

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

As STARS or RedCoats, you have a unique role in the safety of guests who attend shows at Playhouse Square. We ask that you take this role very seriously. In an emergency, our primary responsibility is to ensure the safety of guests, volunteers, performers and employees of Playhouse Square.

When you are assigned to work inside a theater or any other position within the complex, it is imperative that you are familiar with your surroundings. You will often be the first person a guest encounters if they have a question or need assistance. If something doesn't look or feel right, do not hesitate to seek out a Head Usher or House Manager to assist. Your role is to **"See Something. Say Something."** If everyone raises their level of awareness about their surroundings and pays attention to the details, it will assist Playhouse Square in making our theaters a special place for everyone to enjoy.

Please take time to become familiar with the following evacuation guidelines in the unlikely event that any/all of the theaters in Playhouse Square need to be evacuated. These are general guidelines to follow, regardless of the location, and information about evacuation routes for each theater. We have also included guidelines for active shooter response and your role if a guest is reported missing.

## THEATER EVACUATION

**Upon Arrival in the Theater:** Check emergency exit doors in your area to be sure they are functional and free of obstructions. If there is an obstruction in the escape route that would impede a safe exit out of the theater, report it immediately to the House Manager.

- Open emergency exit doors, see what's on the other side of the door and get your bearings.
- Know which way to turn as you exit and if you should direct guests to stay to the left or right.
- For performances in the Connor Palace, drop-down stairs from the House right mezzanine and balcony should be down. If not, notify the House Manager.

**Volunteer Responsibilities:** Volunteers are assigned to man emergency exits, two at each door. Emergency exits are always manned at intermission and end of a performance. In case of evacuation, remain calm and maintain a steady flow of people out of the auditorium. At each emergency exit door:

1. One volunteer acts as leader to guide guests out through corridors or down stairs to the street and safety. Direct guests to move away from the theater so access is clear for emergency personnel.
2. Second volunteer remains at the door to hold it open until all guests using this exit are out of the theater, then closes the door and follows the group. Remind guests to "Watch your step."
3. If there is a potential danger in using a particular exit, volunteers block the exit and direct guests to the next nearest exit. The House Manager or a Playhouse Square staff person will attempt to notify volunteers if this situation occurs.
4. Once the theater has been evacuated, wait with guests for further directions.
  - a. If guests ask about leaving, respond "We're waiting for the all clear."
  - b. When the "All Clear" is given (by House Manager, Playhouse Square staff person, or Security), lead/direct guests to the main theater entrance and tell them to return to their seats.
  - c. If re-entering the theater is not permitted, follow instructions from the House Manager, Playhouse Square staff person or Security for directing guests. Once the area clears, report to the **Volunteer Assembly Point** at the security guard desk in the Hanna Building lobby to check in with the House Manager before going home. (HM must account for all volunteers assigned to the theater.)

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## Guests with Disabilities

1. We do not attempt to retrieve guests who entered with the assistance of a Playhouse Square wheelchair. Their companion will assist them.
2. In the Allen, Upper Allen, Outcalt Theatre and The Helen, guests who can't do stairs are led to the nearest safe zone. Wait with guests for further directions.
  - a. Use the intercom, if there is one, to report zone number and guest count to security. "There are \_\_ guests **and me** in Zone \_\_." (A label with the zone number is on the intercom.)
3. In all other theaters, guests who can't do stairs should remain close to emergency exit doors near the accessible seating area so emergency responders can easily locate them and assist them out.

## EVACUATION CUES

When an alarm is triggered, security notifies the House Manager and Maintenance of the location of the alarm. The location is checked and they determine if the theater needs to be evacuated. Evacuate in the event that any of the following alert systems occur within a space:

- Audible alarm
- Strobe lights
- Instructions over the Public Address system
- Verbal instructions

### Scenario 1: Move to emergency positions and immediately begin the evacuation.

- All theaters are equipped with automated audible alarms. An alarm sounds, strobe lights flash and an automated evacuation message is heard that begins "A fire emergency has been detected..." Evacuation starts as soon as the message is heard.
- We also evacuate immediately if a catastrophic event such as an explosion, structural failure or major fire occurs in the theater. **NOTE:** We do not evacuate in the event of weather emergencies, such as a tornado, where guests would be safer inside the theater.

