [Edmonton Arts Council Shop & Services](#)
- [Art Gallery of Alberta Gift Shop](#)
- [The Prints & The Paper](#)
- [RAM Shop](#)

FLOWERS (all local florists make regular deliveries to Citadel Theatre)

- [The Artworks](#) \$\$\$, located 2 blocks from Citadel, 780-420-6311
- [FaBLOOMosity Floral Atelier](#) \$\$, online ordering for same day delivery
- [Graham and Lane](#) \$\$, 780-429-1637
- [Lavender House](#) \$, 780-488-1302

BANKS

All the following banks have ATM's nearby plus regular banking hours.

RBC Royal Bank, 10200 102 Ave NW UNIT D219 (in Edmonton City Centre)

Scotiabank, 10220 103 Ave NW

TD Canada Trust, 10205 101 St NW (in City Centre Mall)

Servus Credit Union, 10747 100 Ave NW

CIBC, 10102 Jasper Ave (in Commerce Place)

The Bank of Montreal, 10185 101 St NW

HBSC, 10250 101 St NW

Alberta Treasury Branch (ATB), 10200 102 Ave NW D207 (in Edmonton City Centre)

PHARMACIES

Pharmacies/drug stores in Edmonton include Shoppers Drug Mart, London Drugs, Rexall, The Medicine Shoppe, and many smaller family establishments. The closest pharmacy to Citadel Theatre is Shoppers Drug Mart in City Centre Mall.



FOOD

GROCERIES:

- Loblaws City Market Ice District, 10308 103 St NW, is the closest full grocery store to Citadel Theatre.
- Save-on-Foods - 10180 109 St NW
- Safeway at Oliver Square - 11410 104 Ave.
- Sunterra Market in Commerce Place (10180 109 St NW) is a short walk from Citadel and a great place for, fresh fruit, bakery items, bread, salads and fully prepared meals to take home for later.
- Shoppers Drug Mart in Edmonton City Centre has some groceries.
- [Instacart](#), grocery delivery app, is available in Edmonton.

SPECIALTY FOODS:

- [Orii Vegan & Vegetarian Market](#) – Edmonton's very own Vegan and Vegetarian grocery store. They carry a huge variety of meat and dairy alternatives.
- [Blush Lane Organic Market](#) – organic groceries, fair trade goods, vegan products.
- [Italian Centre Shop](#) – 3 locations in Edmonton. Specialty groceries. Great for meats, cheeses, fresh produce, olives, pastas and bakery items.
- [K & K Foodliner](#) – voted Edmonton's best meat shop and best import shop. German deli and foodmarket. Southside on Whyte Avenue near 99th Street.
- [H Mart](#) – Korean/Pan-Asian food market for frozen, fresh, dry/canned foods. For folks staying on the southside, there is one located on Whyte Ave near the University and the LRT Line.
- [Lucky Supermarket](#) – Chinese/Pan-Asian food market for frozen, fresh, dry/canned foods. One located downtown in Chinatown just north of the Citadel.
- [Cavern](#) – specialty cheese shop (also a café!)
- [Silk Road Spice Merchant](#) – specialty shop that offers a complete selection of top-quality whole and ground spices, dried herbs, dried chiles and chile powders, and hand-blended spice mixtures and rubs to cooks and food lovers across Canada. They also carry cocktail supplies (bitters, syrups).
- [Ben's Meats](#) - has a bunch of gluten-free frozen foods.

LIQUOR STORES

- Lots of small local shops in downtown.
- Major chains of liquor stores in Edmonton are [Liquor Depot](#) and [ACE Liquor](#)
- [The Sunterra Cellar](#), Commerce Place 2nd floor, 10150 Jasper Ave NW
- [deVine Wines and Spirits](#), 10111 - 104 Street NW

FOOD DELIVERY SERVICES

Try some of Edmonton's favourite restaurants without leaving the comfort of your accommodation! Check the restaurant's website for how to order delivery, or pick a restaurant from one of these delivery services:

- [Skip the Dishes](#)
- [UberEATS](#)
- [Just Eat](#)
- [Door Dash](#)

MARKETS

Three year-round farmer markets we think you should check out are:

