KENNEDY THEATRE EMERGENCY PROCEDURES
GOVERNING COORDINATION BETWEEN HOUSE AND STAGE
Revised August 2015

EMERGENCY NUMBERS
On Campus: Security #808-956-6911 (6-6911 from on campus phone)
Off Campus: Ambulance #911
Fire Department #911
Hawaiian Electric, for information only, 548-7961
Police #911

I. WHAT IS THE PROCEDURE IF THERE IS A PROBLEM IN THE THEATRE AND THERE IS NO NEED TO STOP THE SHOW?

The House Manager and Stage Manager should ALWAYS keep each other informed and COOPERATE if necessary during a problem.

1) Alert the house, box office staff and stage staff when it seems appropriate or necessary. House staff includes the House Manager (HM), Assistant House Manager (ASM) Box Office staff; stage staff includes the Stage Manager (SM), Assistant Stage Manager (ASM), Graduate Assistant on call (OCT), crew in the sound and light booth, and all stage running crew members. Usually, in an emergency when the show does not have to be stopped, the HM & SM need to communicate and then alert those people who can help her/him deal with the problem and handle the crisis.

2) If necessary, have the booth, Box Office or GA call Security or an ambulance. Security requests that they be notified first, and they will call ambulance, fire, or paramedics directly. But if you want to save some minutes you may want to call 911 first and have someone calling security simultaneously.

II. TYPES OF EMERGENCIES THAT MAY OR MAY NOT REQUIRE STOPPING PERFORMANCE:

POSSIBLE DISTURBANCES TO PERFORMANCE

1) Audience members who are rowdy, talkative, distracting: the ushers should alert the HM who will politely ask the patrons to calm down. If the patron persists, the HM has the option of asking them to leave. If they are extremely rowdy, and will not leave, Security may be called and asked to escort the patrons out of the theatre. If the house asks a patron to leave because of behavioral disruption or non-compliance with Kennedy Theatre practices the patron’s admission is forfeit, their only recourse is to contact the Theatre Manager at a later time. You can always call Security and ask them to be on standby.
2) An actor hurts herself/himself backstage: The on-site faculty or staff member (namely the show director in consultation with the S.M.) needs to determine if injury is minor and show can go on with actor or without. If injury is major, emergency procedures may need to be enacted.

3) Scenery falls over: often an actor may be able to cover while she/he or a stage hand adjusts scenery.

4) Light board fails briefly, props are missing, something on stage happens that results in a long pause: for pauses of less than thirty seconds, it is better to not interrupt the show, however, if this is a backstage problem, the HM should be made aware of the reason in case patrons are concerned and the situation needs to be explained to people who inquire. If there is a pause and the audience does not seem to be upset, there is no need to explain. However, if many people start becoming worried that the show has paused, the HM may explain to the audience what has happened.

POSSIBLE SERIOUS HEALTH PROBLEMS (HEART ATTACK, SEIZURES, STROKE)

Warning signs for stroke and seizures include shortness of breath, confusion, dizziness or disorientation.
Warning signs for heart attaches include pain in chest, sweating, nausea, shortness of breath.
Warning signs for shock include irritability, nausea and vomiting, pale moist skin, blue tinge to lips and nails, rapid breathing.

1. Call 956-6911 Security to alert emergency services
2. Follow basic precautions for preventing disease transmission.
3. Care for life-threatening conditions.
4. Continue to monitor the airway, breathing, and circulation.
5. Keep the victim comfortable (have them lie down, elevate feet, cover with blanket as needed).
6. Do not give the victim anything to eat or drink unless you are dealing with a diabetic emergency and the victim is conscious.

CIVIL DEFENSE WARNINGS (Hurricanes, Tidal Wave, etc.)

