

# TIVOLI THEATRE EMERGENCY PLAN

## TABLE OF CONTENTS

INTRODUCTION	PAGE 2
BUILDING DESCRIPTION	PAGE 3-4
TYPES OF EMERGENCIES	PAGE 5-7
DECISION MAKING	PAGE 8-9
COMMUNICATIONS	PAGE 10
TIVOLI BACKSTAGE EVACUATION PLAN	PAGE 11-12
FOH EVACUATION PLAN	PAGE 13-16

# TIVOLI THEATRE EMERGENCY PLAN

## INTRODUCTION

The Tivoli Foundation 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.

# TIVOLI THEATRE EMERGENCY PLAN

## THE TIVOLI THEATRE

The Tivoli Theatre, constructed in 1921, is located at 709 Broad Street, Chattanooga, TN 37402.

The Tivoli Theatre seats:

994 in the orchestra

24 in lower boxes

24 in upper boxes

78 in the [loge](#)

312 in the upper balcony

312 in the lower balcony

94 in removable [orchestra pit](#) seating

Therefore, the Tivoli can hold more than 1,750 people

Inside the Theatre there are:

### Basement Level

- contains Laundry Area, Storage Room, Electrical Room, and Boiler Room

### Orchestra Level

- contains Stage Left/House Right Dressing Rooms, Backstage Offices, Hallway Bathrooms, Green Room, Loading Dock and Limited Use/Limited Access Handicap Elevator. This elevator provides patron access to the FOH Balcony Level.

Lower Balcony Level

Upper Balcony Level

Inner Lobby

Outer Lobby

FOH Restroom Facilities are located on:

Basement Level (Men & Women)

Lobby Level (ADA M&W)

Balcony Level (Men)

Upper Balcony Level (Women).

# TIVOLI THEATRE EMERGENCY PLAN

There are eight STAIRWELLS located in the the Balcony Levels.

- Stair #1 - from the far right aisle doors at the top of the upper balcony hallway is a fire escape staircase that discharges at ground level alley on 7th Street. GROUND LEVEL EXIT DOORS 1
- Stair #2 - from the far right aisle doors at the top of the balcony hallway is a fire escape staircase that discharges at ground level alley on 7th Street. GROUND LEVEL EXIT DOORS 2
- Stair #3, 4, 5 - go under the left, middle, and upper balcony and lead to/from upper balcony hallway.
- Stair #6 - leads from upper balcony level hallway to the balcony lobby.
- Stair #7,8 - lead from balcony lobby to the ground level lobby.

Two enclosed STAIRWELLS lead from backstage to the basement.

- Stair #1 - leads from stage left backstage hallway to basement level.
- Stair #2 - leads from stage right backstage to basement level.

Two enclosed STAIRWELLS lead from FOH to the basement.

- Stair #1, #2 - leads from house right lobby and house left lobby to the basement level.

## GROUND LEVEL EXIT DOORS

There are 5 Ground Level Exit Doors besides the Front Lobby Doors.

- Exit Door#1 - Backstage Wing Exit Door Stage Right - opens directly onto Chesnut Street.
- Exit Door#2 - Loading Dock Door Stage Left - goes via staircase into Loading Dock on 7th Street.
- Exit Door#3 - Stage Door Stage Left - leads directly to 7th Street.
- Exit Door#4 - Alley Doors Stage Left - lead directly to Smoking Patio/Emergency Alley off 7th Street.
- Exit Door#5 - Lobby Doors - lead directly to Broad Street.

# TIVOLI THEATRE EMERGENCY PLAN

## 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.

# TIVOLI THEATRE EMERGENCY PLAN

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 theatre 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.

# TIVOLI THEATRE EMERGENCY PLAN

## 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 the during a performance will be made only by Event Manager after ascertaining the expected duration of the outage.

# TIVOLI THEATRE EMERGENCY PLAN

## 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 or cancel classes) 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



# TIVOLI THEATRE EMERGENCY PLAN

- Minor on- site injuries

## 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 ACT 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 booklet should be adopted and modified by the A.C. staff person in charge (with ERT input, as needed).

