



UMass Amherst
FINE ARTS CENTER
www.fineartscenter.com

Emergency Procedures & Evacuation Guide for Ushers

Bezanson Music Recital Hall
Bowker Auditorium
FAC Concert Hall

Last updated Fall 2009

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Situations may occur which require the evacuation of the Fine Arts Center Concert (FAC) Hall, Bezanson Music Recital Hall or Bowker Auditorium. The goal of emergency planning is to provide the best possible response by FAC ushers and volunteers, University officials, and local authorities in the event of an emergency.

Attention must be given to the following to successfully implement emergency procedures.

- Evacuation routes and exit points
- Emergency Assembly Areas
- Location of fire pulls and extinguishers, and first aid kits
- Proper reporting procedures
- Your specific responsibilities
- Knowledge of fire hazards

PURPOSE: This training is to provide ushers and volunteers with the necessary information regarding fire and evacuation procedures.

OBJECTIVES: USHERS MUST KNOW:

- THE FACILITY
- EXITWAYS AND EMERGENCY ASSEMBLY AREAS (EAAs)
- LOCATIONS OF FIRE EXTINGUISHERS AND ALARM PULL STATIONS
- EMERGENCY AND EVACUATION PROCEDURES
- COMMUNICATION PROCEDURES

RESPONSIBILITIES:

Stage Manager

- Makes public address announcements during an emergency.
- Responsible for the evacuation of stage and show members.
- Reports to and assists emergency response personnel.
- Accounts for all stage and performance personnel in the event of an evacuation.

House Managers

- Assigns ushers and volunteers to specific sections prior to performance.
- Coordinates evacuations and communicates with ushers and volunteers to evaluate evacuation status.
- Acts as a resource to provide information to emergency personnel
- Raises house lights during emergency (in Bezanson only).
- Accounts for all front-of-house, box-office personnel and volunteers in the event of an evacuation.

Ushers

- Provide emergency reporting as necessary and must communicate conditions to House Managers.
- Assist with evacuation by escorting patrons to their designated EAA (see maps). Ushers will then conduct a patron review to determine if anyone may be missing, injured or ill.
- Observe and communicate with patrons.
- Report any medical emergencies and provide evacuation status information to house managers, calm patrons, and wait for instruction from emergency responders.

EMT's

- Evaluation of medical conditions.
- Providing care for sick or injured.
- Request ambulance and assist ambulance crew.
- Conduct pre-event safety and fire prevention surveys.
- Provide general assistance in an evacuation.

Definitions



Fire Alarm Pull

Manual pull stations are the devices that are located on the wall. They are activated by pulling on a handle. This sends a signal to the building's fire alarm system, which will activate the alarm.



Fire Extinguisher

If you have been trained in the use of a portable fire extinguisher and are able to safely extinguish the fire, do so (activate fire alarm and call 911 first). Be sure you have a safe exit from the area and leave if one extinguisher does not put out the fire.

P.A.S.S.

- Pull** the pin that unlocks the operating handle.
- Aim** the extinguisher low at the base of the fire.
- Squeeze** the lever on the extinguisher to discharge the agent.
- Sweep** the nozzle or extinguisher hose from side to side.
Move slowly and carefully toward the fire, continuing to sweep the extinguisher back and forth at the base of the flames.



Area of Refuge

Guests with mobility impairments will need help relocating to a safe area or evacuating the building. The FAC Concert Hall is the ONLY building equipped with an Area of Refuge. It is located on the South side of the Hall by the elevator at the base of the South exit stairwell. This room was constructed with high quality fire rated doors. In an emergency, an usher should assist and remain with the individual until help arrives. A phone directly connected to UMass Police is installed in this area.

EAA

Emergency Assembly Areas (EAAs)

These are exterior locations which have been designated as safe locations where building occupants assemble after evacuating the building. At this location, ushers will conduct a patron review to determine those who may not have evacuated. If it is determined that a patron may be missing, a check of other EAA locations will take place. House Managers will be mobile and will provide communication between EAAs. It will be their responsibility to report the status of the evacuation and any missing persons to emergency personnel.

IN A MEDICAL EMERGENCY...

When EMTs are available

If a medical emergency arises during an event, an EMT should be summoned immediately. They will be in uniform and positioned in the following locations:

Concert Hall: House right, outside of the elevators next to section 3.

Bowker: Rear house left.

