

# Eccles Rental Guidebook

## Chain of Command

- Renter clears all aspects of Stage Operation through the Technical Director.
- Renter clears all aspects of Front of House Operations through the House Manager
- District staff assumes no responsibility for oversight; however, the district staff has final say in all aspects of operation.

## Scope of Responsibility

- Technical Director is responsible for all aspects of technical and backstage operations.
- House Manager is responsible for all aspects of front of house and lobby operations including all audience interaction.
- House manager is responsible for training ushers.
- Both House Manager and Technical Director are responsible for implementing all current applicable health mandates.

## Technical Director General Operations

- First priority is ensuring the safety and well-being of all performers, crew, and patrons.
- Second priority is ensuring the safety of all equipment and the venue.
- All operations should follow best practice and be considered from the perspective of safety.
- A qualified theatrical rigger following best practice must perform all rigging.
- No line-set shall be left out of weight for longer that is reasonable for completing rigging operations.
- All scenic items should be evaluated for safety. The Technical Director has the responsibility to deny the use of any scenic items they deem unsafe.
- All lighting should be hung and circuited following best practice and every fixture must have a safety cable. A 1' minimum distance is required between any lighting fixture and a scenic element.
- All cables crossing a walkway must be secured, covered, and marked following best practice.
- No performance is to start without the approval of the House Manager.
- The Technical Director will perform First Arrival, Pre-Show, and Post Show inspections.
- Crew will not be released until the post show inspection is completed and proper restoration is confirmed with the district staff.
- Flame based effects and pyrotechnics are prohibited.
- Fog, haze, and strobe effects must be advertised both in signage at the audience entrance and be announced in a pre-show announcement.
- All fog and haze must be tested at an appropriate time to ensure that it does not trigger the fire alarms.
- **All issues must be reported to the district staff.**

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## House Manager General Operations

- First priority is ensuring the safety and well-being of all performers, crew, and patrons.
- All operations should follow best practice and be considered from the perspective of safety.
- The House Manager is responsible for training and oversight of all ushers.
- The House Manager will perform First Arrival, Pre-Show, and Post Show inspections.
- To work to ensure audience separation from performers unless requested by the renter and approved by district staff.
- Communicate with the Renter and District staff as to expectations for audience rules, i.e., no flash photography, etc.
- **All issues must be reported to the district staff.**

## Prohibited Activities

- Alcohol, Tobacco, Vaping devices, and illegal drugs are prohibited on school grounds.
- Verbal, physical, and sexual abuses are prohibited and must be reported to the proper authorities. District staff can provide guidance.
- Use of hate speech or the threats of violence are prohibited and must be reported to the proper authorities. District staff can provide guidance.

## Technical Director First Arrival Walk Through – To be performed before crew arrival.

- Inspect all back stage entrances and exits for hazards including slippery conditions. No walkway shall be impeded narrower than the full width of the doors it serves.
- Inspect all back stage emergency exit signage
- Inspect the stage and all working areas for hazards and generate a plan to address any issues.
- Inspect all line-sets and equipment for obvious defects or damage.
- Inspect the fire curtain and smoke hatch releases for obvious defects.
- Inspect the fall line of the fire curtain for obstructions.
- Perform a general sweep of the theater looking for any hazards
- Inspect and ensure that all fire lanes are clear of obstacles and vehicles.
- Locate and inspect the AED and Epi-pen locations.

## Technical Director Pre-Show Walk Through –To be performed immediately before house opens.

- Inspect all back stage entrances and exits for hazards including slippery conditions. No walkway shall be impeded narrower than the full width of the doors it serves.
- Inspect all back stage emergency exit signage

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- Inspect the stage and all working areas for hazards.
- Inspect all line-sets and equipment for obvious defects or damage.
- Inspect the fire curtain and smoke hatch releases for obvious defects.
- Inspect the fall line of the fire curtain for obstructions.
- Perform a general sweep of the theater looking for any hazards
- Inspect and ensure that all cables in walkways are properly secured, covered, and marked.
- Inspect and ensure that all fire lanes are free of obstacles and vehicles.

