



Information and Emergency Plan

Revised: December 5, 2005 by Robin Anne Ettles

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Purpose

The goal of this Information & Emergency Plan (I.E.P.) is to provide a prompt and coordinated response to emergencies.

This Plan is designed to ensure safe, effective and efficient evacuation of the Theatre, taking into consideration both physical and human resources.

The aim of this I.E.P is to identify the organization and measures required to protect human health, property and the environment, given an imminent or actual emergency affecting the organization.

The scope of this plan includes emergency procedures and vital information which will guide one through day-to-day operations from construction to refuse collection. This document, simply put, is a “WHAT TO DO IF” piece of literature.



a) EMERGENCY STATIONS

There are 5 (five) emergency stations and emergency flashlights situated in the following places in the Capitol and Empress Theatre:

- 1) Main Street Box Office
- 2) Technical office backstage
- 3) Administration office
- 4) Accountants office
- 5) Empress Theatre by the sink in the bar area

b) EMERGENCY CONTACTS

Refer to Appendix 1

c) ACCIDENTS (HEALTH EMERGENCIES)

In case of a health emergency in the Theatre

Call an ambulance immediately by dialing 911 and request medical aid
Speak clearly and provide the following information:

- the name of the facility
- the street address and the location of the nearest access door
- the type of injury or problems and the number of people affected
- the known sequence of events leading up to the emergency
- any known medical history facts (i.e. doctor's name, allergies, etc.)

If possible, the individual making the call should have seen the injured person and have as many details as possible.

Inform the Front of House Manager or Manager on Duty immediately of any accident that results in bodily injuries. After the emergency has been handled report the details in writing by filling out a copy of the yellow emergency brochure (Accident Report section)

or refer to Appendix 3 This report should be delivered to the Administration Office within 24 hours of the incident.

A Capitol representative witnessing an accident in the theatre area or parking lot should report the incident to the Front of House Manager who should call 911 and complete an accident form. Please refer to Appendix 3.

d) FIRE ALARMS

The entire complex is equipped with smoke detectors which continuously monitor and indicate any problems to Chubb Securities (Chubb monitors the system 24 hours a day). Candles, fog machines, cigarettes, matches, etc. may send an alarm to Chubb. They will call 911 and the Fire Department will arrive. To avoid false alarms, contact Chubb Securities to ensure that the proper procedures are followed. All systems are tied into, and monitored through, a fire alarm enunciator panel located on the Box Office wall located at the building entrance. Chubb Securities can be contacted as indicated in Appendix 1.

The fire alarm is a steady continuous ring. If this occurs, everyone is to evacuate the Theatre immediately.

In the event of an alarm, the Front-House should ask all patrons to leave the premises. Check all washrooms and office areas to ensure everyone is accounted for, and then secure the area that you are in and close all doors as you exit.

It is important for Volunteers and employees to familiarize themselves with the building, fire exits, fire sprinklers, extinguishers, roof ladders, alarm systems and the telephone number of the local Fire Department (911). Also, refer to exit and fire extinguisher diagrams in Appendix 4.

It is the Theatre's responsibility to have a fully charged fire extinguisher easily accessible on the premises at all times and to be maintained according to NFPA fire code regulations. Please insure that the use of all fire extinguishers is reported after an incident so that they can be immediately recharged.

Remember, EVACUATION OF THE BUILDING IS THE HIGHEST PRIORITY

If you discover a fire.....

If the fire is minor (e.g. in a wastepaper basket or ashtray, etc.), extinguish it using commonly accepted methods. Use a fire extinguisher, water or coffee; or turn wastebasket completely upside down. Do not take risks—your personal safety comes first.

If the fire cannot be immediately brought under control without risk to human life, isolate or contain the fire by closing all doors to the fire area.

Activate the nearest fire alarm or call the Fire Department immediately (911). Speak clearly and provide the following information:

- the name of the Building
- the street address and the location of the nearest access door
- the location and extent of fire

If you are trapped by flame and/or heat...

- Close the doors between you and the source of heat and/or flame; signal your location through glass doors or windows.
- If you have access to a telephone or fire alarm, call the Fire Department and request immediate assistance.
- Remember that both smoke and heat rise. That means air near the floor will be cleaner and cooler. Crouch down or crawl to exits.
- Break windows for ventilation if necessary.