### Scenario 2: Move to emergency positions but wait for instructions from the House Manager.

- House lights come up unexpectedly during the performance.
- Battery operated emergency lights come on.
- Fire curtain comes down across the stage.
- Show stops.

Each of these cues will be checked out before action is taken. Options:

- Volunteers may be directed to return to their seats.
- The Stage Manager or House Manager makes an announcement similar to the following:

"Ladies and Gentlemen, we ask your cooperation at this time. Please locate the exit nearest your seat and follow the instructions of the ushers, who will guide you out of the auditorium. We apologize for the interruption of today's program and hope that it can be resumed shortly. Thank you."

- After this announcement, volunteers open the doors and proceed with the evacuation.

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## EVACUATION ROUTES

### **ALLEN THEATRE COMPLEX (Allen Theatre, Upper Allen, Outcalt Theatre, The Helen)**

If an automated alarm is triggered, it sounds in all four theaters and all four evacuate. Guests who can't do stairs evacuate to a **safe zone**. Guests in the safe zone should be positioned so that they are not blocking the stairs. **NOTE:** The elevators and wheelchair lift are **not** used during evacuation.

### **ALLEN THEATRE**

**Primary Route for Allen Lobby, Fasenmyer East and West Lounges** is through the Rotunda to Euclid Avenue.

- **Alternate route:** Through the doors to the west alley and Chester Avenue via E. 15<sup>th</sup> Street.

**Main Floor guests who don't do stairs** exit via the ramps in the lobby and through the Rotunda to Euclid Avenue.

**House Left (Main Floor):** Exit near the stage to the west alley and Chester Avenue via E. 15<sup>th</sup> Street. Exit from the rear of the theater through the main floor doors and through the Rotunda to Euclid Avenue.

**House Right (Main Floor):** Exit near the stage to the Concourse. Turn right toward the Outcalt Lobby then through the Bulkley Lobby to Euclid Avenue. Exit from the rear of the theater through the main floor doors (or the door at the rear corner) and through the Rotunda to Euclid Avenue.

**House Left (Balcony):** Exit down the stairs to the main floor doors and through the Rotunda to Euclid Avenue.

**House Right (Balcony):** Exit through the doors and down the ramp to the stairwell. Take the stairs to Level 1 and turn left into the alley leading to Chester Avenue via E. 15<sup>th</sup> Street. (You will pass Safe Zone 2 for the Outcalt.)

**Balcony guests who do not do stairs:** Exit through the doors and down the ramp to Safe Zone 5 in the stairwell. (Do **not** block the stairs. Guests from the Upper Allen may be coming down the stairs.)

**Allen Tomsich Mezzanine Lobby guests:** Use the closest staircase to the Allen main floor and out to Euclid Avenue. Guests who can't do stairs exit through the door to Safe Zone 5 in the stairwell.

### **UPPER ALLEN**

**House Left** (Direct guests to the nearest emergency exit): The three (3) emergency exit doors lead to the west alley fire escape. At the bottom, continue to Chester Avenue via E. 15<sup>th</sup> Street.

- **Inside exit route:** Turn left and down the stairs to the Tomsich Mezzanine Lobby. Stay to the right and go down the Rotunda stairs. At the bottom, turn right to Euclid Avenue.

**House Right** (Upper level guests should be directed down the stairs): Turn right and down the stairs to the Tomsich Mezzanine Lobby. Stay to the left and go down the Rotunda stairs. At the bottom, turn left to Euclid Avenue.

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- **Alternate Route:** Go through the east door to the stairwell. Take the stairs to Level 1 and turn left into the alley leading to Chester Avenue via E. 15<sup>th</sup> Street. **NOTE:** Guests will pass Safe Zone 5 used by Allen guests and Safe Zone 2 used by Outcalt guests.

**Guests from the upper level who don't do stairs:** Go through the east door to Safe Zone 6 in the stairwell.

### **OUTCALT THEATRE**

**Primary Route:** Go up the section steps, around the walkway to the main doors and the Outcalt Lobby then through the glass doors and the Bulkley Lobby to Euclid Avenue.

