



Volunteer Usher Manual

The Community Concert Hall

1000 Rim Drive, Fort Lewis College, Durango CO

Box Office Phone and Hours: (970) 247-7657, Monday through Friday, Noon-5pm

In-Person Box Office Hours: One (1) hour before curtain

Front of House Managers:

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This manual supersedes any previous CCH @ FLC manuals and policy to date.

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WELCOME!

On behalf of the Community Concert Hall at Fort Lewis College, it is my pleasure to welcome you as a new or returning Front of House volunteer. You are joining the ranks of many other dedicated and talented individuals who contribute to the vital operations of our organization. As a volunteer, you are an ambassador in our mission to provide Durango, CO and the Four Corners with an eclectic presenting program and a low-cost, high-quality production venue for college and community performances.

In addition to presenting performers who reflect the tastes of the region, our venue provides a stage for some of the world's most exciting and diverse artists. In doing so, we are able educate college and community audience members about cultures and performance traditions from through-out the world. We are proud to be one of the finest performing arts venues in the region, serving an average of 40,000 guests annually.

By providing guests with knowledgeable, kind, and courteous assistance, you are the first step in making an event an enjoyable experience. You also ensure the safety of our guests by staying aware of your surroundings, communicating any issues in a timely and appropriate manner, and responding to any emergencies. You are compensated for this responsibility with the satisfaction that comes from providing a service to the performing arts and with knowing that you were able to connect audiences with the joy that comes from attending a live event.

We are delighted to have you be a part of the team at the Community Concert Hall at Fort Lewis College. Thank you for investing your valuable time with us. With your commitment, you are helping to keep the arts alive. We look forward to working with you!

Sincerely,
Doug Gonzalez
Ticketing & Patron Services Manager

Concert Hall Term Glossary

There are many terms that are used at the Concert Hall that may be novel to many new volunteers. Here's a list of some terms used by our Front of House team:

Guest/Patron - Any visitor, with a ticket or not, within our facility.

House - The area inside the Hall that includes all audience seating areas. House is between the doors and the front edge of the stage.

House Directions - House directions are determined by standing in the house and facing the stage. Your left is House Left (HL) and your right is House Right (HR).

Opening House – Thirty minutes before showtime, a FOH manager or FOH assistant will open the doors of the house to allow audience members to take their seats.

Front of House - Usually used to refer to all public areas outside the performance hall, including the lobby, ticket office, restrooms, concession areas, etc. However, this term can also be used to refer to the Front of House staff (Box Office, FOH Manager, Ushers) or the Lead Audio technician.

Lobby – The space between the exterior of the building and the house, which includes the Orchestra and Plaza level concession areas and the Stanton Englehart Gallery. The lobby typically opens one (1) hour before showtime unless otherwise noted.

Curtain/Showtime - The time at which a performance is scheduled to begin.

Hold - Delay in the curtain time, often because the lobby is still full of guests, or the company needs to hold back the original curtain time.

Late Seating Hold - Occurs at the beginning of the performance (usually) and is dictated by the company producing the show. During this time, no one is allowed in or out of the house. Doors are not to be opened or closed at any time during late seating holds.

Box Office - Opens one (1) hour before showtime. Accessible via the outside windows, the box office may sell tickets, look up guest orders, reseat guests, reprint tickets, and troubleshoot ticketing problems.

Guest Services – Opens one (1) hour before showtime and is accessible via the Box Office window facing the interior of the lobby. In addition to providing the same services as the Box Office, Guest Services is also where guests may leave tickets for late members of their party and where guests can pick up dance floor wristbands.

Will Call - Tickets are held at Will Call for guests who have already paid for them. ***We do not use Will Call at the Concert Hall.***

Concessions - There are two concession areas. The FOH Manager will inform you which concession areas will be open. When concessions are available, refreshments will be sold prior

to event until intermission. If there is no intermission, concessions will typically sell for 15-30 minutes after the start of an event. Concessions is not open at the end of an event.

Backstage - The area behind and to either side of the stage, not visible to the audience. Backstage includes all technical areas, dressing rooms, hallways, and performance-related areas.

