

# Kay Meek Centre Fire and Evacuation Training!



September 14, 2023



**Why is it important to  
practice our  
evacuation  
procedures?**

**To reduce panic, prevent injuries, and limit damage.**



**To make sure that no one is hurt and that each person understands exactly where to go during an emergency.**



# When do we Evacuate?

- Fire Alarm
- Power Failure
- Bomb Threat / Police Incident
- Earthquake

# Theatre Staff Responsibilities in an evacuation

- **Technical Director**
- **Assistant Technical Director**
- **Head Technicians**

Responsible for clearing Backstage and coordinating with the Fire Department on Mathers Avenue to confirm re-entry



# Front Of House Manager



Responsible for the audience's safety, coordinating with technicians, providing instruction to volunteers

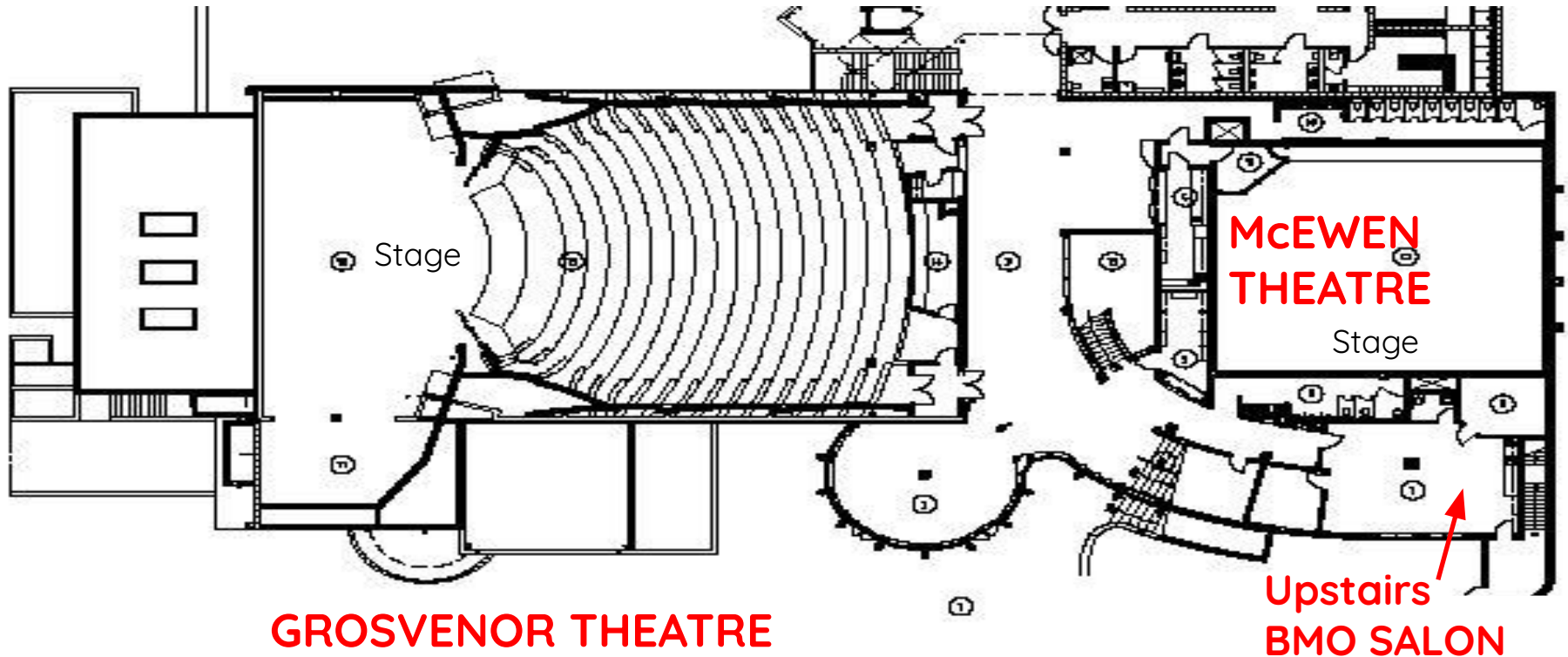
# Volunteers

- Prop or Hold Open Exit Doors
- Assist with evacuating the Audience to the Sports Field
- Assist Wheelchair Patrons to refuge areas outside
- Provide clear instructions
- Watch for danger
- Instill a calm and focused atmosphere





