

# **YOUR GUIDE TO SAFETY AS A THEATRE EMPLOYEE**

## **TO THE THEATRE EMPLOYEE**

This booklet concerns a most important person ~ YOU. As a theatre employee, you have a responsibility to your employer, your fellow employees, and the public and to yourself. This booklet will examine the safety aspects of those various responsibilities and show how YOU can make a positive difference.

Accidents are very costly. Time is lost during and after the accident while taking care of the situation and doing the necessary follow-up and reporting. Injury to the public results in negative public relations and subsequent loss of business, not to mention the actual costs of recovering from the loss; repair of property, medical bills, lost wages, litigation and resulting damages. The best way to eliminate these costs is to prevent the accident, and you are in a position to do that.

A business is responsible for the safety of its patrons from the minute they drive into the parking lot or walk in the front door. This is especially true if the accident or loss occurs because of an unsafe condition that could have been eliminated or because of the actions or inaction of an employee. You can be in control of the situation by knowing how to Spot potential loss conditions and by knowing what to do when an accident occurs.

If your theatre has a formal safety program, familiarize yourself with all of the procedures. If there is no formal program, this booklet offers some common sense guidelines for a variety of situations and illustrates how losses can occur and what you can do to prevent or minimize them.

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## BEFORE A LOSS OCCURS

The best action to take before a loss is to prevent the loss. Most accidents are caused by ignoring elementary safety precautions, or by simply not paying attention to what is going on around you. You have a responsibility to prevent accidents. Don't assume someone else will take care of a situation. YOU take care of the situation. If you do not have the authority to solve the problem, then make sure your manager is notified of the situation.

## AFTER A LOSS OCCURS

It is not always possible to completely avoid all hazards. Should an accident occur, how you respond will often have an impact on the seriousness of the loss.

Investigation of the accident should take place IMMEDIATELY after it happens. The facts should be recorded while they are fresh and while witnesses are available to be questioned.

1. Report the accident to the person who is responsible for completing the Accident Report Forms contained in the theatre's insurance packet. This packet contains instructions for the various types of losses.
2. If corrective action has not already been taken to prevent additional accidents, see that this is done or is reported to the individual responsible for such action.
3. If there is injury to an employee or patron, the same basic information is needed. Be alert, survey the area, and ask the right questions.
  - a. **WHO.** The person injured; include the name, age, sex, address, job title, employer, and physical condition.
  - b. **WHAT.** Determine exactly what happened. Do not assume. Have witnesses and individuals involved describe the accident as they saw it. Get names, addresses and phone numbers of all witnesses.
  - c. **WHY.** It is important to find out the cause of the accident to prevent reoccurrence. Avoid jumping to conclusions or assigning blame. Any unsafe acts can be discussed calmly later
  - d. **WHEN.** Note the exact time as well as the date. Also, was it during a busy time, such as between shows, at intermission or after closing hours?
  - e. **WHERE.** Include the specific location of the accident. Note any specific conditions that may have contributed to the injury.
  - f. **HOW.** Each of the above elements is equally important in determining how the accident occurred; this information is valuable in determining liability and also can be used as a source for developing an effective Safety Program.
4. If a patron is involved in the accident, keep these points in mind.
  - a. **BE COURTEOUS.** Whenever speaking with any customer, make a special effort to be courteous and pleasant.

- b. **DO NOT ARGUE.** At no time argue with or provoke a customer. Avoid direct confrontations with an unruly patron; notify your supervisor or authorities. Protect yourself from an angry or irrational customer by keeping your distance. If you cannot do this, use only the amount of force necessary to protect yourself.
  - c. **DO NOT ADMIT FAULT.** Don't discuss defective building or equipment conditions. Don't discuss anyone's actions or inaction in any way that could be interpreted as an admission of negligence.
  - d. **DO NOT TALK** about insurance or claim settlement.
  - e. **ABSOLUTELY DO NOT ATTEMPT TO ADMINISTER FIRST AID UNLESS QUALIFIED.** If the injured person appears to need medical care, call a paramedic or an ambulance.
5. Offer whatever assistance you can in completing the necessary reports.

## **TYPES OF LOSSES**

This booklet will examine several different types of losses, common causes, methods of prevention, and what to do when prevention is impossible.

<b>Workers' Compensation</b>	Injury to employees
<b>Property</b>	Damage to physical surroundings
<b>Crime</b>	Robbery
<b>Liability</b>	Injury to patrons and others
<b>Discrimination</b>	Special Liability Exposure
<b>Special Situations</b>	Where prevention is impossible: Medical Emergencies Crowd Behavior Bloodborne Pathogens Disasters: Earthquake Windstorm/Tornado Flash Flood Bomb Threat

## **WORKERS' COMPENSATION LOSSES**

### **~ Overview ~**

There is a safe way to do a job or there are shortcut methods. If you are the one taking the shortcut, you are the person who may be injured. Unfortunately your negligence could also cause injury to innocent bystanders. It only takes a few more minutes to do a job safely... it takes a lifetime to recover from some injuries. Make the commitment to your employer and to yourself to think before you act. As a valued employee, you should:

**LEARN THE SAFE WAY** to do your job. Do not hesitate to ask your supervisor for complete instructions.

**AVOID UNSAFE ACTS** such as using makeshift devices instead of a ladder. Learn to lift properly. Walk, never run. Use handrails. Be cautious when approaching corners and congested areas. Learn the correct use of concession and projection equipment and never try to bypass safety guards on equipment.

**AVOID THE USE OF ALCOHOL OR DRUGS.** It impairs your coordination and your ability to reason and react properly in a crisis situation.