The EMT will conduct a patient assessment, request an ambulance if necessary, and administer first aid as appropriate. EMTs will complete a treatment form for all services rendered. They will also inform senior staff of any such treatments.

When EMTs are NOT available

Should a medical emergency arise during times when EMTs are not present, 911 should be dialed from a campus phone to request an ambulance. Be as specific as possible as to the location of the ill or injured and the nature of the emergency. Provide all information requested by dispatch.

IN AN EMERGENCY...

Treat every alarm as an emergency.

It is imperative that every alarm is treated as though it is a real emergency, even if the initial source is unknown. If the alarm sounds, or a fire is suspected, call the Fire Department (911) and begin evacuation of patrons immediately. Patrons will attempt to leave the building the same way they entered. Emergency exits will have to be pointed out to guests. All ushers should assist patrons in getting out of the building via the nearest emergency exit.

Evacuation.

Ushers and guests should proceed to the designated Emergency Assembly Area outside the building. It will be important for ushers to help patrons remain calm while they locate friends and family.

Do not use elevators.

Elevators should never be used by building occupants during a fire emergency. The reason is threefold: (1) elevators may fail during a fire, trapping occupants; (2) elevator shafts may fill with smoke; and (3) the elevator needs to be available for the use of arriving firefighters. Occupants must exit by way of stairwells only.

Remember to dial 911

It's important for ushers calling 911 to be able to give the following information: nature of the emergency, state calling from UMass and give building address. The caller should be prepared to describe the emergency and report on the status of the evacuation. The caller should not hang up until told to do so by the emergency operator.

Note: If 911 is dialed from a cell phone, the call will be received at the Northampton State Police Barracks who will transfer the call to the Amherst Fire Department Dispatch Center.

Fire Procedures

If there is a fire in your area:

Use **C.A.R.E**

- Contain** the fire by closing all doors.
Activate the nearest fire alarm pull station.
Report the fire by dialing 911 and contact the House Manager.
Evacuate the building or extinguish the fire.

1. If you have been trained in the use of a portable fire extinguisher and are able to safely extinguish the fire, do so (activate fire alarm and call 911 first). Be sure you have a safe exit from the area and leave if one extinguisher does not put out the fire.
2. If you have NOT been trained, close any doors to the fire area.
3. Alert building occupants by activating the closest pull station.
4. Evacuate patrons and call 911 from a safe location to provide details of the situation.
5. Move away from fire and smoke.
6. Touch closed doors (using back of hand). Do not open them if they are hot.
7. Use stairs only; do not use elevators.
8. Evacuate the building as soon as the alarm sounds and proceed to the designated Emergency Assembly Area (EAA).
9. Do not re-enter the building or work area until you have been instructed.

Evacuation Procedures

All buildings will be evacuated whenever a fire alarm sounds or when management is otherwise notified of an emergency condition requiring evacuation. The stage manager will be responsible for communicating with the house manager and making public address announcements to patrons during a performance. Once patrons are notified, ushers may begin escorting patrons from the theatre.

When evacuating the building:

- Stay calm, do not rush, and do not panic.
- Use the nearest safe stairs and proceed to the nearest exit. Do NOT use the elevator.
- Proceed to the designated Emergency Assembly Area (EAA).
- Once at the EAA, notify the house manager of your arrival and report any injuries.
- Wait for any instructions from emergency responders.
- Do not re-enter the building or work area until you have been instructed to do so by the emergency responders.

Evacuation Procedures for people with disabilities

The following guidelines have been developed to assist in planning for the evacuation of people with physical disabilities.