In case of any fire ...

The Administration, Front of House Manager or Manager on Duty should be contacted immediately and informed of the location and extent of the fire, and the action taken.

Take steps to prevent fire...

Coffee pots and oven units are potential sources of fire; ensure that they are off when not in use. A timer is recommended for coffee pots.

Overloaded electrical circuits, power bars and extension cords are to be avoided as they present fire hazards.

Fire Prevention

With respect to fire prevention there are a few items to remember and comply with:

- Equipment is to be stored /displayed to a minimum of eighteen (18) inches from the ceiling.
- Fire exits are not to be blocked with boxes or debris, they are to be kept clear at all times.
- All fire exit doors are to be unlocked from the inside during business hours.
- Garbage is not to be placed in corridors; it should be disposed of promptly and properly. Material should not be stored in corridors or stairwells.
- Every area is to have on hand an adequate supply of approved fire extinguishers (5lb. ABC minimum) that are inspected and tagged annually.

- To enforce fire regulations, the fire marshal conducts annual inspections, the Building Superintendent conducts quarterly inspections and insurance company representatives may conduct risk assessments on a regular basis.
- Fire doors should never be propped open. Ensure that all fire doors (any doors with hydraulics closers) are closed at the end of the day.

e) SECURITY

Ongoing security at the Theatre is the responsibility of the Technical Department. Any problems relating to security must be referred to the Technical Department.

In the event an incident of theft or an undesirable activity occurs at the Theatre, the police should be made aware immediately. Call 911

The arming and disarming of the Theatres alarm system is done through a key pad located backstage. Any entry, exit and alarm activation is recorded by Chubb Securities. See Appendix 1 for contact information.

f) CRIME

In the event of a crime and/or an immediate threat to the safety of the patrons, the police should be alerted. Capitol staff or security personnel DO NOT have the power to arrest.

Call the Police immediately. Speak clearly and provide the following information:

- the name of the Building
- the street address and the closest access door for police entry
- the nature of the crime
- a description of the suspect(s)

If you observe suspicious behavior....

If you observe peddlers or suspicious characters anywhere in the Theatre complex, use your judgment and alert the Front of House manager, Manager on Duty or Police. Report the location and provide a description of the individual.

Take steps to prevent crime...

There is always the possibility of theft and burglary, as well as crimes of a more serious nature. Be alert at all times and follow a few simple rules.

- Remind patrons and employees not to leave handbags, coats and other valuable articles unguarded, even for a few minutes. Personal items belonging to employees and left near busy areas are also targets for theft.
- Lock cash registers and post signs advising store patrons of security precautions.
- Ensure that keys and combinations to vaults, safes or secured files are kept locked.

- Collect keys from employees being terminated. As an alternative, change locks and modify access security codes.

In case of any crime

Administration and the Front of House Manager should be contacted immediately and informed of the nature and location of any crime, and action taken.

g) POWER FAILURE

Elevator access during power failure is strictly prohibited. Contact NB Power and if NB Power advises that it is not their problem, contact Administration, MOD or Building Superintendent. Please refer to Appendix 1.

h) NATURAL GAS LEAK OR SMELL

In the event of a gas leak or smell, evacuate the building immediately. Advise the Building Superintendent, Administration, Front of House Manager or Manager on Duty who in turn will contact Enbridge Gas. If no one can be contacted, please call Enbridge Gas. Please refer to Appendix 1.

i) BOMB THREAT

In the event of a bomb threat, call 911. Evacuating the patrons is the highest priority.

If you receive a phone call regarding a bomb...

Write down the following information an effort to remember details such as:

- the time the call was received
- the time the call was terminated
- the exact words of the caller
- details about the alleged bomb: The time it is set to explode; the location; a description of the device and why it was placed.
- a description of the caller's voice (i.e. male. Female, calm, frightened, young , old, stutter, accent, slang, educated), and background noise

Call 911. Speak clearly and provide the following information.

