

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.

Your Red Coat is a beacon to patrons who have questions, concerns ... or anxieties. Therefore, to the extent you are able, it is crucial that you maintain a calm, professional demeanor at all times.

Be familiar with your surroundings and remain vigilant. If something doesn't look or feel right, inform a Head Usher or House Manager. If you **"See Something, Say Something."** If everyone raises their level of awareness and pays attention to the details, it will help make Playhouse Square a special place for everyone to enjoy.

The following are general guidelines to follow, regardless of the location:

KNOW YOUR ENVIRONMENT

See Something, Say Something! Know what's "normal" in your assigned area.

- Look around. Report odd or suspicious individuals or activities to the House Manager or Security.
- Doors leading to/from the outside should NOT be propped open when unattended. If it's open, close it.
- Unattended packages should NOT BE MOVED, but should be identified to a Head Usher, House Manager, or Security right away.

Check Emergency Exit Doors in Your Area:

- Make sure emergency exit doors are functional and free of obstructions. If there is an obstruction in the escape route that would impede a safe exit, report it immediately to the House Manager.
- 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, the drop-down stairs from the House right mezzanine and balcony should be down. If not, notify the House Manager.

Locate the Automated External Defibrillator (AED) and First Aid Kit:

- AEDs are typically within or near the House Manager offices. A second AED may also be found in the upper level of the larger theaters. Find them so you know where they are! If asked to retrieve one, go immediately to the wall-mounted box, open it, and pull out the bag containing the device. The box will make an alarm until the box is closed again. Do not let that deter you! Bring the device to the medical emergency, as directed. You do not need to know how to use the AED; trained individuals will be on-site to use the device.
- First Aid Kits are located in each House Manager office. If anyone needs a small bandage, an over-the-counter pain reliever, or other standard first aid item for a minor medical concern, refer them (or accompany them, as appropriate) to the House Manager office. For more serious injuries, notify a House Manager right away!

Know Your Accessible Exits and Safe Zones. Know how wheelchair-bound individuals near you will safely exit the theater or, if egress is not immediately available, where they may remain in the nearest Safe Zone!

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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.

RESPONDING TO OTHER UNUSUAL EVENTS

Not every emergency or unusual occurrence warrants evacuation. As a general rule, whenever any of the following situations occur, you should **return to your assigned location**, if you are not already there. For example:

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

Stand at your assigned position and await further instructions. **Above all, radiate calm.** Patrons may ask you what's going on. Kindly and calmly tell them, "We're waiting for additional guidance." Do NOT guess what might be happening as that may raise inappropriate expectations.

For example:

- **Backstage Issues.** A problem backstage might cause the show to pause. A cable may break, a circuit breaker might trip, an actor may be temporarily unavailable, *etc.* In such a case, the houselights may come up and a delay may be announced over the PA system. Go to and stand at your assigned location awaiting further instructions from Head Ushers, House Managers, or the announcer.
- **Medical Emergencies.** A patron may have an epileptic attack, a heart attack, or other serious medical issue.
 - Often, such issues can be resolved without any break in the performance. For example, the patron might be helped out of the theater by a companion, or a wheelchair may be brought to the location of the emergency to remove the patron quickly to the lobby for further assistance.
 - Sometimes, however, a disruption cannot be avoided, and the show will stop until the emergency is resolved. In those cases, if asked to retrieve a wheelchair or the AED, quickly do so, and otherwise assist as requested. Unless you are in the immediate vicinity of the emergency, however, **DO NOT RUSH TO THE SCENE.** Too many well-wishers can get in each other's way preventing emergency response from gaining needed access.
- **Other Situations.** It's impossible to envision every possible scenario. When in doubt, and in the absence of any apparent threat, go to your assigned location and await further instructions.

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ACTIVE SHOOTER: RESPONSE

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.