If civil defense sirens are sounded, this is a warning of dangerous weather conditions. It can also mean an attack is eminent. Because the auditorium is fairly weather and sound proof, the Box Office or AHM in lower lobby is more likely to hear the warnings but patrons may get text alerts on their cell phones. The Box Office should immediately notify the HM, who should immediately notify the SM. The HM should have the Box Office staff keep a radio (battery operated radio can be found in Theatre Manager's office) on and report the General Instructions given by Civil Defense. Hurricanes cause winds, rains, floods, and blackouts. The HM and SM may decide to cancel the rest of the show, or warn the audience at an appropriate time. Usually, we are aware of poor weather conditions ahead of time, and may decide to cancel the show before it begins. If we are in the midst of the performance and the weather is very bad, it is possible that it would be safer to keep audience and performers in the theatre. Flashlights and battery powered lights should be constantly checked in case of a power outage.
BOMB THREATS

Person receiving a bomb threat call should do the following when listening to caller or when listening to voice mail message:

- Note time of call
- Try to remember exact message from caller; if message is on voice mail DO NOT ERASE IT!
- Especially note time that caller says bomb is to go off
- Try to determine what bomb looks like
- Notice background noises -- is there anything distinctive?
- Is caller male or female?
- Guess age of caller
- Does person have an accent or other distinctive voice feature?

Person receiving call should notify campus security immediately, then notify House Manager. The House Manager should inform Stage Manager. Security should be called, if they have not been called already, and consulted about stopping the show or evacuating the theatre. If an immediate decision is made by security to evacuate the theatre, either actor or voice over the microphone would be the best way to approach the patrons. Evacuate the theatre and wait for Security to arrive. A decision to evacuate is always the prudent one to make if you must make a decision before Security arrives.

1) H.M. and S.M.: Call Security
2) H.M.: Make public announcement; if there is any chance the show will continue, instruct the patrons to wait outside of the theatre so they will know when the show begins.
3) H.M. and S.M.: Begin evacuation of the theatre, turn on house lights; turn on all outside lights for audience exit.
4) S.M. or as instructed by S.M.: Drop the main curtain if appropriate.
5) S.M. or as instructed by S.M.: Turn on stage work lights.
6) H.M.: Announce exchange policy in event show is not able to continue (exchanges will take place at a future time). Instruct patrons to keep ticket stubs.
7) Continue with the show if a minimum of time is lost.

POWER FAILURE - LIGHTS BLACKOUT

It is important to remember that when there is a blackout there is no power and the headsets used to communicate between front of house and stage will not work for long. Walkie-talkies will be a more reliable means of communicating in an power outage. The emergency lights will remain on for approximately 30 minutes. The HM should make sure someone calls Security -- phones inside the building should still work, but if not, call from the emergency blue phone in front of theatre. When the blue phone is picked up Security is alerted. Use a cell phone to check reports on the extent of the blackout or call Hawaiian Electric for an update.

The HM or designated actor should come down to the stage since she/he will have the clearest access to the stage. When an actor or HM makes announcements to the audience, keep audience
as calm as possible. Have the audience remain in their seats and have the cast/crew sit wherever they are on stage. The megaphone that should be located in the back of the house can be used to address the audience. Although you might want to wait for a few minutes to see if the power returns it is safest to begin evacuation. If necessary the SM, backstage crew, and cast should help. See section regarding EMERGENCY EXITS.

HM and Backstage staff should have a plan ready to evacuate the audience, discussed before an actual emergency.

III. WHAT TO DO IF YOU HAVE TO STOP THE SHOW

Assess the situation and CALL SECURITY (808) 956-6911 (6-6911 from in-house phone)

1) If it is an onstage or backstage emergency, it is possible to make the audience believe that what is happening is part of the show. Sometimes the problem can be handled during a long intermission; or a special intermission can be called between scenes and the problem can be taken care of. If this is not possible, the SM and the HM should assess the extent of the problem. The House Manager can inform the audience from the back of the house with megaphone or someone onstage can inform audience that due to technical problems the show must be stopped (for a period of minutes or for the evening.) DO NOT TELL THE AUDIENCE THE NATURE OF THE PROBLEM UNLESS YOU NEED TO. DON’T USE THE WORD "FIRE" IN FRONT OF THE AUDIENCE UNLESS IT IS TRUE AND YOU NEED TO USE IT TO GET THEM MOVING. The HM or the SM can also go onto the stage and explain that the show is being stopped. The HM is more appropriate for this than the SM because many audience members are already familiar with the HM but the SM may be more available.

2) If there is a House emergency, the SM should be made aware of the situation. The HM should have the assistant House Staff or the booth crew call Security as soon as possible.

3) As soon as you have time, Department Chair, Theatre Manager, and Production Manager should all be alerted if they are not in the building.