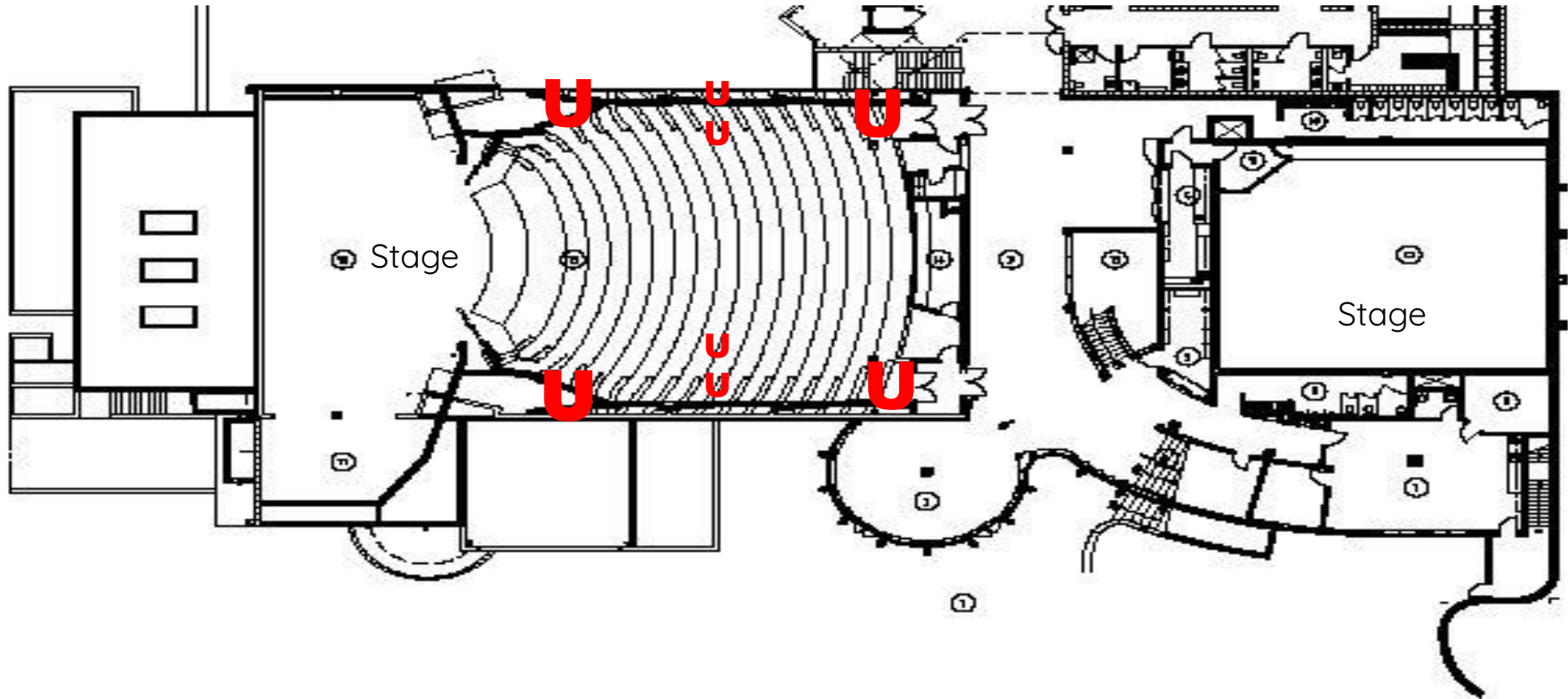
# Kay Meek Arts Centre Floor Plan



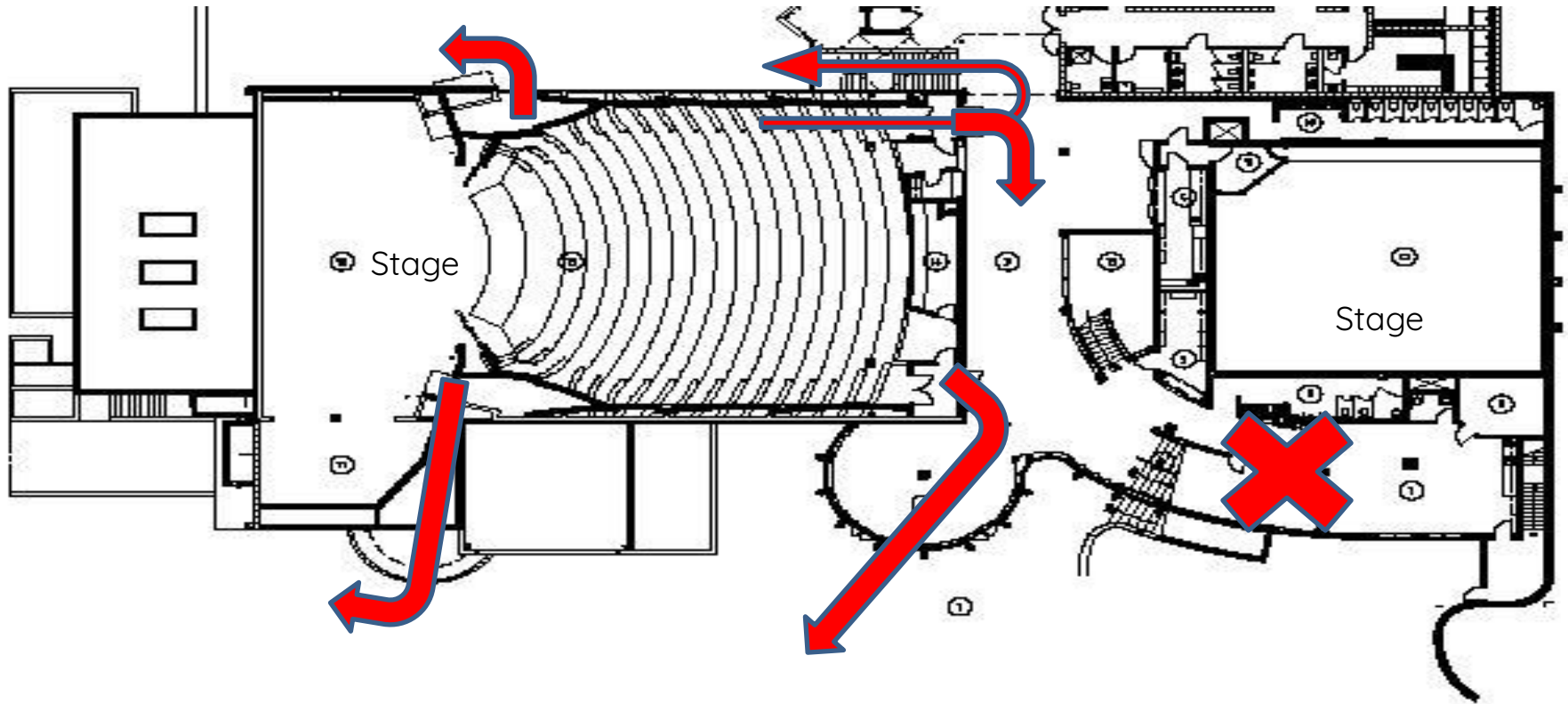
# We have a performance in the Grosvenor Theatre. Where could you work?

- At the Upper Entrance Doors on Mathers Ave (Upper Level Greeter)
- At the Lower Rotunda Entrance Doors (Lower Level Greeter)
- At the Grosvenor Theatre Entrance Doors (Ticket Taker)
- Inside the Auditorium (Usher)
- At Coat Check
- At Box Office (Will Call)
- In the Concession

