

AUDIENCE & PATRON SAFETY

HOW TO KEEP OUR PATRONS SAFE

HOW TO MITIGATE POTENTIAL HAZZARDS & BE SITUATIONALLY AWARE



HOW TO SURVIVE A BEAR ATTACK



**If it's brown,
lie down.**



**If it's black,
fight back.**



“Provide for thine own future safety.”
—Wolsey, KING HENRY THE EIGHTH

“Devise the fittest time and safest way.”
—Celia, AS YOU LIKE IT

“Effect it with some care.”
—Oberon, A MIDSUMMER NIGHT’S
DREAM

“Keep it safe.”
—King John, KING JOHN

“Be not with mortal accidents oppressed.”
—Jupiter, CYMBELINE

“Embrace your own safety.”
—Celia, AS YOU LIKE IT

“Take care.”—Stephano, THE TEMPEST

“The gods with safety stand about thee!”—
Priam, TROILUS AND CRESSIDA

“Look to it well, and say you are well
warn’d.”
—Richard, HENRY THE SIXTH, PART I

AUDIENCE & PATRON SAFETY

ASSESSING YOUR VENUE:

Properly knowing and understanding the event and its audience is critical.
You must assess:

- ✓ the proposed size of audience and workforce
- ✓ knowledge of the audience type / profile
- ✓ knowledge of the proposed event activities
- ✓ whether the audience will be standing, seated or mixture
- ✓ infrastructure required
- ✓ emergency plans
- ✓ duration and time of year that the event will take place

AUDIENCE & PATRON SAFETY

ASSESSING YOUR VENUE:

- ✓ Existing structures and features
- ✓ Outside features, access, etc.
- ✓ Pinch Points
- ✓ Typical wind patterns
- ✓ Parking, walking paths to venue
- ✓ Maximum Occupancy

AUDIENCE & PATRON SAFETY

ASSESSING ALL THINGS FIRE-RELATED & Emergency:

- ✓ Means of Egress
- ✓ Features of Technical Elements which may impede movement
- ✓ Doors locked, or doors propped open
- ✓ Evacuation Plans are posted
- ✓ Patrons with Physical Impairments
- ✓ AED's & First Aid Kits
- ✓ Access to fire extinguishers in house area (and obvs. Backstage)

AUDIENCE & PATRON SAFETY

What is your weather plan?

Underage drinking and freeloaders of food

Health crisis at show

Do you maintain extra security as standard?

Open carry laws

<https://www.pennlago.com/pennsylvania-no-gun-signs-do-they-have-the-force-of-law/>

AUDIENCE & PATRON SAFETY

Dignitaries, celebrities attending

Evacuation

Shelter-in-Place

Lockdown

What happens during “relaxed” performances?

<https://howlround.com/noises-brief-history-unruly-audiences>

OUTSIDE FORCES

PROTESTERS

https://gazette.com/news/westboro-baptist-church-protest-at-manitou-springs-high-met-with-counter-protests-gay-rights-groups/article_66eaca2e-ee9a-11e9-8cd6-c77feabc144e.html

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FANS AND FANATICS

What if you have celebrities in the show?

Do you have an escape plan?

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What if you have celebrities in the show?

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YOUR CITY & THE TIMES IN WHICH WE LIVE...

Must the show go on?

What is your plan?

Be aware...

PSYCHOLOGICAL SAFETY



PSYCHOLOGICAL SAFETY

Strobe Lights / Flashing Lights

Haze / Fog / Smoke

Themes

Loud Sounds / Guns

Smoking on Stage

Disturbing Visuals



PSYCHOLOGICAL SAFETY

Strobe Lights / Flashing Lights

Haze / Fog / Smoke Themes

Loud Sounds / Guns

Smoking on Stage

Disturbing Visuals

Certain combinations of flashing lights can trigger seizures for anyone with photo-sensitive epilepsy.

Warning signs should always be used when lighting effects, loud noises, etc. are being used that could trigger a seizure.

PSYCHOLOGICAL SAFETY

Strobe Lights / Flashing Lights

Haze / Fog / Smoke Themes

Loud Sounds / Guns

Smoking on Stage

Disturbing Visuals

Be as specific as possible so that the audience knows what to expect.

Don't forget that actors, crew-members, orchestra members can also be triggered.

Ensure signage can be seen, post everywhere & in playbill. An announcement?

