



THE PLAYHOUSE

EMERGENCY RESPONSE HANDBOOK

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BASIC RESPONSE TO ANY EMERGENCY

A Emergency Contacts

1. In the event of any emergency, it is important to call immediately. A call to any of these numbers will activate response from the appropriate emergency response operation(s):
 - i) Police Department 911
 - ii) Fire Department 911
2. If calling from a cell phone.
 - i) Provide a thorough description of the incident to ensure that proper resources are dispatched.
 - ii) Do not hang up until the dispatcher tells you to.

B Basic Response to any Emergency / Medical Emergency

1. If necessary, call 911.
 - i) Provide information to dispatcher on type of emergency, location of victim, condition of victim, and any dangerous conditions.
 - ii) Stay on the line until the dispatcher has completed questioning on victim's location, consciousness, breathing and chief complaint to determine appropriate response.
 - iii) Those trained to perform CPR and first aid can act within their expertise. Those who are not trained should remain calm and stay with the person. Crowding is generally not helpful unless the presence of others is required.
 - iv) Have someone stand outside the building to flag down the police or ambulance when they arrive.
 - v) Complete a written accident/incident form.

C Alcohol or Drug Overdose

1. If you are concerned about a person's safety, call 911.
2. Check the person's breathing. If it is slow or irregular, or their skin is cold, call 911 for medical attention.
3. If someone has passed out, try to wake the person. If you cannot wake them, call 911 for medical attention.
4. Turn the person on his or her side. Never put an intoxicated or drugged person to bed to sleep it off.
5. Do not leave the person alone.

D Suicide/Mental Health or Psychological Emergency

Suicide

1. In the event of threat to self or others, call 911.
2. Try to calm and isolate the individual.
3. Do not leave the individual alone. Stay until professional help arrives.

Mental Health or Psychological Emergency

1. A psychological crisis may exist when an individual is delusional, out of touch with reality, or threatening harm to self or others. The crisis may be manifested as paranoia, disruptive behavior, hallucinations, complete withdrawal, uncontrolled behavior, anger, yelling, or self-injury. When encountering such situations, one should:
 - i) Determine if there is a risk of the individual harming him or herself (i.e., attempting suicide, alcohol overdose, self-injury, etc.) or others and refer appropriately.
 - ii) Listen carefully before offering options.
 - iii) Offer encouragement and provide helpful tips.
 - iv) Encourage counseling, support from friends and family, seeking assistance with life goals, and/or seeking assistance with income and accommodations.
2. If the individual is aggressive, violent, harmful to self or others, call 911. Do not attempt to handle the situation alone.
3. All suicide attempts should be reported to 911 immediately.

E Abduction or Missing Person

1. If you are aware of an abduction, call 911 immediately.
 - i) Be prepared to provide police with number, description, demands, and instructions of abductor; name(s) of person(s) abducted.
 - ii) If vehicle is involved, attempt to identify C-color, Y-year, M-make, B-body (two-door or other vehicle type), A-anything else of importance, L-license number (CYMBAL).
 - iii) If you are abducted it is the same as a hostage situation. Follow the instructions of the abductor. Remain calm. Treat the abductor with respect. Ask permission to speak, do not argue or make suggestions.

F Child Abuse and Neglect Reporting

Des Moines Community Playhouse employees and contractors act as mandatory reporters of suspected child abuse. Please follow procedures established in the Youth Protection Policy.

G Physical or Sexual Assault/Fight

Sexual Assault

1. Call 911 if there is a medical emergency or immediate threat.
2. Stay with the victim. Do not leave the victim at any point in time.
3. There may be hidden physical injuries of which the victim is not aware. A medical evaluation is needed whether or not the victim decides to take legal action.
 - i) Assist in preserving evidence. Tell the victim NOT to change clothes, shower, douche, comb hair, brush teeth, eat, drink, or urinate (unless absolutely necessary).
 - ii) Tell the victim not to disturb the crime scene and to take a change of clothes to a hospital emergency room.
 - iii) A sexual assault nurse examiner will be contacted to provide support, explain procedures and options.
4. Encourage reporting the crime to the Des Moines Police Department as soon as possible. Reporting can be done anonymously and does not obligate the individual to take legal action.
5. Encourage the victim to get emotional help from family care services or Crisis & Advocacy Services: Crisis Line: 515-286-3600, Phone: 515-286-3600

