

# **Emergency and Safety Procedures**

**(Confidential information has been redacted or removed.)**

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# FIRE

**If in the theatre** refer to **Appendix B (page 18)** at the end of this document for procedures otherwise follow the steps below:

1. Remain calm.
2. Notify others in the building via Radio or in person given proximity.
3. If the fire is small, attempt to put it out yourself in the appropriate manner (please see the table below). Do not jeopardize your personal safety.
4. **Never allow the fire to come between you and the exit** (i.e. if the fire is between you and the nearest exit choose an alternate way out of the building.)

See Appendix D for Fire extinguisher locations.

Image	Description	Suitable suppression
	Combustible materials (wood, paper, fabric, refuse)	Most suppression techniques (fire extinguisher, water)
	Flammable liquids	Inhibiting chemical chain reaction, such as water mist dry chemical or <a href="#">Halon</a>
	Flammable gases	Inhibiting chemical chain reaction, such as dry chemical or Halon
	Electrical fire	As ordinary combustibles, but conductive agents like water not to be used

5. **LARGE FIRE:** evacuate the building immediately
6. **SMALL FIRE:** follow the steps listed below

- a. Disconnect electrical equipment that is on fire if it is safe to do so.
  - b. Evacuate the area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Move a safe distance away from the building (Headstart Clinic Parking Lot) and account for the people in your department ASAP.
  - c. Do not break windows. Oxygen feeds fire.
  - d. Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible, do not open the door.
  - e. Do not attempt to save possessions at the risk of personal injury.
7. Do not return to the emergency area until instructed to do so.

**Make sure to notify Managing Director**

**Person who called 911 should give the fire department on arrival a rundown of the situation, any potential hazards in the building (i.e. pit, propane in the building, etc...), is someone stuck in the building.**

# TORNADO

House Manager and/or Box Office Manager monitors weather conditions and will notify over radio all in the building of weather dangers and warnings when they are a threat.

1. Stay away from exterior walls and glass.
2. Proceed to your designated safety area. If you are unable to get to a lower level crouch down along interior walls and cover your head.
3. Staff, artists and technicians should proceed to the dressing room bathrooms. Patrons on the in the theater will be advised to remain in their seats.
4. Do not leave secure areas until instructed to do so.
6. After the tornado strikes or the threat is over:
  - a. Staff will organize a search throughout the building. If necessary call 911 to report any injury or any hazardous situation in the building.
  - b. First Aid will be administered as necessary.
  - c. Staff will direct emergency response personnel to those needing assistance.
8. When assisting the public: Ask people to move. Warn them of danger. If they refuse to move, leave them. Be polite but firm.
8. Staff or Emergency Responders will advise when the “all clear” has sounded.

**Make sure to notify Managing Director**

## DESIGNATED SAFETY AREAS:

### **If in Performance:**

Audience should remain seated.

Backstage Crew take all Artists into Dressing Room bathrooms & close the door.

FOH, Sound Engineer, & Booth Crew should go into the theater.

### **If not in Performance:**

Administration Staff go to the front basement, proceed to area under the Box Office.

Any other staff in the Building go the front basement, proceed to area under the Box Office.

# POWER OUTAGE

If power is cut, all emergency exits signs will switch to battery powered floods to illuminate the exit paths. THIS BUILDING SOMETIMES JUST LOSES POWER. Not all the time in our building is a power outage a crisis. Please follow protocol regardless.

1. Remain calm. Get flashlight if available, remind staff their cell phone will most likely serve as a flashlight. Provide assistance to visitors and staff in your immediate area.
2. **During a performance:** The Assistant Stage Manager will announce onstage that the audience needs to remain seated. Once we've made the determination if the power will come back in a reasonable time or if there is emanate danger. If the power may come return, we will hold the audience in their seats. If there is emanate danger, we will evacuate the building immediately. The Stage Manager will announce from the Stage that we are going to evacuate everyone, please follow the ushers/stagehands and exit the building. Throughout the evacuation the House Manager will have a continuous dialog with Stage Manager to determine where exactly the crisis (or fire) is located. Exit the building and proceed to the parking lot of Headstart clinic.
5. Walkie-talkies are located with Stage Management, Assistant Stage Manager, Booth, Box Office, Concessions, and House Management.
5. Office staff should proceed to the nearest exit and continue to the parking lot of the Headstart clinic.

