THEATER EVACUATION GUIDELINES

In the unlikely event that any/all of the theatres in Playhouse Square need to be evacuated, please take some time to become familiar with the following evacuation routes for each of the theatres. Our primary responsibility is to ensure the safety of our guests, volunteers, performers and employees of Playhouse Square. When you are assigned to work inside of a theatre or any other position within the complex, it is imperative that you are familiar with your surroundings.

Below are the general guidelines for you to follow for all evacuations regardless of the location. In addition, there is information for evacuation routes for each of the theatres.

UPON ARRIVAL IN THE THEATRE:

- Check emergency exit doors in your area to be sure they are functional and free of obstructions.
- Open the 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.

House Manager or Head Ushers will assign ushers to man the emergency exits, two ushers at each door. One usher at each exit acts as the leader and will guide guests out through the corridors or down the stairs to the street. The second usher remains at the door to hold it open until all guests using the exit are out of the theater. Remind people to “Watch your step.” Remain calm and maintain a steady flow of people out of the auditorium.

IMMEDIATE EVACUATION

AUTOMATED ALARM OR CATASTROPHIC EVENTS

- An alarm sounds, lights flash and an automated message is heard that begins “A fire emergency has been detected…” When an automated alarm sounds, ushers immediately move to their emergency positions and begin evacuating guests.
- A catastrophic event occurs in the theater such as an explosion, structural failure, or major fire.

PROCEDURES FOR OTHER EVACUATION CUES AND NON-AUTOMATED ALARMS

Evacuation Cues - Recognize CUES for action.

- 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.
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Action Steps

- A Head Usher informs the House Manager of the situation.
- Go to emergency exit doors or assigned emergency position and wait for further instructions.
- If an evacuation cue occurs, it will be checked out. Once it is checked out, the House Manager either:
  - Instructs ushers to return to their seats OR
  - Instructs ushers to open the doors and proceed with the evacuation.
    - 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.”

Emergency Evacuation Procedure

- What you will see:
  - House lights (if electrical power is available) will come up as the curtain comes down.
- If the announcement is made to evacuate, remain calm and maintain a steady flow of people out of the auditorium.
- 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 you if this situation occurs.
- Once the theater has been evacuated, wait with guests for further directions.
  - “All Clear” - lead/direct guests to the theater entrance and tell them to return to their seats.
  - If guests are not permitted to re-enter the theater, 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.
- Theaters are equipped with early detection sensors, so there is plenty of time for an orderly evacuation.
- With the exception of the Allen, Outcalt and The Helen theaters that evacuate together, it is possible that only one theater will be evacuating.

EVACUATION OF GUESTS WITH DISABILITIES

- Elevators and wheelchair lifts are NOT used during an evacuation.
- Wheelchair ushers do NOT retrieve guests who required Playhouse Square wheelchair assistance. Companions should assist them.
- In the Allen, Outcalt and The Helen, guests who can’t do stairs are led to the nearest safe zone.
  - Use the intercom, if there is one, to report zone number and guest count to security. (A label with the zone number is on the intercom.) “There are ___ guests and me in Zone ___.”
  - Wait with guests for further directions.
- In all other theaters, guests who can’t do stairs should remain close to the emergency exit doors so fire personnel can easily locate those guests and assist them out.
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ALLEN THEATRE COMPLEX
ALLEN THEATRE – OUTCALT THEATRE – HELEN ROSENFELD LEWIS BIALOSKY LAB THEATRE (THE HELEN)
All of these theaters are on the automated alarm.

If the automated alarm is triggered, it goes off in all three theaters and all three evacuate. **NOTE:** The elevators and wheelchair lift are **not** used during evacuation.

Guests who do not do stairs are evacuated to a **safe zone**. The usher uses the intercom in the safe zone to report guest count and zone number to security. (A label with the zone number is on the intercom.)

**ALLEN THEATRE** (Automated Alarm)

**Allen Lobby, Fasenmyer East and West Lounges**
- Exit through the Rotunda to Euclid Ave.
- OR exit through the doors to Diagon Alley and proceed to Chester Avenue.
- The brown doors leading to the Concourse are **not** used for evacuation.

