



Ford Theatre

Emergency Preparedness and Response Plan

July 2019

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Introduction

Mission and Vision

The Ford Theatres contributes to a more vibrant Los Angeles County by supporting artistic expression and innovation and by providing access to exemplary arts and culture experiences representative of our multifaceted communities that deepen human connections and broaden cultural understanding.

We envision the Ford Theatres to be at the cultural center of Los Angeles: a global, 21st century region that embraces the arts and creativity in all sectors; where creative thinkers from all cultural communities imagine and build our collective future; and where there is an active exchange of ideas between artists and a vibrant engaged community. The Ford Theatres is building towards a future where artistic and creative aspirations have the space and resources to become reality by making such resources available to our artists and the communities we all serve.



The Ford Theatre Foundation staffs the Ford Theatres (FT) and provides an annual season of unique outdoor entertainment in partnership with LA County Parks and Recreation and LA County Sheriff's Department. The partnership which operates and maintains the Theatres also ensures preparedness for and ability to respond to disasters, including development and maintenance of this plan, annual training and exercises, and continuous coordination during planned events and smaller emergencies. This plan is the result of information sharing and collaboration between the partner entities that make the Ford Theatres a premiere entertainment venue in Los Angeles.

Acknowledgments

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- Sergeant John Davoren, Los Angeles County Sheriff's Department

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Purpose and Scope

The purpose of the Emergency Preparedness and Response Plan (EPRP) is to compile and organize the information, procedures and protocols developed to prepare Ford Theatre staff and visiting artist staff for emergencies and disasters that exceed the usual scope of manageable mishaps and accidents. The plan addresses incidents that may overwhelm FT staff and potentially even Sheriff's department personnel; those that may involve a large part of the nearby community or communities; or those that are composed of several (cascading) incidents. Although emergency planning is comprised of four components (preparedness, mitigation, response and recovery), this plan will be primarily concerned with preparedness and response.

Planning Assumptions

The Emergency Preparedness and Response Plan (EPRP) is based on the following planning assumptions:

- Health and safety of patrons, staff and visiting artists is the primary concern
- Some people will require assistance to perform emergency response actions to stay safe. Disabilities and access and functional needs are not always obvious to the eye
- Regular communication will be established and maintained between FT personnel and Parks & Rec personnel to understand and manage an incident
- Usually, there is less information available to make decisions than usual
- Depending on the incident, not all staff will be available to do their jobs, since many are Disaster Service Workers (DSWs) and may be called to duty elsewhere
- The plan follows local, state and federal principles, frameworks and guidelines for emergency response including NIMS, SEMS and ICS

Situation Overview

The Ford Amphitheatre, a 1200-seat outdoor venue, is situated up against a mountain in the Hollywood hills, near Los Angeles, California. The property is subject to strong sun, heat and dry weather in the summer; high winds in the autumn (Santa Ana winds); and heavy rain in intermittent years, leading to runoff and soil and stone shedding from the mountain in the winter. Power outages, mostly short in duration and occasionally planned, are common in the area.

The physical location, sandwiched between the mountain and the 101 freeway, provides parking on several levels that must be combined with offsite parking to accommodate a full audience. The building itself is built on several levels, and the walk from the parking areas offers a steep incline. Although a hidden gem in terms of public awareness, the Theatre is an entertainment venue, and as such requires a level of security commensurate with the risks associated with large gatherings of people. Finally, like all businesses in the state of California, the Theatre must plan for earthquakes.

The multi-agency planning committee used their extensive experience and current data on disaster scenarios to evaluate and rank the hazards below, to prioritize planning efforts and identify future planning projects.

Natural hazards have been most prevalent historically and figure more prominently in the analysis. However, manmade hazards such as power outages and workplace violence occur more frequently and are represented also.

		Likelihood	Impact	Total
1	Adverse Weather	2	1	3
2	Airplane Crash	1	3	4
3	Building Fire	1	2	3
4	Civil Disturbance/Disobedience	2	3	5
5	Cyber Attack	1	1	2
6	Dam Failure	0	0	0
7	Drought	0	0	0
8	Earthquake	3	3	6
9	Flood	1	1	2
10	HAZMAT Release	1	2	3
11	Mudslide/Landslide	2	3	5
12	Pandemic	1	1	2
13	Power Failure	2	3	5
15	Terrorist Attack	0	0	0
18	Wildfire	3	3	6
19	Workplace Violence/Active Shooter	1	3	4

Emergency Preparedness and Response Protocols

This section will describe how The Ford Theatres go about preparing for and responding to disasters; this content will serve as the foundation for further planning projects, ensure that new staff understand the reasons behind procedures developed, and ensure that strategic partners have the information they need to align their own preparedness and response efforts to the EPRP where relevant. Checklists, forms, and “perishable” data like contact sheets are listed in the back of the Plan, where they are easily pulled out for use and update.

Preparedness

The Ford Theatre staff has a long tradition of preparedness activities, holding an evacuation drill during usher training at the beginning of every season, participating in the annual Great California ShakeOut earthquake drill each October, and providing CPR training for interested staff. The EPRP serves to compile the collected preparedness knowledge of the Theatre and partners Parks & Recreation, Sheriff, and LA Fire Department, and to provide a means for training new staff annually.