Physical Assault or Fight

1. Call 911. Calmly provide location of incident and whether weapons are involved.

H Intruder, Suspicious Person, Hostage Taker or Disturbance

Intruder, Suspicious Person, or Hostage Taker

1. An intruder or suspicious person is any unauthorized person.
2. If you are aware of a hostage situation, call 911 immediately. Be prepared to provide the police the individual's features, clothing, vehicle, where he/she is located in the building, whether he/she is carrying a weapon or package, etc.
3. If you choose to approach an intruder or suspicious person, ask someone to join you. Politely greet the intruder and identify yourself. If the purpose of their visit is not legitimate, ask the intruder to leave.
4. If you are taken hostage, follow the instructions of the abductor or hostage taker. Remain calm. Treat the abductor with respect. Ask permission to speak, do not argue or make suggestions.

Civil Disturbance or Riot

1. Call 911. Provide the address, location, and all possible details to dispatcher.
2. Do not become involved in the situation.
3. In the event of a civil disturbance, The Playhouse may cancel or delay activities; remove, contain, or isolate disruptive persons; request police intervention; lock buildings for safety; etc.

I Shooting or Weapons

1. Call 911 immediately if you are aware of any actual and real weapons in the building – guns, knives, rifles, etc.
2. If you witness an individual shooting, hear gunshots, or are notified of a shooter in the building:
 - i) **GET OUT** – If the shooting is in the Playhouse, get out if you are able. If you see the shooter, run in the opposite direction. Put distance between you and the shooter. (Provide assistance to those with disabilities/special needs and/or provide their location to emergency responders.)
 - ii) **CALL OUT** – When it's safe, call 911. Give the location of the incident, the number of shooters and description. Do not make other calls to allow the dispatcher to call you back as needed.
 - iii) **HIDE OUT** – If you can't get out of the building, hide under a desk, in a closet, behind a door and stay quiet. If possible, avoid rooms with only one entrance/exit, unless you are able to barricade the door. Be prepared to identify yourself to responding law enforcement officials.
 - iv) **KEEP OUT** – Deny the shooter access by locking or jamming the door shut. Create a barrier. Block windows to rooms.
 - v) **TAKE OUT** – If there is no other option available then, distract the shooter by throwing something at them or attack the shooter. Attempt to disarm with any means available.

J Hazardous Materials, Spills, or Leaks

1. Only trained and authorized personnel are permitted to respond to hazardous material incidents.
2. For major spills or leaks, immediately evacuate the area, closing doors behind you. For minor spills or leak, follow departmental protocol.

3. Call 911 and calmly state your name, phone number, type of emergency, the building, and exact location.
4. Do not attempt to clean up the spill yourself. If available, provide clean-up/rescue personnel with appropriate materials, safety sheets and other pertinent information.
5. If someone is splashed with a chemical, immediately flush the contaminated area with water and obtain medical assistance.
6. If evacuation is ordered by the emergency responders, dispatcher, etc.:
 - i) Clear the area immediately and provide assistance to those with disabilities/special needs and/or provide their location to emergency responders.
 - ii) Leave upwind of vapors and hazardous materials site. Do not use cell phones until you have left the building.
 - iii) Take note of and report anyone missing.

K Flooding/Failed Plumbing or Power Outage

Flooding, Failed Plumbing

1. Cease using all electrical equipment.
2. Avoid contact with the water.
3. Evacuate the building.
4. Provide assistance to those with disabilities/special needs. If assistance is not possible, provide their location to emergency responders.

Power Outage

1. Evacuate the building if the fire alarm sounds or upon instruction by authorized emergency personnel.
2. Follow instructions of emergency personnel.
3. Provide assistance to those with disabilities/special needs and/or provide their location to emergency responders.

