
EMERGENCY READINESS & CONTINUITY OF OPERATIONS PLAN



100 KENTUCKY AVENUE
PADUCAH, KY 42003

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EMERGENCY READINESS & CONTINUITY OF OPERATIONS PLAN

Introduction and Purpose

The Carson Center Emergency Readiness and Continuity of Operations Plan has been designed to inform building occupants, users, and patrons of emergency procedures that may save lives in a crisis situation. The Carson Center is equipped with modern life-safety systems, including sprinkler systems and a fire detection system; however, that does not eliminate the possibility of a fire occurring.

This Emergency Readiness and Continuity of Operations Plan addresses the critical functions and operational plan of action for the Carson Center in the event of emergency and unforeseen events. Occupants and users, through instruction and training, should become familiar with the contents of this plan and become aware of the procedures for an orderly evacuation in the event of an emergency.

An Emergency Readiness and Continuity of Operations Plan combined with staff familiarity with a building minimizes threats to life and property. This plan applies to all emergencies where occupants may need to evacuate the building for personal safety.

This Emergency Readiness and Continuity of Operations Plan is intended to communicate the policies and procedures that staff, occupants and patrons will follow in an emergency situation. Under this plan they will be informed of:

- How to Report a Fire and other Emergencies
- What to do When an Alarm Sounds
- Evacuation Procedures
- Emergency Organization
- Life-Safety Systems
- Fire Prevention

This plan is reviewed by senior staff members, updated every fiscal year, and redistributed to all staff.

EMERGENCY AND NON-EMERGENCY PHONE NUMBERS:

FOR ALL POLICE/FIRE/MEDICAL EMERGENCIES:

USE 911 !

Paducah Fire Department

Non-Emergency Paducah Fire Department : (270) 444-8521

City Hall
Fire Prevention Division
300 South 5th Street
Paducah, KY 42003
270-444-8522

Mercy Regional EMS

Non-Emergency Dispatch: (270) 443-6529

3551 Coleman Rd,
Paducah, KY 42001

Paducah Police Department

Non-Emergency Dispatch: (270) 444-8550

1400 Broadway
Paducah, KY 42001

HOW TO REPORT A FIRE

1. Pull the nearest fire alarm/pull station.

This will notify the Paducah Fire Department that there is a fire in the building.

2. Call 911 from a safe location to confirm & identify the location of a fire in the building.

3. Walk to nearest stairway or exit and leave the building.

4. Direct others to evacuate the building.

5. Close doors to unoccupied rooms.

Only those individuals who have been trained in the operation of a fire extinguisher should use them and attempt to extinguish a fire.

WHAT TO DO WHEN AN ALARM SOUNDS

When a fire alarm device is activated, flashing strobe lights and audio announcements with evacuation instructions will activate. (As per current fire code) This signals the report of an emergency in the building.

ALARM DURING PERFORMANCE

Theatre Evacuation Procedures (page 8) detail the plans for evacuating when an alarm sounds during the performance.

NON-PERFORMANCE ALARM EVACUATION

1. Evacuation Alarm Signal
2. Throughout the alarm condition the fire alarm evacuation signal will continue to sound and strobe lights will continue to flash with audio announcements.
3. The fire alarm system automatically sends a signal to Paducah Fire Department.
4. The Building Service Manager will call 911 to confirm they received the signal and inform 911 what is happening.

Individuals should walk to the nearest stairwell or exit and proceed to leave the building after having been addressed by the Manager on duty (see Emergency Announcement Scripts on Page 15).

WALK, don't run, when exiting & keep to the right in hallways and stairwells. Move any obstructions found in passageways or exits out of the exit path.

Stairwell doors should be kept closed at all times possible. Individuals should stay to the right when exiting down a stairwell to allow passage by fire department personnel that may be using the stairwell to go up to a fire area. If the stairwell is involved with fire or smoke, or otherwise obstructed, select another approved escape route.

Floor evacuation diagrams are posted in areas of the building as required by the Fire Marshall.

Everyone must leave the building, even if the alarm stops while on the way out.

No individual is permitted to re-enter the building until the Paducah Fire Department gives the “all clear”.

AFTER EXITING THE BUILDING

MOVE AWAY FROM THE BUILDING TO THE DESIGNATED EVACUATION SITE IMMEDIATELY to avoid danger from falling debris & to allow room for firefighters & their equipment. Do not congregate in lobby areas or just outside exit doors.

DESIGNATED MEETING SITES

Designated Evacuation Sites are locations where occupants of an evacuated building will gather after leaving the building. Their purpose is to group evacuees into specific, safe locations where further instruction can be issued, head counts can be taken to ensure that all occupants have evacuated or to identify persons who may still be inside and in need of rescue.

