



QUICK
EMERGENCY
REFERENCE

To report any police, fire, or medical emergency, call:

From campus: **9-911**

Off campus or from a cell phone: **911**

UI Police Non-Emergency: **217/333-1216**

In the event of a fire, activate the building's fire alarm system BEFORE calling 9-911.

When calling 9-911:

- Stay on the line with the dispatcher.
- Provide the address of the building (500 South Goodwin Ave.) and your exact location.
- Direct responders to the Loading Dock. Contact Building Operations to meet responders and escort them to the scene.
- Provide a thorough description of the incident to ensure that proper resources are dispatched.
- Do not hang up until the dispatcher tells you to do so.

In the event of an emergency during a performance or event, the Lead House Manager, Stage Manager(s), Attendants, and other event staff will coordinate the response as the situation demands. When it is safe and appropriate to do so, the following phone calls will be made:

- Lead House Manager calls Jessica Shelvik (217/721-1294)
- Production Stage Manager calls Karen Quisenberry (203/606-6490)
- Events Stage Manager calls Nick Zazal (217/840-5404)
- Attendant calls John Williams (217/898-1976)

CONTACT INFORMATION

Minor Medical Emergency

First-aid kits are located backstage in each theatre, several of the production shops and offices, the Ticket Office, and coat check.

- If you are certified, use one of the available first-aid kits to administer minor first aid.
- Posted on each first-aid kit is a list of certified staff members if you need assistance.
- File an accident report with your supervisor.

Performance

If the emergency occurs during a performance, contact the Lead House Manager on duty (available via radio, TOA 300, or 333-9716). Or notify a Patron Services Host, posted throughout the Lobby and at each active theatre gate. He or she will respond immediately and handle the situation.

Illini Emergency Medical Services (IEMS) is often on duty for Krannert Center events and performances. IEMS can be reached via any Patron Services staff member.

Refer to the Emergency Disaster Plan for more information.

MEDICAL EMERGENCY 01

Major Medical Emergency

If a major medical emergency occurs during the day or on a non-performance night:

- Address the emergency situation, only if it is safe for you to do so.
- Send someone to activate the EMS system by dialing 9-911 (from any campus phone).
- Tell the dispatcher that the emergency is:
 - in Krannert Center for the Performing Arts
 - located at 500 South Goodwin Ave.
 - and EMS personnel should head to the Loading Dock.
- Alert Building Operations that an ambulance is arriving at the Loading Dock.
- Send someone to meet the first responders at the Loading Dock and direct emergency personnel to the location of the emergency.
- If the victim is conscious, ask him or her about the situation. Try to gather as much information as possible to treat the victim. If the victim is unconscious, consent is implied and you may treat the victim within your ability and training. A list of KCPA staff certified in first-aid/CPR is posted on each first-aid kit.
- Gather as much information as possible and file an accident report with your supervisor.

Performance

If a major medical emergency occurs during a performance, contact the Lead House Manager on duty (available via radio, TOA 300, or 333-9716). Or notify a Patron Services Host, posted throughout the Lobby and at each active theatre gate. He or she will respond immediately and handle the situation.

Illini Emergency Medical Services (IEMS) is often on duty for Krannert Center events and performances. IEMS can be reached via any Patron Services staff member.

Refer to the Emergency Disaster Plan for more information.

In the event that YOU see a fire:

- Pull a fire alarm
 - Do not be alarmed if there is no sound when the fire alarm is pulled. Some alarms are silent.
- Call 9-911 (from any campus phone)
 - Tell the dispatcher that the emergency is:
 - in Krannert Center for the Performing Arts
 - located at 500 South Goodwin Ave.
 - and give the exact location of the fire.
 - Remain on the phone until the operator has said it is okay to hang up.
- Extinguish a small fire if it's possible to do so without endangering yourself or others.
See next page for more instructions about fighting fires.