IV. IN CASE OF FIRE

Always prepare to evacuate with any fire in the building, however big or small. HM must be alerted in the event of any fire and must prepare for evacuation. Call Security (808) 956-6911 (6-6911 from in-house phone) to alert Fire Dept. and have them assess damage. ALWAYS PROCEED WITH EVACUATION. You can always restart performance when you know that all is clear.

FIRE EVACUATION PROCEDURES:

1. Someone must call Security. Either Box Office, Control Booth, OCT or House staff. Reconfirm that calls have been made!
2. Pull Fire Alarm ASAP. Don’t wait! The fire alarm is an internal alarm only. Fire alarms are located throughout building and by all exit doors. AHM can pull or any stage crew member.

2. SM or nearest stage hand should drop fire curtain. Make sure crew knows how to do this.

3. Turn on house lights.

4. HM with megaphone, a designated actor, or Voice over Microphone should announce the need to evacuate the theatre. Try not to create a panic situation. Move quickly. Try to keep calm, realize that people will be panicking if they smell smoke or see a fire.

6. Evacuate the House using as many exits as are free from fire or smoke danger.

7. Audience should assemble at Hamilton Library front lanai area, on other side of the Mall. Audience will be given further instructions from this location.

8. Cast and crew should assemble at same location. Stage Manager should take emergency contact forms when leaving theatre and take care to make sure all are out of the building in backstage and lower levels.

V. GENERAL EVACUATION PROCEDURES

General Information:

Both HM and SM should be familiar with the exits of house and stage. It is a good idea to remind the cast and crew of the emergency exits before the run of the show. HM should point out emergency exits to ushers before each performance.

Main exits in the house to be used are two side doors with the green EXIT sign on them and the doors in the back of the house with Exit signs, leading down the stairs to the front.

Basic Procedures:

Staffing in an evacuation:

HM Staff should immediately pick up a flashlight and walkie talkie. Staff should remain in contact with walkie talkies throughout evacuation.

–HM will remain inside theatre assisting with overall evacuation and should have megaphone handy throughout evacuation. HM staff should assign someone to assist any wheelchair or handicapped patrons who should be seated on the sides of the theatre to exit out to the front lobby. Once house is clear HM should leave theatre and report to Hamilton Library holding area.

--Lower AHM should be in lower lobby with flashlight assisting people from stairs to front exit if it is being used. Lobby doors should **NOT** be propped open so that fire and smoke can be contained inside building. Lower AHM should await arrival of security and emergency personnel.
and be able to adequately report on situation of emergency and location of patrons needing assistance. Lower AHM should also eyeball patrons and make sure they head to Hamilton Library holding area.
–Upper AHM will go to middle of theatre and oversee exit out side doors. AHM should alert people about where to regroup if possible. AHM should leave theatre after audience and should check bathrooms and hallways on way out.

– On Call Technician (OCT) to assist with stage evacuation and should unlock scene shop door and await emergency personnel outside theatre at bottom of loading dock or head to corner of street to flag down emergency vehicles.

Evacuation of wheelchair and mobility impaired patrons:

Wheelchair patrons (and disabled patrons) located on the house right and left locations must exit out the side nearest to their seat location. They must exit out to the front of the theatre using the side passageways (the same way that they entered the theatre.) Turning toward the back of the theatre will stop them at the stairs and stop others from getting past them. House staff should help direct wheelchair patrons to appropriate exit way and should follow them to the front to ensure their exit.

Wheelchair patrons should not be located at the back of theatre in the area requiring chair lift only access. Upper lanai is currently not a legal Area of Refuge. At present there is no policy telling us where or how we would handle emergency evacuation of wheelchair patrons on upper level of theatre.

Stage cast/crew should exit either downstairs out doors on lower level, out scene shop door, or out lab theatre door. Both HM and SM should check to make sure that the exits are unobstructed and usable at all times. SM should also be aware of the problems a set may create in terms of exiting or fire hazards.

House staff should be last to leave theatre and should check hallways and bathrooms before evacuating themselves. Stage Manager and On Call Technician should do same for backstage areas. On Call Technician needs to exit out scene shop door and unlock on way out or needs to stay on the road by the scene shop door to provide key to Emergency personnel.