WHAT DO THE UNIONS SAY?



WHAT DO THE UNIONS SAY?



<https://careers.broadway/careers-jobs/house-manager/>

ATPAM members are press agents, publicity and marketing specialists, company managers and **house managers** who are devoted to the health, vitality and success of staged entertainment of all types.

ATPAM is part of the *International Alliance of Theatrical and Stage Employees, Moving Picture Technicians, Artists and Allied Crafts of the United States, Its Territories and Canada, AFL-CIO*.

Operates as **Local 18032** of the IATSE

WHAT DO THE UNIONS SAY?

<https://www.actorsequity.org/resources/Producers/covid19-info>

<https://iatsecares.org/resources>

[https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwi69OqlluVWhWaGVkFHWa-
AAoQFjAAegQIBBAD&url=https%3A%2F%2Fwww.iatse.net%2Fsites%2Fdefault%2Ffiles%2Fstagecraft_recording_guidelines_final.pdf&usg=AOvVaw1_Vy3cmw](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwi69OqlluVWhWaGVkFHWa-
AAoQFjAAegQIBBAD&url=https%3A%2F%2Fwww.iatse.net%2Fsites%2Fdefault%2Ffiles%2Fstagecraft_recording_guidelines_final.pdf&usg=AOvVaw1_Vy3cmw)

DOCUMENTS



Pre Show Checks:

- ☐ Inspect required equipment.
 - Programs
 - Ticket Boxes
 - Name tags for House Manager and ushers
 - Flashlights and batteries
 - First Aid Kit and Visitor Accident Reports
 - Recycle bins (one for programs and one for cans and bottles)
- ☐ Check lobby for cleanliness (If problems, call Facilities Management at 963-3000).
- ☐ Check bathrooms for cleanliness (if problems, call Facilities Management at 963-3000).
- ☐ Turn on Lobby Lights.
 - For Tower
 - Chandelier (switch in tunnel)
 - Lobby globe lights (switch in tunnel)
 - Exterior globe lights (switch in entrance way, next to elevator)
 - Comedy/Tragedy neon light
 - Make sure Espresso neon light is turned off (if Backstage Coffee House is not open)
 - Restroom lights
 - Coffee Shop TV (put on ticket price picture)
 - For McConnell (all are breakers in the box office electrical panel)
 - Overhead lobby lights
 - Bronze lobby column lights
 - Overhead exterior lights
 - Restroom lights
- ☐ Unlock exterior lobby doors.
- ☐ Check with box office manager for any special seating requirements, handicapped seating, or reserved seating.
- ☐ Conduct usher orientation.
 - Issue name tags
 - Assign duties and review responsibilities
 - Review Theatre Arts Major and Faculty seating policy.
 - Review emergency procedures
 - Review late seating policy and procedures
 - Food and drink policy (permitted)
 - Tobacco use (prohibited IAW Chapter 70.160 RCW)
 - Recording devices (prohibited)
- ☐ Coordinate with USITT representative for concessions.
- ☐ Open house at 30 minutes, with consent of the Stage Manager.

HOUSE MANAGER CHECKLIST

During the performance:

- ☐ Check on cleanliness of restrooms.
- ☐ Shut all doors to the auditorium.
- ☐ Count ticket stubs.
- ☐ Seat latecomers, as necessary.

At Intermission:

- ☐ Open auditorium doors.
- ☐ Monitor and direct patrons to services, as needed.
- ☐ Flash lights 12 minutes into intermission, signaling the beginning of the next act.
- ☐ Clear the restrooms of patrons.
- ☐ Turn house over to Stage Manager when lobby is cleared.
- ☐ Shut the doors to the auditorium.

After the show:

- ☐ Assist patrons exiting the theatre. Encourage patrons to move to the lobby to wait for cast and crew members.
- ☐ Recycle programs that can be reused.
- ☐ Inform the Stage Manager when the house is clear.
- ☐ Pick up programs from auditorium. (Facilities Management should come and clean the space before the next performance)
- ☐ Turn off lobby lights.
- ☐ Lock lobby doors.
- ☐ Ensure the box office is locked.
- ☐ Inform the stage manager of any note that need to be included in the performance report, including the house count for the performance.
- ☐ Ensure any Visitor Accident Reports are turned over to the Stage Manager.
- ☐ Thank the ushers for their assistance and collect their name tags and flashlights.
- ☐ Inform the stage manager prior to your departure.

