

# SOLDIERS & SAILORS MEMORIAL AUDITORIUM EMERGENCY PLAN

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# SOLDIERS & SAILORS MEMORIAL AUDITORIUM EMERGENCY PLAN

## INTRODUCTION

The Soldiers & Sailors Memorial Auditorium takes the safety of its employees, touring/performing professionals, and patrons very seriously. This document covers emergency situations that could threaten individuals or property.

It is the responsibility of the Management Team and the members of the Emergency Response Team onsite to evaluate each circumstance and to react appropriately, giving informed direction to others within the company.

In the event of an emergency it is very important to remain calm and use common sense. Look to your Direct Supervisor for guidance, and follow their directions - a unified response is vital to ensure everyone's safety.

We can all help to prevent certain emergencies. Each employee should be diligent about checking their workplace for hazards.

For example:

- Do not allow spills, trash, etc. to accumulate. Make sure lobbies, hallways, stairwells, aisles and exits are clear of obstructions.
- Periodically inspect the lights, carpet, electrical cords in your area.
- Inform Direct Supervisor of any maintenance issues immediately.

If you notice any situation that appears unsafe report it to your Direct Supervisor immediately - never assume that "it will just get taken care of".

If you have any questions about this plan, please speak with your Direct Supervisor- don't wait until an event happens.

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## THE SOLDIERS & SAILORS MEMORIAL AUDITORIUM

The Soldiers & Sailors Memorial Auditorium, constructed in 1924, is located at 399 McCallie Ave, Chattanooga, TN 37402.

The Soldiers & Sailors Memorial Auditorium seats:

Front Orchestra: 1,363

Rear Orchestra: 1,028

Boxes: 32

Lower Balcony: 1,166

Upper Balcony: 331

Total Capacity: 3,920 (Removable Pit Seating: 48)

Inside the Auditorium there are:

### Bottom Floor/Ground Level

- includes Backstage Dressing Rooms/Laundry Room, Offices, Storage Rooms, Electrical and Work Rooms, and Boiler Rooms, FOH Patron Restrooms

### Stage Level/First Floor

- includes Lobby, Box Office, Administrative Offices, Concessions, Loading Dock, Stage, Orchestra Level Seating, Storage Rooms Limited Use/Limited Access Handicap Elevator. This elevator provides patron access to the FOH Bottom Floor/Ground Level.

Lower Balcony Level

Upper Balcony Level

FOH Restroom Facilities are located on:

Bottom Floor (Men & Women)

First Floor/Lobby Level (Men & Women)

Second Floor/Balcony Level (Men & Women)

There are ten STAIRWELLS located in the the Stage Level/First Floor

Three STAIRWELLS lead from Inner Lobby to the Bottom Floor.

- Stair #1 - leads patrons from house left inner lobby to bottom floor.

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- Stair #2 - leads patrons from house right inner lobby to bottom floor.
- Stair #3 - leads staff from house left (by admin/box office) to bottom floor.

Two STAIRWELLS lead from Backstage to the Bottom Floor.

- Stair #1 - leads from stage left backstage to bottom floor.
- Stair #2 - leads from stage right backstage to bottom floor.

Three STAIRWELLS lead from Inner Lobby to the Upper Levels.

- Stair #1 - leads patrons from house left inner lobby to Upper Levels.
- Stair #2 - leads patrons from house right inner lobby to Upper Levels.
- Stair #3 - leads staff from house left (by admin/box office) to Upper Levels.

Two STAIRWELLS lead from Backstage to the Upper Levels.

- Stair #1 - leads from stage left backstage to Upper Levels.
- Stair #2 - leads from stage right backstage to Upper Levels.

### BOTTOM FLOOR EXIT DOORS

There are 5 Bottom Floor Exit Doors

- Exit Door#1 - Backstage Door Stage Right - opens directly onto Oak Street.
- Exit Door#2 - Backstage Door Stage Left - opens directly onto Oak Street.
- Exit Door#3 - Security Staff Entrance Door - up a inner & outer stairwell, leads directly to Lindsay Street.
- Exit Door#4 - Artist Entrance Door - located by offices near FOH Elevator entrance this Exit Door opens to Memorial Street.
- Exit Door#5 - Roll Up Door - located Stage Left opens directly onto Oak Street.