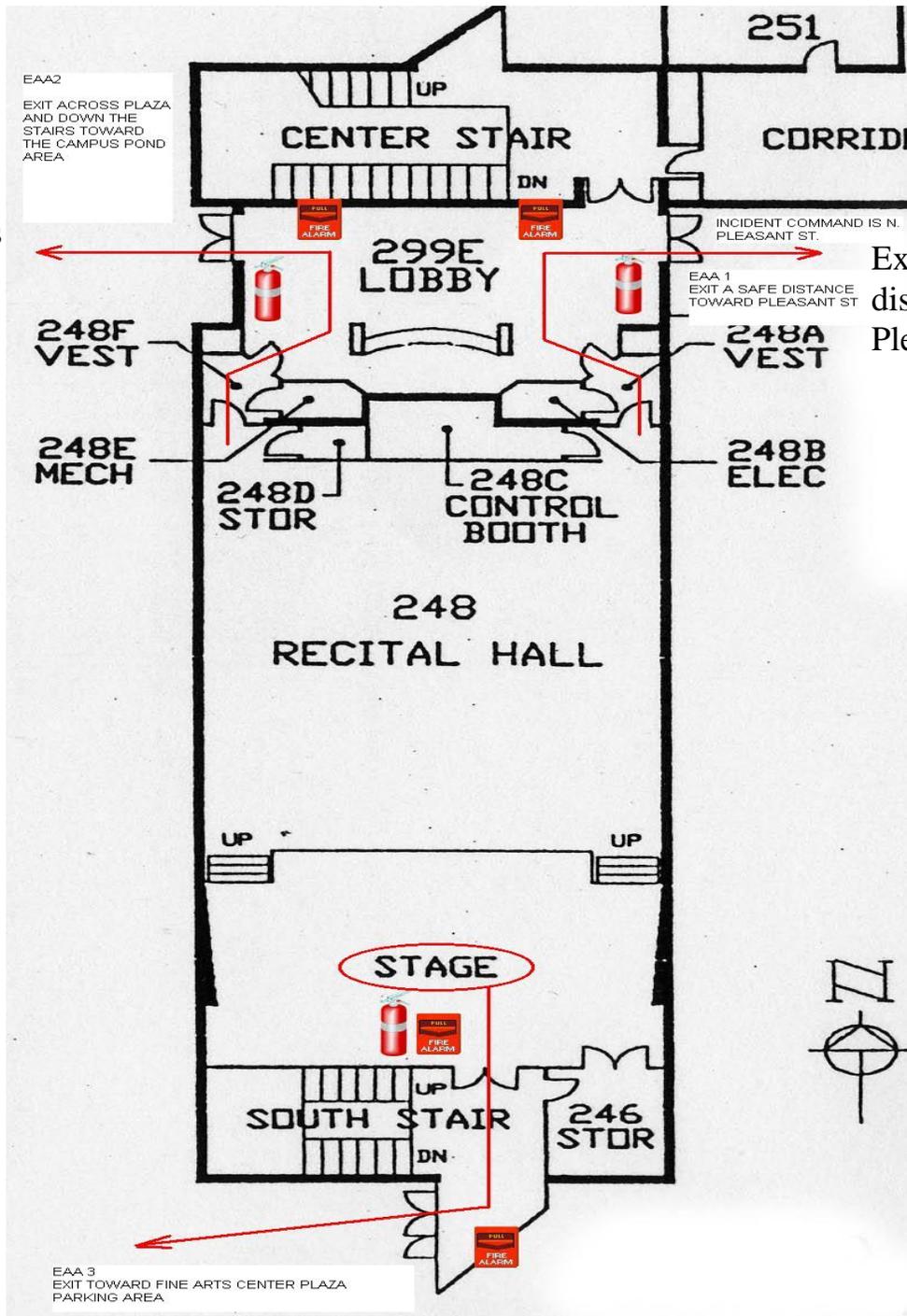
1. Be aware that there is no Area of Refuge in Bezanson or Bowker - Evacuate people with disabilities to the outside if possible. For Bezanson mobility impaired patrons may exit either house right or house left out the main doors of the hall and out either building entrance. For Bowker Auditorium mobility impaired patrons should exit house left via the side entrance to the theater and straight across the hallway out the ramp entrance. In the Concert Hall mobility impaired patrons should exit house right and across the lobby. When in the Concert Hall Lobby all patrons should exit via the south side of the lobby toward the Hags Mall Plaza.
2. **DO NOT** use elevators, unless authorized to do so by police or fire personnel.
3. Staff should check on people with special needs during an evacuation. Attempt rescue evacuation **ONLY** if you have had rescue training or the person is in immediate danger and cannot wait for professional assistance.
4. Always **ASK** someone with a disability how you can help **BEFORE** attempting any rescue technique or giving assistance. Ask how he/she can best be assisted, and if there are any special considerations or items that need to come with the person.
5. If people with mobility impairments cannot exit, they should move to the area of refuge or other safe area, e.g., most enclosed stairwells, an office with the door shut which is a good distance from the hazard. In the Concert Hall the Area of Refuge is to the left of the elevator. During an evacuation, the elevator will not be available. Emergency personnel will evacuate patrons from the Area of Refuge.
6. Notify emergency personnel immediately about people remaining in building and their location. Police or fire personnel will decide whether people are safe where they are, and will evacuate them as necessary.
7. If people are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them.