The Designated Evacuation Sites for evacuees from The Carson Center are located at the following:

[REDACTED]

****ANY PATRON, CAST, CREW, OR STAFF MEMBER THAT IS BELIEVED MISSING SHOULD BE REPORTED WITH THEIR LAST KNOWN LOCATION IMMEDIATELY TO THE FIRST ARRIVING POLICE OFFICER OR FIRE DEPARTMENT OFFICIAL!****

THEATRE EVACUATION PROCEDURES

PRE-PERFORMANCE INSPECTION & PREPARATION

Approximately 90-minutes before the beginning of each performance the following inspections will be conducted by the House, Operations & Building Service Staff:

1. **Egress Paths and Exits:** The inspection will include clearing egress paths and unlocking operable doors. Each door shall be opened to ensure it operates properly.
2. **Outside of Exit Doors:** The exterior side of the doors shall be checked to ensure that there are no obstacles to egress.
3. **Outside Sidewalks:** The inspection will ensure that sidewalks are clear and unobstructed and that in inclement weather there is no ice, snow or accumulated water that would impede egress.
4. **Fire Extinguishers:** Building Service Manager shall be responsible for inspecting fire extinguishers in their areas and verifying their location and appearance.
5. **Backstage Housekeeping:** The Production Manager shall inspect all backstage areas to ensure that all egress paths are kept clear and all exit doors are clear and operable, and that all equipment, costumes, sets and accessories are properly located.
6. **Staff Attendance Roster:** All members of the volunteers staff shall be identified along with their responsibilities.
7. **Performer Attendance Roster:** The Production Manager (or equivalent) of the performing company shall be designated to be responsible for safety procedures associated with this plan. That person shall be identified on the performer Attendance Roster. All performers who will be present in the building shall sign a roster to identify the following: a. Name b. Responsibility during performance
8. **Performing Company Training:** The Production Manager (or equivalent) and key staff of the performing company will be oriented to the layout of the Theatre,

including receiving the Emergency Preparedness and Continuity of Operations Plan and touring the theatre to identify pull stations, exits and egress paths.

PRE-PERFORMANCE EQUIPMENT CHECK

The following equipment items will be issued as indicated prior to the beginning of each performance:

1. **Flashlights:** All House Staff and Ushers are required to carry flashlights for each performance. The flashlights shall be checked to ensure that they are in good operating condition.
2. **Radios:** The operations staff will all have Motorola 2-way radio devices at their workstations and on their person during a performance to better equip them in case of an emergency.
3. **Bullhorns:** One Bullhorn will be kept at the Box Office and one in the Production Office to assist in the evacuation process as needed.
4. **Special Assistance:** Wheelchair Users will be noted to identify and locate [name and seat number] persons who will need special assistance in case of emergency. House Manager will note before at the start of the performance.
5. **Ticket Holders/House Count/Wheelchair Report:** The House Manager will obtain a list of the total House Occupancy Count at the beginning of each performance. The House Manager will also obtain from usher captions the location of every person in a wheelchair seat and their number of companions.

ALARM CONDITION RESPONSIBILITIES:

When the building alarm sounds, the following personnel responsibilities and assignments shall apply:

1. **House Manager:** The Manager shall be responsible for coordinating and supervising the staff, proceeding to the stage to make the appropriate announcement from page 15 and for the following:

i. The House Manager shall be responsible for inspecting the main lobby doors and the egress paths from Row AA to the main lobby doors.

ii. The House Manager will assign Staff for persons using wheelchairs in the event of an evacuation.

iii. The House Manager shall be responsible for dialing 911 in an emergency and reporting to the emergency response personnel.

2. **Production Manager:** The Operations Manager shall report to the House Manager and have the following responsibilities:

i. Providing information to Crew and Performers of the performing company during an evacuation.

ii. Checking egresses by feeling exit stair doors and opening them slightly to verify conditions in stairways.

iii. Inspecting all areas and reporting when clear to the House Manager. .

3. **Building Service Manager:** The Building Service Manager shall be the person who has overall responsibility for coordinating and supervising all staff personnel during any emergency response condition. The Building Service Manager shall also be responsible for the following:

i. To perform the Pre-Performance Inspections of Egress Paths and Exits, Outside of Exit Doors, and Sidewalks.

- ii. Upon alarm, to check the fire panel to determine the location of the alarm condition and to direct the Usher nearest to the identified area to confirm the emergency condition.
- iii. Notifying the Paducah Fire Department, on arrival, of the status of the building and the evacuation of the occupants based on the information from the status reports and telephone/radio reports from staff.
- iv. Reviewing the status of the Backstage with the Operations Manager.
- v. Notifying the Paducah Fire Department when the building has been cleared of occupants.

4. House Staff: The Staff shall be responsible for communicating with the Operations Team, checking their assigned area leading to the exits and for the following:

- i. Two members from building services staff will be assigned restroom duty. It is their responsibility to make sure Patrons in the restrooms proceed to the nearest exit.

5. Ushers:

- i. Two Ushers for each level will be designated as floor captains. It is their responsibility to make sure their level is completely evacuated.

TRAINING AND DRILLS

The Operations Team shall be responsible for a program of training and drills for all Carson Center staff and ushers. The Production Manager, Building Service Manager, House Manager, and Operations Manager are the personnel responsible for training and drills for the members of the staff and ushers. All assigned staff personnel shall have participated in at least one program of training.