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## FIRST FLOOR/STAGE LEVEL EXIT DOORS

There are 6 First Floor/ Stage Level Exit Doors besides the Front Lobby Doors.

- Exit Door#1 - Lindsay St Door/Inner Lobby Hallway House Right - opens directly to outside stairwell down to Lindsay Street.
- Exit Door#2 - Smoking Patio Door/Inner Lobby Hallway House Left - opens directly onto Loading Dock off of Memorial Street.
- Exit Door#3 - Backstage Entrance/Inner Lobby Hallway House Right - opens to inner stairwell down to Backstage Exit Door.
- Exit Door#4 - Backstage Entrance/Inner Lobby Hallway House Left - opens to inner stairwell down to Backstage Exit Door.
- Exit Door#5 - Loading Dock Door Stage Right - Leads directly onto Loading Dock off of Memorial Street.
- Exit Door#6 - Loading Dock Roll Up Door Stage Right - Leads directly onto Loading Dock off of Memorial Street.

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## TYPES OF EMERGENCIES

There are many situations that can be classified as "emergencies". Following are procedures for the most likely events: Fire Alarms, Medical Emergencies, Bomb Threats, Civil Disturbance, Workplace Violence, and Power Outage. By familiarizing yourself with these procedures you should be prepared not only for these events but for other unforeseen emergencies.

## FIRE ALARM

It is Tivoli Foundation policy to evacuate when an alarm goes off FOR ANY REASON. Members of the Management Team, ERT, Supervisors, Usher Staff, Concessions Staff and Security staff are all trained in the proper response to such alarms. All others should evacuate immediately in a calm and efficient manner.

- Do not use elevator.
- Close all doors behind you.
- Do not open a door without first feeling it for heat.
- If you encounter smoke, stay low & look for alternate exit.
- If you need assistance with stairs let someone know & wait.
- Exit the building as quietly and calmly as possible. If possible, exit with those from your immediate work area; once you reach the street congregate together and count heads for possible missing people. DO NOT GO BACK INSIDE in search of people. Inform a Supervisor, ERT Member, Police, or Firefighter if someone is missing. Do not re-enter the building until it has been cleared by an ERT member, Fire, or Police.

## TORNADO

In the event of a major tornado the safest thing to do is remain in the building. You are more likely to be injured if you try to leave. In the theater, take cover between the seating rows below the level of the seat backs. Stay away from windows and other glass which might break and cause injury.

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Once the tornado has stopped, assess the situation. If there are any injuries, report them to a Supervisor, Management Team or ERT member. DO NOT move injured people unless they are in imminent danger.

Expect disruptions in electrical, phone, and water service. The Auditorium is equipped with backup generator powered emergency lighting. Do not use telephones or water unless absolutely required. Keep in mind that following a major tornado emergency services will be at a premium - police, fire, and ambulance response will be extremely limited if available at all. You must rely on your own common sense and the ERT.

When the overall situation in the city (emergency services, public transportation, etc.) has been assessed by the ERT you will receive instructions and advice as to what to do. In some circumstances evacuation will be the best course of action; in other circumstances it will make the most sense to remain in the building until it is deemed safe to evacuate.

### MEDICAL EMERGENCY

Immediately alert your Direct Supervisor, Supervisor, Security Team, Management Staff or ERT member. They will locate a qualified provider to administer first aid. DO NOT move a victim unless they are in imminent danger. Remain calm - reassure the victim that help is coming.

### BOMB THREAT

Avoid panic - it is important that the public remain calm. Inform your Direct Supervisor, Supervisor, Management Team, or Security Team member. They will evacuate the building as needed. DO NOT open or touch any suspicious items - make note of their location and pass this information on to emergency personnel.

### CIVIL DISTURBANCE

Remain in the building. Avoid exterior doorways and windows. Await instructions from your Direct Supervisor.

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## VIOLENCE

If an individual becomes violent or threatening DO NOT confront them. Extract yourself from the situation and notify Supervisor, Management Team, Security, or an ERT member. Remember that there is safety in numbers - stay out of situations where you may be caught alone.

## POWER OUTAGE

During regular business hours: remain at your work station; await instructions from an ERT member; avoid water use and toilet flushing. During non-regular hours leave the building via the stairs and proceed home. A decision to evacuate during a performance will be made only by Event Manager after ascertaining the expected duration of the outage.