**Make sure to notify Managing**

# MEDICAL EMERGENCIES: STAFF, CAST or PATRONS

Please keep in mind all other staff should remain at post until called upon to do a specific job.  
Please keep comm and radios clear.

1. Identify the problem/disruption (Anyone)
2. Report it to Stage Management/ House Manager
3. Identify the person in crisis. (House Manager)
4. Identify if it's an emergency. Report to Stage Manager. Stay with the person in crisis.
5. Call 911 (House Manager)
6. If it's a Medical Emergency, HOLD the show, bring up the house lights, make the announcement. (Stage Manager [REDACTED])
7. Grab Radio. Clear the stage of Actors, Band, & Crew. (ASM)  
[REDACTED] Grab Radio & Go to the House. [REDACTED]
9. Clear aisle to gain easy access to person in crisis. Identify the best entrance to the theater to access and relay to Concession for Emergency Medical Services. ([REDACTED] & Ushers when needed)
10. Go to House Manager for additional support/service. ([REDACTED])
11. Grab Radio. Wait at the Front Door for Emergency Medical Services. (Concessions)
12. Take Emergency Medical Services to [REDACTED] will have already notified which entrance to use. (Concessions)
13. Let Emergency Medical do their job. Support, but stay out of the way.
14. Communicate to backstage where we will be picking up. (SM thru ASM)
15. Ready to Actors, Band, & Crew to take places on stage (ASM)
16. Address any clean up needs. ([REDACTED] & call on additional help from crew)
17. Once Emergency Medical Services is clear of the theater, address any reseating issues (House Manager) House Manager stay with the person in crisis in the lobby until they leave site. Production crew back to respective places to resume show.
18. Report to SM when you are back in places and ready to resume. (Production Staff)
19. Make the Announcement. We are ready to resume the show. (SM)
20. Have Actors take their places. (ASM or SM Intern)
21. Take down the house lights. (SM & [REDACTED])  
[REDACTED] Go to the appropriate light cue. (SM & [REDACTED])
23. Resume Show. And Breathe.

Post Show FOH will take care of clean up. Check in with Box Office for any reseating issues for upcoming performances.

**Make sure to notify Managing Director** [REDACTED]  
[REDACTED]



# WINTER STORM

In the event of a significant winter storm, the Managing Director and Artistic Director will make a decision whether the building will be closed and/or performances canceled.

Regarding the day's performances: Performance cancellation decisions will be made at least 2 hours prior to the scheduled curtain time. If your call time is prior to 2 hours please be in contact with your supervisor regarding updates before traveling.

If the decision is made to close the theatre and/or cancel a performance please refer to **CALLING CHAIN (Appendix E)** at the back of this document. The Stage Manager will also send a mass email to the entire team notifying them of the change.

# EXPLOSION

In the event of an explosion please follow the steps below to ensure your safety.

1. Remain calm. Be prepared for possible further explosions.
2. Call 911.
3. If an evacuation is ordered, exit the building and proceed to HeadStart clinic parking lot.
4. Do not move seriously injured persons unless they are in obvious, immediate danger (fire, building collapse, etc.)
5. Open doors carefully. Watch for falling objects.
6. Do not use matches or lighters or any exposed flame.

**Make sure to notify Managing Director**

# FLOODING and WATER DAMAGE

Serious water damage can occur from many sources: burst pipes, clogged drains, broken skylights or windows, or construction oversights.

1. Remain calm.
3. Notify your Production Director [REDACTED] of the extent and location of leak.
4. If there are electrical appliances or electrical outlets near the leak, evacuate the area.
7. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.) do so cautiously.

**Make sure to notify Managing Director [REDACTED]**

# APPENDIX:

- A. SM announcements
- B. Evacuation procedures
- C. Exit Ground plans
- D. Fire Extinguisher locations
- E. Calling chain
- F. 1<sup>st</sup> aid care procedures
- G. Incident Report

## APPENDIX A:

### **SM PAGE ANNOUNCEMENTS**

This announcement will be made live from the Booth.

#### **In the event of building evacuation:**

“Hold, please. Friends & Patrons. May I have your attention, please. At this time, we must evacuate the building as an emergency has been determined. Please remain calm and follow these instructions.

- Those patrons seated in the Balconies and Row M, please exit thru the door behind you on the left side of the room.
- Those patrons seated in the lower section please exit thru the double doors on the left side of the building in Row E.
- Those patrons in upper section please exit to the right, and out thru the lobby.