Prior to Each Performance:

Although routine safety inspections are made of the facility, the house manager must ensure the facilities are inspected again prior to the performance and arrival of patrons in order to identify hazards that may have developed since the last routine safety inspection. The house manager should ensure all hazardous conditions are immediately corrected and, if necessary, cancel the performance and evacuate the building. Use a checklist to document the inspection; this will help to ensure all areas of concern are observed and provide evidence of corrective action taken.

1. Conduct a Building Tour
2. Get a set of keys from Tom Knapp at least three weeks before the first production's final dress rehearsal.
3. The keys you should be issued are 28.1 (sub-master), 28.OUT-V110 (east side exterior door), 28.102 (Box Office), and a hex wrench (for exterior doors).
4. Locate fire extinguishers and know how to use them.
5. Locate first aid kits.
6. Flashlights are located in the house management cabinet in the lobby.
7. Review location of lights – house, lobby, bathroom and display case.
8. Review location of telephones, restrooms, drinking foundations.
9. Familiarize yourself with seat numbering arrangement.
10. Review location of all exits and where they lead.

Accessible Exits:

1. Ensure aisles, corridors, exit pathways, and exit doors are unobstructed.
2. Ensure aisle widths meet building code and Fire Marshal specifications in venues equipped with portable seating.
3. Ensure aisles and corridors along the exit pathway are not reduced.
4. Ensure no concession or vending tables obstruct access to the exits.
5. Ensure no curtains or decorative hangings obstruct or obscure the view of the exits or access to the exits.
6. Remove any decorations or posters from the surface of exit doors.
7. Ensure there are clear areas on *both* sides of the exit doors to allow the convergence of evacuees. The clear area on each side of the door must be at least the width of the exit doorway and at least 6-feet deep.
8. Ensure exit doors are unlocked and open with ease.
9. Check the exterior side of all exit doors to ensure the required exterior clear area exists.
10. Ensure the immediate removal of any exit constrictions or obstructions.
11. Ensure there is a clear exit path from the building to a safe place of refuge on the exterior side of all exit doors.
12. Remove any mirrors placed near an exit in any manner.
13. Remove any items stored in or under stairways.

HOUSE MANAGER CHECKLIST

Emergency Lighting and Illuminated Exits Signs:

1. Test the emergency lighting system.
2. Inspect the emergency back-up generator test record to ensure the generator can be expected to function properly.
3. Check all illuminated exit signs to ensure they are functioning properly and are unobstructed.
4. Check the aisle lighting to ensure aisle pathways are properly illuminated.

Patron Awareness:

Some special effects and special features of the performance may pose a hazard for patrons. It is essential the patrons be notified in advance.

1. Ensure signs are posted in the lobby advising patrons of the use in the production of:
 - a. Strobe lights
 - b. Laser lights
 - c. Pyrotechnic effects
 - d. Live animals
2. Ensure signs are posted in the lobby advising patrons of the prohibition of:
 - a. The use of flash photography
 - b. Video recording
 - c. Food in the auditorium
 - d. Beverages in the auditorium
3. Ensure informational signs are positioned to ensure patrons see the notice prior to entering the auditorium but not in a manner that obstructs or obscures the exit pathways.

Facility Conditions:

The facilities must be checked for cleanliness and the absence of slip, trip, and fall hazards:

1. Ensure entry rugs are level and do not pose trip/fall hazards.
2. Ensure the lobby floor is dry and will remain dry as the patrons arrive. Provide extra entry mats if necessary.
3. Ensure the exterior of the entry way and sidewalks are free of ice and snow.
4. Ensure the restrooms are:
 - a. Clean
 - b. Dry – no water on the floors
 - c. Safe – toilet seats are secure
 - d. Stocked with:
 - i. Soap
 - ii. Hand drying materials or functioning dryer machines
 - iii. Toilet tissue
5. Ensure cleaning tools and materials are immediately accessible should it become necessary to clean up spills or respond to patron illnesses.

While the Patrons are Present

The front-of-house personnel are responsible for making safety announcements, crowd control, safety rule enforcement, emergency response, and incident investigation. The house manager must be on premises prior to patron arrival and stay until all patrons have left.