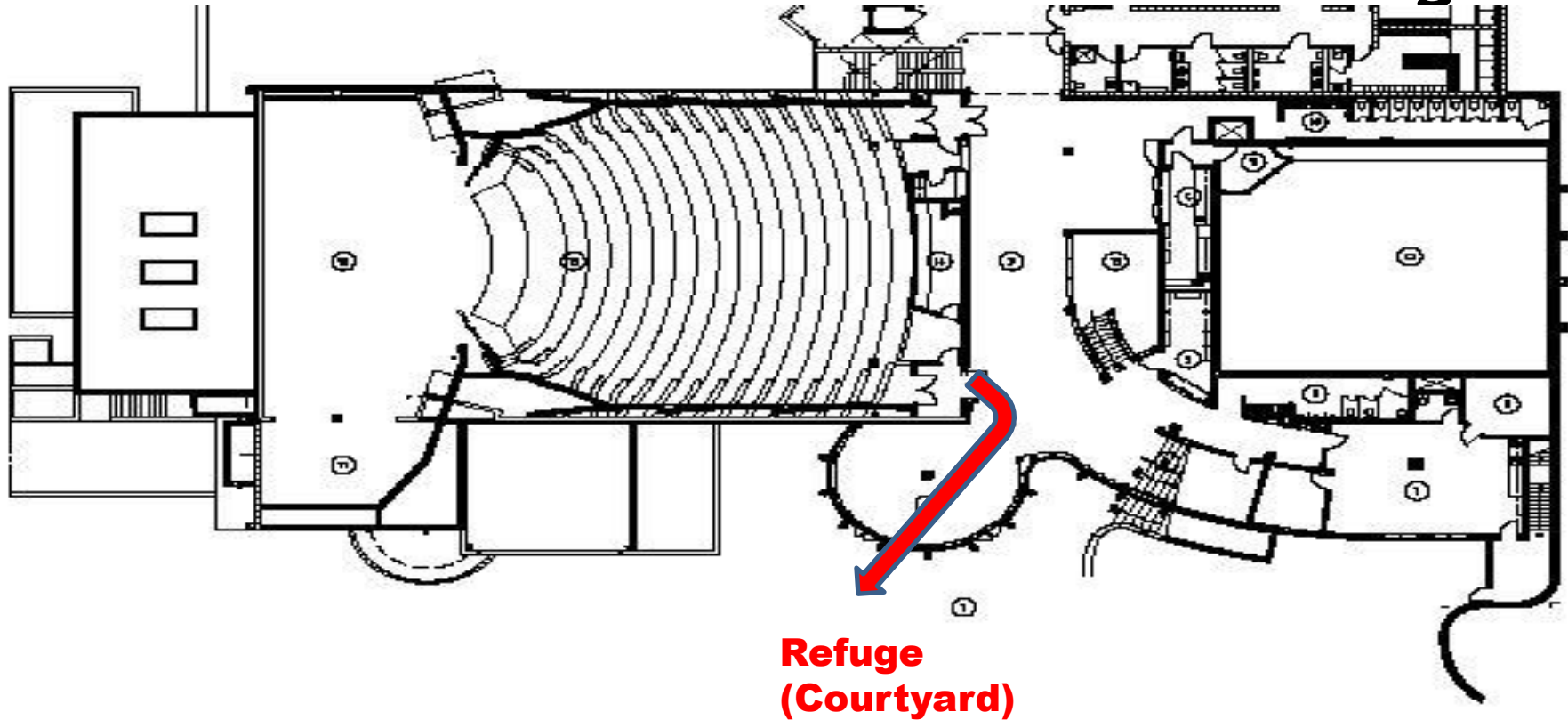
# Usher Location During a Performance (Grosvenor Theatre)



# And where are the exits?



# Wheelchair Refuge Location For Events in Grosvenor or Lobby



# Evacuation Procedure (Grosvenor Theatre)

- At the pre-show briefing the FOH Manager will review where you will be seated during the performance
- Ushers and ticket takers sit toward the front and the back of the theatre in **Row E** and **Row R** respectively
- **What do you do?**
- You go to your nearest exit
- Prop or Hold the exit door open
- You direct patrons out of the auditorium
- You check to make sure the auditorium is clear and close the doors