1. Plan Development & Maintenance

The EPRP should be reviewed and updated annually to ensure correct contact information, diagrams, maps, and other content. In addition, if the Theatres experience significant changes (staffing, facilities, etc), respond to an actual disaster, or conduct an exercise, the Plan should be updated to reflect new information and lessons learned. Plan review and updates should be conducted collaboratively, including Operations, Event Services, General Management and Production. External partners like Parks & Recreation, Sheriff, and Fire Department may be requested to review and comment, or updated plans may be distributed to partners as they are completed.

2. Ongoing Projects

CERT

Ford Theatre is interested in developing a cadre of staffers with local Community Emergency Response Team (CERT) training, in order to supplement the CPR/AED/first aid training completed by some staff. CERT members are trained in basic disaster response skills such as fire safety, light search and rescue, team organization and disaster medical operations.

Continuity of Operations Plan

The Theatre is also interested in developing a detailed Continuity of Operations Plan (COOP), in order to document detailed policies and procedures designed to keep the theatre operating during and after a longer-term incident such as extended power outage in the region.

Exercises

Ford Theatres plans to partner with first responder agencies such as LAFD to host exercises on campus to increase partner familiarity with the facilities, and potentially participate in or observe partner agency exercises, such as Parks and Recreation and the Hollywood Bowl to gain experience in response.

Expanded First Aid/CPR/AED training

The goal is to increase the number of Theatre staff receiving first aid, CPR and AED training semi-annually. Typically training is provided by the American Red Cross.

Response

This section of the EPRP details the different elements of disaster response that FT will maintain, activate and utilize to protect human health and safety at the Ford Theatres.

1. Organization & Assignment of Responsibilities

Anyone can notify FT staff of an emergency or disaster situation, and all reports of a potential incident are investigated at the Ford Theatres. There is a smaller group of people who will supervise that investigation, establish situational awareness, analyze information provided and decide whether to activate the EPRP. If there is a question about the advisability of activating the EPRP, it is preferable to activate the Plan and then deactivate as necessary, rather than delaying activation. This section documents the leadership positions with the authority to activate the Plan; later in the document, activation processes will be described.

Any of the following personnel at the Ford Theatres can choose to activate the EPRP (person activating the Plan is dependent on who is onsite, and the type of incident):

- Ford Theatres Managing Director
- Ford Theatres Event Services Manager
- Ford Theatres General Manager
- Ford Theatres Operations Manager
- Ford Theatres Production Manager
- Los Angeles County Parks and Recreation Superintendent

Once the Plan has been activated, relevant managers present onsite along with other managers by phone, will discuss response actions to take, and the most senior staffer present will approve the decision.

Regular Reporting Relationships

Ford Theatres staff will work within established lines of supervision if responding to an incident in-house, each department's manager issuing directives to their staff, after working together to establish a plan of action.

Delegation of Authority

If there is not enough FT leadership to provide supervision to FT staff, or if the incident requires another person to guide the response, authority will be delegated to the relevant person and this will be communicated to Theatres staff as soon as possible. For example, Parks & Rec may take over the response effort if FT leadership personnel have become incapacitated, or LASD may take over the response if the incident is security-related. In either of those situations, FT staff will be informed about who to report to and then expected to report directly to that person until the situation is resolved or that partner agency steps down. FT staff will be notified when leadership duties are being resumed by their usual supervisors/managers.

FT staff is expected to follow first responder partner agency directives when given, especially if the incident is moving too quickly for staff to report to their usual manager or supervisor.

Visiting Artist Personnel

All visiting artist personnel should be notified of their main point of contact for emergency responses, and will be expected to follow both the directives given by their point of contact and by any first responder partner personnel during a disaster. These expectations should be communicated during the contracting process, or immediately upon arriving at the venue.

2. Information Collection, Analysis, and Dissemination

FT staff maintain a certain level of situational awareness on most days, monitoring weather, earthquake activity, political and social activities related to upcoming guest artists, and other relevant data. At the onset of a sudden incident or in the face of an oncoming incident, it is important to gather as much information as possible to facilitate decision-making and response activity prioritization.

Any urgent incident should precipitate a call to 9-1-1. For other types of incidents, staff will initiate communication with LA County Parks and Recreation upon becoming aware of an incident or potential incident. See Communications below for further details.

3. Communications

Emergency communications are primarily conducted via 2-way radio or face-to-face conversations at the Ford Theatres. Radio is the communication method used in any situation in which communications must be transmitted and received immediately between locations and/or departments. All departments have radios and designated channels, and go to channel 1 during an emergency.

Patrons are alerted by the public announcement system, which is connected to backup generators, and will work even during a power outage. FT staff have already developed several “scripts” to use to provide emergency announcements after an unexpected incident. It is a good idea to consider pre-recording announcements in different languages, especially if a particular artist will attract an audience that speaks a language not spoken by any FT staff.

A communications plan to provide information to the public during or after a disaster will help the Ford Theatres to manage potential threats to reputation, control the facts given in news reportage, and maintain a relationship of trust with patrons and community members.