In an Emergency:

1. The house manager will go to the stage and provide information regarding the nature of the emergency and instruct the audience as to expected actions; i.e., evacuate, shelter in place, etc.
2. The ushers will direct patrons to exits during evacuations and lead them to assembly points specified in the Emergency Response Plan.
3. After the emergency is over, cooperate with EH&S and Risk Management to complete an incident investigation.

Fire and Life Safety

The focus of fire and life safety is the reduction of the possibility of fire and ensuring the ability to safely evacuate patrons in the event of a fire.

- The stage manager, an usher or a patron may be the one to notify the house manager of the possibility of a fire. The house manager should call Jane at 541-890-1618 and she will inform you of the decision to stop the show. She will pull the nearest fire alarm and also call 911.
- If the show is to be stopped, arrange with the Stage Manager that you will make the following announcement. A sample speech is: "Ladies and gentlemen, may I have your attention please. There is no cause for concern. We are having a problem with the alarm system and must, according to safety regulations, evacuate the theatre. The play will resume once the alarm system has been fixed. Please exit via the house doors closest to your seat. The ushers will show you the way. Thank you." DO NOT MENTION THE WORD "FIRE"!
- Ushers with flashlights should assist patrons through the doorways and up and down steps as much as possible.

- When all patrons have left the building, close doors behind you as you leave.
- Evacuate to at least 300 feet from the building and keep away from emergency personnel.
- Do not return to the building until instructed to do so by authorized personnel. Do not walk through or stand in a smoke cloud.
- Tell authorities if you suspect someone may be trapped inside the building.

If you are caught in smoke:

- Drop to your hands and knees. Crawl toward an exit.
- Stay low, as smoke rises to ceiling level.
- Hold your breath as much as possible.
- Breathe shallowly through your nose and use a filter such as a shirt or towel.

Using a fire extinguisher:

- If you have been trained and it is safe to do so, you may fight small, contained fires with a fire extinguisher. Be sure you are using the proper extinguisher for the type of fire you are fighting.
- Fire extinguisher instructions:
 - P – PULL safety pin from handle
 - A – AIM at the base of the fire.
 - S – SQUEEZE the trigger handle.
 - S – SWEEP from side to side at the base of the fire.

Power Outage

- House manager calls Jane Hickinbotham at 541-890-1618. She will inform you of the decision to stop the show. She will also call Campus Public Safety at 2-6911.
- Arrange with the Stage Manager that you will make the following announcement. Go immediately to the front of the house with a flashlight and say, "We are experiencing a power outage. If you will please stay seated, we are trying to determine the problem. We hope to have the power back on within a few minutes. Thank you."
- Station ushers at the inside lobby doors and outside doors with flashlights.
- When Jane informs you that the power will be coming back soon, tell the audience that. If she says that the power will remain off for more than ten minutes and it is not known when the power will return, begin to evacuate the theatre.
- Announce that we will have to evacuate the theatre and that patrons should leave by the nearest lit exit. Ushers with flashlights should assist patrons through the doorways and up and down steps as much as possible.
- Some campus telephones may not operate during a power outage, but pay telephones are likely to be operational. The campus emergency information line (2-7672) will have a recorded message stating when power is likely to be restored.

Equipment Failure

- The stage manager, an usher or a patron may be the one to notify the house manager of an equipment failure. House manager calls Jane Hickinbotham at 541-890-1618. She will inform you of the decision to stop the show. She will also call Campus Public Safety at 2-6911, if necessary.
- If the show is to be stopped, arrange with the Stage Manager that you will make the following announcement. Go immediately to the front of the house and say, "We are experiencing technical difficulties. If you will please stay seated, we are trying to determine if the problem can be fixed immediately. Thank you."
- Station ushers at the inside lobby doors in calm, alert positions.

Emergency Assistance

- Call 911 for medical emergencies, fire or fire alarms, leaks or spills of hazardous or toxic chemicals, bomb threat by phone or bomb threat in writing
- Call Campus Public Safety at 2-6911 (emergency 24 hours) for an alarm malfunction.
- Call the Campus Public Safety Tipline at 552-8372 to leave a message of tips or information on crimes on campus. This information can be made anonymously.

Fire Extinguishers, Fire Alarm Pull Stations, and Fire Hose Stations:

1. Ensure all fire extinguishers are in place and intact (the seal has not been broken).
2. Ensure all fire extinguisher "charge indicator gauges" are in the green zone of the gauge.
3. Ensure all fire hoses are properly mounted and undamaged.
4. Ensure access to the fire extinguishers, fire alarm pull stations, and fire hose stations is unobstructed and un-obscured. The clearance vertically must be from the floor to the ceiling and must extend horizontally 36 inches from all sides of the fire extinguisher (except the mounting side).