## **Technical Director Post Show Walk Through – To be performed following strike before crew release.**

- Inspect all entrances and exits to ensure that they are closed and secured.
- Inspect all equipment for obvious damage and to ensure proper restoration.
- Lighting shall be restored to house plot and focus at the discretion of the district staff.
- Perform a sweep of the theater and support areas to ensure that they are restored to original condition and that lights are turned off.
- District staff will issue final release.

## **House Manager First Arrival Walk Through – To be performed before Ushers arrival**

- Inspect all house entrances and exits to ensure that they are clear of hazards, including slippery conditions.
- Inspect the theater house and lobby to make sure that it is free of equipment and obvious defects or unidentified objects.
- Inspect the lobby rest rooms to ensure that they are clean and functional
- Inspect all house exit signage to ensure proper operations.
- Inspect and ensure that all fire lanes are free of obstacles and vehicles.
- Locate and inspect the AED and Epi pen locations.

## **House Manager Pre-show Walk Through – To be performed immediately before the house opens.**

- Inspect all house entrances and exits to ensure that they are clear of hazards, including slippery conditions.
- Inspect the theater and lobby to make sure that they are clear of hazards, personal items, and un-necessary equipment.
- Inspect all house exit signage to ensure proper operations.
- Inspect and ensure that all fire lanes are free of obstacles and vehicles.

## **House Manager Post Show Walk Through – To be performed before exiting the theater.**

- Inspect all entrances and exits to ensure that they are closed and secure.
- Inspect the theater and lobby for personal items and for obvious defects of damage.

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- Ensure that all audience have left the theater before locking exterior lobby doors.
- District staff will issue final release.

## Full Audience Emergency Response

- **Fire; alarm or detected.**
  1. All staff shall quickly inspect the exit paths to ensure that they are not leading into a hazard.
  2. The House Manager shall direct the audience to exit the theater in an orderly fashion by the appropriate exit.
  3. The House Manager will call 911 to ensure a prompt response from emergency services.
  4. The Technical Director and or District staff will make the determination to deploy the fire curtain or roof hatches if appropriate.
  5. Ushers will direct the audience out of the theater through the appropriate exit and guide them to the safe reunification area.
    - The primary safe reunification area will be along the side of the theater near the baseball field.
    - If the primary safe reunification area is not safe to use, the secondary safe reunification area is in front of the main entrance of the high school.
  6. The technical staff will guide all performers to the nearest exit and guide them to the correct safe reunification area.
  7. In the instance of underage performers, technical staff and ushers will facilitate reuniting the performers with their guardians.
  8. The House Manager will perform a final sweep of the theater house and lobby as safe to ensure that everyone has exited.
  9. The Technical Director will perform a final sweep of the back stage areas and dressing rooms as safe to ensure that everyone has exited.
  10. The Technical Director and House Manager will report to the district staff that the theater is clear.
  11. The Technical Director will ensure that the response area for emergency services is clear of patrons and obstacles. (Typically the horse-shoe in front of the theater.)
  12. The House Manager will issue further directions to the patrons.
  - Emergency services will determine when it is safe to re-enter.
  - District Staff will give the final all clear to return to the theater or make the determination to cancel the remainder of the performance based on Emergency Services guidance.
  - Ushers should assist disabled patrons in exiting the theater.

**Staff may make the personal decision to use fire extinguishers to combat a fire, but are not required to do so.**

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## Power Outage

- In the event of a power outage, the theater will need to be cleared after 15 minutes without power. Audience, crew, and performers should be directed to the safe reunification area.
- Should the emergency lighting fail, Ushers and patrons should use their cell phones for illumination as they exit.

## Earthquake

- If possible, the House Manager will instruct the patrons to shelter.
- The technical director will instruct the performers and crew to shelter.
- Once safe, the staff will follow the fire evacuation procedure.
- Staff should be prepared to assist injured patrons.

## External Threat, Shelter In Place

- Should any staff member be informed of an external threat, it will be communicated to the house manager or technical director.
- This should then be communicated to the district staff.
- The Technical director will be responsible for communicating the situation to the crew and performers and ensuring that all exterior doors are locked.
- The House Manager will be responsible for communicating the situation to the audience and ensuring that all exterior doors are locked.
- The District Staff will communicate with emergency services for guidance and will make the final determination as to when to end the shelter.
- The shelter in place may take many forms, from air quality hazard to the presence of wildlife. The district staff will make the determination as to whether or not to continue operations.