LOCATION OF PHONES (IN HOUSE AND PUBLIC)

Cell phones may be the quickest way to contact emergency personnel. There is not an outside line or public phone inside the house. If a phone is needed HM can call the box office, the box office staff can either call on their phones or use the emergency phone outside the box office at Kennedy Theatre. There is one pay phone on the lower lanai and a blue emergency blue phone outside in front of the box office. There are outside phone lines at the following locations: In the sound and light booth and in the box office, by the stage left SM station and in the scene shop and in publicity office.
There are house intercom phones in the following locations: By the stage left SM station, in the back of the house, in the sound and light booth, in the box office, in each of the dressing rooms, and the costume shop. No one seems to use these anymore though they do exist.

**ALWAYS HAVE FLASHLIGHTS AVAILABLE AND USEABLE**

SM should make sure there is at least one flashlight on each side of the stage and each crew member has one including booth crew. HM should make sure that flashlights are in the back of the house and that each usher has one. The flashlights should be checked each show to make sure they are functional. Flashlights should be in the Box Office as well. Flashlights for backstage are kept in the tool shed in the scene shop. House flashlights are kept in the back of the house during performance, and in the publicity office at other times.

**LOCATION OF FIRE EXTINGUISHERS, HOSES AND FIRE ALARMS**

**FIRE HOSES**

There are two in the back of the house, one in the scene shop, two in the lobby by each bathroom and one at the foot of the stairs leading to the dressing rooms. Fire hoses should be operated by Fire Department personnel only.

**FIRE EXTINGUISHERS**

There is one in each of the fire hose cases in the back of the house, and one by each bathroom in the lobby. There are three extinguishers in the scene shop; by the refrigerator, the corrugated door and the outside exit doors. On stage they are on stage left by the SM's position, and on the stage right side by the back wall. There is one in the hallway between the lab and the mainstage. There is one at the foot of the stairs leading to the dressing rooms. Locate at least two extinguishers near your work station.

**FIRE ALARMS**

Fire alarm pull stations are located at every exit to the theatre. These fire alarms are local alarms and will only be heard throughout the theatre. They do not alert Security.

**LOCATION OF FIRST AID KITS**

There are first aid kits in the scene shop, outside the costume shop, and the Front lobby next to the Women’s restroom. There is a portable first aid kit that can be taken to the Lab Theatre or used elsewhere. It resides with the House Management staff.

**SMOKING**

UHM is migrating to a smoke-free campus policy. Until implementation, smoking must take place at least 20 feet away from Kennedy Theatre building.
REFUNDS AND EXCHANGES

If a performance is cancelled a refund policy will be established on the next working day. Patrons should be told to contact Box Office on next working day for further information. Patrons should hold onto ticket stubs as proof of their attendance. If staff has time refund slips can be handed out to patrons that will aid in refunding once policy is established.

VI. PREVENTATIVE MAINTENANCE

1) Check all flashlights before each production, performance or event.
2) Check all exit sign lights and aisle lights.
3) Check that house side exit hall lights are on before every performance
4) Test emergency lights - make sure they are all working!
5) Check to see that exit ways are clear of all obstructions, especially during performances!
6) Check that megaphone is working and is in theatre where it can be located.
7) Make sure doors to upper lanai are unlocked during performance.
8) Make sure that walkie talkies are all working and that all staff that need them are equipped.

DON'T PANIC

Use common sense. Keep a general set of rules in your mind as to what you would do in various crisis situations. Play "What If?" Try to figure out what to do in various crises together with the SM before the run of the production. In any situation, contact UH Security. They are to contact any outside agencies. However, use your best judgment to get the assistance you need as fast as you need it.
How to Use a Fire Extinguisher

IF YOU FIGHT A FIRE, REMEMBER THE WORD PASS...
PULL... AIM... SQUEEZE... SWEEP...

P
PULL... Pull the pin. Some extinguishers require releasing a lock latch, pressing a puncture lever or other motion.

A
AIM... Aim low, pointing the extinguisher nozzle (or its horn or hose) at the base of the fire.

S
SQUEEZE... Squeeze the handle. This releases the extinguishing agent.

S
SWEEP... Sweep from side to side at the base of the fire until it appears to be out. Watch the fire area in case fire breaks out again, and repeat use of extinguisher if necessary.

REMEMBER THE WORD PASS...
PULL... AIM... SQUEEZE... SWEEP...