Crowd Control:

1. Take steps to prevent patrons from accessing the stage uninvited.
2. Take steps to control unruly patrons.
3. Enforce house rules regarding the use of:
 - a. Flash photography
 - b. Video recording
 - c. Mobile telephone use
 - d. Food and beverage consumption

Patron Injury/Illness Response and Investigation:

Call 911 and Jane at 541-890-1618 first to inform her of situation and receive guidance as to the next steps to take.

Medical Emergency

- Do not move a seriously injured person unless the surrounding situation is life threatening.
- Usher should go to lobby and inform house manager of situation. House manager calls Jane at 541-890-1618 and she will determine whether the patron can be assisted to the lobby to receive medical attention or left in place. If left in place, the house manager will communicate with the stage manager that the show should be stopped.
- Jane calls 2-6911 or 911. She will give her name, location, telephone number and as much information as possible regarding the nature of the injury or illness, and whether or not the patient is conscious.
- If possible, send someone out to wait for emergency personnel. Remain with the patient until emergency personnel arrive. If the show has been stopped, once emergency personnel remove the patron from the theatre, the house manager can contact the stage manager to start the show.
- Provide necessary first aid, and keep the patient as calm and comfortable as possible. There is a first aid kit in the Green Room, by the ASM panel, in the costume shop and in the scene shop.
- If patient is having seizures, try to prevent injury by moving furniture out of way. When the seizure finishes, roll the individual onto his/her side. Be aware that they most likely will remain unconscious, may have wet themselves, and may have snoring type breathing.
- If you notice any medical identification jewelry, bring this to the attention of the responding emergency provider.
- Protect yourself from bloodborne pathogens (human blood and body fluids). If you think you have been exposed, contact Campus Public Safety at 541-552-6911 (2-6911) and Environmental Health and Safety at 541-552-6881 (2-6881).
- In every case involving a death, serious illness, or injury to any person on campus, the Department of Campus Public Safety must be notified immediately (2-6911).

Campus Public Safety advises calling

emergency personnel even if the patron says that they don't need it so they will be evaluated by professionals and the medical event is documented.

1. Provide first aid as appropriate and trained to administer.
2. Begin incident investigation.
3. Obtain information regarding the injured/ill patron from the patron and/or persons with the patron.

- a. Name
 - b. Address
 - c. Telephone number
 - d. Medical conditions and/or medications being taken;
- this information must be provided to emergency medical personnel as soon as possible

4. Obtain information from witnesses:

- a. Name
 - b. Contact information
 - c. What they saw and/or heard.
5. Document investigation on the appropriate investigation form.
 6. Report incident to Risk Management.

STAGE MANAGER (SM) COMMUNICATION

- Latecomers
 - Ask the SM for appropriate times in the show to seat latecomers during the first ten minutes. We do not seat latecomers in the Black Box.
- Closing the House
 - Arrange communication with the Stage Manager using the theatre walkie-talkies.
 - Arrange for the timing and the set of signals you will use to begin the top of the show and the second act after intermission. Each Stage Manager may have preferences on the frequency and type of signals that will be used.
 - Notify the Box Office when you receive the five-minute, two-minute and places signal from the Stage Manager
- Emergencies
 - Be sure the Stage Manager and the actors are aware of emergency procedures.
 - Review what each of you will do in case of fire.
- Special Needs
 - Alert the Stage Manager of any large groups in the audience.
 - Alert the Stage Manager of any patrons with special access needs.

USHER MEETING

- Tom Knapp will hold an usher meeting at least two weeks before the first final dress rehearsal.
- Distribute the usher packet that includes job description, building map, and theatre policies handout.



- Tour the building together, pointing out fire extinguishers, lights, first aid kits, etc.
- Explain emergency procedures. Ask if anyone knows First Aid or CPR.
- Review usher jobs: Preparing the lobby and restrooms, ticket-taking, seating patrons, giving out programs, thanking patrons at end of show, helping close the house, helping you whenever necessary.
- Explain ticket-scanning procedures.
- Review seating arrangement and ticket numbering.
- Review Theatre policies.