Performance

If a fire occurs during a performance, contact the Lead House Manager on duty (available via radio, TOA 300, or 217/333-9716). Or notify a Patron Services Host, posted throughout the Lobby and at each active theatre gate. He or she will respond immediately and assist in handling the situation.

Once Fire Department personnel are on-site, staff will follow their instructions as to how to proceed.

If the decision is made to evacuate, Patron Services staff and available Krannert Center staff should make sure the elevators are not used and that patrons are exiting the building.

Refer to the Emergency Disaster Plan for more information.

If possible, fight the fire.

NEVER ATTEMPT TO FIGHT A FIRE ON YOUR OWN UNLESS YOU ARE ABSOLUTELY CERTAIN THAT YOU CAN DO IT WITHOUT PERSONAL RISK.

FIRE / FIRE EXTINGUISHER USE 01



To improve your chances to stay safe from fire, follow these guidelines:

NO. Don't fight the fire. Get out. Get others out. Call 9-911.

- If the fire is spreading beyond the spot where it started.
- If the fire could block your exit.
- If you are not too sure how to operate the extinguisher.

YES. Use the fire extinguisher.

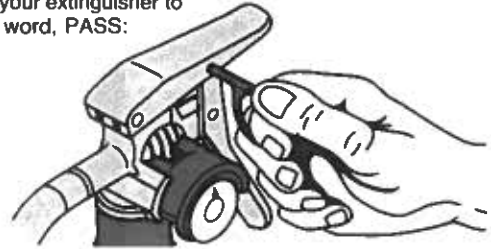
- If you have already called 9-911 AND
- If the fire is small (confined to its origin in a wastebasket, cushion, or small appliance).
- If you can fight it with your back to an exit.
- If your extinguisher is in working order and you know how to use it.
- If you know enough to get out fast if your effort is failing.

REMEMBER the basics of using extinguishers.

If you are called on to use your extinguisher to fight a fire, just think of the word, PASS:

Pull

the safety pin at the top of the extinguisher.



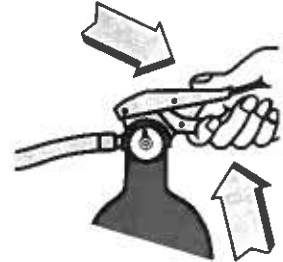
Aim

the nozzle, horn, or hose at the base of the flames.



Squeeze

or press the handle.



Sweep

from side to side at the base of the fire until it goes out.



FIRE / FIRE EXTINGUISHER USE 02

Tornado Watch – Conditions are right for tornado formation

If a tornado watch has been issued, the Civil Defense Alarm System will activate the radio monitors in the Patron Services Office and Level 2 Break Room. These radios will continuously monitor the progress of the tornado and weather cells. The red lights will come on in the Lobby and Loading Dock. When notice is taken of these warning devices, the Attendants should be notified.

If the watch is during a performance, the Lead House Manager and the Facility Manager will monitor the situation for updates and changes in the weather conditions. Patron Services staff will notify other departments about the potential situation.

Tornado Warning – Tornado or funnel cloud has been sighted or detected by radar

A tornado warning will be initiated by the sounding of air horns. The air horn warning consists of three 3-minute continuous blasts. When it is clear that a tornado warning is in effect, all building users should evacuate down to Level 2 and other tornado-safe areas. The Facility Manager should begin monitoring the weather radio in the Level 2 Break Room to determine the location of the tornado. Building-wide announcements should be made, alerting users to evacuate downstairs until the warning has ended.

If the tornado warning happens during an event or performance, the Lead House Manager will initiate communication with all active theatres and departments. Patron Services will initiate announcements to relocate patrons and other building users to Level 2 or other tornado-safe areas. Patrons located in either the Great Hall, Festival, or Playhouse will remain in their seats. All patrons and personnel in the Studio will be evacuated down to Level 2. A staff member will monitor the weather radio in the Level 2 Break Room to determine the location of the tornado. Building-wide updates should be made, alerting users to evacuate downstairs until the warning has ended.