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## DECISION MAKING

There are various types of emergencies and a variety of responses that are called for. While the reaction to certain situations is automatic, the decision to cease operations (i.e. cancel a performance) lies strictly with the Venue Management, which is defined as the General Manager, Assistant General Manager, Event Manager, and Technical Director.

These decisions will be informed by data from the Emergency Response Team, which is charged with assessing emergency situations and how they will affect various areas of the company. To assist in this process there are four levels of an emergency.

Any member of the ERT can declare a Level 1, 2, or 3 emergency as the situation calls for. HOWEVER, only a member of Executive Management can declare a Level 4 emergency, which in effect ceases operations for an indeterminate amount of time.

IN NO CASE should any member of the company make public statements or release information to the press regarding operations unless they are so authorized.

### LEVEL 1: ALERT - CONTINUE OPERATIONS

LEVEL 1 may be activated if ALL the following factors are true:

- No immediate life-threatening hazard
- 100% egress possible
- 100% essential service available
- 100% public emergency services available
- No on-site injuries

### LEVEL 2: CEASE OPERATIONS - REMAIN ON-SITE

LEVEL 2 may be activated if ALL of the following factors are true:

- "Manageable" life-threatening hazard
- 100% egress possible
- 100% essential & emergency services available
- Minor on- site injuries

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## LEVEL 3: CEASE OPERATIONS - EVACUATE & HOLD

LEVEL 3 may be activated if ANY ONE of the following factors are true:

- Life-threatening hazard exists
- Egress impaired
- Essential & public services impaired
- Injuries require emergency services
- Alarms activated

## LEVEL 4: CEASE OPERATIONS - EVACUATE & RELEASE

LEVEL 4 may be activated if Level 3 conditions are forecast to continue for four or more hours. In extreme circumstances, LEVEL 4 may be activated immediately.

## DEFINITIONS OF FACTORS

- Life-threatening hazards include, but are not limited to: Fire; Gas leak; Toxic spill; Electric shock hazard; Bomb threat or other threat of violence, including civil disturbance
- 100% egress means there are NO obstructions to stairwells, elevators, doorways, hallways, etc.
- Essential services include: Water supply; Electric supply; Telephone service. In some circumstances these will also include public transportation services.
- Public emergency services include: Police service; Fire service; Ambulance service.
- "Minor" injuries do not require emergency services.
- Minor children must not be released into the custody of anyone other than their parent/guardian or another staff member.

At any Tivoli Foundation venue, the responsible Manager should obtain the emergency plans for that space. If there are none, the procedures in this plan should be adopted and modified by the A.C. staff person in charge (with ERT input, as needed).

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## COMMUNICATIONS

During an emergency situation, clear channels of communication are critical. Depend on your Direct Supervisor to get vital information to you.

Do not tie up the phone lines or radio channels.

Members of the Management Team have emergency call lists that they will use for communication. This includes establishing the "chain of command" for critical decision making.

## EMERGENCY PHONE NUMBERS

Chattanooga Police/Ambulance: 911 or (423) 698-2525

Chattanooga Fire Dept: 911 or (423) 266-2753

Erlanger Hospital: (423) 778-2094

Poison Control: (800) 222-1222

Tivoli Administrative Office: (423) 757-5580

Box Office Public Line: (423) 757-5050

## STAFF CELL PHONE NUMBERS

In the event of an emergency, turn on your cell phone.

General Manager - Dave Holscher (423) 715-8254

Event Manager - Courtney Keene (423) 596-4928

Event Manager - Anna Roncskevitz (615) 336-2415

Event Manager - Rachel Eagleton (774)230-2323

Event Manager - Tiffany Barats (423)637-2892

Booking Mgr - Carolyn Whitaker (423) 637-5056

Business Manager - Matt McGlasson (423) 987-3960

Technical Director - Justin Walker (423) 653-5365

Box Office Manager - Jessica Bartet (404) 488-3060

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## AUDITORIUM BACKSTAGE EVACUATION PLAN

### EVENT MANAGER

1. Gives evacuation order to Technical Director, Usher Supervisor, Security Supervisor, and ERT.
2. Instructs Tour Manager/Production Manager to evacuate touring personnel and cast.
3. Coordinates evacuation via Technical Director, Usher Supervisor, Security Supervisor, and ERT.