There are ushers stationed at each exit if you need assistance in exiting. Please proceed across the street to the Headstart Clinic parking lot after you exit and remain together for further announcements. Thank you.”

#### **In the event of severe weather conditions:**

“Friends & Patrons. May I have your attention please. A Severe Weather Warning is now in effect for the Minneapolis area. This means that severe weather is headed in the direction of the Twin Cities. There is no immediate danger to this building, so please remain calm. As a precautionary measure, we request that all patrons should remain in your seats, as it is the safest place in the building for you. Thank you for your cooperation. We will bring you weather updates as they become available to us.”

## **APPENDIX A:**

### **HM PAGE ANNOUNCEMENT:**

#### **In the event of evacuation during house open or intermission:**

“Friends & Patrons. May I have your attention, please. At this time, we must evacuate the building as an emergency has been determined. Please remain calm and make your way to the nearest exit and proceed across the street to the Headstart Clinic parking lot. There are ushers posted at the exits to guide you out of the building. Thank you.”

#### **At Headstart clinic parking lot once evacuation is complete:**

“We would ask that everyone remain here for a few minutes while we account for everyone from the building. It is **VERY** important that no one leave here until we give you permission. Thank you for your patience.”

# **APPENDIX B: EVACUATION PROCEDURES: Stage**

## **DURING THE SHOW:**

**House Manager:**

**Light board Operator:**

**Stage Manager:**

**Soundboard Engineer:**

**Ushers:**

**Assistant Stage Manager:**

**Actors onstage:**

**Actors in dressing rooms:**

**Wardrobe Supervisor:**

**Musicians:**

**Box Office Staff & Concessions (if still on duty):**

## **HOUSE OPEN or INTERMISSION**

Please be aware that many people may be going in all different directions in an evacuation of a Lobby simply because people may not be with their group. Be aware of this, and if the group is not reunited in the first few minutes suggest that they may be waiting outside already.

The House Manager will make an announcement (See Appendix A; page 2.)

**ALL exit routes are the same as preceding list. The main difference is that the number of patrons in the house will be less than if an evacuation is called during the performance.**

# STUDIO EVACUATION PROCEDURES

## GENERAL INFORMATION:

IN THE EVENT OF AN EMERGENCY, A STAFF MEMBER WILL MAKE AN EVACUATION ANNOUNCEMENT.

1. Absolutely EVERYONE must leave the building.
2. Close all doors.
3. Staff should remain inside their area until everyone in that area is evacuated.
4. If you spot a fire, use a fire extinguisher to control fire if this can be done without personal injury. Report the incident to Production Director once it is safe to do so, and file an Incident Report.
5. Once outside report to Headstart Clinic parking lot. Remain with your department staff so the Staff can double check you have made it safely out of the building.
7. After the “all clear” has been given by the first responders to [REDACTED] Staff permission will be given to the staff and then to the rest of the assembled that it is ok to re-enter the building. Until this happens NO ONE is allowed to re-enter the building.



## Business Hours:

Administrative office staff is in charge of making sure that the office is cleared of personnel and that the doors are closed and the lights turned off. Once evacuation is complete, report to the Headstart clinic parking lot.

Production Department heads who may be working elsewhere in the building are responsible for clearing their crew out of the building and shutting all doors as they evacuate the building from the closest exit and proceed to the Headstart clinic parking lot.

# **APPENDIX B: IN THE PARKING LOT - ANY EVACUATION:**

## **Person who reported the fire:**

- Report to PM/SM/HM near doors of Headstart Clinic
- Explain the location of the problem.
- Report to your department head

## **House Manager:**

- Quiet audience members in the parking lot and make the announcement (See Appendix A; page 2)
- Take Roll using the Patron Manifest.
- Report any missing to Frist Responders.
- Locate Missing Patrons group.
- Release Patrons.

## **Stage Manager: (or Assistant Stage Manager if SM is point person designate)**

- Account for all Tech Staff, Light and Sound Ops and Follow Spot Ops, and Pit musicians and move them together with the cast.
- Report to General Manager, Production Manager, Production Stage Manager or Stage Manager (depending on who is present at the time of evacuation).

TLD Staff take roll and report any missing. It is **very important** in the case of a fire that we know who is safe and who may still be in the building. NO ONE should leave parking lot until you get the “all clear” from the coordinator in your area.