**Main Floor – Guests who do not do stairs**
- Exit via the ramps to the main floor doors, up the lobby ramps and through the Rotunda to Euclid Avenue.

**House Left (Main Floor)**
- An exit near the stage and another at the rear corner lead to Diagon Alley and Chester Avenue.
- Parterre guests are directed down the stairs because Balcony guests come down the stairs behind this side of the Parterre and the ramp to the main floor doors.

**House Right (Main Floor)**
- An exit near the stage leads to the Concourse. Turn left and proceed through the glass doors to the Playhouse Square Parking Garage.
- Side Box guests (350’s) and other main floor guests exit through the door at the rear corner leading to the top of the ramp and exit through the Rotunda to Euclid Avenue.
- Parterre guests are directed up the stairs, then down the stairs behind the wheelchair lift. Exit via the ramp to the main floor doors and through the Rotunda to Euclid Avenue.

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

**House Right (Balcony)**
- Exit through the doors, down the ramp and left to the stairwell. Take the stairs to Level 2 (Concourse). Exit through the glass doors to the Bulkley Lobby and Euclid Avenue.

**Balcony – Guests who do not do stairs**
- Exit through the doors, down the ramp and left to the stairwell. These guests remain in the safe area in the stairwell (Zone 5).

**Allen Mezzanine Tomsich Lobby**
- Exit using either staircase to the Allen main floor and out to Euclid Avenue.
- Guests who do not do stairs exit through the door and down the ramp to the safe area in the Stairwell (Zone 5)
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OUTCALT THEATRE (Automated Alarm)

Primary Route
- All guests are directed up the steps of each section and around the walkway to the main doors to the Bulkley Lobby and Euclid Avenue.

Guests who do not do stairs
- Proceed to the safe area in the stairwell (Zone 2) by exiting through the vom(s) closest to the safe area. The vom ushers and Main Floor Director are responsible for leading these guests.

Concourse Exit (Used only if there are ushers to man it after all other routes are manned.)
- There is an exit to the Concourse at the northwest end of the walkway. Turn right into the Concourse and proceed through the glass doors to the Playhouse Square Parking Garage.

HELEN ROSENFELD LEWIS BIALOSKY LAB THEATRE (THE HELEN) (Automated Alarm)

Primary Route
- All guests exit through the main doors of the theater, past the Guest Services Desk and right to Dodge Court and straight ahead to Chester Avenue.

Guests who do not do stairs
- Exit through the main doors of the theater and remain in the outer lobby near the windows. There is no intercom. Emergency personnel will be able to see them through the glass.

Alternate Route House Left (directly opposite the main floor doors)
- Go through the doors to the hallway. Turn right and follow the hallway to the end.
- Turn left, then right to go down the stairs. Go through the doors on the right at the bottom of the stairs and follow the hallway to a door at the end that leads to Dodge Court and straight ahead to Chester Avenue.

Alternate Route House Right (diagonally opposite the main floor doors)
- Go through the doors to the hallway. Turn left, then right to go down the stairs.
- Go through the doors on the right at the bottom of the stairs and follow the hallway to a door at the end that leads to Dodge Court and straight ahead to Chester Avenue.

KENNEDY’S CABARET

Primary Route
- All guests exit through the main door of the theater and up the stairs to the Lobby.
- Turn left to the State Ticket Office Lobby and out to Euclid Avenue.
- OR turn right to the Bulkley Lobby and out to Euclid Avenue.

Alternate Route One
- An exit to the left behind the stage area leads to Dodge Court and Chester Avenue via E. 15th Street.

Alternate Route Two
- Beyond the bar on the right, is an exit with steps that lead to the State Theatre lobby. Turn right and proceed through the State lobby to Euclid Avenue.
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OHIO THEATRE

House Left (Main Floor, Mezzanine and Balcony)
- Exit to the alley between the Ohio Theatre that leads to Dodge Court and straight ahead to Chester Avenue.

