

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

As a volunteer RedCoat, 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.
- 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.
- 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.
- Connor Palace drop-down stairs from the House right mezzanine and balcony should be down.

### Volunteer Responsibilities

House Manager or Head Ushers will assign volunteers to man the emergency exits, two at each door.

1. One volunteer at each emergency exit door acts as the leader.
  - a. Guide guests out through corridors or down stairs to the street.
  - b. Direct guests to move away from the theater so access for emergency personnel is clear.
2. A second volunteer remains at the door to hold it open until all guests using this exit are out of the theater. Remind guests to "Watch your step."
3. Remain calm and maintain a steady flow of people out of the auditorium.
4. If there is a potential danger in using a particular exit, use the next nearest exit. The House Manager or a Playhouse Square staff person will attempt to notify volunteers if this situation occurs.
5. Once the theater has been evacuated, wait with guests for further directions.
  - a. When guests ask about leaving, respond "We're waiting for the all clear."
  - b. If the "All Clear" is given, 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 or Playhouse Square staff person for directing guests. Once the area clears, check in at the security guard desk in the Hanna Building lobby.

### 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.

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

2. In the Allen, Upper Allen, Outcalt Theatre and The Helen, guests who can't do stairs are led to the nearest safe zone.
  - 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.)
  - b. Wait with guests for further directions.
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. They will proceed to the location and determine if the theater needs to be evacuated.

All theaters are equipped with automated 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. In addition to an automated alarm and evacuation message, evacuate immediately if a catastrophic event such as an explosion, structural failure or major fire occurs in the theater.

**Other Evacuation Cues** (Volunteers **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.
- Alarm sounds but there is **no** automated message.

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.

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

## 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**. **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 do not do stairs** exit via the ramps in the lobby and through the Rotunda to Euclid Avenue.

#### **House Left (Main Floor)**

- Exit near the stage leads to the west alley and Chester Avenue via E. 15<sup>th</sup> Street.
- Side Box guests (150's) and those at the rear of the theater, including those in the Parterre, exit via the main floor doors and through the Rotunda to Euclid Avenue. (**NOTE:** Balcony guests use the stairs behind this side of the Parterre).

#### **House Right (Main Floor)**

- Exit near the stage leads to the Concourse. Turn right toward the Outcalt Lobby then through the glass doors to the Bulkley Lobby and Euclid Avenue.
- Side Box guests (350's) and those at the rear of the theater exit via the main floor doors (or through the door at the rear corner) to the lobby and through the Rotunda to Euclid Avenue.
- Guests at the back of the Parterre use the stairs behind the wheelchair lift to exit via the main floor doors and through the Rotunda to Euclid Avenue.

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

**House Right (Balcony)** exits through the doors and down the ramp to the stairwell. Take the stairs to Level 2 (Outcalt Lobby) and go through the glass doors to the Bulkley Lobby and Euclid Avenue.

**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 may be coming down the stairs from the Upper Allen.)

#### **Allen Tomsich Mezzanine Lobby**

- Exit using the closest staircase to the Allen main floor and out to Euclid Avenue.
- Guests who can't do stairs exit through the door and proceed to Safe Zone 5 in the stairwell.

#### UPPER ALLEN

**House Left** (Direct guests to the nearest emergency exit)

- 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 in the lobby 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.)

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

- **Route 1:** At the bottom of the stairs, turn right and down the stairs to the Tomsich Mezzanine Lobby. Stay to the left in the lobby and go down the Rotunda stairs. At the bottom, turn left to Euclid Avenue.
- **Route 2:** Go through the east door to the stairwell. Take the stairs to Level 2 (Outcalt Lobby) and go through the glass doors to the Bulkley Lobby and Euclid Avenue. **NOTE:** Guests will pass Safe Zone 5 used by Allen balcony guests.

**Guests who do not do stairs** go through the east door to Safe Zone 6 in the stairwell.

## OUTCALT THEATRE

**Primary Route** is to go up the section steps and around the walkway to the main doors. Exit to the Outcalt Lobby, through the glass doors and the Bulkley Lobby to Euclid Avenue.

**Guests who do not do stairs** proceed to Safe Zone 2 in the stairwell by exiting through the vom closest to the safe area.

**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 Route - Turn left toward the Outcalt Lobby and through the glass doors to the Bulkley Lobby and Euclid Avenue.
- Alternate Route - 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, then right to Dodge Court and Chester Avenue via E. 15<sup>th</sup> Street. (Alternate routes are only used if primary route is blocked or unsafe.)