- [Old Strathcona Farmers Market](#), near Whyte Ave and Gateway, Saturdays 8 am to 3 pm, Sundays 11 am to 3 pm (year-round)
- [Downtown Farmers' Market](#): 104th Street, north of Jasper Ave. 10 am to 3 pm on Saturdays (May 17-October 11, 2025)
- [Bountiful Market](#), 10am - 4pm every Friday and Sunday; 9am - 5pm every Saturday, 20 min drive from downtown. (3696 97 Street)

RESTAURANTS

Edmonton has an exploding food scene, with some incredible new restaurants and innovative culinary creators! We highly recommend spending some time exploring our local fare – you will not be disappointed.

Here is the [Top 100 Things to Eat in Edmonton](#), just to get you started!

LUNCH RUSH FOOD COURT (Quick/Cheap meals near Citadel)

- Canada Place Food Court (lower level)
- City Centre Mall Food Court (3rd floor)
- [Sunterra Market](#) in Commerce Place (2nd floor)

COFFEE SHOPS

- Ghostlight by MilkCrate – located in Citadel and operated by Milkcrate
- [Lui-Chi's](#) - organic, wood roasted coffee on Rice Howard Way - walking distance from theatre
- [Remedy](#) (multiple locations) – a must-try chai spot!
- [Credo](#) (multiple locations)
- [Transcend Coffee](#) (multiple locations)
- [Rosewood Foods](#) - walking distance from theatre
- There is also umpteen Starbucks/Tim Hortons in the area!

THE EDMONTON SNACK

[Green Onion Cakes](#). You'll see this on many menus around town – this is a pan fried or deep fried flour dough pancake with green onions, often served with Sriracha or chili oil as a savoury finger food, made famous during our many Festivals. Try it!

GYMS, POOLS & CLASSES

FITNESS CENTRES

[Don Wheaton Family YMCA](#) Pool, gym, group fitness classes. (Downtown)

[MacEwan Sport & Wellness](#) Racquetball, squash, swimming pool, steam room, weight room and exercise machines with televisions. (Downtown)

[Good Life Fitness](#) in Commerce Place.

[Kinsmen Sports Centre](#) Indoor running track, indoor tennis, racquetball, volleyball/ squash courts, weight room & exercise machines. (River Valley)

[Recreation Centres & Pools](#) Edmonton has many city-run leisure centres throughout the city, throughout many different neighbourhoods.

DANCE CLASSES

[Good Women](#) Drop in contemporary classes

[Mile Zero Dance](#) Range of classes in the days and evenings.

[Dance Code](#) Range of drop in classes as well, mostly evenings.

YOGA CLASSES

[Shala Ashanta Yoga](#), 2nd Floor, 10026 102th Street (Downtown)

[Om Hot Yoga](#), 10619 124 St (Westmount)

*These are just a few ideas!
You can do an online search for specific offerings in
different practices or neighborhoods!*

HEALTH & WELLBEING

EMERGENCIES

24-Hour Emergency Services: Call 911 for emergencies & ambulance

If an emergency situation occurs while you are at Citadel Theatre, your Stage Manager is prepared to take charge. However, if something happens when you are away from the theatre, the following suggestions may be useful.

If the emergency doesn't require an ambulance, but you need immediate care in an emergency room ([estimated wait times available here via Alberta Health Services](#)):

Royal Alexandra Hospital (north of Citadel)

10240 Kingsway Ave

(north on 101 Street; turn left on Kingsway Avenue) 780-477-4111

OR

University of Alberta Hospital (south of Citadel)

8440-112 Street (on the U of A campus) 780-407-8822

NON-EMERGENCY CARE

If the situation is not critical, or you are in need of medical/health advice, call Health Link at 811 for information and advice from nurses (24/7).

Edmonton has many walk-in clinics, including a chain of them called "Medicentres."