House Right (Main Floor, Mezzanine and Balcony)
- Exit to the covered alley between the Ohio and State theaters that leads to Dodge Court and straight ahead to Chester Avenue.

Guests in the Lobby and Main Floor Guests
- Exit through main theater doors and proceed to the outer lobby. Turn left to the State Ticket Office Lobby and out to Euclid Avenue. OR turn right to the Bulkley Lobby and out to Euclid Avenue.

STATE THEATRE (Automated Alarm)

House Left (Main Floor, Loge, Mezzanine and Balcony)
- Exit to the covered alley between the State and Ohio theaters leading to Dodge Court and straight ahead to Chester Avenue.

House Right (Main Floor, Loge, Mezzanine and Balcony)
- Exit to E. 17th Street. Turn left towards Chester Avenue or go across the street.

NOTE: Guests exiting from the House Right Loge, Mezzanine and Balcony walk down stairs outside, then go inside and down another set of stairs that lead them to street level where they merge with House Right guests exiting from the main floor.

Main Floor and Lobbies
- Guests may exit through the lobby to Euclid Avenue.
- Always lead guests to the nearest exit whether it is at the top or bottom of the aisle.

CONNOR PALACE (Automated Alarm)

House Left (Main Floor, Loge, Mezzanine and Balcony)
- Exit to a tunnel that leads to E. 17th Street then turn left or go across the street.

NOTE 1:
- Push bars on the doors at the bottom of Aisle 1 are covered with black sandpaper as a reminder to be cautious. There is no landing. Steps are narrow and steep.

NOTE 2:
- Exit 85 is also an emergency exit. Direct guests to the exit doors immediately to your right when you enter the connector.

House Left (Main Floor Rear)
- Guests use Aisle 1 or Aisle 2 doors and exit through the lobby to Euclid Avenue.

House Right (Main Floor)
- Exit to E. 17th Street. From the bottom of Aisle 4, guests turn left or go across the street. From the top of Aisle 4, turn right or go across the street.

House Right (Main Floor Rear)
- Guests use Aisle 3 or Aisle 4 doors and exit through the lobby to Euclid Avenue.
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House Right (Loge, Mezzanine and Balcony)
- There are drop-down stairs from the loge, mezzanine and balcony on E. 17th Street. At the bottom of the stairs, go across the street.

Balcony Center (Near the Blue Urn by Door 7 and 8)
- Go down the stairs to the mezzanine. Turn left from Door 8 and right from Door 7 and proceed to the Grand Staircase. Go down the stairs and out to Euclid Avenue through the lobby.

WESTFIELD INSURANCE STUDIO THEATRE/IDEA CENTER (WIST) (Automated Alarm)
All exit through the Outcalt lobby to Euclid Avenue. Always lead guests to the nearest exit. NOTE: The elevator is not used during evacuation.

Main Floor Route One
- 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
- Go up the stairs to exit through the rear door of the theater and then down the stairs to the reception area in the Outcalt Lobby. Turn left at the reception desk and out to Euclid Avenue.

NOTE: Guests in stage level seats or in the upper rows closest to stage level use Route One. Guests in the upper rows nearest the sound booth use Route Two.

Balcony
- Go down the stairs to the reception area in the Outcalt Lobby. Turn left at the reception desk and out to Euclid Avenue.

HANNA THEATRE (Automated Alarm)

Main Floor Rear
- Guests may exit through the lobby to E. 14th Street.

House Left (Main Floor)
- Exit to an alley between the theater and the Hanna Building. Turn right to E. 17th Street or turn left to E. 14th Street.

House Right (Main Floor)
- Exit to the Hanna Building Annex. Turn left to the Hanna Parking Garage, then right toward Prospect Avenue.

Balcony
- Exit down the stairs to the lobby and out to E. 14th Street.

Balcony Left (Alternate Route)
- Exit through the doors and down the stairs to the alley between the theater and the Hanna Building. Turn right to E. 17th Street or left to E. 14th Street.