4. Administration, Finance and Logistics

There is no expectation that FT would staff an Emergency Operations Center (EOC), with standard positions and operational protocols. Rather, relevant staff would gather in a location convenient to the incident to gather and analyze information, prioritize activities, and monitor response efforts.

For incidents which involve property damage, large number of injuries or deaths, it is a good idea to keep careful records of staff hours, information given and received, decisions made, and resources utilized or expended. Forms for this purpose are provided at the end of the Plan, and can be used to provide documentation for insurance claims, legal proceedings, or requests for reimbursement after a declared disaster.

Forms

1. ICS 213

GENERAL MESSAGE (ICS 213)

1. Incident Name (Optional):		
2. To (Name and Position):		
3. From (Name and Position):		
4. Subject:	5. Date:	6. Time
7. Message:		
8. Approved by: Name: _____ Signature: _____ Position/Title: _____		
9. Reply:		
10. Replied by: Name: _____ Position/Title: _____ Signature: _____		
ICS 213	Date/Time: _____	

5. FEMA Equipment

DEPARTMENT OF HOMELAND SECURITY
 Federal Emergency Management Agency
RENTED EQUIPMENT SUMMARY RECORD

PAGE _____ OF _____

O.M.B. Control Number: 1660-0017
 Expires: December 31, 2019

PAPERWORK BURDEN DISCLOSURE NOTICE								
Public reporting burden for this data collection is estimated to average .5 hours per response. The burden estimates includes time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and submitting this form. You are not required to respond to this collection of information unless a valid OMB control number is displayed on this form. Send comments regarding the accuracy of the burden estimate and any suggestions for reducing the burden to: Information Collections Management, Department of Homeland Security, Federal Emergency Management Agency, 500 C Street, SW, Washington, DC 20472-3100, Paperwork Reduction Project (1660-0017). NOTE: Do not send your completed questionnaire to this address.								
APPLICANT			PA ID #.		PROJECT #.		DISASTER	
LOCATION/SITE					CATEGORY		PERIOD COVERING	
DESCRIPTION OF WORK PERFORMED								
TYPE OF EQUIPMENT Indicate size, Capacity, Horsepower Make and Model as Appropriate	DATES AND HOURS USED	RATE PER HOUR		TOTAL COST	VENDOR	INVOICE NO.	DATE AND AMOUNT PAID	CHECK NO.
		W/OPR	W/OUT OPR					
GRAND TOTAL				_____				
I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.								
CERTIFIED			TITLE			DATE		

Authorities and References

This Plan is developed by the authority of and in accordance with:

- County of Los Angeles Emergency Ordinance 2.68 – “to provide for the preparation and carrying out of plans for the protection of life and property within the county of Los Angeles in the event of an emergency... and the coordination of the preparatory and emergency functions of the county of Los Angeles with all other public agencies, organizations and individuals.”
- State of California Emergency Plan (2017)
- Los Angeles County Operational Area Emergency Response Plan (OAERP) (2011)
- Los Angeles Fire Department Training Bulletin (TB) 057 – Evacuation Guidelines

Approval and Implementation

Board resolution adopting the disaster plan, or a letter from board chair endorsing the plan and expressing support for staff to implement and maintain the plan goes here.

Record of Distribution

Date	Organization	Person

Record of Changes

Date	Changes	Person

Acronyms

ARC	American Red Cross
AED	Automated External Defibrillator
CERT	Community Emergency Response Team
CPR	CardioPulmonary Resuscitation
DHS	Department of Homeland Security
DMH	Los Angeles County Department of Mental Health, Department of Health Services
DPH	Los Angeles County Department of Public Health
DSW	Disaster Service Worker
EOC	Emergency Operations Center
FEMA	Federal Emergency Management Agency
FT	Ford Theatre
ICS	Incident Command System
LAFD	Los Angeles City Fire Department

LAPD	Los Angeles Police Department
LASD	Los Angeles Sheriff's Department
NIMS	National Incident Management System
OA	Operational Area
SEMS	Standardized Emergency Response System

Glossary

Cascading disasters/failures - events that occur as a direct or indirect result of an initial event. For example, if a flash flood disrupts electricity to an area and, as a result of the electrical failure, a serious traffic accident involving a hazardous materials spill occurs, the traffic accident is a cascading event. If, as a result of the hazardous materials spill, a neighborhood must be evacuated and a local stream is contaminated, these are also cascading events. (fema.gov)

Delegation of authority – The process of granting authority to carry out specific functions.

Disabilities and access and functional needs - Access and functional needs (AFN) refers to individuals who are or have:

- Physical, developmental or intellectual disabilities
- Chronic conditions or injuries
- Limited English proficiency
- Older adults
- Children
- Low income, homeless and/or transportation disadvantaged (i.e., dependent on public transit)
- Pregnant women

Disaster declaration/proclamation - A Disaster Declaration is a formal statement by the jurisdiction's chief public official (i.e. Mayor, County Judge, or Governor) that a disaster or emergency situation exceeds their response capabilities.