Stage Directions - Directions from the performer's perspective, standing on stage and facing the house. *Stage Left* is the performer's left and *Stage Right* is the performer's right. *Downstage* is moving toward the audience and *Upstage* is moving away from the audience.

Tech Crew - The backstage crew who do all the technical work on a production (lighting, sound, sets, props and wardrobe).

Touring Manager - The manager representing the touring company which presents the performance, cast, crew, props, and wardrobe.

Stage Manager - The person responsible for communication and coordination of all backstage and onstage activities during rehearsal and performance times.

USHERING AT THE CONCERT HALL

Usher Requirements

- Minimum age 18
- Volunteers must usher with at least 10 hours **per season**. The number of hours volunteered during a season affect usher sign-up priority the following season.

Usher Priority for Next Season:

- Day 1 Signup: More than 30 hours ushered in the current season.
- Day 2 Signup: More than 20 hours but less than 30 hours ushered in the current season.
- Day 3 Signup: More than 10 hours but less than 20 hours ushered in the current season.

Additional incentive for ushering more than the minimum of 10 hours:

- Free Tickets! For every 20 hours volunteered, receive one free ticket to any "Concert Hall Presents" event (up to two free tickets per volunteer)
- Requirements not met - *Active* status changed to *Inactive*. *Inactive* ushers may re-enter the program but must retrain prior to ushering.
- Arrive at the start of a shift as noted in Volunteer Local.
 - Scanners: They will arrive 1 hour and fifteen minutes before the start of the show.

- Attend meeting with the Front of House (FOH) Manager shortly after the start of your shift.
- Consuming alcoholic beverages while ushering is prohibited and will result in dismissal from the program.
- Three infractions will result in usher dismissal. Infractions include the following: **Late arrivals, no shows, and persistent negative interactions between Concert Hall staff and/or guests.**
- Ushers should wear solid white tops (may be layered with a dark vest or jacket) and dark bottoms. Holiday-inspired accessories are allowed.
- Unable to usher an assigned event within 3 days of your shift? You may notify via text the FOH manager working your event (as noted in Volunteer Local) as soon as possible. Please also email dogonzalez@fortlewis.edu to help ensure your note is not missed. We will make arrangements with alternates to work your shift.

Usher Duties

BEFORE THE START OF AN EVENT:

1. Hang outerwear on the far right coat rack in usher closet (front & left racks are for Coat Check).
2. Usher Closet is locked during performances (Leave valuables in your car).
3. Prior to pre-event briefing, put on nametag and usher lanyard with attached flashlight. Return both to their proper location in the usher room at the end of the event.
4. Scanners: After pre-event briefing, take one scanner and stand near the entry way at the end of the line. Please review scanning best practices with FOH assistant if necessary.
 - a. Patrons will have either an e-ticket on their phone or a printed copy from home. Patrons will show this ticket to the ushers at the main entrance where it will be scanned. Point them to concessions and to the door for their best entry into the hall.
 - b. If guests cannot find their tickets, you may:
 - i. Send them to Guest Services to have their order looked up.
 1. Third-party sellers may not have their names or tickets in our system.
 - ii. Inform them that they can find their tickets in an email from **ETIX**.
 1. Third-party sellers will not include the phrase ETIX in their e-ticket email and looking for an email from ETIX may delay their entry into the hall.

5. Door Ushers: After pre-event briefing, one usher from each door should take one usher box to their station. Each box should have masks, rubber gloves, cough drops, earplugs, note pad, pen, zip lock bags, and garbage bag. Please refill if necessary.
6. Door Ushers: When patrons arrive at your door, ask if you can assist them with finding their seat. If yes, review their ticket and walk them to their row.
7. All ushers: Try to assist patrons frequently by answering general questions regarding the event (locations of restrooms, length of event, intermission, etc.).