**Guests who do not do stairs** remain in the outer lobby near windows. 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 right. At the end of the hallway, turn left, then right and down the stairs. Go through the doors on the right. Follow the hallway and straight ahead through doors 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 and 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.

## KENNEDY'S

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

**Primary Route** is to exit through the main door of the theater, up the stairs then turn right to the Bulkley Lobby and out to Euclid Avenue.

**Alternate Route One** is to the left behind the stage into the alley leading to Chester Avenue via E. 15<sup>th</sup> Street.

**Alternate Route Two** (KeyBank State Theatre Lobby to Euclid Avenue)

- Exit to the right past the bar and up the steps. Turn right and through the lobby to Euclid Avenue.

## OHIO THEATRE

**House Left (Main Floor, Mezzanine and Balcony)** exits from the bottom of the fire escapes to Chester Avenue via E. 15<sup>th</sup> Street.

**House Right (Main Floor, Mezzanine and Balcony)** exits to the covered alley between the Ohio and KeyBank State then 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 Main Floor Guests who do not do stairs** exit through the lobby and turn left to the State Ticket Office Lobby and Euclid Avenue or right to the Bulkley Lobby and Euclid Avenue.

## KEYBANK STATE THEATRE

**House Left (Main Floor, Loge, Mezzanine and Balcony)** exits to the covered alley between the KeyBank State and Ohio then to Chester Avenue via E. 15<sup>th</sup> Street.

**House Right (Main Floor, Loge, Mezzanine and Balcony)** exits 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:** Guests from the Loge, Mezzanine and Balcony 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.

## CONNOR PALACE

**House Left (Main Floor, Loge, Mezzanine and Balcony)** exits to a tunnel leading to E. 17<sup>th</sup> Street then left to Chester Avenue.

**NOTE:** Push bars at bottom of Aisle 1 and inside Exit 85 are covered with black sandpaper as a reminder to be cautious. There is **no** landing at either of these exits.

- At the bottom of Aisle 1, there is **no** landing and steps are narrow and steep.
- There is **no** landing from the emergency exit doors inside the Exit 85 passageway.

**House Right (Main Floor)** exits to E. 17<sup>th</sup> Street. Turn in the direction away from the drop-down stairs - bottom of Aisle 4 turn left toward Chester Avenue, top of Aisle 4 turn right toward Euclid Avenue.

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

**House Right (Loge, Mezzanine and Balcony)** exits 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** exits through the lobby to E. 14<sup>th</sup> Street.

**House Left (Main Floor)** exits to an alley between the theater and the Hanna Building. Turn right to E. 17<sup>th</sup> Street or turn left to E. 14<sup>th</sup> Street.

**House Right (Main Floor)** exits to Hanna Building Annex, left to Hanna Parking Garage, then right toward Prospect Avenue.

**Balcony** exits down the stairs to the lobby and out to E. 14<sup>th</sup> Street.

**Balcony Left Alternate Route** is the back stairs to the emergency doors and down the stairs to the alley between the theater and the Hanna Building. Turn right to E. 17<sup>th</sup> Street or left to E. 14<sup>th</sup> Street.

## WESTFIELD INSURANCE STUDIO THEATRE (WIST)

All exits are through the Outcalt Lobby (where the Idea Center reception desk is located) to Euclid Avenue. Guests should always be led to the **nearest** exit.

**Main Floor Route One** - Guests in stage level seats, or upper level rows closest to stage level, exit through the main doors of the theater and straight ahead to the Outcalt Lobby. Turn left at the Idea Center reception desk and out to Euclid Avenue.

**Main Floor Route Two** - Guests in the upper level rows nearest the sound booth exit through the rear door of the theater and down the stairs to the reception area in the Outcalt Lobby. Turn left at the reception desk and out to Euclid Avenue.

**Balcony** exits down the stairs to the reception area in the Outcalt Lobby, left at the reception desk and out to Euclid Avenue.

## GUND DANCE STUDIO

**Route One** is through the west doors (near the security guard desk) and left to Euclid Avenue.

**Route Two** is through the north doors to the Outcalt Lobby and the reception desk, then left to Euclid Avenue.

# THEATER EVACUATION AND EMERGENCY SITUATION GUIDELINES

## 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.
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.
  - Leave your belongings behind.
  - **Warn others** not to enter the area; help others escape; do not attempt to move wounded people.
  - 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.
  - Your hiding place should be **out of the shooters view**.
  - Lock/barricade the door.
3. **Fight:** As a last resort, and only when your life is in imminent danger:
  - Attempt to disrupt and/or incapacitate the active shooter by acting with physical aggression.
  - Act as aggressively as possible against him/her.
  - Throw items and improvise weapons.
  - Yell
  - 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.