### TECHNICAL DIRECTOR

1. Confirms with Event Manager that evacuation order is being given.
2. Turns on work lights and panic lights.
3. Issues evacuation order to all on headset and radio. Instructs Crew Steward to evacuate stage crew.
4. Technical Director will go to the fire panel stage right and take control of the emergency house P.A. TD will make public announcement letting everyone know, for their own safety, to exit the building in an orderly fashion, making sure to point out all of our brightly lit exit via nearest exit.

### EMERGENCY EVACUATION SCRIPT

Ladies and Gentlemen (REPEAT). May I have your attention please. We need to clear the auditorium at this time. Please stand and quietly proceed to the nearest exit. From there, continue out of the building. If you need assistance, please let an usher know. Thank you for your cooperation.

### CREW STEWARD

1. Confirms with TD to evacuate stage crew.
2. Evacuates Stage Crew outside to the Loading Dock or the Republic Parking Lot on Memorial Street. Steward does a head count. DO NOT GO BACK INSIDE in search of people. Inform Event Manager, ERT Member/Police/Firefighter if someone is missing. Do not re-enter the

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building until it has been cleared by an ERT member/Fire/Police.

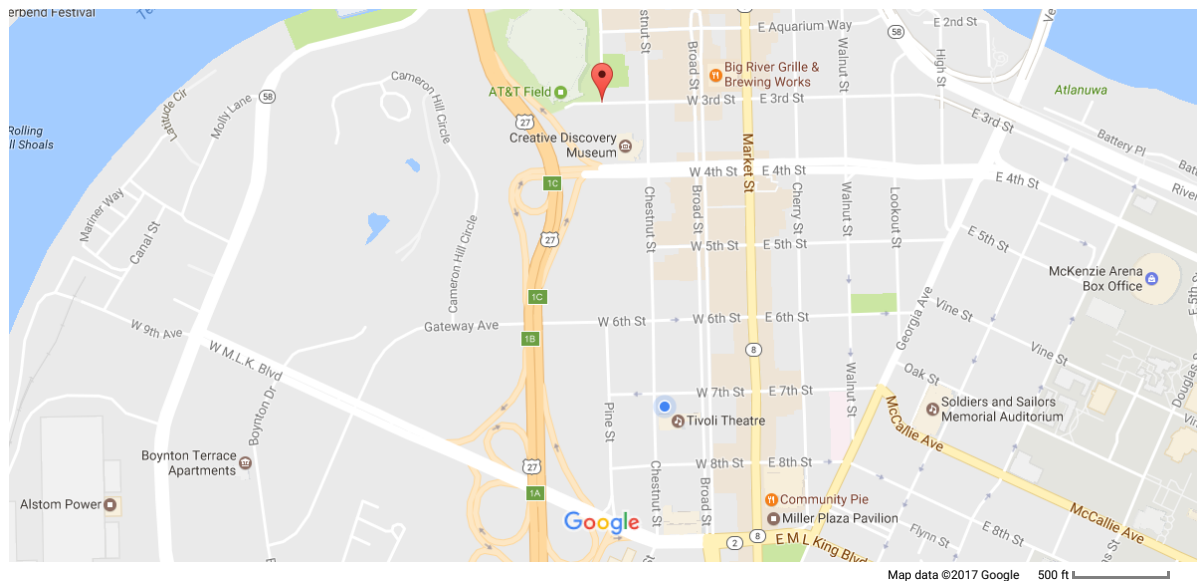
## LIGHTING OPERATOR

1. Turn on all work & house lights
2. Evacuate via nearest exit and report to Steward in Republic Parking Lot on Memorial Street.

## TOUR MANAGER

Evacuate all touring personnel via nearest exit. If possible, load onto tour buses and leave venue to "Power Alley" to park until the time they are instructed by Event Manager to return. Power Alley is directly behind the Tennessee Aquarium IMAX 3D Theater off of Broad Street. \*map provided below. Event Manager will keep you informed of situation. If it is not possible to evacuate to Tour Bus, all tour personnel should exit to Stage Left Green Room/Production Office. All Tour Personnel should remain in Green Room until instructed otherwise by Event Manager.