Refer to the Emergency Disaster Plan for more information.

TORNADO

If a bomb threat is received over the phone:

- Stay calm.
- If your phone has caller ID, record the number displayed.
- Gain the attention of someone else close by and have that person call 9-911 from any campus phone or 911 from a cell phone. This call should be made out of hearing range of the receiver.
- Try to keep the caller on the phone long enough to **complete the Bomb Threat Checklist located on the next page.**
- Ask the checklist questions.
- Work with arriving emergency personnel to assist them in evaluating the situation.
- Assist emergency responders with a search of the area if requested.
- Provide for an orderly evacuation only when ordered by emergency personnel.

When a written threat is received, save all materials, including any envelope or container. Once the message is recognized as a bomb threat, further unnecessary handling should be avoided. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper, and postal marks. These will prove essential in tracing the threat and identifying the writer.

Refer to Emergency Disaster Plan for more information.

Bomb Threat Checklist | Exact time of call

QUESTIONS TO ASK

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

CALLER'S VOICE (circle)

Calm	Stutter	Giggling	Stressed	Disguised	Slow
Deep	Accent	Nasal	Sincere	Crying	Loud
Angry	Lisp	Squeaky	Slurred	Broken	Rapid
Excited	Normal				

If voice is familiar, whom did it sound like?

Were there any background noises?

Remarks:

Person receiving call:

Telephone number call received at:

Date:

An "active threat" is defined as any incident that by its deliberate nature creates an immediate threat or presents an imminent danger to the campus community. Types of active threats include, but are not limited to:

- Active shooter
- Hostage/barricaded subject
- Sniper
- Suicide/homicide bomber
- Known or suspected terrorist threat (biological/chemical threat)

In the event that an active threat becomes apparent in any campus location (internal or external) the threat should be reported immediately (as soon as it is safe to do so) through one of the mechanisms that follow:

1. Call 911 (from a non-University phone)
2. Call 9-911 (from a University phone)

During the day or a non-performance evening:

If you discover the threat, evacuate the area immediately and notify the police.
Call 911 from a non-University phone or 9-911 from a campus phone.

Alert building users and departments by the phone, e-mail, radio, or building-wide PA.

Building-wide Speech – Active Threat

Ladies and gentlemen, your attention please.

A situation exists around the building that the University views to be dangerous. Sigmund is at/in the (insert location of threat – if known).

(Repeat announcement as long as it is safe to do so.)

Department Radio Calls

Sigmund is in/at (insert location of threat – if known).

(Repeat radio communication as long as it is safe to do so.)

Staff and building users should then evacuate to secure areas and lock or barricade access points to the best of their ability. Exterior doors should be zip-tied if possible. Zip-ties are stored in the nearest fire extinguisher cabinet. Secure doors or areas only if it is safe to do so.

All areas should remain locked and secure until police officers give the all clear.

ACTIVE THREAT / ACTIVE SHOOTER 01



During a performance:

If you discover the threat, evacuate the area immediately and notify the police.
Call 911 from a non-University phone or 9-911 from a campus phone.

Alert active theatres and departments by the phone, radio, or building-wide PA.

The Patron Services Desk will make the following announcement over the building-wide PA:

Ladies and gentlemen, your attention please.

A situation exists around the building that the University views to be dangerous. Sigmund is at/in (insert location of threat – if known).

(Repeat announcement as long as it is safe to do so.)

The stage manager will immediately go to the stage, stop the performance, and read the following announcement:

Ladies and gentlemen, your attention please.

A situation exists around the building that the University views to be dangerous. Remain in your seat and please keep quiet.

(Repeat announcement as long as it is safe to do so.)

Other backstage staff and crew will secure and barricade backstage access points to the best of their ability.

During this time, Patron Services staff and Building Operations will secure the house doors and exterior building doors to the best of their ability.

Department Radio Calls

Sigmund is in/at (insert location of threat – if known).

(Repeat radio communication as long as it is safe to do so.)