Disaster Service Worker - All public employees in the State of California are considered Disaster Service Workers (DSW). A DSW is a volunteer or public employee who will provide assistance and service to the community in times of crisis. DSW provides supplemental support to County departments and emergency organizations such as the Red Cross. DSW duties may include: packing food boxes, registering shelter evacuees, transporting people & supplies, serving as a translator, and more. (<http://employee.hr.lacounty.gov>)

Event – a planned or expected situation which is outside of normal, everyday operations; an event may require a large number of resources to maintain health and safety measures to manage. Example: parade.

Incident – An unexpected or unplanned situation in which normal operations are interrupted or halted; an incident may be characterized by a rapid onset, resources being overwhelmed, or a large number of

affected persons or a large affected area or several situations occurring simultaneously. Example: earthquake.

Mitigation - Capabilities are those necessary to reduce or eliminate long-term risk to persons or property, or lessen the actual or potential effects or consequences of an incident.

Preparedness – The capabilities to prepare a household, organization, or community to withstand a disaster through activities like learning disaster procedures, stockpiling disaster supplies, and gathering disaster information.

Recovery - The goal of recovery is to return the community's systems and activities to normal. Recovery efforts start once an incident has occurred, and some recovery activities may be concurrent with response efforts.

Response - Response begins when an incident is imminent or immediately after an event occurs, and encompasses the activities that address the short-term, direct effects of an incident. Response capabilities focus on saving lives, protecting property and the environment, and meeting basic human needs.

Situational awareness – Gaining an awareness of what is happening around one, what those things might mean, and potential future effects of those occurrences.

Attachments

1. Parks & Rec Non-Injury Incident Report

P&R 185

Los Angeles County Department of Parks and Recreation NON-INJURY INCIDENT REPORT

Reporting Staff: _____ Date: _____
Badge Number: _____ Facility/Post: _____
Date of Incident: _____ Time of Incident: _____

DESCRIPTION OF INCIDENT: (explain in detail, attach additional sheets if necessary)

ACTION TAKEN: (Who investigated? Who was notified? Was situation corrected?)

COMMENTS & RECOMMENDATIONS: (Follow up action taken needed? How can similar incident in future be prevented?)

Reporting Employee Signature: _____ Badge No.: _____

Supervisors Signature: _____ Date: _____

2. Non-Employee Injury Report

[REDACTED]
[REDACTED] 555 [REDACTED]
[REDACTED]

SECTION _____
IRMIS Code #: _____

Prepared for County Counsel in defense of the County, Special Districts and employees.

INSTRUCTIONS:

1. All incidents involving injury to non-employees, however, minor, while on County property (owned or leased) must be reported, by the Guard, Marshal's Office or Department in proximity to incident, as follows:

[REDACTED]
[REDACTED]

INJURED NON-EMPLOYEE:

1. Name _____
(Last Name) (First Name) (Middle Name)
 2. Address _____
 3. Age _____
 4. Sex Male Female
- If minor, give name of parent or guardian _____

TIME AND PLACE:

5. Place of occurrence _____
(Name of County Facility, Bldg., Street Number) (City or Town)
 6. Location in building _____
(In detail: Bldg., Floor, Room No.)
 7. Date of occurrence _____ Hour _____ AM/PM
 8. Weather: _____ Clear _____ Rain
- POLICE REPORT Yes No POLICE AGENCY REPORTING _____ STATION _____ DEPT. #: _____

DESCRIPTION OF INCIDENT:

9. What was the injured party doing? _____
10. What happened? (Describe fully, stating whether injured person fell, was struck, etc.) Give all factors contributing to injury:

(If necessary, continue on separate sheet)
11. Condition of floor, sidewalk, steps or other physical property or equipment involved: _____

12. Was there any defect or foreign substance or object involved? If so, describe: _____

13. If slip and fall: Person's shoes _____ heels _____ caps _____
(Type) (Type) (Type)

NATURE OF INJURY AND PART OF BODY AFFECTED:

14. Be specific! State which part of body injured; whether right or left, etc. If exact nature of injury is undetermined, give opinion:

TREATMENT GIVEN:

15. Was treatment given to the injured person by County Personnel? _____ By whom? _____

Type of Treatment: _____

16. Was ambulance called? _____ Which company _____ By whom? _____

17. Taken to hospital? _____ Which? _____

STATEMENTS BY INJURED AND WITNESSES:

(Note: Attach additional pages if needed)

18. Statement of injured as to what happened: _____

19. Witness No. 1: Name: _____

(Last Name)

(First Name)

(Initial)

Address: _____ Telephone: _____

(Number)

(Street)

(City)

Statement: _____

20. Witness No. 2: Name: _____

(Last Name)

(First Name)

(Initial)

Address: _____ Telephone: _____

(Number)

(Street)

(City)

Statement: _____

Date Report Prepared: _____

Prepared by: _____ Phone: _____

(Print Name)

Dept. _____

(Title)

(Signature)



Ford Theatre

3. Emergency Preparedness & Response Playbook

July 2019



EMERGENCY PROCEDURES

In Case of Earthquake:

Stay calm. The theatre has withstood earthquakes for 95 years with no monumental damage.