**Guests who don't do stairs:** Exit through the vomms and then to Safe Zone 2 in the stairwell.

**Concourse Exit at the northwest end of the walkway** (Used **only** if there are volunteers to man it after all other routes are manned.)

- **Preferred:** Turn left toward the Outcalt Lobby then through the Bulkley Lobby to Euclid Avenue.
- **Alternate:** Turn right into the Concourse. Go down the stairs to The Helen lobby, out to Dodge Court and Chester Avenue via E. 15<sup>th</sup> Street. **NOTE:** Guests must be able to do stairs to use this route.

### **THE HELEN**

**Primary Route** is through the main doors of the theater, past the Guest Services Desk, out to Dodge Court and left to Chester Avenue via E. 15<sup>th</sup> Street. (Alternate routes are only used if primary route is blocked or unsafe.)

**Guests who don't do stairs:** Remain in the outer lobby near the windows where emergency personnel will see them through the glass.

**Alternate Route House Left** (Southeast corner - directly opposite the main doors): Go through the doors to the hallway and turn left to the emergency exit door beyond the loading dock overhead door. Go down the outer stairs into the alley leading to Chester Avenue via E. 15<sup>th</sup> Street.

**Alternate Route House Right** (Southwest corner - diagonally opposite the main doors): Go through the doors to the hallway. Turn left, then right and down the stairs and through the doors on the right. Follow the hallway straight ahead through doors leading to Chester Avenue via E. 15<sup>th</sup> Street.

**Alternate Route via Northwest corner door** (Same side as main doors): Go through this door and the door on the right past the Guest Services Desk, down the stairs to Dodge Court and then to Chester Avenue via E. 15<sup>th</sup> Street.

**NOTE:** Do not lead guests onto the set to access an alternate exit. Choose an alternate exit that does not require guests to walk on the set or maneuver around props.

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## CONNOR PALACE

**House Left (all levels):** Exit to a tunnel leading to E. 17<sup>th</sup> Street then left to Chester Avenue.

- **NOTE:** Push bars at the bottom of Aisle 1 and inside Exit 85 are covered with black sandpaper as a reminder to be cautious because there is **no** landing outside the doors.

**House Right (Main Floor):** Exit to E. 17<sup>th</sup> Street. Turn in the direction away from the drop-down stairs, left toward Chester Avenue or right toward Euclid Avenue.

**House Right (Loge, Mezzanine and Balcony):** Exit via drop-down stairs. At the bottom, continue in the direction you are facing (towards Chester or Euclid Avenue). Crossing E. 17<sup>th</sup> Street is **not** recommended. Oncoming traffic may not yield and E. 17<sup>th</sup> should be kept clear for emergency vehicle use.

**Main Floor Rear (House Left/Right):** Exit through aisle entrance doors to the lobby and out to Euclid Avenue.

**Balcony Center (Near the Blue Urn by Door 7 and 8):** At the bottom of the stairs, turn right from Door 7 and left from Door 8 to the Grand Staircases. Go down the stairs and through the lobby to Euclid Avenue.

## HANNA THEATRE

**Main Floor Rear:** Exit through the lobby to E. 14<sup>th</sup> Street.

**House Left (Main Floor):** Exit to an alley between the theater and the Hanna Building. Turn left to E. 14<sup>th</sup> Street.

**House Right (Main Floor):** Exit to Hanna Annex, left to the Hanna Parking Garage, then right to Prospect Avenue.

**Balcony (House Left/Right):** Exit down the stairs to the lobby and out to E. 14<sup>th</sup> Street.

**Balcony Left Alternate Route:** Take the back stairs to the emergency doors, then down the stairs to the alley between the theater and the Hanna Building. Turn left to E. 14<sup>th</sup> Street.

## KENNEDY'S

**Primary Route** is through the main door of the theater and up the stairs. Turn right to the Bulkley Lobby then left to Euclid Avenue. **Alternate Route:** Go through the hallway behind the stage and down the stairs. At the bottom of the stairs, turn right into the alley leading to Chester Avenue via E. 15<sup>th</sup> Street.

**Alternate Route Two** (same side as main door): Go through the door at the corner, into the hallway and down the stairs. Turn right at the bottom of the stairs and through the emergency exit doors. Turn right again and through the emergency exit door to the left of the overhead door. Follow the alley to Chester Avenue via E. 15<sup>th</sup> Street.