DURING AN EVENT:

1. Ushers working the doors into the hall will have access to either padded stools (Orchestra, Balcony) or green chairs (Plaza) during the event. Do not sit in patron seating.
2. Doors remain closed during event to minimize distractions.
3. If at least two ushers are at a door: One usher should remain outside the hall doors for at least 15 minutes to help any patrons who arrive late. If a patron needs assistance finding their seat, review their ticket in the lobby before bringing them into the house and to their row.
4. If only one usher is at a door: Stay *standing* at the ready at your assigned door inside the house for 15-25 minutes. Be prepared to assist guests as they enter late into the performance.
5. Please advise the FOH manager or other door usher if you need to step away from the door for a moment.
6. Pay attention to what is going on in your section for the entire run of the performance. Do not be distracted by the event or by friends. If you notice anything you believe should be attended to, immediately do what you can and notify the FOH if assistance is needed.
7. Scanners: Please assist at any doors where additional ushers may be needed. Otherwise, you may sit in the designated usher seats for that performance.
8. Scanners: At intermission, please watch doors to prevent any alcohol from leaving or entering the building.
9. **Help enforce the Concert Hall policies below:**

CONCERT HALL POLICIES

- a. No flash photography or view obstructing recording devices are allowed at any performance. Certain performances prohibit any recording or photography. A FOH manager will inform you about the latter.
- b. Cell phones must not continually ring and disturb other guests
- c. No to-go containers or large portions of food are allowed in the hall. Guests may finish food in lobby areas only.

- d. No liquids on dance floor area, the stage, or the banister surrounding the dance floor.
- e. No glass containers are allowed.
- f. No dancing except for the dance floor area.
- g. No blocking of aisles or stairways.
- h. No smoking allowed on campus.
- i. No alcohol purchase at our bars is allowed outside of the Concert Hall.
- j. No outside alcohol is allowed inside the Concert Hall.
- k. Patrons are not allowed on stage, on the stairs leading up to the stage, or backstage. This policy aims to keep both patrons and the artists safe.

WHEN AN EVENT ENDS:

- 10. At end of the event, wait for the house lights to come up before opening doors.
- 11. Thank patrons as they exit the Hall.
- 12. Door Ushers and Remaining Scanners: After all patrons have exited, do a visual sweep of the seating areas, remove trash, collecting items for Lost/Found (located in Usher Closet). Note the approximate seat location where the item is found and then place note and item in zip lock if applicable. Give expensive items, credit cards, wallets, cell phones, jewelry, etc. to the FOH Manager.
- 13. Inform FOH of any unusual activity and/or suggestions to better serve our patrons. Your recommendations are important to the success of the venue! You are our eyes and ears and we value your input.

Usher Stations

Ticket Scanners: Up to 3 ushers near the main entrance. Welcome patrons, scan tickets, inform patrons about the best door to enter to find their seat, and let them know if the downstairs bar is also open. At intermission, stand at main entrance & portico doors to keep alcohol from leaving or entering the building.

Guest Services: Up to 1 box office assistant that will help with any ticketing issue, purchase, or request at the window facing the inside of the lobby.

North Orchestra Doors: 2+ ushers at the grand entryway to direct patrons to seats. ***Emergency exit*** - up onto stage, out dock doors to lawn area.

South Orchestra Door: 2 usher at south side doors by sound booth. ***Emergency exit*** - out south hallway doors, upstairs to side door, out to lawn area.

Orchestra Pit (Seated): 2 ushers split between the two entrances to Orchestra PIT. NOTHING can be placed on ledge between pit and orchestra seating, or on stage. ***Emergency exit*** - out south hallway door near Row A, upstairs to side door, out to lawn area.

Dance Floor: 2 ushers split between the two entrances to the Dance Floor. No drinks or liquid is to be taken onto the floor. ***Emergency exit*** - out south hallway door near Row A, upstairs to side door, out to lawn area.

North Plaza Door: 1-2 ushers to assist with seating patrons. The Plaza steps are steep and patrons may need assistance. ***Emergency exit*** - up to Plaza level and out Portico doors to outside plaza area.

South Plaza Door: 1-2 ushers - same duties as North Plaza Door. ***Emergency exit*** - up to Plaza level and out Portico doors to outside plaza area.