# TIVOLI THEATRE EMERGENCY PLAN

## 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 Coordinator - Courtney Keene (423) 596-4928  
Booking Mgr - Carolyn Whitaker (423) 637-5056  
Business Manager - Matt McGlasson (423) 987-3960  
Technical Director - Sam Fort (423) 653-5365  
Asst Business Mgr - Jessica Bartet(404) 488-3060

# TIVOLI THEATRE EMERGENCY PLAN

## THEATER 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, close your seats, and quietly proceed to the nearest exit. From there, continue out of the building. Please do not use the elevators. 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 Chesnut and 7th 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

# TIVOLI THEATRE EMERGENCY PLAN

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

## LIGHTING OPERATOR

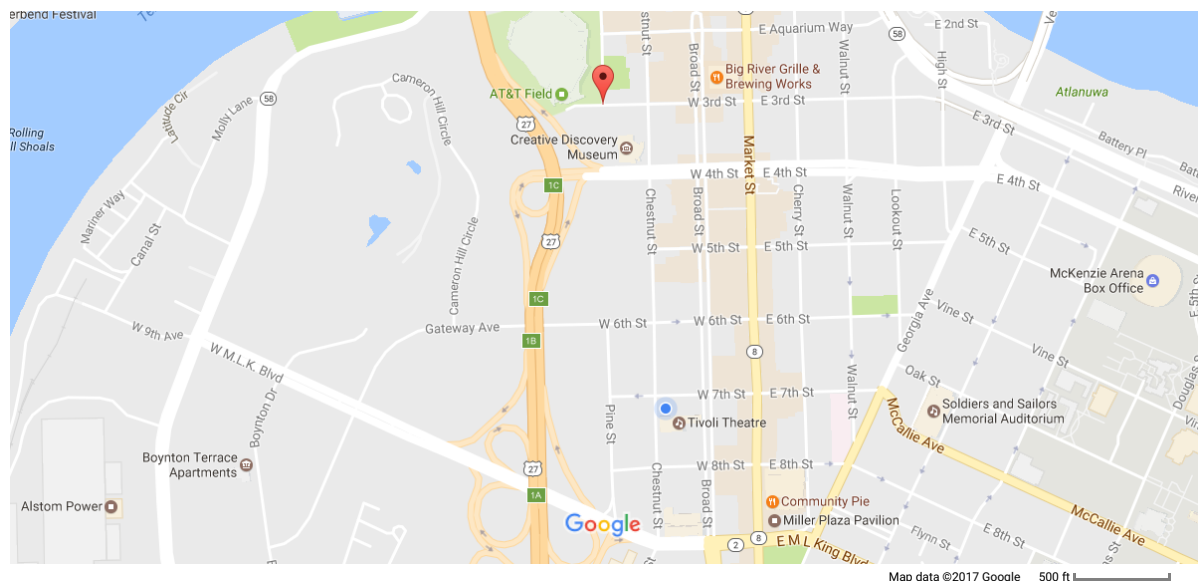
1. Turn on all work & house lights
2. Evacuate via nearest exit and report to Steward in Republic Parking Lot.

## TOUR MANAGER

Evacuate all touring personnel via nearest exit. If possible, load onto tour buses and leave venue to Power Alley. "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 Courtney Keene will keep you informed of situation. If it is not possible to evacuate to Tour Bus, all tour personnel should exit to Green Room. All Tour Personnel should remain in Green Room until instructed otherwise by Event Manager.

1. Courtney Keene Cell 423.596.4928.

Power Alley



# TIVOLI THEATRE EMERGENCY PLAN

## 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 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.

## SUPERVISOR

1. Confirm evacuation with Usher Supervisor. Follow Usher Supervisor instructions.
2. Direct usher staff to coordinate evacuation with his/her floor usher staff.

# TIVOLI THEATRE EMERGENCY PLAN

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.

## 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 7th St. via house right stairwell to alley.

## 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.
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.

# TIVOLI THEATRE EMERGENCY PLAN

4. Evacuate building when instructed by Security Supervisor. Meet Security Supervisor in Republic Parking Lot.

## BALCONY SECURITY & CONCESSIONS STAFF\*

This includes Security Staff, Concessions Staff

1. Assist patrons exiting
2. Sweep Balcony restrooms, seating area, and hallway.
3. Evacuate via house right doors to 7th Street, sweeping as you go.

## UNIFORMED OFFICER

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

## MAINTENANCE STAFF

1. Sweep downstairs restrooms.
2. Evacuate via front doors to Broad Street.

## 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

## TIVOLI THEATRE EMERGENCY PLAN

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.