Be attentive. If an earthquake happens during an event, make sure you and anyone around you are safe from falling debris.

Wait for instructions from the House Manager and/or Stage Supervisor. The House Manager and Stage Supervisor will be in charge of evacuation of the premises.

In Case of Fire:

Remain calm. Wait for instructions from the House Manager and/or Stage Supervisor.

Fire Extinguisher Usage:

If a fire is encountered early enough that it may be practical to fight using a hand-held extinguisher, the method is best remembered using the acronym "PASS" as follows:

- **PULL THE PIN**
- **AIM THE EXTINGUISHER AT THE BASE OF THE FIRE**
- **SQUEEZE THE HANDLE TO ACTIVATE THE EXTINGUISHER**
- **SWEEP THE BASE OF THE FIRE UNTIL IT IS SUPPRESSED**

Emergency/Evacuation Plan:

In case of an emergency, the Ford Staff will assist in a calm and successful evacuation of the premises.

- Patrons exiting from house left (Doors A & B) are to be led to the Back Gate Entrance and down the driveway. With the exception of AA Door, down the stairs to Edison Plaza and out through the front gates.
- Patrons exiting house right (Doors C, D, & DD Door) are to be led down the Door D stairs to Edison Plaza and out through the front gates.
- Artists/Production exiting backstage are to be led to the Back Gate Entrance and down the driveway.
- Artists/Production exiting dressing room/green room are to be led down to the Green Room Door to Edison Plaza and out through the front gates.
- DO NOT touch or move anyone unless they are in harm's way. Any unnecessary movement may result in further injury. The House Manager and Stage Supervisor will oversee evacuation of the premises.

ALL STAFF WILL DROP TO CHANNEL (1) ONE ON THE FORD THEATRES RADIOS AND LISTEN FOR INSTRUCTIONS.

Medical Emergencies:

Do not panic.

Assess the situation. Is it life or death?

Call 911 then call the House Manager and/or Stage Supervisor and give details. House Manager and/or Stage Supervisor must fill out incident report.

Be Aware:

Report all suspicious activity from parking lot to backstage. Anything that looks out of place, REPORT IT!

Emergency Call List

Immediate Response:

Notify [redacted] of any calls made to 911

Call Out/Report:		
Emergency Repairs		
Air/Heat, Electrical, Plumbing etc. Anything that can't wait until the next weekday morning.		
Alarm-Sheriff's Dispatch:		
Alarm ISD:		
Animal Control:		
Crumble:		
Elevator ISD:		
Elevator ISD:		
Fire Department		
Police Department		
Securitas:		
Sheriff's Department:		
Sheriff's Department:		
Fatalities/Serious Injuries		
Third Party Administrator for County of Los Angeles liability claims		
FTF Employee Fatality/Serious Injuries		
Employer must report within 8 hours of becoming aware of injury (see attached Cal-Osha form for info required to report)		

Ford Facility Contacts

Utilities

Electricity - LADWP		
Gas - So Cal Gas		
Phones - AT&T		
Traffic Signal - LADOT		

Radio Etiquette

Two-way radios can be one of the most important tools used daily here at the Ford. They can ease communication between the crew, various departments and help the team run the facility more efficiently. A crew without a radio is like a baseball player without a glove. There are a couple of things to keep in mind when using your radio. Whether it's your first event or you've got years under your belt, it's always good to be reminded of proper radio etiquette.

General Guidelines:

- Take care of your radio. They are very expensive and in many cases will come out of your pay if you break or lose one.
- Stay on your channel and avoid using other department channels. Occasionally you will have to speak to someone outside your department. For longer conversations ask the person with whom you want to talk to go to channel 4 so that you don't clog up the radio with chatter. Do not step on a conversation already in progress.
- When speaking into your radio wait a second after keying (pressing down on the talk button) before you begin to speak. Many people have a habit of hitting the button and speaking at the same time, this usually causes your first few words to be cut off.
- Be aware of your radio and its buttons. Sometimes you might be carrying something or even standing around and accidentally key it. This is something you really want to avoid. A queued radio is very annoying; it also clogs up the channel making it hard to communicate.
- Radios have an on/volume dial and a channel dial. Depending on how you wear your radio you can accidentally switch channels or turn your volume down. Get into the habit of checking your dials from time to time. If you think you've bumped your channel dial, or haven't heard anything in a while, do a quick "Radio Check" Make sure you are on the right channel. Switch all the way down to channel 1 and count up from there back to the house channel.

Radio Lingo:

- **10-100:** Standard washroom break. '10-100' simply means you're going to the bathroom.
- **Copy or Copy That:** Acknowledging that you have received the information, understand and are doing it.
- **10-9 or Repeat:** Information has not been properly received and needs to be repeated.
- **Radio Check:** Is said when you first turn on your radio. Someone will reply to you with 'Good Check' this means your microphone is working properly and you are broadcasting clearly.
- **Going Off Radio:** When you are talking off radio or will not be able to communicate. It's very important to let everyone know that you won't be available.
- **Standby:** Used when someone tries to communicate with you but you are too busy to reply, you simply say "Standby"
- **Standing By:** Acknowledging "Standby" and are waiting.
- **Go For:** Used when calling for a specific person you wish to communicate with, or when acknowledging that someone is calling for you.
- **What's Your 20:** This means "where are you?"
- **Eyes on:** "Eyes on" is used when you're looking for someone or something. Sometimes you will hear something like "Does anyone have *Eyes On* my clipboard" or "Does anyone have *Eyes On* security?"
- **Break Break Break:** Emergency only, to break into a conversation already in progress.