## Bomb Threat

- The House Manager, Technical Director, and District Staff should be informed immediately.
- If the threat is received as a phone call, whoever is receiving the call should take notes and ask specific questions to provide to law enforcement.
  - When will the bomb go off?
  - Where is the bomb located?

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They should also try to note as many descriptive items as possible, age and gender of the caller, identifying background noises, etc...

- A different staff member should call 911.
- If an audience is present, staff should first inspect exit routes and the reunification area for potential threats then evacuate as per the fire procedure.
- If no audience is present, any crew and performers should be evacuated
- House Manager, Technical Director, District Staff will follow the direction of Law Enforcement. District Staff will give final approval to return to the theater.

## Individual Emergency Response

### Medical Emergency Patron

- The House Manager should immediately be notified.
- If the patron is under 18, the guardian should be contacted.
- The House Manager will make the determination as to contacting emergency services.
- If necessary, the Technical Director should be informed and the performance stopped to facilitate care.
- At first convenience, the District Staff should be notified.
- Once care has been rendered and if possible, an injury report form should be completed and submitted to the District Staff.

### Medical Emergency Performer/Crew

- The Technical Director should immediately be notified.
- If the individual is under 18, the guardian should be contacted.
- The Technical Director will make the determination as to contacting emergency services.
- If necessary, the House Manager should be informed and the performance stopped to facilitate care.
- At first convenience, the District Staff should be notified.
- Once care has been rendered and if possible, an injury report form should be completed and submitted to the District Staff.

### Unruly/Threatening Patron

- Immediately refer the situation to the House Manager
- The House Manager makes the determination of whether or not to contact emergency services.
- Use de-escalation techniques to buy time until LEO responds.

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- If possible, encourage the patron to move away from the general audience to discuss the situation. Do not isolate with the patron.
- If necessary, inform the Technical Director to stop the performance if a threat is perceived.
- At first convenience, inform the District Staff.
- Once the situation is resolved, compose a detailed description of the sequence of events and provide to the district staff.

## **Usher Training Minimum – to be performed by the House Manager**

### 1. Assign show positions to each usher.

Typical positions are:

1. HL and HR near the stage
2. HL and HR near the mid house exits
3. HL and HR near the back of the theater
4. HL and HR at the top of the balcony stairs
5. HL and HR at the top corners of the balcony
6. HL and HR inside the lobby doors
7. In the lobby in front of the lobby doors

### 2. Review exit locations and path to the safe reunification spots for each Usher.

Make sure the Ushers know the closest exit and a backup exit.

### 3. Review Evacuation procedure and responsibilities.

### 4. Review alternate emergency responsibilities.

### 5. Inform Ushers of the importance of reporting all incidents and issues to the house manager.

### 6. Inform the Ushers to refer disgruntled patrons to the house manager.

### 7. Ensure that each usher is in uniform, i.e. are wearing matching shirts or have other obvious forms of identification.

### 8. Inform the Ushers of the locations of the rest rooms.

### 9. Inform the Ushers of the locations of the AED and Epi pens.

### 10. Ensure that each usher has some form of flashlight. Cell phone flashlights are acceptable.

### 11. Review radio use and communication procedure.

### 12. Inform Ushers of the show schedule and call times.

### 13. Inform Ushers of show specific and general audience rules, i.e., no food or drink in the theater; no flash photography and their responsibility in enforcement.

### 14. Remind Ushers that they should remain courteous at all times.

### 15. Inform Ushers that they are responsible for staying in their position throughout the duration of the show and until all audience has exited the theater.

### 16. Explain to the Ushers whether the show is GA or seated, and if seated explain how to direct audience to their seats.

### 17. Explain to Ushers how to operate the companion seats (push down on the knob with your foot and swing the chair open) and how to assist disabled patrons.

### 18. Remind the Ushers to be alert to potentially dangerous situations and to inform the House Manager of any concerns.

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19. Direct Ushers to scan their respective areas every 20 seconds.
  20. Direct Ushers to never argue the cause of an incident or accept responsibility for it. Current or past incidents should not be discussed with those not involved.
  21. Answer questions.
- Following the performance check that all Ushers have turned in their radios and headsets.



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