## **staff:**

- Account for all other office staff
- Place yourselves near production staff
- Report to General Manager, Production Manager, Production Stage Manager or Stage Manager (depending on who is present at the time of evacuation)

## **REMEMBER:**

**The General Manager, Production Manager, Production Stage Manager, House Manger. or Stage Manager (depending on who is present at the time of evacuation) is the point person in the Parking Lot that department heads should report to and from whom all information will be delivered from emergency responder personnel. Keep them apprised of any and all information.**

APPENDIX C: EXIT GROUND PLANS

# **APPENDIX D: FIRE EXTINGUISHER LOCATIONS**

# APPENDIX E: CALLING CHAIN

If your name appears in the first column on the left you should make sure you have the cell phone numbers of those you are to contact in an emergency situation.

Whenever the City of Minneapolis has officially closed all streets, performances will be canceled and the Theatre's offices will be closed. Performances may be canceled under extreme conditions at other times. The Managing Director will make the decision regarding the cancellation of a performance at least 2 hours prior to the scheduled curtain time. Upon a decision to cancel a performance and/or the closing of the Theatre's offices, the following contacts and notifications will be made:

Managing Director	will contact	Artistic Director Stage Manager Production Director
Marketing Director	will contact	Marketing Associate Media outlets (for cancelled shows)
Stage Manager	will contact	SM Team All cast (Email Blast to Schedule Distro) Music Director House Manager Master Electrician/Board Op.
House Manager	will contact	Ushers Box Office Manager Concessions Supervisor
Production Director	will contact	No one.
Master Electrician/ Board Op.	will contact	Sound Engineer Wardrobe Supervisor Non-SM Crew positions
Music Director	will contact	All musicians
Concessions Supervisor	will contact	Concessions Manager Concessions Staff

If you are unable to reach a person on your list, then YOU need to contact the people on their list. For example, if the Stage Manager cannot reach the Master Electrician/ Board Op, the SM would call the Sound Engineer, Wardrobe Supervisor, and any Non-SM Crew him/herself.

# **APPENDIX F: FIRST AID CARE**

Please see First Aid Booklet located in First Aid Kits backstage and in the Box Office.

# APPENDIX G: INCIDENT REPORT

## Incident Report

REPORTED BY: \_\_\_\_\_

DATE OF REPORT: \_\_\_\_\_

TITLE / ROLE: \_\_\_\_\_

INCIDENT NO.: \_\_\_\_\_

### INCIDENT INFORMATION

INCIDENT TYPE: \_\_\_\_\_ DATE OF INCIDENT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

SPECIFIC AREA OF LOCATION (if applicable): \_\_\_\_\_

INCIDENT DESCRIPTION (any information that pertains to occurrence)

ACTIONS TAKEN (any steps that were taken to solve)

NAME / ROLE / CONTACT OF PARTIES INVOLVED

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

NAME / ROLE / CONTACT OF WITNESSES

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

POLICE REPORT FILED? \_\_\_\_\_

PRECINCT: \_\_\_\_\_

REPORTING OFFICER: \_\_\_\_\_

PHONE: \_\_\_\_\_

FOLLOW-UP ACTION (what else needs to be done?)

SUPERVISOR  
NAME: \_\_\_\_\_

SUPERVISOR  
SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

# **APPENDIX xxx: INSPECTION AND TRAINING:**

## **HOUSE MANAGEMENT:**

1. Check Inventory of Box Office First Aid Kit. Restock as necessary.
2. Check Batteries & Pads in the AED.
3. House Manager will hold an usher meeting prior to each performance to remind ushers of what to do in case of an emergency.

## **BUILDING OPERATIONS:**

1. Check all Fire Extinguishers. Report any service needs to Production Director.

## **STAGE MANAGEMENT:**

1. Check Inventory of Backstage First Aid Kit. Restock as necessary.
2. Keep Exit paths clear.
3. Conduct Crew meeting to go over Emergency Procedures.

## **DEPARTMENT HEADS:**

1. As part of any new employee's first day of employment or any returning employee's first day back, review the emergency evacuation procedures with that employee and make sure they understand how to exit the building in case of emergency.
2. Regularly review emergency evacuation procedures and safety issues with department staff.

## **ALL STAFF MEMBERS:**

1. Distribute Emergency & Safety Procedure Handbook to all Staff.
2. Communicate all concerns about ongoing safety and emergency procedures to Managing Director, so that solutions can be found and implemented.
3. It is everyone's responsibility to look out for each other, our staff, crew, and our patron.