North Balcony Door: 1-2 ushers - to give programs and assist with seating patrons. **NOTHING is to be placed on ledges! Patrons must keep hands and phones from being over the ledge.** Stairs are steep, patrons may need assistance. ***Emergency exit*** - down to Plaza level and out Main doors to outside plaza area.

South Balcony Door: 1-2 ushers – same duties as the North Balcony Doors. ***Emergency exit*** - down to Plaza level and out South door to lawn area.

Backstage: 1 usher may be utilized to prevent patrons from entering backstage area.

Coat Check: 1-2 ushers will number and store any checked items prior to event and during intermission. Return to usher room at end of event to return checked items to patrons.

Merchandise Sales: 1-2 ushers sell performer's merchandise before event, during intermission and at end of event (responsible for cash, products, and balancing at end of event.) The FOH will sign off at end of evening and collect house take plus seed money if used.

If you wish to work with a friend or spouse, please let us know after signing up for your shifts but before the start of your event by emailing FOHmanager@fortlewis.edu and dogonzalez@fortlewis.edu. If you have accessibility requests during a specific event, please let the FOH Manager know prior to the event.

CUSTOMER SERVICE GUIDELINES

Adapted from the Cincinnati Arts Association Front of House Manual

The Community Concert Hall prides itself on offering excellent customer service. All guests, regardless of nationality, race, age, sexual orientation, gender, disability, or socioeconomic level, are to be given world class service while inside of our venue. You may be the only Concert Hall representative that a guest encounters, and it is imperative that they have a positive experience with you.

There are three levels of customer service that we can provide:

Expected Service: When the guest expectations are met. Example:

Exemplary Service: When the guests' expectations are not only met but are exceeded.

Subpar Service: When we are unable to meet the guest's needs. Example: Giving a guest the wrong directions to their seats; Ignoring a guest when they enter the Hall; Making disparaging comments about their appearance or the lack of attendees at an event.

Customer Service Tips:

- Maintain eye contact with guest.
- Greet guests with a warm attitude.
- Read body language of guest. Note if they are frustrated and respond appropriately.
- Ask confused or wandering guests, "May I assist you with anything?" or "How can I help?"
 - The question should be posed in a way that expresses concern, respect, and attention.
 - Should never respond with disgust, unhappiness, or sarcasm.
 - Relay that their concerns are being handled, even if it feels superfluous.
- Employ active listening.
 - Give non-verbal cues (head nod) or a verbal cue like, "ok" or "I understand."
 - Restate concerns so that you can confirm you're understanding one another.
- Offer solutions, or offer the assistance of someone who can, like the FOH Manager or the Box Office staff.
- Thank them for bringing it to your attention.
- Follow up with them to ensure their needs are met.
- Do not speak about any guests, events, or other ushers in a negative or sarcastic tone.

Potential Situations and Solutions:

SITUATION:	SOLUTION:
Guest comes on wrong date/time	Connect them with the Box Office to find a solution, which may include exchanging their ticket.
Guest's ticket does not scan correctly or is printed too lightly.	Ensure their ticket is for the correct event. If it is the correct event, connect them with Guest Services or the Box Office to resolve the issue.
At showtime, a guest is waiting for a friend to give them a ticket	Offer to leave their friend's ticket at Guest Services where it can be picked up.
Guest is no longer able to access seat due to a medical situation	Connect them with the Box Office to be resealed if possible.
Guest is shown to seats and other guests are already occupying seats	Double check date/time of ticket, then check row and seat number. If correct, find FOH to resolve issue. If incorrect, reseat accordingly.
Camera flashes are noticed or recording devices interfere with another guest's experience.	Stand close to aisle and get the attention of the guest to discourage use. If the behavior persists, notify FOH.
Guest wants to go backstage to deliver flowers or a note to an actor	Offer to take them to them, explaining the house policy about not allowing guests backstage for safety. FOH may then deliver the items.
Guest arrives with a child at an event where all guests need a ticket	Connect the guest to the Box Office, where an additional ticket will need to be purchased and they can be resealed if need be.
Guest is loud or disturbing others	Politely ask guest to quiet down. You may need to stand at the end of an aisle to get their attention. If the behavior persists, notify FOH. If there -

	is an upset child, offer the lobby as a space for parents to both watch the show and tend to their child.
Two guests from different parties are having a disagreement	Ask guests to follow you to the lobby where a FOH manager or CCH staff member would be happy to find a solution to their issue. Do not attempt to physically move them. Notify a FOH Manager if they refuse or are unable to follow you.