- the street address and the suggested access door
- a description of the bomb and locations affected

Call security, Administration Office or MOD after calling the police. An Administration representative will meet with the police at the bomb location to assist.

j) RIOTS AND PUBLIC DEMONSTRATIONS

In the event of a civil disturbance, such as a demonstration or a riot in or near the Theatre, lock the doors, close all window coverings and stay away from the windows.

Immediately call the police and provide the same information as with any other crime. The civil authorities will relay instructions as to general procedures.

k) PERSONAL/PROPERTY DAMAGE

Any accident or occurrence resulting in personal injury or property damage by patrons in the Theatre should be described and recorded.

An emergency report (Appendix 3) or at least a written report containing the same details must be compiled and a copy of it forwarded to the Administration Office.

Emergency Contacts

RCMP **857-2400**
Hospital **857-5111**
Fire station **859-2559**
NB Power **1-800 442-4424**

Capitol Theatre

General Manager (Marc Chouinard)	Office:	859-2664
	Cell:	866-2100
	Home:	758-9303
Building Superintendent (Patrick Murray)	Office:	383-6207
	Home:	
Technical Director (Eric Haché)	Office:	856-4360
	Cell:	381-0855
House Chair (Winston Pearce)	Home:	386-3492
Operations Manager (Robin Anne Ettles)	Office:	383-6261
	Cell:	850-2663

Service Contractors

Black & MacDonald (Air unit maintenance)	(506) 858-5688
Memco (Temperature monitoring)	(506) 854-2496
Vipond (Fire Sprinklers maintenance)	(506) 857-8505
Chubb (Security Alarm & Fire system monitoring)	1 800 565-7647
Walkers Security (on-site security)	(506) 857-8343
Thyssen Krupp Elevators (Elevator Maintenance)	(506) 855-3357
Enbridge Gas (Natural Gas maintenance)	1 800 994-2762
Service Master (Fire & Flood damage)	(506) 856-9600
Ermen Plumbing (Plumbing & heating)	(506) 857-1000
Ultra Alarm Services (Fire Sprinklers monitoring)	(506) 384-7714
Al's Electric	(506) 387-4018

