CLARICE SMITH PERFORMING ARTS CENTER

Production Services Standard Operating Procedure (S.O.P.)

Department: Production Services	Title: Venue Related Emergency Procedure
Supervisor: Event Services Manager	Date: 01-07-11
Manager: Event Coordinators	Space: All performance venues

This Standard Operating Procedure for the Production Services Department of the Clarice Smith Performing Arts Center is designed to create safe and efficient work practice for all staff members, departments, students, residence artists and related personnel. Please see the Manager of the Standard Operating Procedure for any additional questions.

Definitions

Performance: The period of time in which public audience members are present in a CSPAC performance venue to see a scheduled event.

Emergency: An unexpected, and sometimes dangerous situation that requires the immediate attention and may be beyond the control or ability of the individuals involved.

Standard Procedure

I. Stopping a Performance/Evacuating the Venue

a. The stage manager and house manager will work together on effectively communicating needs within the venue.
   i. The venue is the primary responsibility of the stage manager for the duration of the performance with the exception of the period of time immediately preceding and following as well as any intermissions when the primary responsibility falls to the house manager, however it is imperative that during all times the house manager and stage manager work together closely to manage the safety and experience of the patrons, performers and staff.
   ii. The "turning over of the house" from one party to another will occur via radio for each of these instances.

b. If a circumstance arises during a performance the affects the performers, audience or venue, the stage manager and house manager (with input from their onsite supervisors) will decide the most effective way to proceed. If one party is unreachable due to communication failure the other party may make a decision with their onsite supervisor.

c. If the decision is made that a show must be held
   i. The stage manager will make an announcement to the house over the announcement microphone or by walking on to stage as to be in view of the audience (see announcement scripts).
   ii. The ranking backstage crewmember will communicate this information to the performers and backstage personnel.
   iii. This instance should be treated like an intermission. House lighting should be brought to a comfortable level for the audience to be able to move around safely.
   iv. All efforts should be made to resume the performance as soon as possible.

d. If the decision is made that the venue must be evacuated:
   i. The stage manager will make an announcement to the house over the announcement microphone (see announcement scripts).
   ii. The ranking backstage crewmember will take responsibility for evacuating the performers and backstage personnel.
   iii. The house manager will take responsibility for evacuating the audience.

e. If it is decided that the performance cannot resume:
   i. The house manager will inform the audience by making an announcement to the lobby, and immediately communicate the same to the Box Office Manager.
   ii. The stage manager will inform the performers and crew.
   iii. Only the Event Supervisor in consultation with the Front of House Supervisor and any ranking personnel specific to the type of event may make the decision to cancel or not resume a

performance. Every effort should be made to contact a Center Director or School Director before decisions to cancel a performance are made.

II. Evacuating the Building

a. In the event of a fire please follow the CSPAC policy on Fire/Evacuation.
b. If the building needs to be evacuated performers and crew should proceed to the following outdoor meeting points as specified by venue:
    i. Dance Theatre : In front of CSPAC in the grassy area across the street
    ii. Kay Theatre: Loading dock parking lot
    iii. Kogod Theatre: Loading dock parking lot
    iv. Gildenhorn: Loading dock parking lot
    v. Dekelboum: Loading dock parking lot
    vi. Dance Rehearsal Spaces: In front of CSPAC in the grassy area across the street.
    vii. Theatre Rehearsal Spaces: Theatre Courtyard across from Applause! Café

III. Performer Injury

a. In the event that a performer or crew member is injured during a rehearsal:
    i. First aid should be administered to the level that the injured individual feels comfortable.
    ii. If the injury is severe enough to call for emergency personnel, this call should be made from the radio using channel 2a or from a blue emergency phone for the quickest response. If emergency personnel are called, the event supervisor / production coordinator should also be notified immediately.
    iii. In the event of any level of injury the stage manager must file an accident/injury report.
b. In the event that a performer or crew member is injured on stage during a performance:
    i. Effort should be made to SAFELY assist the individual to the nearest wing.
    ii. The stage manager should be in contact with both their supervisor and the house manager via radio as the situation develops.
    iii. A crewmember backstage will then assist with basic first aid only to the level that they feel comfortable and decide with the injured individual if emergency personnel need to be called. This person should remain in communication with the stage manager
    iv. If the injured individual cannot be safely moved from the stage a crew member backstage should notify the SM who will call emergency personnel using channel 2a on their radio. In this situation effort should be made to provide privacy for the injured performer (closing the main curtain or other measures).
    v. The SM will make an announcement over the god microphone that the show is being held (see announcement scripts). The break should be treated as an additional intermission.
    vi. The decision to continue the show following resolution of the injury will be made by the event supervisor who will be in communication with the house management supervisor. Every effort should be made to contact a Center Director or School Director before decisions to cancel a performance are made.
    vii. Following any injury an accident/injury report must be filed by the stage manager.

ANNOUNCEMENT SCRIPTS

In the event of a fire or other need to evacuate the building:
"Ladies and Gentlemen, we are stopping the performance at this time and ask you to calmly evacuate the theater by walking toward the nearest lighted exit sign. From there, Center staff will assist you in exiting the building through the lobby. Thank you."

In the event that a performance must be held:
"Ladies and gentlemen, we are stopping the performance for technical reasons. We hope to resume the performance as soon as possible. Please stay in your seats and stand by for further information. Thank you."

In the venue must be evacuated:
"Ladies and gentlemen, we ask that you calmly evacuate the theater at this time. Please make your way to the lobby and await further instructions there from Center staff. Thank you."

Exception: The Director of Production and Technology must approve any exception to the standard operating procedure for the Center.