Emergency Contacts (911)

Police 413-545-2121
Environmental Health & Safety 413-545-2682
UMass Physical Plant Service Desk 413-545-6401
University Health Services 413-577-5000

Evacuation Routes and EAA Assembly Area Maps

BEZANSON MUSIC RECITAL HALL



Exit across Plaza and down the stairs toward the campus pond area

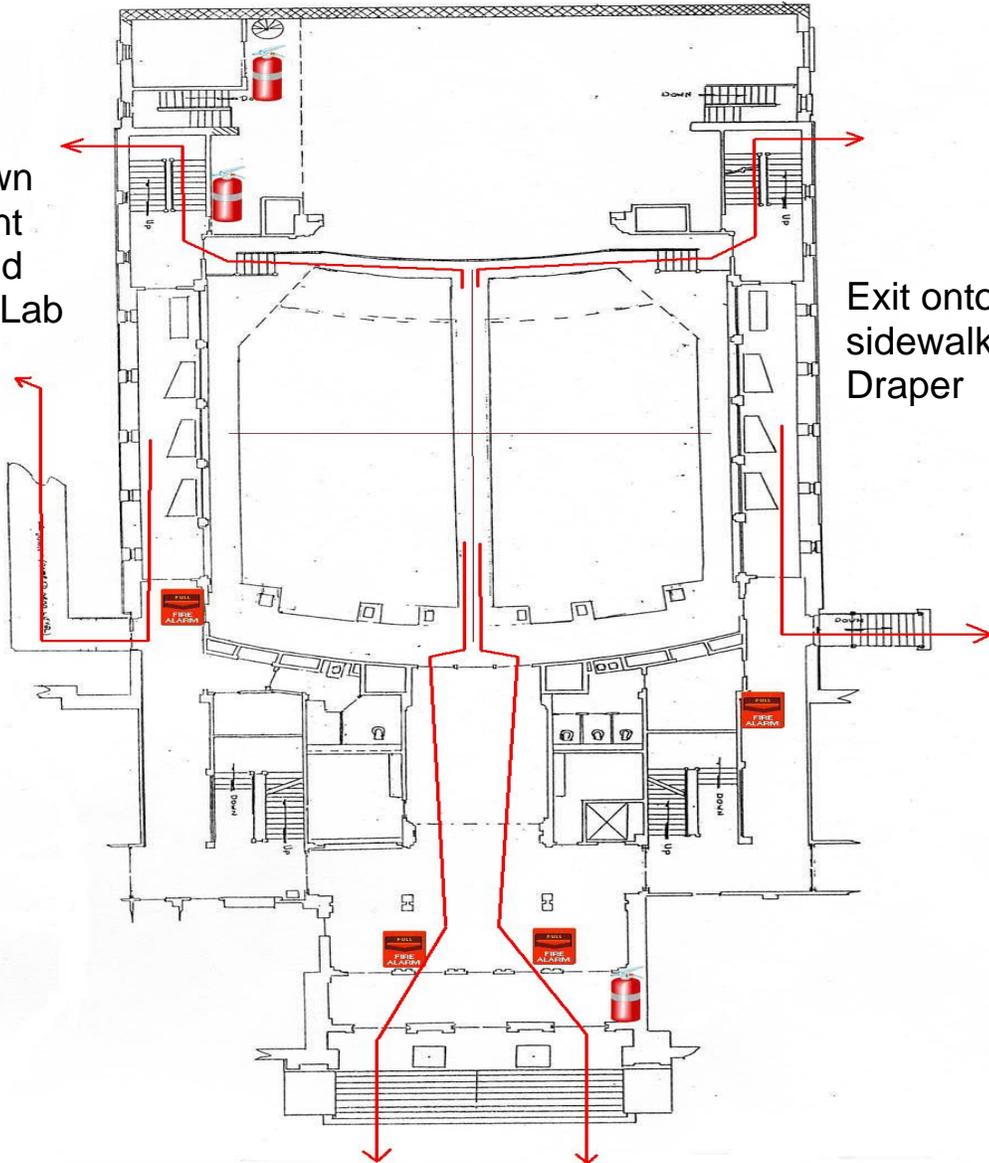
Exit a safe distance toward Pleasant St

Exit toward FAC plaza parking area

BOWKER AUDITORIUM

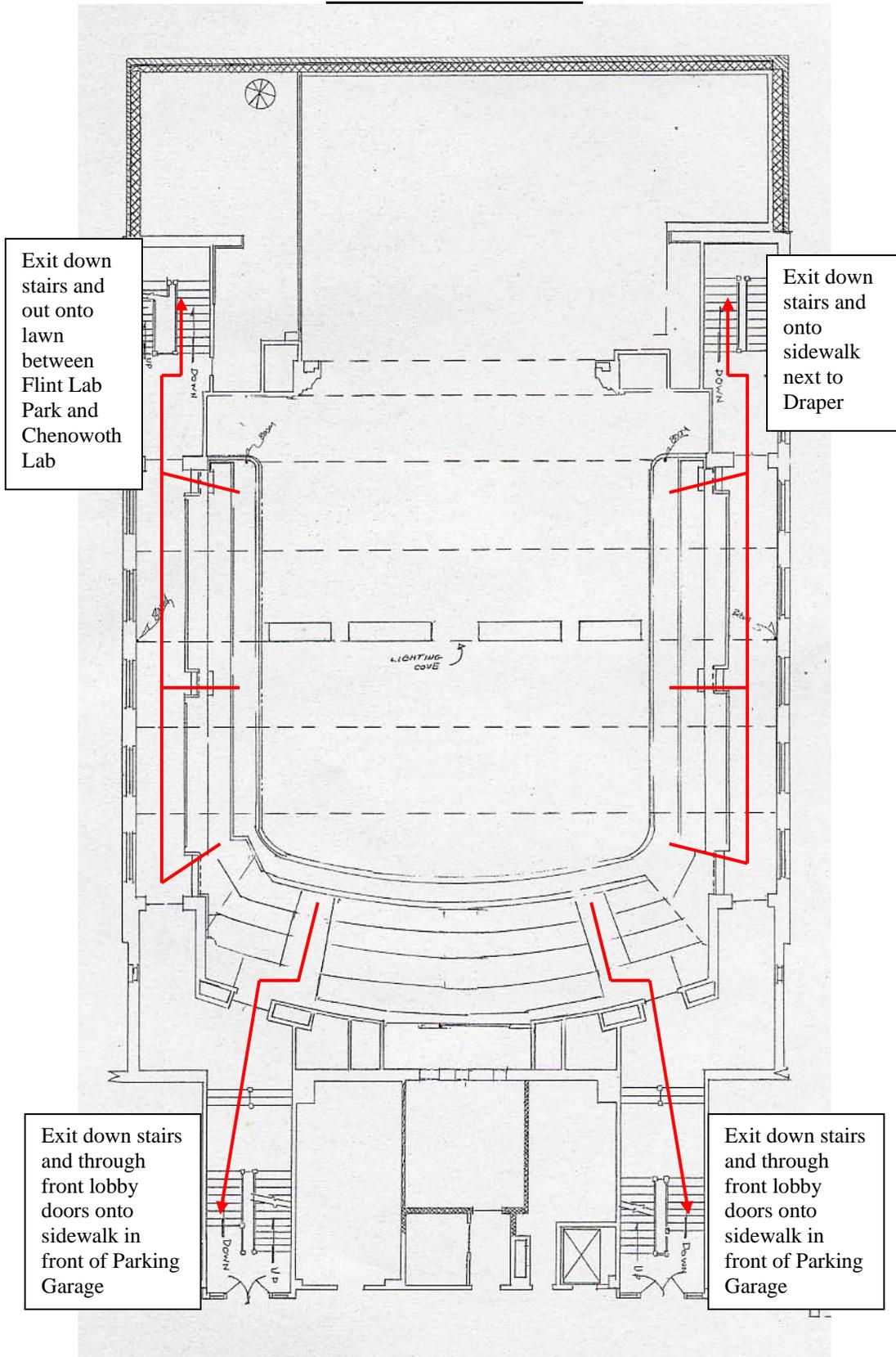
Exit onto lawn
between Flint
Lab Park and
Chenoweth Lab

