



Solvang Festival Theater Emergency Contacts and Procedures

Emergency During a Show

1. Stage Manager or Usher is to notify the House Manager on-site
2. House Manager assesses and calls 911 if professional assistance is needed
3. House Manager completes an Emergency Incident Report

During Stage and Setup Operations

1. Fire or Medical Emergency: Dial 911
2. Notify Solvang Theaterfest House Manager
3. Notify Solvang Theaterfest Executive Director
4. Complete an Emergency Incident Report

(The local fire station is located one block to the left (south) out of the backstage door)

See "Usher Assignments" located in the Theater Store for detailed emergency protocol.

See back page for evacuation map.

EMERGENCY PHONE NUMBERS

Emergencies	911
Solvang Sheriff	805-686-5000
SBC Sheriff	805-681-4100
SYV Cottage Hospital (24hr)	805-688-6431
Solvang Fire Dept	805-686-8184

THEATERFEST STAFF

Executive Director: **Chantel Green** 805-588-0308

Assistant Director: **Terri Simmons** 323-449-5588

House Manager: **Linda Preston** 805-245-4133

House Manager: **Lacie Stricklin** 805-291-0894

EVACUATION PLAN FOR THE SOLVANG FESTIVAL THEATER
420 2nd Street Solvang, CA 93463

I. BUILDING EVACUATION PROCEDURE

These procedures shall be followed when conditions are created which require building evacuation:

A. EVACUATE THE PREMISES

1. Ushers turn on **flashlights**, move to **assigned doors**, open doors and calmly **assist the audience out**.

B. Make sure ALL PERSONS in the area are evacuated.

1. A House Manager who is familiar with the theater should be in charge.

C. Name a responsible party assigned to help those who need assistance, especially disabled or elderly.

1. Refer to Usher Assignments during the evacuation.

D. Report to the assigned location outside the building:

1. Assemble the audience in or in front of the **PARKING LOT ACROSS FROM THE FIRESTATION**.

E. DO NOT LEAVE the assembly area. Be sure you are accounted for and wait for instruction from the House Manager.

F. Close all doors when you leave. DO NOT LOCK DOORS. Take your keys, if time permits.

II. VARIOUS EMERGENCY PROCEDURES

A. GAS LEAK: If a gas leak is detected in or around the theater, IMMEDIATELY evacuate the affected area(s) of the theater and **CALL 911. DO NOT turn “On” or “OFF” a light switch or any electrical equipment.**

B. FIRE: In case of fire or fire condition, pull **FIRE ALARM** and **ALERT ALL PERSONS** that a fire condition exists or a fire is in progress. Evacuate the building following the evacuation procedure. CALL 911 and advise the dispatch person of the fire conditions. Close all doors to confine the fire, but **DO NOT LOCK DOORS**. Assign someone to wait and assist **EMERGENCY PERSONNEL**- advise them of anyone not accounted for.

C. WATER OUTAGE: In the event of a water outage, immediately rope off all restrooms with masking tape and place signs saying “Due to an Emergency, the restrooms are closed for safety reasons.” Under no circumstances should you allow any of the restrooms to be used until the water supply has been restored.

D. POWER OUTAGE: During a power outage, instruct the audience to remain seated and await further instruction. Ushers may open doors if necessary to allow more outside light in. The emergency exit lights will automatically switch to batteries as well as the emergency floodlights. Communicate with staff and PG&E to determine the status of the show.

E. EARTHQUAKE: During an earthquake, remain seated inside the theater. Do Not Run Out of The Building During the Earthquake- items may fall and hit you! After the shaking stops, survey the area for damage, trapped or injured persons. If severe building damage has occurred, or if life-threatening conditions are observed, evacuate the building.

F. HARASSMENT: If you or a patron are being harassed or accosted, handle the problem as early as possible so it does not escalate to a more dangerous situation. If other staff are present in the building, notify that staff of the situation. If necessary, contact the Police Department. **BE PREPARED TO GIVE THE DISPATCHER A DESCRIPTION OF THE PERSON CAUSING THE PROBLEM.** After the incident, document everything that happened with an INCIDENT/ACCIDENT REPORT FORM and give it to staff.

G. ACCIDENT: If an accident occurs at the Theater, first assess the situation. In any circumstance in which a person is unconscious or otherwise appears to be having a serious medical emergency, dial 911. After an accident, complete an ACCIDENT/INJURY REPORT FORM. House Manager to contact Executive Director to report the accident.

H. BOMB THREAT: In the event of a bomb threat, immediately follow these instructions...

1. After receiving the bomb threat, first notify the POLICE DEPARTMENT by calling 911.
2. Keep the call confidential and inform ONLY the theater personnel who need to know.
3. Do Not Touch any strange objects.
4. **Under no circumstances is anyone other than the proper authorities to search for the bomb!**
5. During the threat call **STAY CALM. DON'T PANIC.** It is of the utmost importance to keep a clear head during this type of call so you will be able to remember the details of the conversation. Crucial decisions will be made based on the specifics of your conversation with the caller.
6. Evacuation decisions will be made by the POLICE DEPARTMENT OR FIRE DEPARTMENT. Should a suspected explosive device be located, evacuation of the theater will be done under normal evacuation procedures. If a device is not located, the threat will be evaluated and the decision whether to continue normal activities or evacuate will be made. Each situation involving a bomb threat will be treated differently. Circumstances such as recent events and the nature of the bomb threat will affect how the threat and subsequent evacuation, if any, will be handled.

I. FLOODING: In case of flooding, and/or plumbing failure, do not touch energized electrical appliances while you are standing in an area flooded by water. Inform House Manager who will turn off electrical power at the circuit breaker.

J. DO NOT REMAIN IN THE BUILDING IF YOU BELIEVE IT IS NOT SAFE TO DO SO.

K. ACTIVE SHOOTER: Active shooter situations are unpredictable and evolve quickly. Typically, the **immediate deployment of law enforcement** is required to stop the shooting and mitigate harm to victims. **RUN.** When there is an active threat. Once you are safe, call 911. **HIDE.** If escape is not possible, hide and silence your cell. **FIGHT.** Only as a last resort and if your life is in danger.

III. THEATER PROCEDURES

A. For each special event and when securing the venue, the Theater's House Manager will complete an ACCIDENT/INJURY/EVENT REPORT.