DURING AN EMERGENCY EVERYONE DROPS TO CHANNEL 1 FOR INSTRUCTIONS

Quick Conversation Examples:

Example 1: *Calling for someone.*

1. Key the radio, wait for a second. Then say, "Your Name Go for Their Name". This properly identifies who you are, and who you wish to speak with.

Note what we don't say: "Hey, you out there?" Or "Hey, I need programs delivered to the house!" Always identify who you are, and who you wish to speak with.

2. Wait until the person you wish to speak with replies. Around 10-20 seconds is acceptable. If you hear nothing after 20 seconds, try one more time: "Your Name Go for Their Name". If you don't hear anything back, try to reach someone else, or ask if anyone has "Eyes On" that person.

3. If you still haven't received a response, make sure that your radio is on, and that you are on the correct channel. Then ask for a "Radio Check."

Example 2: *Responding to someone.*

1. If you are free to talk, key the radio, wait for a second. Then say, "Go for Your Name." They now know that you are responding back and you are available.

2. If you are not free to talk, key the radio, wait for a second. Then say "Standby for Your Name."

3. If you did not hear the transmission, key the radio, wait for a second. Then say "Repeat"

4. At the end of the conversation, say "Copy", or "Copy That", so that everyone knows the proper information was received. Nothing is more disruptive to the smooth flow of communications than dead silence in response to a message. If you cannot copy or respond to the call immediately, tell the caller to "Repeat" or "Standby."

These key words will help maintain clear lines of communication. Please think about what you wish to say before speaking. Always use short and simple responses, as this will help urgent and important messages to get through when necessary, and keep everything running smoothly.

**DO NOT BROADCAST PERSONAL INFORMATION OR TRADE SECRETS.
ALL CHANNELS ARE OPEN FOR EVERYONE TO HEAR.**

Channel Guide

1. Production
2. House
3. Box Office
4. Maintenance

Annexes

1. Evacuation

Should an emergency occur, evacuation of the facility *may* be necessary. Evacuation routes are indicated on the maps in Attachment Section 4 of this Plan. You should study these carefully.

When evacuation announcement is made over public announcement system or you are directed to evacuate the facility:

1. REMAIN CALM.
2. Shut down all hazardous operations.
3. Follow instructions.
4. Assist people with disabilities or access & functional needs, if possible, without endangering yourself.
5. Leave the area in an orderly fashion. Close doors.
6. Direct all patrons, visitors and visiting artist personnel to the nearest exterior exit. Follow established evacuation routes.
7. Move away from the structure.
8. Go directly to the designated assembly area for a headcount.
9. Do not block the street or driveway; stay away from emergency vehicles.
10. Stay at the assembly area until instructed otherwise.