L Fire, Smoke, or Explosions

1. If not sounding, manually activate the fire alarm.
2. Locate persons with disabilities/special needs and provide assistance and/or provide their location to emergency responders. Notify fire personnel if you know someone is trapped.
3. If safe to do so, immediately exit the building, closing doors behind you. Do not use elevators and keep fire doors closed.
4. Call 911 and calmly provide your name, the building and location of fire, the nature of the emergency.
5. Evacuate building using designated evacuation route or proceed to nearest exit. All emergency exits can be used.
 - i) Evacuate to the parking lot of La Mie and stand near large garbage cans.
6. If caught in smoke, drop to your knees and crawl to the closest safe exit. Breathe through nose. Cover it with a towel or shirt if possible.
7. If trapped in a building, close all windows and doors. Place wet or dry cloth material under door to prevent smoke from entering. Attempt to signal people outside of the building. Call 911 to notify responders of your location and signal from window.
8. Never reenter a building until given an okay by the fire department.

M Bomb Threat, Suspicious Mail or Packages

1. If you see a foreign device or suspicious package do not touch it, tamper with it, or move it. Call 911 immediately.
2. If you receive a bomb threat by phone, try to keep the caller on the phone. If possible, write a note to have a co-worker call 911 from another phone. Also, check for Caller ID information.
 - i) Do not hang up. Further instructions may be given.
 - ii) Remain calm and courteous.
 - iii) Write down caller's exact words and the time of the call.
 - iv) Ask lots of questions. Use this checklist:
 - (1) When bomb will explode?
 - (2) Where is it right now?
 - (3) What does it look like?
 - (4) What will cause the bomb to explode?
 - (5) Did you place the bomb and why?
 - (6) What is your address?
 - (7) What is your name?
 - (8) Write down exact wording.
3. If you receive a bomb threat in written form, call 911 and be prepared to tell police about location of bomb and when it is to explode. Do not hang up; further instructions may be given.
4. Evacuate the building using areas and exits that are NOT near the device. When evacuating, leave everything as is. Leave room doors unlocked.
 - i) Evacuate to the parking lot of La Mie via the nearest exit. Gather near large garbage cans.
 - ii) Notify others of evacuation using landline phone system, hardwired PA system, or personal messenger. (Do not use cell phones, radio, or fire alarm system due to risk of activating the device.)
 - iii) When evacuating, leave everything as is. Leave room doors unlocked.
5. To recognize letter and parcel bombs, be cautious of:
 - i) Excessive postage, handwritten or poorly typed address
 - ii) Excessive weight
 - iii) Foreign mail, air mail, or special deliveries
 - iv) Incorrect titles
 - v) No return address
 - vi) Oily stains or discoloration on package
 - vii) Protruding wires or tinfoil
 - viii) Restrictive markings such as "Confidential" or "Personal"
 - ix) Rigid, lopsided, or uneven envelop
 - x) Visual distractions
6. If you see suspicious mail or packages:
 - i) Move away from suspicious items.
 - ii) Do not move, open, cover, or interfere with the package.
 - iii) Do not use a cell phone as it can trigger an explosive device.

N Weather Emergencies

Severe Thunderstorms

1. The Playhouse Subscribes to a weather alert service that notifies the Executive Director if there is an issue. The Executive Director will text staff on duty and house manager with as much notice as possible.

- i) If alerted to a potential issue, please keep connected to KCCI.com for update to date information.
2. A SEVERE THUNDERSTORM WATCH means conditions are conducive to the development of severe thunderstorm conditions in and close to the watch area. If you are in a watch area, monitor the weather closely and be prepared to take the necessary steps to protect your life and property.
3. A SEVERE THUNDERSTORM WARNING means severe thunderstorm activities have actually been sighted by spotters or indicated on radar and are occurring or imminent in the warning area.
 - i) Be attentive at all times and be prepared to take action if conditions worsen.
 - ii) Move to a place of safety away from large windows.
 - iii) Draw blinds and shades over windows. If windows break due to objects blown by the wind, the shades will prevent glass from flying into open spaces.
 - iv) Use landline phones only for emergencies. Cell phones are not safe to use.
4. Contact the appropriate Playhouse staff.
5. DO NOT call 911 unless you need to report an emergency, such as a fire, medical emergency or severe building damage. The 911 lines need to be kept open and available for emergency calls.