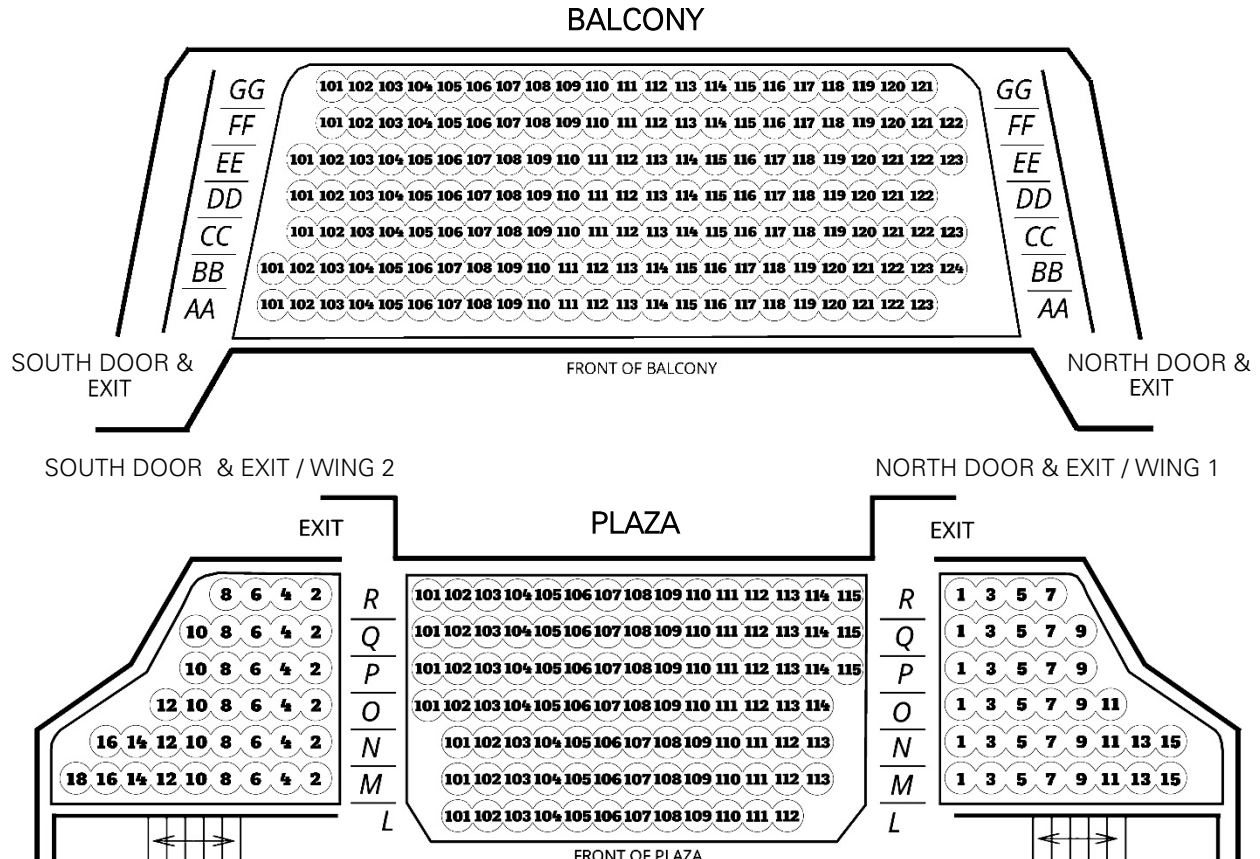
Disruptive Guests

When a patron is not adhering to the Concert Hall policies, please advise them in a polite manor. If a volunteer should encounter a guest, or guests, who are behaving in any of the following ways, please alert a FOH Manager who will assist and call 911 as necessary. DO NOT argue or become confrontational with the individual(s).