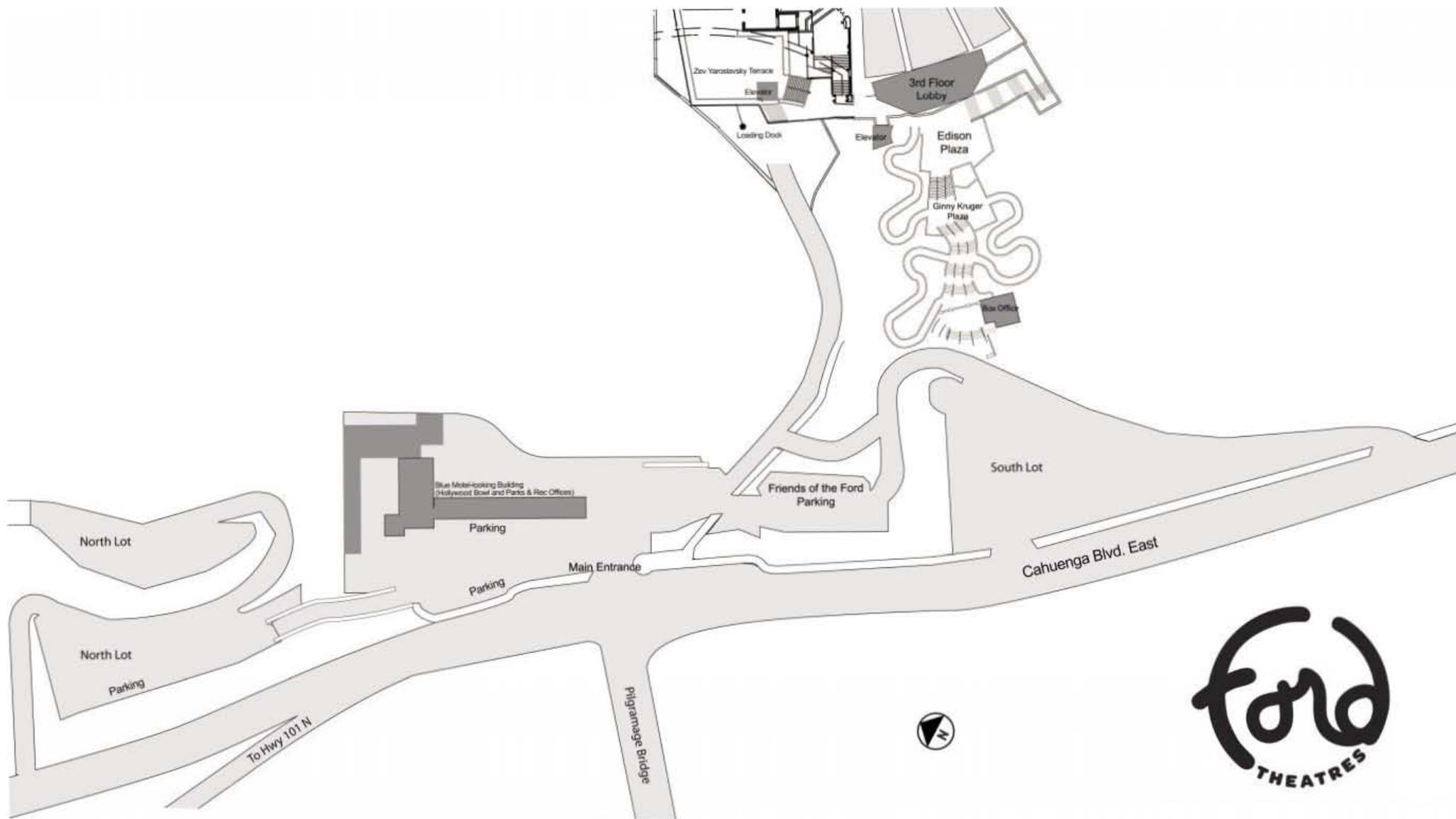
2. Shelter-in-Place/Lockdown

Shelter-in-Place actions are taken to protect people from a danger occurring outside the facility, without a need to protect the security of the building (i.e. hazardous materials release, excessive smoke from nearby (not threatening) fire, lightning strikes).

1. A shelter-in-place directive will be given directly from the stage through the sound system, or over the public address system and supported by staff repetition and supporting actions.
2. REMAIN CALM.
3. Direct all patrons, visitors and visiting artist personnel to the nearest interior exit. Everyone should proceed to the lower facility levels.
4. Assist people with disabilities or access & functional needs, if you can do so safely.
5. Turn on a radio or connect with other trusted news sources (or public safety partners) to receive directions to ensure safety – for example, closing windows and turning off HVAC units if necessary.
6. Remain in lower facility area until all-clear is announced.
7. Direct patrons, visitors and visiting artist personnel back up through the appropriate routes.
8. Assist people with disabilities or access & functional needs to return to the stage level or other public areas, if you can do so safely.

Lockdown actions are taken to protect people from a danger occurring outside the facility with a need to protect the security of the building (get everyone inside and keep anyone else from getting inside).

1. A lockdown directive may be given directly from the stage through the sound system, over the public address system, or via bullhorn or other public safety agency announcement mechanism. This directive will be supported by staff repetition and supporting actions.
2. REMAIN CALM.
3. Direct all patrons, visitors and visiting artist personnel to the nearest interior exit. Everyone should proceed to the lower facility levels.
4. If time permits, ensure that persons outside the performance area have heard the lockdown directive, and guide them to the nearest interior door leading to the lower facility. As the terraces and other outdoor spaces are emptied of people, begin locking the doors behind them.
5. Direct visiting artist staff in proper lockdown procedures for catwalks, backstage and other production spaces. Assist them to proceed down into lower facility.
6. Assist people with disabilities or access & functional needs, if you can do so safely.
7. Assist others to remain calm, still and quiet. Turn off lights, TVs, and phone ringers. Remain in lower facility area until all-clear is announced.
8. Direct patrons, visitors and visiting artist personnel back up through the appropriate routes.
9. Assist people with disabilities or access & functional needs to return to the stage level or other public areas, if you can do so safely.



3. Medical Emergency

Not all patrons/guests/visitors want us to call 9-1-1 if they have been injured. However, if they are exhibiting any of the following, call 9-1-1 and allow professional responders to evaluate them:

Loss of consciousness or having fainted

Stroke

Chest pain/heart attack

Seizure/convulsion

Choking

Altered mental state

Difficulty breathing

Premature labor

In case of medical emergency:

1. REMAIN CALM.
2. Call 9-1-1, give address 2580 Cahuenga Blvd East, Hollywood, CA 90068. Send someone to direct first responders to the area. It is best to have the person calling 9- 1-1 physically with the patient at the time the call is made if at all possible. Be sure that the following information is provided to the dispatcher:
3. The age and gender of the patient. If you are unsure of the patient's age,
4. estimate.
5. The location of the patient.
6. The nature of the medical emergency and whether or not the patient is conscious and breathing.
7. Any other pertinent information, such as events leading up to the emergency or known past medical history of the patient.
8. Ensure that the scene is safe prior to approaching the patient and reassure the patient that help is on the way.
9. Do not move the patient unless absolutely necessary.
10. If you are trained in first aid, you may provide care per your level of training until the Fire Department arrives.
11. Upon arrival of the Fire Department, remain and provide any specific information about the patient and their condition that you are aware of.