Snow or Severe Cold

1. Information regarding weather closings and delays are announced:
 - i) On local radio and television stations.
 - ii) Website

Tornado

1. The Playhouse Subscribes to a weather alert service that notifies the Executive Director if there is an issue. The Executive Director will text staff on duty and house manager with as much notice as possible.
 - i) If alerted to a potential issue, please keep connected to KCCI.com for update to date information.
2. A TORNADO WATCH means conditions are conducive to the development of tornado conditions in and close to the watch area. If you are in a watch area, monitor the weather closely and be prepared to take the necessary steps to protect your life and property.
3. A TORNADO WARNING means tornadoes have actually been sighted by spotters or indicated on radar and is occurring or imminent in the warning area.
 - i) Move to a place of safety immediately. Designated shelter area in the building are:
 - (1) Costume Storage
 - (2) Costume Shop
 - (3) Loud Room
 - (4) Viars Theatre
 - (5) Main Lobby Restrooms
 - (6) Green room and dressing rooms
 - ii) Provide assistance to those with disabilities/special needs
 - iii) DO NOT activate fire alarm as this will result in people going outside
 - iv) Do not rely on sirens to alert you to a tornado warning
 - v) Supervisory personnel make certain everyone vacates room(s). Take note of and report anyone missing. The last person out is to close doors
 - vi) Contact the appropriate Playhouse staff
 - vii) DO NOT call 911 unless you need to report an emergency, such as a fire, medical emergency or severe building damage. 911 lines need to be kept open and available for emergency calls.

O Evacuation, Lockdown, or Shelter in Place

Evacuation Procedures

1. Evacuation is used in the event of fire, smoke, explosion, bomb threat, flooding, etc. It may be used for spills, leaks, power outages, etc.
2. Begin evacuation immediately upon hearing an alarm or official announcement.
3. Determine the nearest exit to you: location and the best route to follow. If time permits during the evacuation, secure the area and take personal items.
4. Use designated corridors to fire exit stairs that lead to ground level. Leave the building in an orderly manner. Do not use elevators.
5. Provide assistance to those with disabilities/special needs. If assistance is not possible, provide their location to emergency responders.
6. Notify others on the way out.
7. Close doors, turn off lights and electronics (i.e. computers, TVs, etc.) behind the last person out.
8. Report missing or trapped persons to authorized emergency personnel.
9. Evacuate to the rear parking lot of La Mie and gather near large garbage cans.
10. Do not reenter a building until given an okay by emergency personnel.

Evacuating Persons with Disabilities/Special Needs

1. Staff should be proactive and be aware of people who will need assistance.
 - i) Assisting the blind/visually impaired:
 - (1) Clearly announce the type of emergency.
 - (2) Offer your arm or hold the person's hand to help guide the individual.
 - (3) Tell the person where you are going and alert him/her to obstacles along the way.
 - ii) Assisting the deaf/hearing impaired:
 - (1) Gain the person's attention.
 - (2) Indicate directions with gestures or written note.
 - iii) Assisting the mobility-impaired/wheelchair users:
 - (1) Elevators should not be used to move people with disabilities/special needs.
 - (2) Seek volunteers to assist persons with physical disabilities to the nearest enclosed stairway or designated areas for rescue.
 - (3) Others should advise emergency personnel of the location so the evacuation can be completed.
 - (4) If an imminent dangerous situation exists and the person requests assistance in evacuation before emergency personnel can arrive, assist in finding volunteers to evacuate the person according to his/her instructions.

Lockdown Procedures

1. A preventive lockdown is a means to rapidly enhance the level of security in a facility. By locking all exterior doors and main interior doors, it can be made more difficult for an intruder near the building to gain access to individuals inside. This type of lockdown allows for activities to continue in a limited fashion.
 - i) Upon notification of Preventive Lockdown, ALL doors should be locked via Brivo. Any staff member who has access to Brivo can lock the doors.
2. An emergency lockdown is a response to an actual emergency situation. This type of lockdown is used to dramatically and rapidly enhance the level of security in the facility. By locking exterior and interior doors, employees can make it more difficult for dangerous person(s) in the vicinity of the facility to access individuals inside. This type of lockdown further requires that all

individuals inside seek as much physical safety from physical assault as possible by using barriers to sight as well as physical barriers.