- Is using or threatening violence or breaking the law.
- Is repeatedly disturbing the enjoyment of other guests.
- Is disorderly or not abiding by the rules of the premises.
- Is using profane and foul language.

To be clear: You are NOT responsible for their removal. If you see this behavior, a FOH Manager or staff member should be alerted.

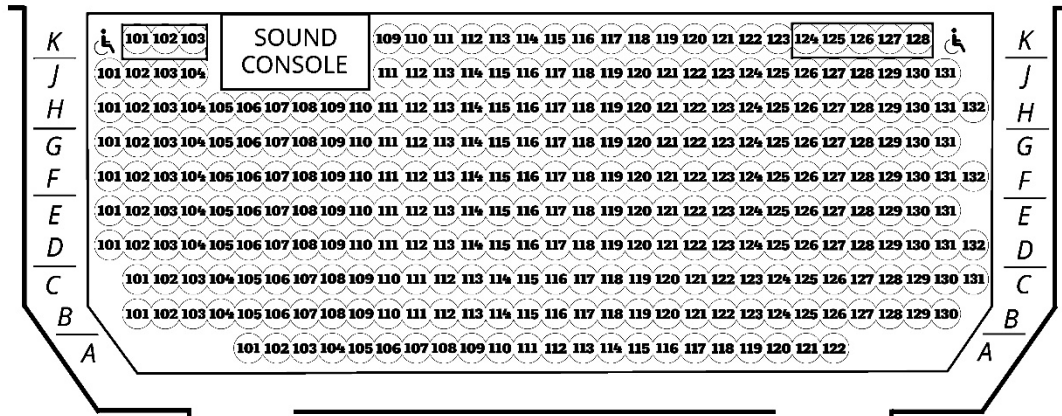
CONCERT HALL SEATING CHART



ORCHESTRA

SOUTH DOOR & EXIT

NORTH DOOR & EXIT



ACCOMODATIONS

ADA Seating:

Available in Row K in the Orchestra and preferably reserved prior to show time. Accessible seating is also available in the President's Box upstairs in the balcony, although this seating is not typically available for purchase. Please notify a FOH Manager if a patron requests these seats so that we can reseat them if possible.

Service Animals:

Information copied from the [ADA.gov website](http://ADA.gov):

Service animals have been defined by the ADA since March 15, 2011 as dogs that are individually trained to do work or perform tasks for people with disabilities. A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

When it is not obvious what service an animal provides, only limited inquiries are allowed. Volunteers may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. We cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.

A person with a disability cannot be asked to remove their service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason

to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

If a guest says that they have a service animal, you are ONLY permitted to ask, (1) "Is the service animal required because of a disability?" and (2) "What work has the dog been trained to perform?" Do not argue or become confrontational with a guest. You may also notify a Front of House manager if you are unable to address a guest. Emotional support animals are not allowed.

Oxygen:

Patrons using oxygen can sit in all areas of the Hall. If *other* patrons have an issue with the noise generated, please bring the dissatisfied patron to Guest Services where they will be relocated if possible. The oxygen-using patron should not be involved in any discussion with the dissatisfied guest nor will they be asked to change seats.

Hearing:

Our audio system can broadcast audio waves via wifi to mobile devices within the Hall. Please send the guest to the box office or guest services so that we may assist with setup. Please note: This system has a slight delay and is best for talks or speeches.

SAFETY AND EMERGENCY PROCEDURES

Adapted from Vilar Performing Arts Center Volunteer Manual

During an emergency, you will be asked to assist the Concert Hall staff in evacuating or securing the building. Having the ability to lead the audience members up or down any stairs and out of the building is imperative. If you lead in a calm manner, the audience will follow your lead and remain calm also!

Please note that first aid kits are in the box office near the right outward-facing window.

Report any incident, no matter how small, to the Front of House Manager.