# Evacuation Procedure (Grosvenor Theatre)

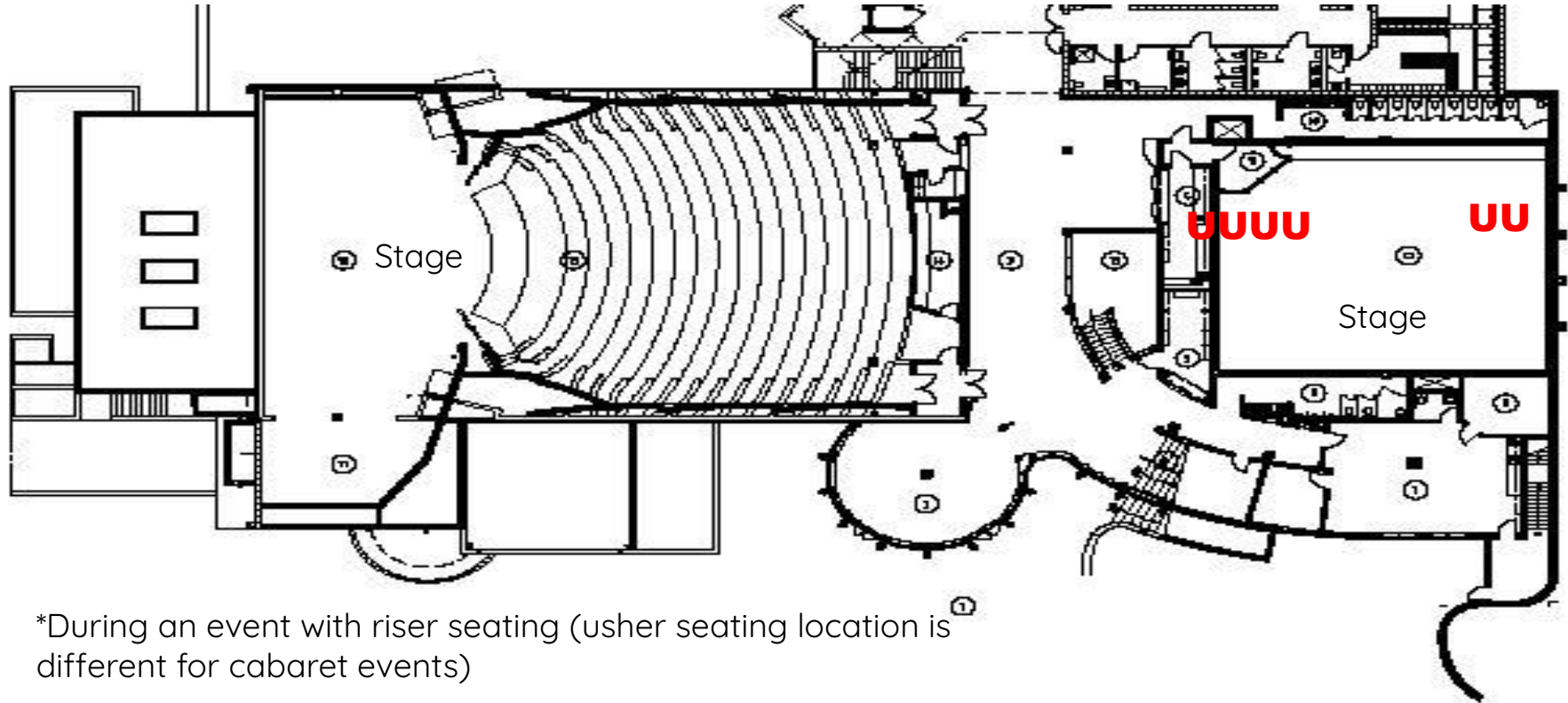
- Greeters, Merchandise, Will Call, Coat Check and Concession volunteers sit in **Row L** during the performance
- **What do you do?**
- If there are no volunteer ushers in Row E then go open the exit doors at either side of the stage and direct the audience out.
- If there is already an usher in Row E then you help split the audience in the middle, sending half the patrons up out into the main lobby and half down out the doors at the side of the stage.
- You help wheelchair patrons to the refuge area (sculpture courtyard)
- You check the bathrooms

# We have a performance in the McEwen Theatre. Where could you work?

- At the Main Entrance Doors on Mathers Ave (Upper Level Greeter)
- At the Lower Rotunda Entrance Doors (Lower Level Greeter)
- At the McEwan Theatre Entrance Door (Ticket Taker)
- Inside the Auditorium (Usher)
- At Coat Check
- At Box Office (Will Call)
- In the Concession