Staff and building users not in the theatres should evacuate to secure areas and lock or barricade access points to the best of their ability. Exterior doors should be zip-tied if possible. Zip-ties are stored in the nearest fire extinguisher cabinet. Secure doors or areas only if it is safe to do so.

All areas should remain locked and secure until police officers give the all clear.

ACTIVE THREAT / ACTIVE SHOOTER 02



Whenever an electrical outage occurs in KCPA, the emergency lighting system will automatically light exits and strategic places throughout the building. The emergency generator is automatically activated to supply power to critical systems throughout the building.

If the power fails in your area during the day or a non-performance evening, contact Building Operations immediately.

If the power fails during a performance, Attendants and other event staff will coordinate the response as the situation demands. When it is safe and appropriate to do so, the following phone calls will be made:

- Lead House Manager calls Jessica Shelvik (217/721-1294)
- Production Stage Manager calls Karen Quisenberry (203/606-6490)
- Events Stage Manager calls Nick Zazal (217/840-5404)
- Attendant calls John Williams (217/898-1976)

During a performance:

- Check elevators to see if anyone is stuck.
- Notify Supervisors or Attendants of people working in unusual locations (like the Pit or storage areas) who may need assistance.
- Keep main corridors clear.
- KCPA staff should assist students, faculty, and staff as long as it is reasonably safe to do so.
- Department heads and key personnel should assemble at the Loading Dock to support senior management as needed.

POWER FAILURE

During the robbery:

- Stay calm. Assure the robber that you are not going to do anything to stop him/her.
- **DO NOT DO ANYTHING TO PREVENT THE ROBBERY.**
- Do what the robber tells you to do. Do not question his/her reasoning.
- Do not surprise the robber in any way or make fast moves.
 - Do everything in such a way that your movements can be seen. Move slowly.
- Give the robber only the amount of money asked for.
- Make a mental note of what the robber looks like
 - Height?
 - Weight?
 - Age?
 - Race?
 - Hair color?
 - Scars or tattoos?
 - Type of clothing?
- If he/she says he/she has a weapon, believe him/her.
- Do not refuse to give any information requested, but do not offer any more than that.
- If a note is used by the robber, try to keep it.
- Do not block the robber's avenue of escape. Simply note the direction.
- Do not follow the robber.

After the robbery:

As soon as the robber has left, call the police at 9-911 (from a campus phone). Tell the dispatcher that you have been robbed. Give the direction the robber fled. Give as much information over the phone as possible.

Refer to the Emergency Disaster Plan for more information.

If you encounter a chemical spill, survey the area to determine its complexity.

A complex spill includes at least one of the following characteristics:

- A person is injured.
- Identity of the chemical is unknown.
- Multiple chemicals are involved.
- The chemical is highly toxic, flammable, or reactive.
- The spill occurs in a public place such as corridors.
- The spill has the potential to spread to other parts of the building such as through the ventilation system.
- The cleanup procedures are not known or appropriate materials are not readily available.
- The spill may endanger the environment such as reaching waterways or outside ground.

If this spill is simple (having none of the characteristics listed above), contact the Attendants (TOA 297 or 217/333-6707).

If the spill is complex (has one or some of the characteristics listed above), follow these procedures:

- Call 9-911 (from any campus phone)
Tell the dispatcher that the emergency is:
 - in Krannert Center for the Performing Arts
 - located at 500 South Goodwin Ave.
- Direct responders to the Loading Dock.
- Give the name of the chemical, the quantity spilled, and the spill location.
- Detail the extent of any injuries and whether a fire or explosion is involved.
- Give the dispatcher your name and phone number.
- Remain on the phone until the dispatcher has said it is okay to hang up.
- Notify Building Operations of spill location and that emergency responders are arriving at the Loading Dock.
- Evacuate the area.
- Confine the spill area.
- Secure the area.

Refer to the Emergency Disaster Plan for more information.