- i) Upon notification of Emergency Lockdown, ALL doors must be locked via Brivo. Any staff member who has access to Brivo will lock the doors.
3. When a preventative lockdown or an emergency lockdown occurs, staff will be notified in one or more of the following methods: email, voicemail broadcast, website, text message, or two-way radios.
4. If an emergency lockdown occurs, secure an area as follows:
 - i) Move immediately to the nearest room you feel is safe. Quickly encourage others to join you.
 - ii) Lock and barricade the door.
 - iii) Cover all windows with blinds, curtains, etc.
 - iv) Keep back from windows and doors.
 - v) Lie flat on the floor and take cover out of sight.
 - vi) Turn off cell phones except to report injured people.
 - vii) Keep calm and quiet.
 - viii) If a fire alarm sounds, DO NOT respond normally as fire alarms may be a ploy by armed intruder. Remain calm in lockdown secure area if safe to do so. In case of a fire, follow fire/evacuation procedures.
 - ix) Stay in room until police arrive. Remember it may be several hours before you can be safely evacuated.
5. If someone is injured, follow these steps when safe to do so:
 - i) Call 911
 - ii) Place a sign on an exterior window to identify the location of injured people.
 - iii) When contacting authorities, report the following:
 - (1) Your specific location, including office/room number,
 - (2) The number of people at your specific location,
 - (3) If there are injuries, the number and type of injuries, and
 - (4) If you have seen the assailant or identified a threat:
 - (a) Location and number of suspects
 - (b) Direction of travel
 - (c) Clothing and description
 - (d) Suspect's identity (if known)
 - (e) Any weapons or accessories (e.g., backpack), and
 - (f) Any unusual or threatening sounds (e.g., gunfire or explosion).
6. Take note of and report anyone missing.
7. Remain in shelter areas until "all clear" signal is given by law enforcement or emergency officials.

Shelter in Place Procedures

1. Shelter in place is used for severe thunderstorm warnings, tornado warnings, etc. It may be used for spills, vapors, etc.
 - i) These spaces include:
 - (1) Costume Storage
 - (2) Costume Shop
 - (3) Loud Room
 - (4) Viars Theatre
 - (5) Main Lobby Restrooms
 - (6) Green room and dressing rooms
2. Move indoors and remain there. Avoid windows and areas with glass.

3. If available, take a radio or television to the room to track emergency status.
4. Keep telephone lines free for emergency responders. Do not call 911 for information.
5. If hazardous materials are involved:
 - i) Select room(s) which is easy to seal has a water supply and access to restrooms.
 - ii) If you smell a gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it as normal as possible.
6. Take note of and report anyone missing.
7. Remain in shelter areas until “all clear” signal is given by law enforcement or emergency officials.
8. Contact professional staff as soon as possible.

P Automatic External Defibrillators (AEDs)

The Playhouse has one Automatic External Defibrillators (AED) located next to the elevator on the second floor. Playhouse staff should be certified to use the AED.

Q Additional Considerations

DES MOINES COMMUNITY PLAYHOUSE RESPONSE TEAM

David Kilpatrick – Executive Director Cell: 319-530-9144; Office: 515-974-5353

Nate Lawrence-Richards – Technical Director. Cell: 515-393-4294; Office 515-974-5363

Katy Merriman – Artistic Director Cell: 260-571-3729; Office 515-974-5354

Emergency situation evaluation

1. **Remain calm.**
2. Refer to the Emergency Situation Guidelines specific to the emergency to determine action that must be taken.
3. After evaluating the situation, take immediate action. Contact DES MOINES COMMUNITY PLAYHOUSE RESPONSE TEAM.
4. Complete appropriate accident/incident reporting forms.

Phone communications and responses

When discussing an emergency situation with 911 or other emergency personnel, give out pertinent information and answer their questions to the best of your knowledge. Give them clear and precise information regarding the location of the situation.