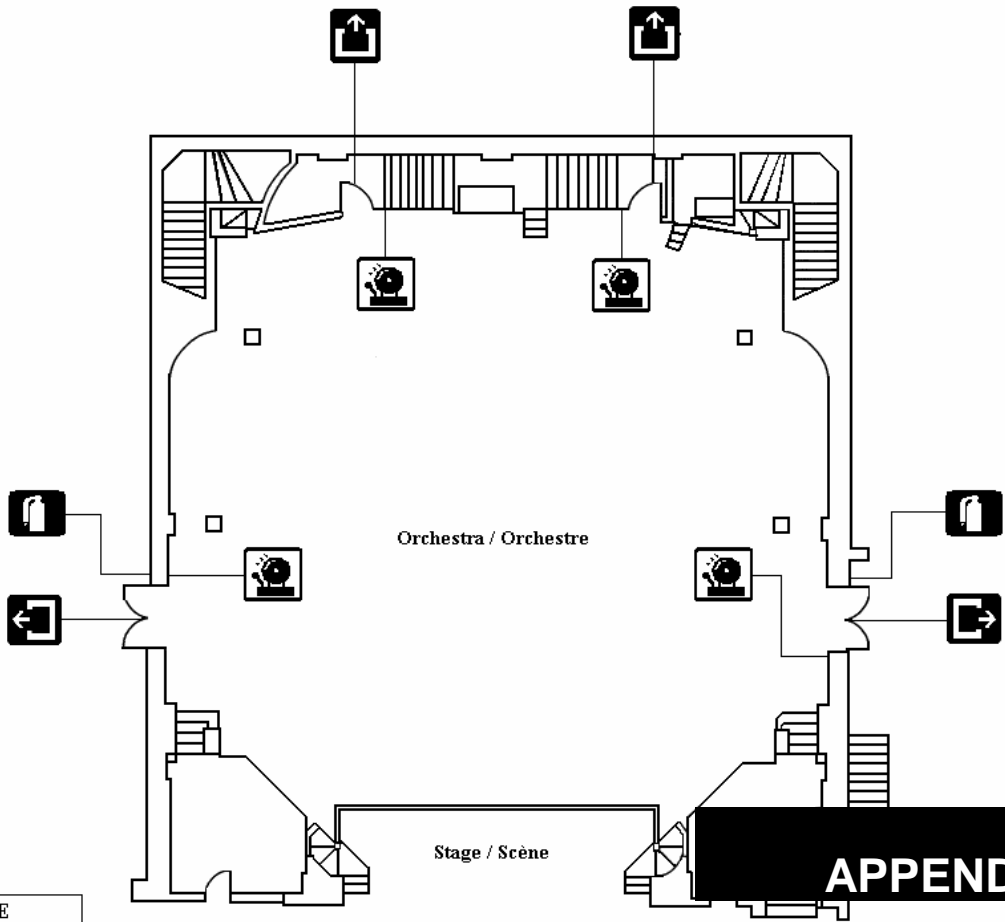
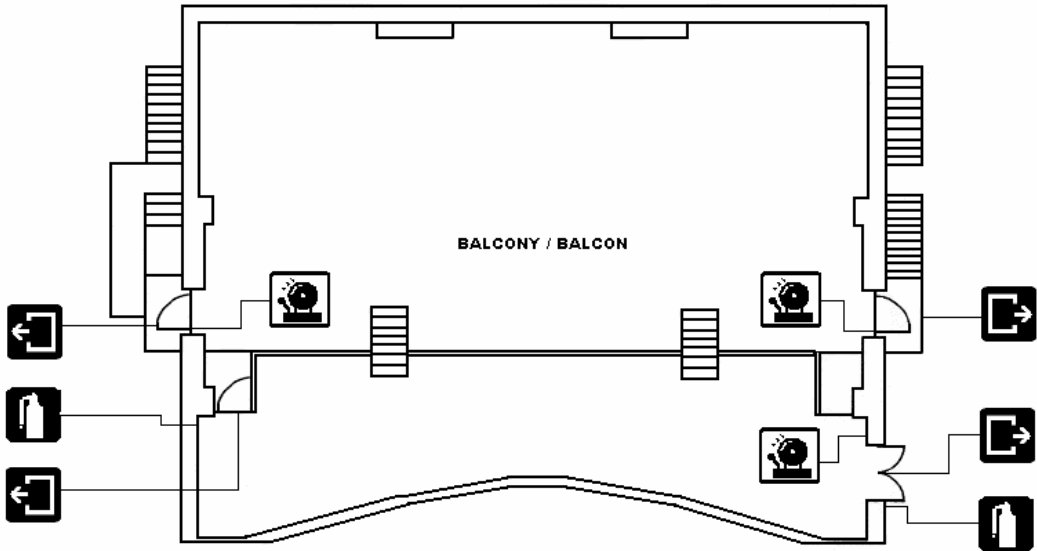
Staff Home Phone Numbers

Name	Number
Stephanie Arsenault	382-3315
Julie Bélanger	860-0192
Christine Bourque	857-8703
Brenda Boyd	852-4253
Marshall Button	383-1625
Marc Chouinard	758-9303
Annette Coates	388-5488
Charles Forest	577-1813
Clarence LeBlanc	383-4707
Eric LeBlanc	854-4580
Marie Louise LeBlanc	854-5386
Patrick Murray	878-0804
Julie Pallot	859-1221
Christal Sénécal	382-3021
Robin Anne Ettles	850-2663
Pat Murray	857-8703




FRONT OF HOUSE

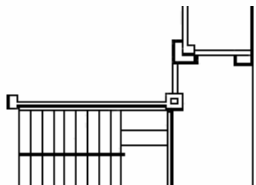
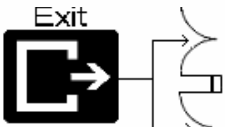
Danielle Cawley	381-7611
Claudette Glencross	382-8689
Gabrielle Gaudet	388-3194
Odette LeBlanc	758-9395
Marie Robichaud	854-0041

APPENDIX 4



LEGEND \ LEGENDE

-  Alarm \ Alarme
-  Exit \ Sortie
-  Extinguisher \ Extincteur



LEGEND \ LEGENDE



Alarm \ Alarme



Exit \ Sortie



Extinguisher \ Extincteur