The training shall consist of at least the following:

1. **Emergency Readiness and Continuity of Operations Plan:** Provide an overview of the manual and the important sections of the manual. Explain the identification of stairways, exits and levels as shown on the stair signage and described in the plan.
2. **Sign-In Sheet:** Explanation of the sign-in sheet and the requirements for signing-in for each performance.
3. **Egress Path and Exit Stairs:** An egress walk-through and egress condition assessment. The egress evaluation shall also include an evaluation of all paths leading to the stairways or exit doors. Show the stairway identifications and the plans with the stairway identifications.
4. **Manual Pull Stations:** An explanation of the use of the Manual Pull Station and identifying the locations on a walk-through.
5. **Fire Alarm:** An explanation of the Fire Alarm System.
6. **Defibrillator:** Identify the locations of all defibrillator and demonstrate the use of a defibrillator.
7. **Directions and Assistance to Patrons:** An explanation of the directions to give to patrons on the evacuation directing them to exits and identifying the Designated Meeting Sites outside.
8. **Person Who Needs Assistance:** An explanation of the methods of identifying patrons who need special assistance and the method of identifying them and their locations. Description of assistance. Transporting of individuals with special needs and/or disability up or down stairwells should be avoided without the assistance of emergency response

personnel. Unless imminent life-threatening conditions exist in the immediate area occupied by a non-ambulatory or disabled person, relocation of the individual should be limited to an area of refuge on the same floor separated by a set of closed fire doors preferably in close proximity to an evacuation stairwell.

9. **Fire Extinguishers:** Identify the locations of all fire extinguishers and demonstrate the use of a fire extinguisher. Train the staff to use one.

Bomb Threat Procedures

***NOTE: Once a bomb threat has been received, Motorola wireless two-way radios are NEVER to be used in or around the Theatre.**

If you receive a bomb threat, remain calm and:

1. Obtain as much information as possible:

- Write down the number from where the call is coming
- Write down as much information from the Caller ID screen on the phone (number, name, etc.)
- Write down the exact time of the call
- Write down as accurately as possible the statements made
- Listen to the voice to determine the sex, age, accents, lisps, tone, etc. (Note any distinguishing features)
- Listen for background noises
- If possible, try to signal for someone else to also listen on the telephone line
- Do not hang up and stay on the line as long as possible; wait for the caller to hang up

2. Keep the bomb threat caller talking, and ask as many questions of the caller as you can:

- When will the bomb go off? How much time remains?

- Where is the bomb located?
- What does it look like?
- What kind of bomb is it?
- How do you know about this bomb?
- Why was it placed here?
- Who are you?

ONCE THE CALLER HANGS UP, CALL 911 IMMEDIATELY

Power Outage & Procedures

[REDACTED]

[REDACTED]

Police Activity Procedures (Active Shooting, Suspect Search, Etc.)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Emergency Announcement Scripts

**All announcements are to be made in person from the stage. **

Fire Alarm Activation Announcement:

“Ladies and gentlemen. My name is _____ and I’m the (your title) for The Carson Center. The alarm that you are hearing (or heard if it was silenced) is the fire alarm. There is no immediate danger. However, for your safety we must evacuate the entire building until the location and nature of the problem can be determined by the fire department. Please go to the exit nearest your seat and follow the usher/staff to the safe area outside the building. The performance will resume once it has been determined there is no danger.”

Bomb Threat Announcement:

“Ladies and gentlemen. My name is _____ and I’m the (your title) for The Carson Center Theatre. An emergency has arisen that requires us to evacuate the building. Please go to the exit nearest your seat and follow the usher/staff to the safe area outside the building. The performance will resume once personnel determine that there is no danger.”

DO NOT mention bombs or bomb threat in the announcement!

Power Outage(Blackout) Announcement:

“Ladies and gentlemen. My name is _____ and I’m the (your title) for The Carson Center. Please remain seated. We are in the process of determining the probable duration of this power outage. As soon as we have any information I will inform you. Once power is returned the performance will resume.”

If the power remains out or Management have made the determination to end the performance:

“Ladies and gentlemen. We have been informed that the power is not expected to be back on soon. For your safety we must end the performance and evacuate the building until power has been restored. Please exit the way you came in and follow the usher/staff’s instructions.”

Police Activity Announcement:

“Ladies and gentlemen. My name is _____ and I’m the (your title) for The Carson Center. Please remain seated. Due to police activity outside the theatre, we’ve been requested by the Paducah Police Department to have our audience remain inside at this time. There is no immediate danger and this is just standard police procedure. As soon as we have more information we will inform you. Thank you for your cooperation.”

In the event of police assisted evacuation with the above announcement having already been made:

“Ladies and gentlemen. At this time the police department has asked us to evacuate the building. Uniformed police personnel will be assisting and giving instructions. Please remain calm upon exiting, walk don’t run, and listen to all instructions given to you by the police officers. We thank you for your cooperation in this matter.”