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## KEYBANK STATE THEATRE

**House Left (all levels):** Exit to the covered alley between the KeyBank State and Ohio theaters then left to Chester Avenue via E. 15<sup>th</sup> Street.

**House Right (all levels):** Exit to E. 17<sup>th</sup> Street and left towards Chester Avenue. Crossing E. 17<sup>th</sup> Street is **not** recommended. Oncoming traffic may not yield and E. 17<sup>th</sup> should be kept clear for emergency vehicle use.

- **NOTE:** Loge, Mezzanine and Balcony guests walk down fire escapes, then inside and down another set of stairs to street level where they merge with guests exiting from the main floor.

**Main Floor House Left Rear and Lobbies:** Exit through the lobby to Euclid Avenue.

## OHIO THEATRE

**House Left (all levels):** Exit from the bottom of the fire escape to Chester Avenue via E. 15<sup>th</sup> Street.

**House Right (all levels):** Exit to the covered alley between the Ohio and KeyBank State then left to Chester Avenue via E. 15<sup>th</sup> Street.

- **NOTE:** Mezzanine and balcony guests walk down stairs, through a hallway to another set of stairs leading to ground level where they merge with guests exiting from the main floor.

**Guests in the Lobby and Guests who don't do stairs:** Exit through the lobby and turn right to the Bulkley Lobby then left to Euclid Avenue.

## WESTFIELD INSURANCE STUDIO THEATRE (WIST)

Guests should always be lead to the **nearest** exit.

**Main Floor guests nearest stage level:** Exit through the main doors of the theater and straight ahead to the Idea Center reception desk. Turn left and out to Euclid Avenue.

**Main Floor guests in upper level rows nearest the sound booth:** Exit through the rear door of the theater, out the door on the right and down the stairs to the outside. Go down the exterior stairs and straight ahead to E. 13<sup>th</sup> Street.

**Balcony House Left:** Exit through the rear door, out the door on the right and down the stairs to the outside. Go down the exterior stairs and straight ahead to E. 13<sup>th</sup> Street.

**Balcony House Right:** Exit down the stairs to the Idea Center reception desk. Turn left and out to Euclid Avenue.

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## MISSING PERSON SEARCH AND RESPONSE

If a guest approaches you to report a missing person, contact the House Manager immediately.

1. Get a name and physical description (sex, age, race, hair color, height, and clothing description) and immediately relay this information to the House Manager.
2. Assist with the search for the missing person as directed by the House Manager or Security.
  - a. Scan the crowd for a person fitting description.
  - b. Check appropriate restroom.
  - c. Check seat location in theater in case missing person returned to seat.
3. Notify the House Manager immediately if the person is located.

## ACTIVE SHOOTER: RESPONSE

“See Something, Say Something” and report all odd or suspicious activity to the House Manager. If Security is in the area, you can also report it to them.

- Doors leading to/from the outside should not be propped open when unattended. If it’s open, close it.

**Response to an Active Shooter Situation** - quickly determine the most reasonable way to protect your own life. You should:

1. **Run:** If there is an accessible escape path, attempt to evacuate the premises.
  - a. Leave your belongings behind.
  - b. **Warn others** not to enter the area; help others escape; do not attempt to move wounded people.
  - c. Keep your hands visible; follow instructions of any police officers.
2. **Hide:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
  - a. Your hiding place should be **out of the shooters view**.
  - b. Lock/barricade the door.
    - i. If there is more than one person hiding in the space, separate. Do not huddle/group together.
3. **Fight:** As a last resort, and only when your life is in imminent danger:
  - a. Attempt to disrupt and/or incapacitate the active shooter by acting with physical aggression.
  - b. Act as aggressively as possible against him/her.
  - c. Throw items and improvise weapons.
  - d. Yell
  - e. Commit to your actions.

## Assisting Emergency Responders

When possible, provide the following information to law enforcement officers:

1. Location of the active shooter.
2. Number of shooters, if more than one.
3. Physical description of the shooter(s).
4. Number and type of weapons held by the shooter(s).
5. Number of potential victims at the location.