In all cases of accident or injury (even the most minor ones), the affected person must complete an accident report within 24 hours of the injury. Accident reports are available at the Patron Services Office or Director's Office on Level 5 and the Level 2 Break Room or the Stage Management Office.

Please follow these directions when filling out an accident report to ensure that information is accurately being reported. Reports should be filled out by instructors, Stage Managers, House Managers, or area supervisors to ensure accuracy. These forms can be found in the online Building Manual.

WHICH REPORT:

Blue Property Damage/Public Injury Report if general public or if University student or employee who is NOT being paid by the University at the time of the incident.

Yellow Employee Injury Report if a student or employee is injured while being paid by the University. This report is for employee injuries sustained while working only.

Blue Property Damage/Public Injury Report:

Please fill out Blue Property Damage/Public Injury Reports accurately and completely in BLACK ink only and print all information.

1. All reports must have the proper name, address, phone number, date of birth, department, and social security number (optional for general public only).
2. Note the date, time, and location of the incident. If in KCPA, give room information or approximate location.
3. The description needs to provide an accurate, concise, and full story of what took place. Include events leading up to the incident, any treatment, and any follow-up with doctor or EMS personnel. Also include the exact location of injury, for example, "cut to the left palm below index finger."
4. The individual reporting the incident must sign and print his/her name, date it, and provide the department and contact phone number.
5. Information from witnesses should be provided whenever possible. If EMTs attend to a patient, they should serve as witnesses. If not, then anyone who actually saw the incident or assisted will become the best witness.
6. Completed forms must be turned in to the Business Office. If there are any questions or if forms are filled out incorrectly, they will be returned for additional information.

Yellow Employee Injury Report:

In all cases of accident or injury (even the most minor ones), the affected person must complete an accident report within 24 hours of the injury. They are available at the Patron Services Office or Director's Office on Level 5 and the Level 2 Break Room or the Level 2 Stage Management Office.

Please fill out Yellow Employee Injury Reports accurately and completely in BLACK ink only and print all information.

EMPLOYEE SECTION:

1. Complete personal information including complete address, phone number, date of birth, and social security number.
2. Complete employment information including job class, title, department, campus phone, and supervisor.
3. Complete the employee's report of accident/injury. Note the date, time, and location of the incident. If in KCPA, give room information or approximate location. The description needs to provide an accurate, concise, and full story of what took place. Include events leading up to the incident, any treatment, and any follow-up with doctor or EMS personnel. Also include the exact location of injury, for example, "cut to the left palm below index finger."
4. Information from witnesses should be provided whenever possible. If EMTs attend to a patient, they should serve as witnesses. If not, then anyone who actually saw the incident or assisted will become the best witness.
5. Sign and date and turn in to your supervisor to complete the back portion of the report.

SUPERVISOR SECTION:

1. Print name, title, and phone numbers.
2. Answer questions fully and completely.
3. Sign, date, and turn in to the Business Office. If there are any questions or if forms are filled out incorrectly, they will be returned for additional information.

Accident Reports-Incident

In all cases in which there are no injuries or property damage (for example, strange person, police notification, etc.), the affected parties must report the incident within 24 hours. Forms outlining the needed information are available at the Patron Services Office or Director's Office on Level 5 and the Level 2 Break Room or the Stage Management Office.

Please follow these directions when filling out an Incident Report to ensure that information is accurately being reported.

The new e-mail address for reporting purposes is: incident@krannertcenter.illinois.edu

It is the responsibility of the department head/director to ensure the following steps are taken if the victim or witness is a member of his/her respective unit:

1. Immediately report the incident to University Police and follow any instructions for further action.
2. Immediately report the incident to colleagues using this e-mail address: incident@krannertcenter.illinois.edu. Please describe what occurred, who was involved (if privacy is not an issue), time of police notification, point person for further information, and any other pertinent information.

In the event that something occurs that is sensitive in nature, please notify Mike Ross and his assistant (instead of the incident e-mail list), who will handle the necessary communications with discretion.