Routine Security

- All volunteers are required to wear a name badge during their shift to identify themselves as authorized Concert Hall representatives.
- All personnel and volunteers are expected to participate in monitoring restricted areas for unauthorized persons.
- Doors to the Hall will remain locked if an event is not in progress. Doors will be unlocked no more than thirty (30) minutes in advance of curtain.
- The Concert Hall is not responsible for lost or stolen items.

Guest Safety/Crowd Control

- Prevent congregation of guests in aisles.
- Prevent any items from being placed on the ledge in the balcony.
- Prevent any items from being placed on the dance floor ledge.
- Request guests to move away from an emergency situation.

Suspicious Activity

All personnel and volunteers are responsible to report suspicious activity including what or who you saw, when you saw it, where it occurred and why it is suspicious.

- **Unusual items or situations:** A vehicle is parked in an odd location, a package/luggage is unattended, a door is open that is usually closed, or other out-of-the-ordinary situations occur.
- **Eliciting information:** A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.
- **Observation/surveillance:** Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

Security Incident Response

In any event which poses an immediate threat to CCH staff, guests, artist, and artist crews/friends and/or CCH property, local law enforcement will be notified immediately by the FOH Manager. When reporting an emergency, remember:

- Be articulate in the description of the act, its potential, severity, weapons involved, description of suspects, and the specific location of the incident.
- Do not minimize a situation. It is better to have a quick response by police personnel than not.
- No personnel or volunteers should ever put themselves in jeopardy or lay hands on any person. Do not ever attempt to physically remove someone!

Medical Emergency

In the case of an accident, or serious illness, see to the guest's immediate safety first. Make sure that the guest is not in danger of being trampled by other persons, or in danger of causing further injury to themselves or others. Then get, or send for, a FOH Manager or supervisor. Further steps that may help are listed below:

- Stay with the victim, if possible, no matter how minor it may seem. You might witness crucial changes in the victim's condition.
- Do not move the victim.

- Assign someone to call 911.
- Disperse any crowd that may have gathered.
- Attempt first aid ONLY if trained, qualified, and comfortable.
- If a guest offers assistance and in your judgment is qualified to render aid, (e.g. a medical or emergency response professional) it may be appropriate for that person to assist.

Note: Colorado protects a person from liability for aiding a person under the Good Samaritan Act, which states:

- Any person licensed as a physician and surgeon under the laws of the state of Colorado, or any other person, who in good faith renders emergency care or emergency assistance to a person not presently his patient without compensation at the place of an emergency or accident, including a health care institution as defined in section 13-64-202 (3), shall not be liable for any civil damages for acts or omissions made in good faith as a result of the rendering of such emergency care or emergency assistance during the emergency, unless the acts or omissions were grossly negligent or willful and wanton.

Missing Child

In the case of a missing child please follow these steps:

- Discern if the situation is an emergency. Example:
 - (1) The child went to the bathroom and hasn't been back to their assigned seat, but the parent does not seem frightened or extremely concerned. In this case, look to see if maybe the child is still in the restroom or if the child went back in the theatre and sat in the back row before notifying the FOH Manager.
- VS
- (2) The child was by the parent's side near the concessions stand and only a moment later the child is nowhere in sight and the parent expresses severe concern.
- Connect the guest to the FOH Manager, who will gather information about the missing child and a physical description.
- After notifying the FOH Manager, any available CCH staff and volunteers will search for the child in all bathrooms, floors, backstage, and back hallways. Note: At least one usher must stay at their assigned Hall doors.
- Available CCH staff will move to all exits and will attempt to delay any departure of a child matching that description if they are accompanied by someone other than a parent or legal guardian. However, CCH volunteers and staff are not to engage in an aggressive confrontation or attempt to physically restrain anyone. If they are not able to stop a child matching that description from leaving the building, law enforcement will be called.
 - CCH staff will write down a detailed description of the person accompanying that child during the departure.
- If the child is found and was simply lost, reunite them with their parent or guardian. Notify the FOH Manager that they have been found.
- If the child is not located within 10 minutes, the FOH manager will contact law enforcement.