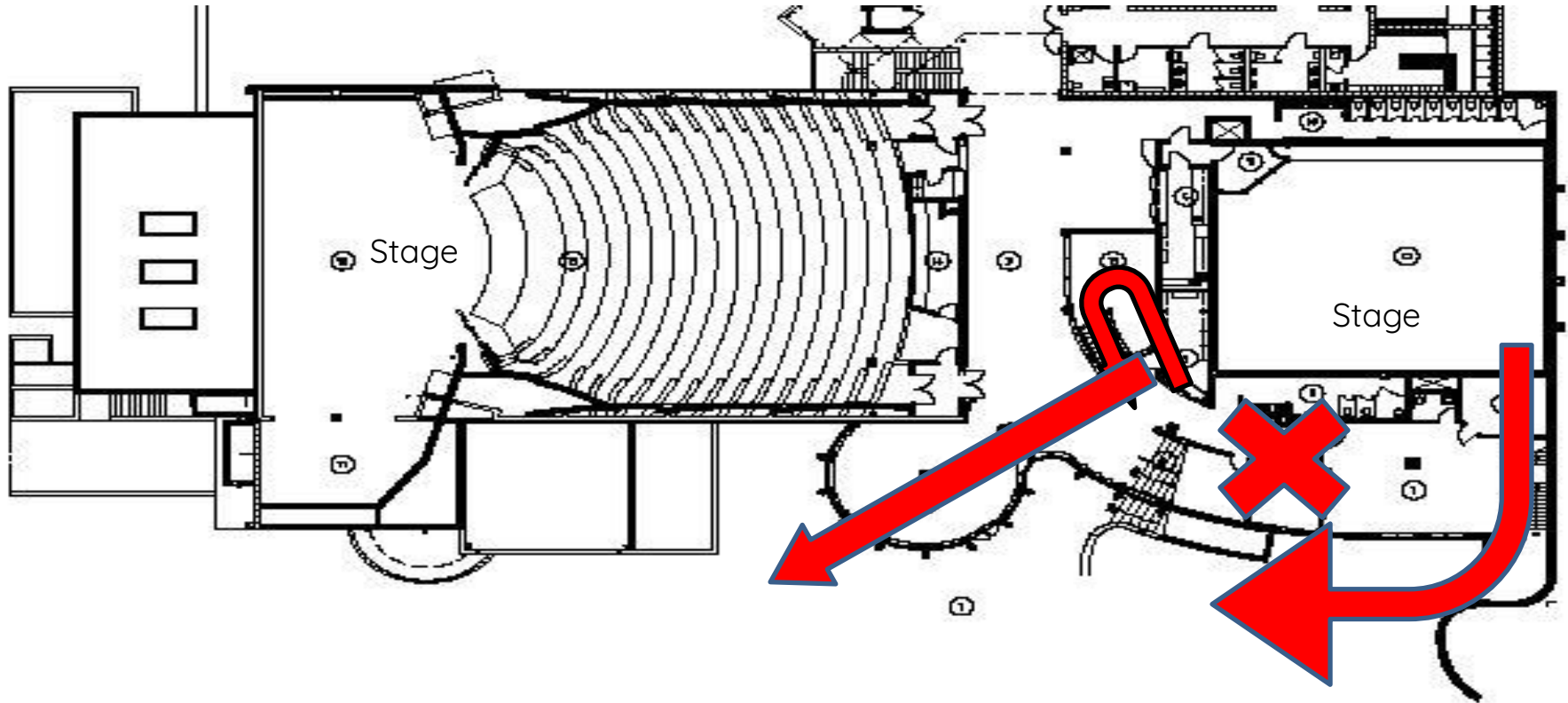


# Usher Location During a Performance\* (McEwen Theatre)

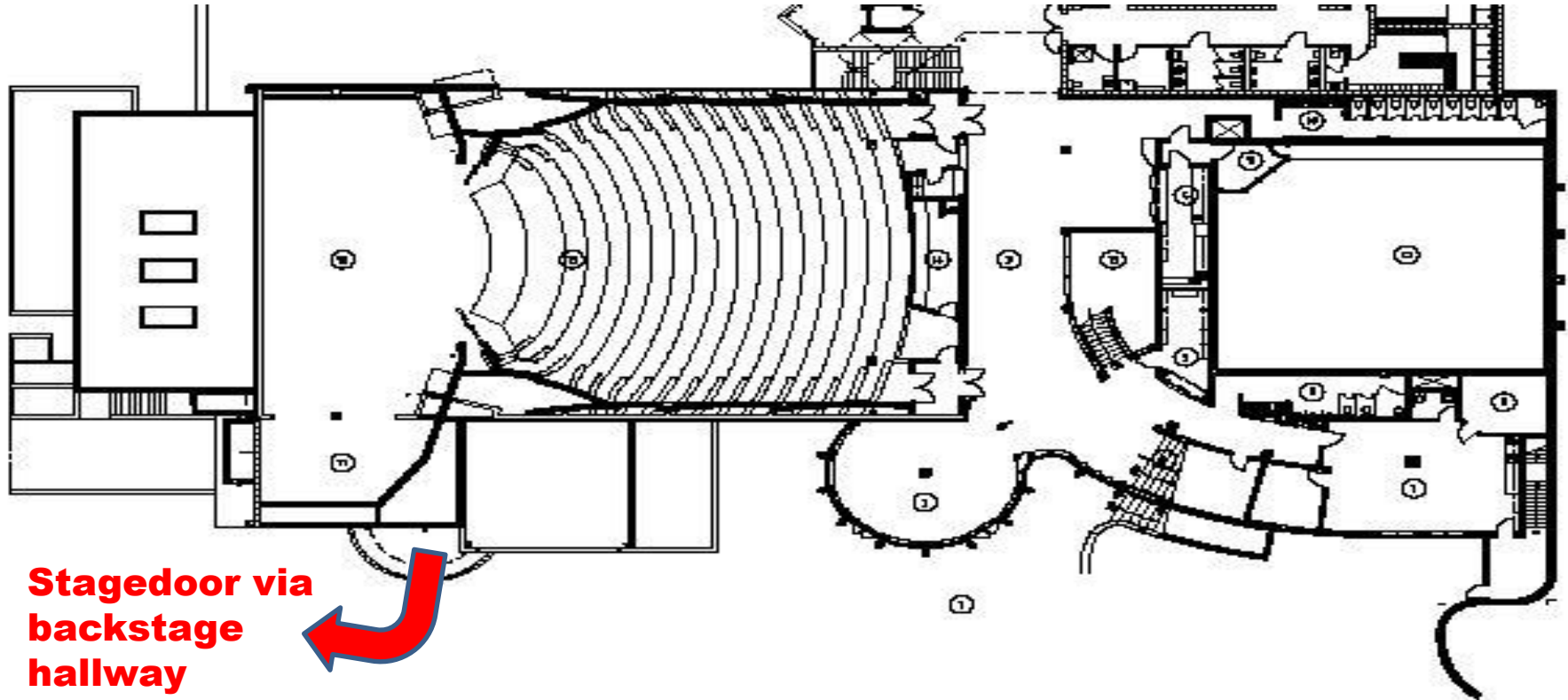


\*During an event with riser seating (usher seating location is different for cabaret events)

# And where are the exits?



# Wheelchair Exit Location For Events in McEwen Theatre



# Evacuation Procedure (McEwen Theatre)

- Ticket takers, ushers and concession sit in Row A **Seats 1-4** beside the auditorium door
- **What do you do?**
- Ticket taker opens the auditorium doors and directs patrons upstairs and out the lower rotunda doors
- Check to make sure the auditorium is clear, close doors and make sure no one is in the bathroom
- Usher helps split the audience in two groups with half exiting out the main auditorium and half exiting out the emergency exit door on the other side.
- Usher helps wheelchair patrons exit out the stagedoor via backstage hallway.

# Evacuation Procedure (McEwan Theatre)

- Greeters sit in Row A **Seats 19 & 20** on the far side of the auditorium
- **What do you do?**
- Greeters opens the emergency exit door and direct patrons straight ahead up the stairway and outside the crash door behind the office toward the courtyard
- If any patrons are unable to do stairs they will exit out this emergency exit door but turn right and follow the backstage hallway to the stage door with the help of their companion and/or an usher
- Check to make sure the auditorium is clear and **close doors**

# Procedure Step 1

- Alarm Sounds
- Listen for instructions from FOH or Technicians - is there anywhere you must avoid?



# Procedure Step 2

## Clearing the Building

- KEEP YOURSELF OUT OF HARM!
- Proceed to your nearest exit door
- Direct patrons to the field
- Do not use the elevator
- Check your area is clear after last patron exits and close all doors behind you
- Proceed to the field



# Procedure Step 3

## Wait at the Field

- Remain visible
- Remain with the other volunteers and apart from the audience.
- Wait for instructions from the FOH manager
- Do not guess answers
- Do not go home







# Fire Extinguishers

- Small fires can be extinguished with a fire extinguisher only if the fire alarm has been activated and the user is trained to use a fire extinguisher.
- Attempt to extinguish or control a fire only if you can do so without endangering your own or anyone else's safety.
- The primary concern of the ushers is patron safety.
- If a fire is discovered, pull the alarm and help evacuate patrons first.



# First Aid

*gem* Kay Meek Centre is equipped with 5 - WCB Level 1 first aid kits and a AED. If you or a patron is injured the FOH manager must be informed immediately.

First Aid Kits to be used by KMAC staff only.  
AED is located in the office.