Exit onto
sidewalk next to
Draper



Exit onto sidewalk in front of
Parking Garage

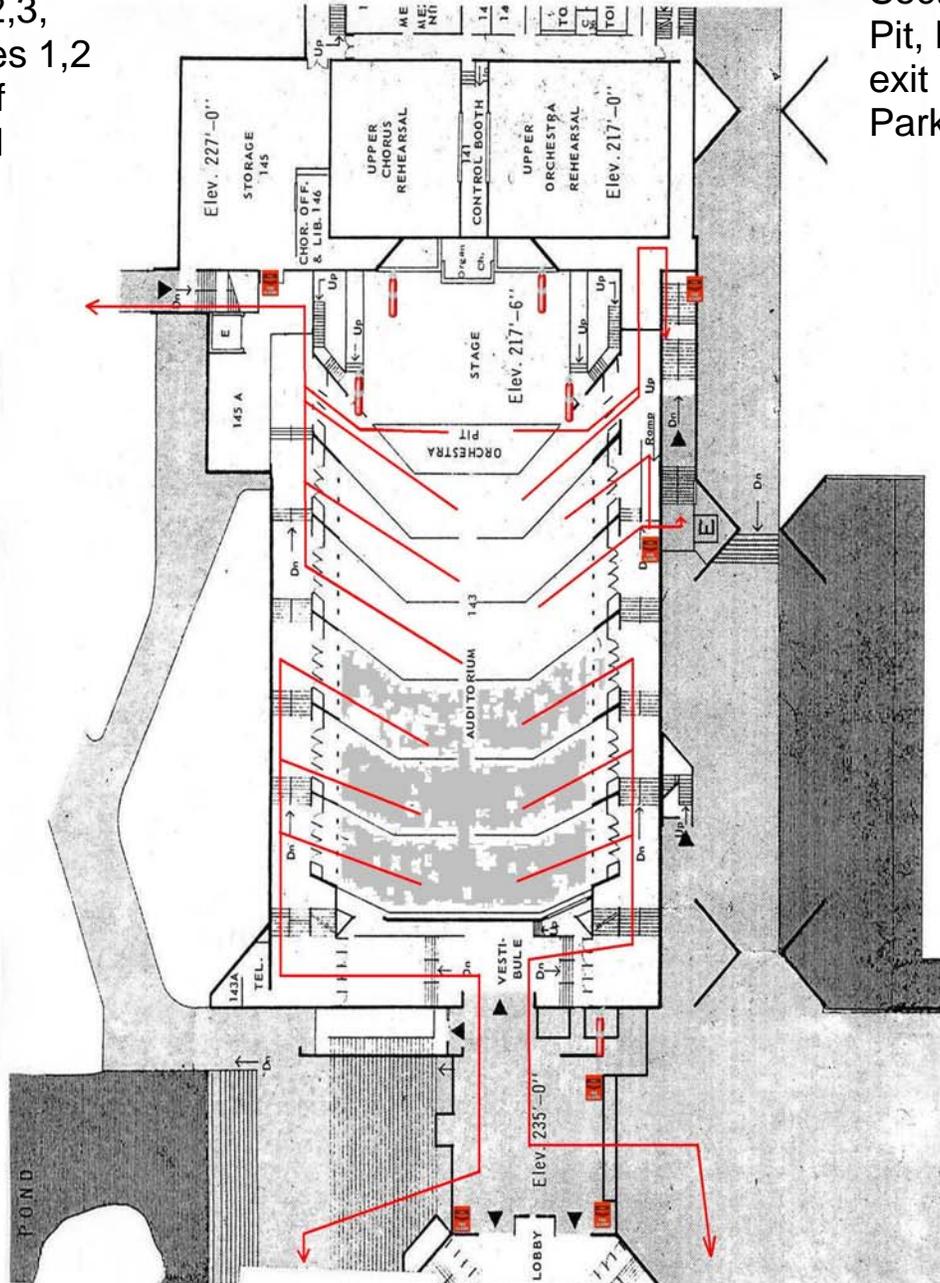
BOWKER BALCONY



CONCERT HALL

House Left:
Sections 1,2,3,
Pit, Balconies 1,2
Exit North of
service road

House Right:
Sections 1,2,3,
Pit, Balconies 1,2
exit into Haigis
Parking Lot



House Left:
Sections 4,5,6
Mezzanines
Left 1,2,3 Exit
onto lawn by
campus pond

House Right:
Sections 4,5,6
Mezzanines
Right 1,2,3 Exit
towards Herter

CONCERT HALL BALCONIES