You can search wait times and locations of Medicentres (there are 3 within 5km of Citadel Theatre), and choose the one that might get you in to a doctor the fastest. (Link: [Medicentre locations](#)). Most do not accept appointments. ****HINT**** *For shortest wait time, go first thing in the morning at opening.*

SERVICE PROVIDERS

CHIROPRACTIC

Dr. Francois Lacroix-Leung

[All Sport Health & Performance](#) (elite athlete clinic)

780.424.7246

Dr. Siân Williams (former actor)

[Alinio Chiropractic & Massage](#)

780.577.9823

Dr. Curtis Masters

Champion Chiropractic and Sports Injury

<http://championchiro.ca/>

(780) 439-9963

ACUPUNCTURE

Andrea House, [Acupuncture Works](#) (Downtown)

Also does cupping, Gua Sha, herbal consults, Tuina.

201-10026 105 St NW, 780.428.4325

ROLFING

[Aaron Bjorndal](#), #101 9942 82 Ave above K&K Foodliner in Old Strathcona, 780.984.7390

PHYSIO

Elevation Physiotherapy

<https://elevationphysio.ca/>

(587) 912-0773

Glen Sather Sports Medicine Clinic

<https://www.ualberta.ca/en/glen-sather-clinic/services/index.html>

<https://www.ualberta.ca/en/glen-sather-clinic/services/performing-arts-clinic.html>

DENTAL

[Canada Place Dental](#) Citadel Theatre (in PEDWAY to Canada Place), 780.424.6272

EYE CARE

[City Centre Eye Care](#), 780.429.0029 (located in City Centre Mall, across the street from Citadel)

[Dr. Denis Meyer & Associates](#) Southgate Shopping Centre (open weekends and evenings), 780.437.9001

RMT MASSAGE

[Alberta Momentum Massage](#) (highly recommended by multiple artists) 8602 99 St, 780.488.8640

[Strength and Balance Therapeutic Massage](#) RISE Physiotherapy and Performance located at #101 11515B - 105 Avenue.

[Minerva Massage](#)

"Incredible massage therapists. Best I have ever had in any city. They were key to avoiding injury." – past artist

MENTAL HEALTH

Momentum, Walk-In-Counselling (Link: [Momentum Counselling](#))

780.757.0900

Costs: Pay what you can, sliding scale based on income

Provides single session counselling. Walk-in service on a first-come/first serve basis. They recommend phoning beforehand to find out about counsellor availability.

Canadian Mental Health Association

780.482.HELP (4357) 24/7 Distress Line. Connects you with a trained volunteer.

Mental Health Line (24/7)

1.877.303.2642 Government telephone service with Registered Nurses on the other end.

CULTURAL SUPPORTS

Citadel Theatre strives to be a welcoming place for all artists. We recognize that different artistic processes may require unique supports.

ELDER CONNECTIONS

If Indigenous artists in your group would like to meet with an Elder or community member, Please reach out to anyone on our Citadel Artistic Administration Team and they will be able to help connect you.

SMUDGING & MATERIALS

Smudging is permitted in many areas of the Citadel complex with notification to Facilities and Production (due to our sensitive alarm system and possible disruption of shows, as well as severe allergies within staff). Citadel Theatre has some smudge materials on site (dried sage, abalone shells, and matches). To access materials or to inquire about smudging locations, please ask our Citadel Artistic Administration Team.

OTHER CULTURAL SUPPORTS

We recognize that each project will have unique needs, especially if a show features sensitive content. In order to best support the artistic process and our artists from a variety of communities, backgrounds and needs, we encourage Stage Management and Directors to be open with us as to what Citadel can help provide to best prepare the room and artists.

*****The above listed wellness service providers are suggestions based on past artists experience & general research. There are many other options in Edmonton to explore to find the right fit for you!***



ENTERTAINMENT

“THE MALL”

West Edmonton Mall is on the tip of everyone’s tongue when asked “What should I do while I’m in Edmonton?” It is North America’s largest mall, with over 800 stores, 100 restaurants, North America’s largest indoor waterpark, the world’s largest indoor amusement park (with the largest indoor rollercoaster), AND the world’s largest indoor lake (complete with pirate ship, seals and birds).

It is a favourite of past Citadel artists as a “Day Off” adventure. A 25-minute drive, or 40-minute bus ride from downtown Edmonton. *HINT: Save \$\$\$ when you buy as a group– discounts for group bookings at Galaxyland Amusement Park and World Waterpark start at 15 people. (Extra hint: spend a little bit extra and book a cabana/private beach for the group at the Waterpark!)*

That said, there is a TON to do that does not include “The Mall,” and we encourage you to check out all the unique and exciting entertainment options that Edmonton has to offer during your time at Citadel!