What to do in the Event of a Work-Related Injury

(For Ford Theatre Foundation employees)

In case of life and/or limb threatening injury dial 911 immediately.

Step 1: Report the Incident to Extreme Reach Crew Services

Immediately report the injury or illness to Extreme Reach. [REDACTED]

Serious injuries:

Any death or serious injury must be reported within two hours of the occurrence. Serious injuries include amputation, in-patient hospitalization, permanent disfigurement and injuries involving multiple employees. Additionally: Deaths must be reported to OSHA within 8 hours. In-patient hospitalization must be reported to OSHA within 24 hours.

Step 2: Medical Treatment

For non-emergency injuries, make sure the employee receives immediate and appropriate medical attention. Arrange for employee to be taken to the nearest Occupational/Industrial medical facility. [REDACTED]

The injured worker must be sent to the medical facility with a completed Medical Treatment Authorization Form.

Step 3: Complete and Submit Necessary W/C Forms

For injuries that require medical attention, complete all five Forms (Forms numbered 1-5 in the F: drive folder) and forward them to the Risk Management contact. To avoid penalties and/or fines, these forms must be fully completed and sent to Extreme Reach Crew Services within 24 hours of your knowledge of the injury or illness. In the initial hours after the injury occurs, if you don't have all the info required, complete and submit the forms to the best of your ability within the 24-hour time frame and call later with any missing information.

For *minor injuries that do not require medical attention*, (cuts, scratches, bumps, bruises, etc.) just two forms are required, the employee's completed Refusal of Medical Attention form and supervisor's completed Supervisor First Report of Injury. (Forms 3 and 6 in the F: drive folder)

Step 4: Notify Ford Theatres Operations Manager

[REDACTED]

4. Building Fire

In case of a fire:

1. REMAIN CALM.
2. Call 9-1-1, give address 2580 Cahuenga Blvd East, Hollywood, CA 90068.
3. Notify anyone around you, have someone call/tell a supervisor.
4. If the fire is small (no larger than a frying pan), try to extinguish it if you can do so safely using the proper type of extinguisher and/or other method. Do not jeopardize personal safety. See P.A.S.S. illustration following page.
5. Do not allow the fire to come between you and the exit.
6. Disconnect electrical equipment if it is safe to do so.
7. Evacuate if you cannot extinguish the fire. Assist people with disabilities or access & functional needs if you can do so safely. To avoid smoke inhalation, it may be necessary to crawl on the ground.
8. Do not break windows.
9. Do not open a hot door. (Before opening a door, touch it near the top. If it is hot or if smoke is visible, do not open).
10. DO NOT USE ELEVATORS.
11. Do not attempt to save possessions.
12. Direct all patrons, visitors and visiting artist personnel to the nearest exterior exit. Follow established evacuation routes.
13. Move away from the structure.
14. Do not block driveways or roads; stay away from emergency vehicles.
15. Do not return to the affected area until told to do so by Ford Theatre leadership, Parks and Recreation leadership, or first responder personnel.



16. Earthquake

During an earthquake

1. Find cover and protect your head and neck. Underneath a sturdy piece of furniture or up against a wall are good places. For people using wheelchairs, lock your wheels and cover your head and neck. (see Protect Yourself During Earthquakes! attachment next page)
2. Wait for aftershocks, which may be as large or larger than the original earthquake.
3. If you are outside during an earthquake, stay outside. Move away from buildings, trees, streetlights and overhead lines. Crouch down and cover your head.

After an earthquake

4. Wait until the shaking stops, then check to see if you are hurt before you check the people around you. Be especially careful to look above and all around you for fallen or dangling items, and move slowly and carefully.
5. If emergency assistance is necessary, call 9-1-1, give address 2580 Cahuenga Blvd East, Hollywood, CA 90068. First responder resources will be quickly overwhelmed after an earthquake; continue response activities while waiting for assistance.
6. Follow the Medical Emergency protocols if there are injuries.
7. Be on the lookout for fires. Warn everyone around you if you see a fire and do not try to extinguish it yourself unless it is small, about the size of a frying pan (follow Building Fire protocols).
8. When you leave the building after the shaking stops, use the stairs, not the elevator.
9. Check to make sure no one is stuck in the elevator, or alert first responders that you have been unable to do so.
10. Help others exit the building safely using the established evacuation routes.
11. As you leave and once you are outside, look for dangling or falling debris.
12. Gather in the established assembly areas for a headcount and to evaluate injuries.
13. Do not block driveways or roads; stay away from emergency vehicles.

Protect Yourself During Earthquakes!

**IF
POSSIBLE**



**USING
CANE**



**USING
WALKER**



**USING
WHEELCHAIR**



www.EarthquakeCountry.org/disability