Media interaction and communication

1. When media arrive **do not let them enter the area.**
2. Let all media people know, “A Playhouse representative will answer your questions as soon as possible.”
3. Never answer any of their questions, refer back to the quote listed in the above statement.
4. Be courteous and respectful.

Call the appropriate EMERGENCY RESPONSE TEAM with these situations:

1. Any 911 Call
2. Bomb Threat
3. Child Abuse Issues
4. False Alarm Fire

5. Fire
6. Gas Leak
7. Lost Child
8. Medical Emergency
9. Power Outage
10. Theft
11. Water Emergency

Warning and Notification

Any one or a combination of these methods of communication may be used for notification in the event of an emergency. These communication methods are tested annually.

1. Email communication
2. Fire alarms
3. Flyers
4. Public address systems in the Playhouse
5. Special announcements posted on Playhouse website
6. Telephone tree (i.e., calls within departments, supervisors calling subordinates, etc.)
7. Television display
8. Text messages
9. Two-way radios

EMERGENCY READINESS & CONTINUITY OF OPERATIONS PLAN

Introduction and Purpose

The Des Moines Community Playhouse (The Playhouse) 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 Playhouse 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 Playhouse 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.

A physical copy of this plan will be stored in the following locations

1. Box Office
2. Stage Manager's Booth
3. Green Room
4. Technical Director's Office
5. Administrative Office
6. Concession Stand

Theatre Evacuation Procedures

PRE-PERFORMANCE INSPECTION & PREPARATION

Approximately 90-minutes before the beginning of each performance the following inspections will be conducted by the Staff on Duty or Technical 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:** Technical Director shall be responsible for inspecting fire extinguishers in all areas and verifying location and appearance.
5. **Backstage Housekeeping:** The Stage 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 volunteer staff shall be identified along with their responsibilities.
7. **Performer Attendance Roster:** The Stage 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 Stage 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. **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.
4. **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 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:

House Manager:

1. The House Manager shall be responsible for coordinating and supervising the staff, proceeding to the stage to make the appropriate announcement.
2. The House Manager shall be responsible for inspecting the main lobby doors and the egress paths from Row A to the main lobby doors.
3. The House Manager will assign ushers for persons using wheelchairs in the event of an evacuation.
4. The House Manager shall be responsible for dialing 911 in an emergency and reporting to the emergency response personnel.

Stage Manager:

The Stage Manager, in the event of an emergency shall report to the House Manager and have the following responsibilities:

1. Providing information to Crew and Performers of the performing company during an evacuation.
2. Checking egresses by feeling exit stair doors and opening them slightly to verify conditions in stairways.
3. Inspecting all areas and reporting when clear to the House Manager.

Staff on Duty

The Staff on Duty shall be the person who has overall responsibility for coordinating and supervising all staff and personnel during any emergency response condition. The Staff on Duty shall also be responsible for the following:

1. To perform the Pre-Performance Inspections of Egress Paths and Exits, Outside of Exit Doors, and Sidewalks.
2. Upon alarm, to check the fire panel to determine the location of the alarm condition and to direct the House Manager nearest to the identified area to confirm the emergency condition.
3. Notifying the Des Moines 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.
4. Reviewing the status of the Backstage with the Stage Manager.
5. Notifying the Des Moines Fire Department when the building has been cleared of occupants.

Training and Drills

The Playhouse Council shall be responsible for a program of training and drills for all Playhouse 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. **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.
3. **Manual Pull Stations:** An explanation of the use of the Manual Pull Station and identifying the locations on a walk-through.
4. **Fire Alarm:** An explanation of the Fire Alarm System.
5. **Defibrillator:** Identify the location of the defibrillator and demonstrate the use.
6. **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.
7. **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.
8. **Fire Extinguishers:** Identify the locations of all fire extinguishers and demonstrate the use of a fire extinguisher. Train the staff to use one.

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 Playhouse. 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 Playhouse. 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 Playhouse. 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 Playhouse. Please remain seated. Due to police activity outside the theatre, we’ve been requested by the Des Moines 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.”