EVENT CALENDAR

Explore Edmonton maintains a wonderful calendar of artist & culture events, festivals and more: <https://exploreedmonton.com/event-calendar>

THEATRE, DANCE & CONCERTS

See a show during rehearsals! Edmonton is a theatre-mad town. Per capita, there is more theatre in this city in an average year — some 3,900 kilometres from Broadway — than there is in New York City. Local productions as well as Broadway Across Canada tours are available throughout the year.

[Edmonton Live Music Listings](#) – Intimate club/bar venues

[Evolution Wonderlounge](#) – Edmonton’s only club serving the 2SLGBTQ+ community year-round. Popular gay bar offering cocktails, DJs & dancing, drag shows & events.

[Edmonton Symphony Orchestra](#) – playing at the Winspear Centre, across the street from Citadel.

[Rapid Fire Theatre](#) – Edmonton’s premiere improv troupe.

[The Grindstone Comedy Theatre & Bistro](#) – improv, stand up, sketch comedy, music and more.

Small, independent theatre companies- [Workshop West](#), [Northern Light Theatre](#), [Shadow Theatre](#), [Teatro Live!](#), [L’uni Theatre](#), [Theatre Network](#).

MOVIES & GAMES

[Edmonton Movie Times & Cinemas](#)

- Landmark City Centre is the closest movie theatre to the Citadel – it is in City Centre Mall.
- Landmark and Cineplex has many chain locations throughout the city (Landmark Tamarack is a staff favourite!)
- Metro Cinema at the Garneau Theatre offer more “art house” selections.

[Board Game Cafes](#)

[Escape Rooms](#)

GALLERIES

[Art Gallery of Alberta](#)

A must-see for visual art lovers, the Art Gallery of Alberta is itself a masterpiece of architecture as well as the diverse creative focal point of Edmonton's downtown heart. *HINT: Last Thursday of the month, free 4–7pm!*

[Alberta Craft Gallery](#)

The Alberta Craft Gallery has ever-changing displays that offer a wide selection of handcrafted pottery, blown and fused glass, jewellery, woodwork, fibre art, furniture, and home accessories from over 150 emerging, mid-career, and established artists.

[Gallery Walk on 124 Street](#)

Zigzag through a 12-block hub of inspiration on a gallery walk around 124 Street District near Edmonton's downtown core. Visit the Bearclaw Gallery, Bugera Matheson Gallery, Peter Robertson Gallery, Lotus Art Gallery and more!

Murals

The City of Edmonton has a growing collection of amazing largescale murals in and around the downtown area. Check out the locations of each mural via [this map](#).

MUSEUMS & HISTORICAL

[Royal Alberta Museum](#)

The new RAM (neighbour of the Citadel) is one of the province's greatest cultural attractions and the largest museum in western Canada, as well as an integral part of Edmonton's downtown Arts District. Collections include natural history, human history, Children's Gallery, a Bug Gallery, and it has an amazing gift shop!

[Alberta Legislature Building](#) – the seat of Alberta's provincial politics.

Known to Edmontonians as "the Ledge," the Alberta Legislature Building is a marvel of marble pillars and carved oak, beautiful Beaux-Arts architecture, stunning grounds and innovative water features (currently being renovated). Tours available. It is also the location for many festivals, marches, protests, rallies and demonstrations in the city.

[Alberta Aviation Museum](#)

Come and explore the vintage aircraft that spurred the romance, courage and clashes that mark the last century of flight.

[Neon Sign Museum](#)

The Neon Sign Museum, the first of its kind in Canada, features a collection of functional historic signs that tell a story about Edmonton's neon past. The Museum is outdoors and is open 24 hours a day, 7 days a week. No admission is required.



NATURE & SCIENCE

[Muttart Conservatory](#) – The Muttart Conservatory, Edmonton's premier horticultural attraction, is nestled in the River Valley and features more than 700 species of plants in 3 climate-regulated biomes - arid, temperate and tropical - and a feature biome, located within the pyramids.

[100 Street Funicular](#) – Take a quick (and free!) ride down to the River Valley for easy access.