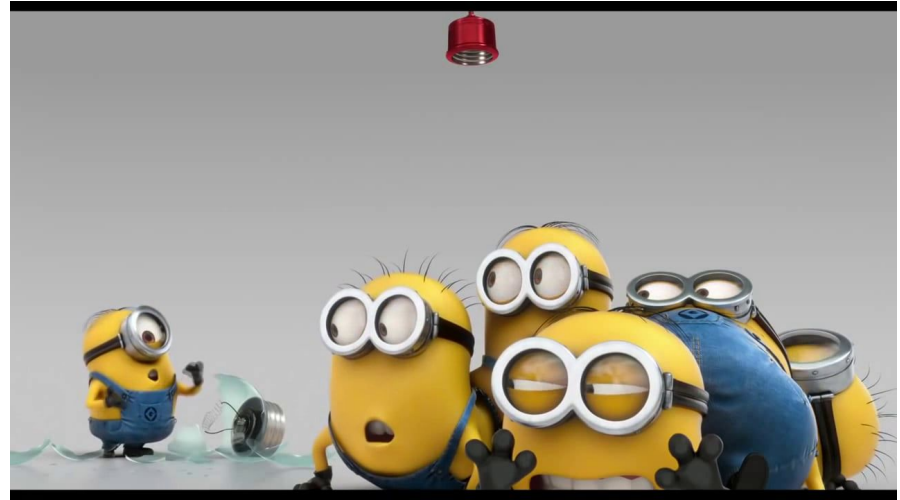
# Power Outage

- FOH/Techs makes an announcement.
- The FOH manager will advise on the situation. Staff will try to get an estimate as to when the power will be restored.



# Power Outage

- **Front-of-House Manager:** Coordinate with the Technicians and provide instruction to Ushers.
- **Ushers :** Move patrons to the Lobby and ensure that you have flashlights. Wait for FOH for further instruction





# Bomb Threats or Police Incident

**DO NOT** pull the manual fire alarm.  
Await for Front of House instructions.

# Bomb Threats & Police incidents

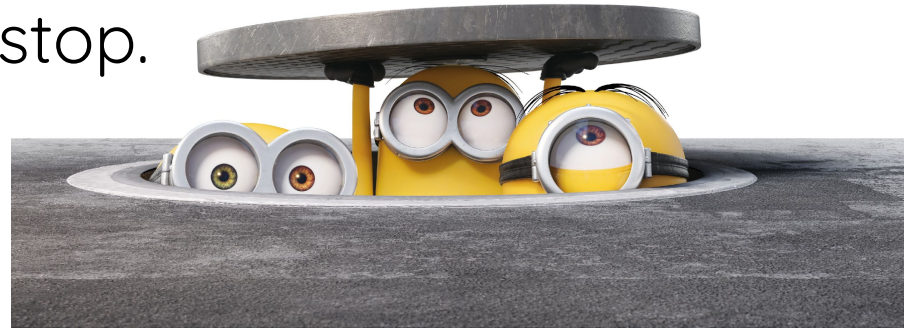


- Evacuate the building through the nearest exit when/if instructed.
- Proceed to the field unless instructed otherwise.
- Do **NOT** use elevators.
- Do not re-enter the building

# Earthquake

## DROP-COVER-HOLD ON

- Protect your head and find shelter between the seats.
- If you are in the lobby crouch against an interior wall and protect your head with your arms.
- Avoid doorways and windows.
- Stay put until the tremors stop.



# Earthquake

- Evacuate the building, watching out for window glass and objects falling from above.
- Follow the instructions of the theater staff without panicking.
- Never rush to the exits or staircases.
- Do not use the elevator.





**If you see a fire pull the alarm!**

**If someone is hurt or acting  
strange tell KMAC Staff!**



# Common Audience Questions

## Question:

- Is the performance going to restart?
- I want to get my coat, keys etc.
- Why do I need to go to the field?

## Answer:

- An announcement will be made as soon as possible.
- The building is now closed. No one is allowed back in until further notice.
- To keep the parking lot clear for emergency service vehicles

# Common Audience Questions

## Question:

- Why did we evacuate?
- Can I (a patron) leave?
- Will I get a refund?
- I'm a member of the press

## Answer:

- The building manager will tell us as soon as possible.
- Yes, but not via Mathers.
- If there is a refund, the box office will contact you.
- I cannot comment. Please speak to the FOH manager for more information



Questions?

# Lobby Elevator

Installed in 2020, This Shindler Commercial Elevator can transport 11 people swiftly from floor to floor in 8 seconds

A Telephone is located in the Elevator car, for use in the case of emergency

In the case of a Fire or Earthquake, do not use the Elevator, instead:

- If on Top floor, go outside to Mathers Ave
- If on Main Level, go outside to sculpture garden
- If on Studio Level, go through upstage doors and use the backstage ramp to get outside and then to the sports field



# Help Us Be The Best!

- Follow the dress code - black bottoms, white or black tops
- Please refrain from wearing perfume/cologne
- Stay in your assigned position
- Assist the latecomers
- Use your flashlights carefully - Avoid disruptions by keeping your aim down
- Try to help out with more difficult events!

Many thanks!