Power Alley



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## THEATER FOH EVACUATION PLAN IN THE EVENT OF AN EMERGENCY

- Everyone assigned a radio switches to the emergency channel, CH. 1.
- If an alarm goes off, evacuation starts immediately - DO NOT WAIT.
- Use radios as little as possible - keep them clear for important communication.
- Sweep all areas before leaving the building.

## TORNADO PROCEDURES

1. Stay in the building until the tornado stops.
2. If the tornado is severe take cover between seats or in corners and direct patrons to do the same.
3. When safe to do so, begin evacuation, if necessary.

## USHER SUPERVISOR

1. Confirm evacuation with Event Manager and follow Event Manager instructions.
2. Turn on all FOH lights.
3. Direct Supervisors to coordinate evacuation with floor usher staff.
4. Oversee sweep of all FOH. Last one out FOH with EM.
5. Meet usher staff in Republic Parking Lot on Memorial Street and do head count. Report any missing personnel to Event Manager, ERT Member, Police, or Firefighter if someone is missing. Do not re-enter the building until it has been cleared by an ERT member, Fire, or Police authority.

## USHER DIRECTORS

1. Confirm evacuation with Usher Supervisor. Follow Usher Supervisor instructions.
2. Direct usher staff to coordinate evacuation with his/her floor usher staff.
3. When instructed by Usher Supervisor, gather all ushers on assigned floor level and evacuate building via nearest exit and group in Republic Parking Lot on Memorial Street.

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## BALCONY USHERS

1. Follow Supervisor instructions.
2. Stay at post and assist patrons exiting.
3. Sweep seating areas, including box stairs
4. Sweep balcony restrooms
5. Evacuate to Republic Parking Lot on Memorial Street.

## SECURITY SUPERVISOR

1. Confirm evacuation with Event Manager. Follow Event Manager instructions. Gives evacuation order to all security personnel.
2. Direct Security Staff to stay at post & assist in directing evacuation via nearest exit, direct emergency personnel upon arrival.
3. Instruct Security Personnel to evacuate building via nearest exit and meet in the Republic Parking Lot on Memorial Street.
4. Security Supervisor does head count and reports any missing personnel to Event Manager, ERT Member, Police, or Firefighter if someone is missing. Do not re-enter the building until it has been cleared by an ERT member, Fire, or Police Authority.

## DOOR GUARDS

1. Open all exterior doors
2. Assist patrons in exiting
3. Assist in keeping patrons from blocking doors/keep exits clear.

## SECURITY PERSONNEL

1. Confirm evacuation with Security Supervisor. Follow Security Supervisor instructions.
2. Stay at post and direct evacuation via nearest exit.
3. Direct emergency personnel upon arrival.
4. Evacuate building when instructed by Security Supervisor. Meet Security Supervisor in Republic Parking Lot on Memorial Street.

## BALCONY SECURITY & CONCESSIONS STAFF

This includes Security Staff, Concessions Staff

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1. Assist patrons exiting
2. Sweep Balcony restrooms, seating area, and hallway.
3. Evacuate via nearest Exit Door, sweeping as you go.

### UNIFORMED OFFICER

1. Block traffic & direct patrons across McCallie Ave.
2. Direct emergency personnel upon arrival
3. Sets flares on street

### MAINTENANCE STAFF

1. Sweep downstairs restrooms.
2. Evacuate via nearest Exit Door.
- 3.

### RADIOS: IN THE EVENT OF AN EMERGENCY

1. BOH crew with radios switch to emergency channel, CHANNEL 1.
2. If alarm goes off, evacuation starts immediately – DO NOT WAIT.
3. KEEP RADIOS CLEAR FOR IMPORTANT COMMUNICATION.
4. Do not use Clear Com for communication after initial evacuation order has been given.
5. SAFETY PERMITTING, all areas must be checked before leaving the building.
6. Do not prop open doors.

### RADIO CHANNELS

CH 1 – FOH & BOH Emergency

### EMERGENCY RESPONSE TEAM

The members of the ERT ONSITE must assess each individual emergency or threat of emergency, in terms of individual safety and in terms of how their departments may be affected. Members must also report their findings to Management. Management will count on ERTs to help determine overall company response to an emergency.