[John Janzen Nature Centre](#) – Edmonton's nature centre, nestled in the River Valley. Walking trails nearby. Includes a wonderful indoor playground for those with kids.

[Elk Island National Park](#) – 30 min drive from downtown. See bison and elk roam in the wild! Open year-round, shuttle bus available

[Northern Lights viewing](#) – Here in Edmonton, you're in one of the country's best places for witnessing this phenomenon of nature: green and pink dancing lights form part of Edmonton's skies. Be awed by the breathtaking spectacle of the undulating heavenly mosaic of colours that dance across the skies. (Sign up for Aurora alerts [here!](#))

[Telus World of Science](#) – Edmonton's centre of science and discovery. Includes an IMAX Theatre, laser shows, exploratory galleries for all ages, fascinating temporary exhibits and refurbished observatory.

[Edmonton Valley Zoo](#) – operated by the City of Edmonton in the heart of the River Valley, the Zoo is home to more than 350 animals and focused on conservation.

GET OUTSIDE!

Running /hiking/biking: Edmonton's River Valley boasts 160 km of maintained trails ([trail maps](#)). Looking to run stairs? We have plenty of staircases to try!

[Outdoor Skating](#) – Edmonton boasts over 100 outdoor skating rinks, some with skate rentals. Skating season is usually December through March, depending on the weather. [City operated rinks](#) tend to have warming shelters, rentals and boards, where the more plentiful [community league operated rinks](#) are fairly simple flooded surfaces in parks (some of these are fairly tricked out!).

[Snowshoeing/Cross-Country Skiing](#) – want to get out on the snow? Edmonton has plenty of options for snowshoe trails and cross-country ski trails, right in the heart of the city! Rentals available [here](#).

[Disc Golf Park](#) - Located at the tail end of Edmonton's picturesque Rundle Park, the Rundle Park Disc Golf Course is one of Alberta's very best courses. It offers a challenging mix of holes featuring a variety of elevation changes, manicured tree-lined fairways and even a few water hazards all of which is framed by the mighty North Saskatchewan River.

<https://www.infoedmonton.com/> For more fun things to do, check out Info Edmonton.



HINTS AND TRICKS FROM PAST ARTISTS

It can be very dry in Edmonton and in our building; past artists recommend the following to take care of your voice and body while you are working at Citadel Theatre, at any time of year:

- Increase your water intake 2-3x.
- Keep a humidifier in your bedroom (Citadel Theatre has a limited number of loaners, please ask Stage Manager or Company Manager for more information). Clean it regularly to prevent mold buildup.
- Steam! Many of our artists use personal facial sauna/steamers, which can be purchased at London Drugs, Walmart, or Amazon for approx \$30. Clean it regularly.
- Wear layers. Different parts of our building can vary in temperature, especially in the winter or at change of seasons.
- Moisturize! Bring extra moisturizer (oils, creams, serums, or lotions – whatever works best for you).

Much of the Citadel Theatre season takes place during winter months. **Embrace the cold** and shorter days to optimize your time in the city:

- Get outside, especially if your only outdoor time is your commute. You may feel like hunkering down (especially in winter), but getting outside for a walk in the River Valley, or through a different neighbourhood, can be restorative.
- If you are coming during the winter months, be ready for the weather. A longer parka (mid-thigh or knee length) with hood that has insulation and windproof layer is suggested. Insulated snow boots with tread, warm gloves, a toque, and scarf/neck warmer will also keep you toasty and ready to explore. Sunglasses will help protect your eyes from the glare of our ever-present sun off the snow.

EDMONTON - IN THE NEWS

[Edmonton - one of the best cities in the world for 2025](#)

[An Unexpected New Stop on the Road to Broadway: Edmonton - New York Times](#)

[An artist's guide to falling in love with Edmonton: Hidden spaces and choose your own oasis](#)

[Edmonton Theatre Previews, Reviews, and Features by Liz Nicholls, 12th Night](#)

IN CLOSING

We hope that you enjoy your time working at Citadel Theatre. If you have any questions about the organization, the city of Edmonton, or anything else – just ask!

Photos from: Edmonton Tourism, www.exploreedmonton.com