THEATER EVACUATION

Evacuate in the event of the following:

- Audible fire alarm
- Fire alarm strobe lights
- Instructions to evacuate over the Public Address system
- Other verbal instructions to evacuate

The Stage Manager or House Manager will make 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.”

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 may be heard that begins, “A fire emergency has been detected...” Evacuation starts as soon as the message is heard.

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- Also, evacuate immediately if a catastrophic event such as an explosion, structural failure or major fire occurs in the theater.
- Use all available exits focusing on the one(s) nearest you!
- Follow the arrow on an exit sign if the exit sign is not directly above an emergency door. Follow the exit signs!

NOTE: We do not evacuate in the event of weather emergencies, such as a tornado, where guests would be safer inside the theater.

Volunteer Responsibilities: Volunteers are assigned to staff emergency exits. In case of evacuation, remain calm and maintain a steady flow of people out of the auditorium. At each emergency exit door:

1. **The assigned volunteer(s)** acts as leader to guide guests out through corridors or down stairs to the street and safety. Move far enough away from the exit doors so patrons still inside have room to get out. Direct guests to move away from the theater so access is clear for emergency personnel. Do not cross major roads—E. 13th, E. 17th, Euclid or Chester Ave.
2. Remaining volunteers—those assigned to adjacent aisles and nearby—will assist by remaining at the door to hold it open, by helping guide patrons to safety, or otherwise as directed by the Head Usher. Once all guests are through the exit door, the remaining volunteers will close the door and follow the group.
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.)

Guests with Disabilities

1. Guests in wheelchairs often have companions who assist with their mobility. Allow the companions to help with their evacuation, as they are able. Otherwise, assist as needed. The same is true of guests with other disabilities or mobility challenges. Help as needed. Leave no one behind!
2. Elevators are not available during a fire emergency and stairs may not be accessible for some. Therefore:
3. Stairs. 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.
 - 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.)
4. Stairs. 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. Identify any such individuals to the House Manager.

EVACUATION ROUTES

GENERAL CONCEPTS

- **The “Primary Route” during any emergency evacuation is the fastest route out!** During an emergency evacuation, use *all* available emergency exits. The nearest one is ordinarily the one to use. If it is obstructed, use the next nearest one, or use other nearby exits if it seems their use will speed the evacuation. Use common sense and calmly and promptly *get out*.
- **“Entry Routes.”** Guests tend to exit the same way they came in because that’s the route that’s familiar to them. However, the “Entry Route” might *not* be the best or fastest way out in an emergency. Entry Routes may be used during an evacuation, but you may need to direct patrons to the nearest available emergency exit for their safety.
- **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 will 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

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

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. 15th 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. 15th 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. 15th Street.

- Inside exit route: Go through the lobby 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): Go through the lobby 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.

- **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. 15th 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

Exit through Entry 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

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

Main floor, northeast corner: Follow the exit signs to the alley which leads to Dodge Court and Chester Avenue via E. 15th Street. **NOTE:** Guests must be able to do stairs to use this route.

THE HELEN

Exit through Entry Route through the main doors of the theater, past the Guest Services Desk, out to Dodge Court and left to Chester Avenue via E. 15th Street.

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. 15th Street.

ADDENDUM

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. 15th 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. 15th 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.

CONNOR PALACE

House Left (all levels): Exit to a tunnel leading to E. 17th 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. 17th 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. 17th Street is **not** recommended. Oncoming traffic may not yield and E. 17th 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. 14th Street.

House Left (Main Floor): Exit to an alley between the theater and the Hanna Building. Turn left to E. 14th 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. 14th 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. 14th 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. 15th 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. 15th Street.

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. 15th Street.

House Right (all levels): Exit to E. 17th Street and left towards Chester Avenue. Crossing E. 17th Street is **not** recommended. Oncoming traffic may not yield and E. 17th 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. 15th Street.

House Right (all levels): Exit to the covered alley between the Ohio and KeyBank State then left to Chester Avenue via E. 15th 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. 13th 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. 13th Street.

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