Fire

When fire or smoke is discovered:

- Notify the FOH Manager immediately.
- Upon request from the FOH manager, activate the nearest fire alarm. An automatic announcement will be made over the intercom system notifying guests to evacuate the building.
 - You may need activate the fire alarm immediately in certain circumstances.
- If the fire alarm is not available, a CCH staff member will make an announcement on stage.

Upon being notified about the fire emergency, we must:

- Lead guests out of the building using the designated evacuation routes.
 - The elevator will not be in use during a fire evacuation.
 - Guests in the orchestra using wheelchairs will need to exit via the backstage door.
 - Guests in the balcony using wheelchairs may need to be carried down the stairs.
 - All bathrooms and stairwells should be checked for patrons. After all areas have been checked, please evacuate the building as well.
- Move quickly away from the front entrance of the facility and assemble in the designated evacuation area (the plaza).
- Remain outside until you have been told by CCH staff or emergency personnel that it is safe to reenter.

You should **not fight** a fire if any of the following are true:

- If the fire is spreading beyond the immediate area where it started or is already a large fire.
- If the fire could block your escape route.
- If you are in doubt about whether the extinguisher is the proper type for the fire at hand.

If even just one of these conditions is true, leave immediately, close off the area, and leave it to the fire department.

You may fight a fire **ONLY** if all the following are true:

- Everyone has left or is leaving the building.
- The fire department is or has been called.
- The fire is small and confined to the immediate area where it started (wastebasket, cushion, etc.).
- Your extinguisher is rated for the type of fire you are fighting AND is in good working order.
- You know how to use the extinguisher and can operate it effectively.
 - **PASS:**
 - **Pull** the Pin at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.

- **Aim** at the base of the fire, not the flames. This is important - in order to put out the fire, you must extinguish the fuel.
- **Squeeze** the lever slowly. This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.
- **Sweep** from side to side. Using a sweeping motion, move the fire extinguisher back and forth until the fire is completely out. Operate the extinguisher from a safe distance.

Emergency Lockdown

A lockdown of a building is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than to stay inside.

- Stay quiet & away from doors & windows.
- Maintain a calm environment.
- Remain in a secured area until notified.
- Compile and maintain a tracking sheet for all who has been accounted for and onsite.
- If guests want to leave, you cannot stop them unless opening a door would create a danger for everyone else inside.
 - Please provide the guest with any information that you know so they may make their own informed decision. Direct them to exit the facility at the safest location based on the situation.

Active Shooter

The following is for your reference ONLY. We are not asking or requiring that you put yourself in harm's way. In this type of incident, the priority is your personal safety. This section is included so that you can feel better prepared to protect yourself and others if this emergency were to occur.

An active shooter is an individual, or multiple individuals, who are actively engaged in killing or attempting to kill people in a confined and populated area.

Initial Response:

- Quickly assess the most reasonable way to protect your life.
- Remain calm and remember that guests and other employees are likely to follow the lead of the staff and ushers during an active shooter situation.

RUN / HIDE / FIGHT

Developed by the FBI, these principles will prepare and empower you to put them into practice – should the worst occur.

RUN

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.

- Don't hesitate. Seconds matter.
- Leave your belongings behind.
- Keep your hands visible when exiting a building.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Don't stop until you've reached a safe location.

HIDE

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- Be out of the shooters view.
- Provide protection if shots are fired in your direction (i.e. an office with a closed & locked door).
- Not trap or restrict your options for movement.
- Lock and barricade the door.
- Silence your cell phones and any other sources of noise.
- Remain quiet.
- Prepare a self-defense plan

FIGHT

As a last resort, and only if evacuation and hiding out are not possible:

- Use available objects as improvised weapons.
- Use teamwork and surprise. A coordinated ambush can incapacitate an attacker.
- You're fighting for your life.
- Don't fight fair!

When the police arrive:

- The first officers will not stop to help injured persons. Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
- Remain calm and follow officers' instructions.
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread your fingers - Keep your hands visible at all times.
- Avoid pointing, screaming and/or yelling.
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.