**AVOID PRACTICAL JOKES AND HORSEPLAY.** An act in jest can lead to disaster.

**HELP YOUR FELLOW EMPLOYEES,** whenever possible, to avoid hazardous situations. Instruct new employees in proper procedures and help someone who is performing a difficult task.

**WEAR SAFE CLOTHING.** Many injuries result because of broken or worn footwear, loose shoe strings, ragged sleeves or oversized clothing. Use good quality gloves when performing rough work or handling sharp objects, rubber gloves when using strong cleaning solutions and nonskid shoes when mopping floors.

**AVOID CONTACT WITH DANGEROUS OBJECTS** such as hypodermic needles. Such objects may be visible or may be concealed in trash receptacles. Trash should never be compacted by hand. If you find such objects you should report them immediately.

**DON'T CARRY A WEAPON.** You lose, whether you use it or it is used on you.

**ELIMINATE HAZARDS** apt to cause accidents, such as obstructions in walk areas and slippery surfaces. Keep work areas **CLEAN AND ORDERLY.**

**REPORT ALL UNSAFE CONDITIONS,** including broken or defective equipment, worn wiring, over-loaded circuits, torn carpeting, etc.

**IF YOU ARE INJURED**, report it immediately to your supervisor, no matter how minor the injury.

Most Workers' Compensation losses can be avoided by paying attention to basic safety, which includes use of ladders, lifting techniques, proper use of equipment and supplies, and being alert to your surroundings.

### ~ Ladders ~

Chairs, boxes or other **MAKESHIFT DEVICES SHOULD NEVER BE USED INSTEAD OF A LADDER OR SCAFFOLD.**

Wear slip-resistant footwear and make sure the ladder is in good condition.

Face the ladder rungs when ascending or descending. Do not attempt to carry anything while climbing a ladder-use a hand line or ask for help. Hold onto the ladder with one hand at all times.

When climbing higher than four (4) steps, get another employee to hold the ladder secure.

**NEVER USE A METAL LADDER** when working around electrical current.

**STRAIGHT LADDER:** When working on a straight ladder use the four-to-one rule and position the ladder base one foot away from the wall for every four feet of the ladder's height (up to the support point). Make sure the surface it is leaning against is strong enough to support the weight, the ground is level and the safety feet are functional.  
**NEVER CLIMB PAST THE THIRD RUNG FROM THE TOP.**

**STEPLADDER:** Never use a stepladder as a straight ladder; they are not designed for this purpose. Always open them fully and be sure the spreaders are in place before attempting to work from the ladder **NEVER CLIMB PAST THE SECOND STEP FROM THE TOP.**

**DO NOT JUMP** off of a ladder-step down one rung at a time.

**DO NOT OVER-REACH** from a ladder-move the ladder instead. The trunk of your body should never extend past the side of the ladder.

Only one person should be on a ladder at a time.

Never place a ladder in front of a door that opens toward the ladder unless the door is locked or otherwise blocked.

When necessary to place a ladder in a public area, a second employee should be stationed at the foot of the ladder to warn passersby

## ~ Lifting ~

The most frequent workplace injury in the United States is back injury. Before you lift anything, think about the lift-Can you lift it alone? Do you need help? Is the load too big or too awkward? If you decide you can lift it alone, lift it correctly.

Incorrect lifting methods require unnecessary effort and often cause back injury. The safe way to lift is also the easiest way to lift.

1. Get a **SECURE FOOTING**.
2. **BEND AT THE KNEES** to grasp the object.
3. Keep the **BACK STRAIGHT** and arms close to the body.
4. Get a **FIRM HOLD**.
5. Keep the load close to the body, tighten the abdominal muscles, keep the back straight and **GRADUALLY** raise yourself up with the strong muscles in your thighs.
6. Do not twist your upper body when turning with a load. Lift your feet as you turn to keep feet and hips moving with the upper body

Similar procedures should be followed when putting down a load.

You should never lift a heavy load above your waist or shoulders. Heavy items should not be stored on upper shelves. If you find this condition, notify your supervisor.

## ~ Proper Use of Equipment and Supplies ~

Know how to use the equipment required in your job. If you still have questions after training, ask for further instruction.

Never remove safety guards or other protective devices from equipment.

Disconnect all electrical appliances and lights before attempting to clean them.  
**REPAIRS SHOULD BE MADE ONLY BY QUALIFIED PERSONS.**

**READ INSTRUCTIONAL LABELS** on cleaning products for proper mix and use. Combinations of certain chemicals can cause poisonous gases or explosions. Wash hands thoroughly with soap and water after using cleaning solvents.

When working in the concession area, be aware of dangers like hot surfaces and sharp edges on cans.

## ~ Cleaning ~

Keep floors clean and dry. When using brooms and other long-handled tools, keep one hand near the end of the handle to prevent injury to others. Brooms, mops, pails, hoses, and similar articles should not be left where someone might trip over them.

When it is necessary to move objects to clean an area, place them where they will not tip over or cause anyone to fall. Return them to their proper places as quickly as possible.

When emptying trash, do not compress trash with your hands because of foreign objects that might be present. If trash must be compressed, use a wooden paddle or similar object designed for that purpose.

If you notice a syringe or needle, either in the trash or on the floor, **ABSOLUTELY** avoid touching the needle end of the syringe. If you do not wish to remove it personally, make sure no one can come in contact with it and notify your supervisor **IMMEDIATELY**.

Needles and syringes **CANNOT** be disposed of by placing them in the regular trash. Disposable items soiled with potentially infectious materials should be regarded as "infectious waste," placed within color-coded waterproof bags and disposed of according to local and state guidelines. Your manager should check with local authorities to determine the guidelines that apply in any particular jurisdiction.

## ~ Projection Booth ~

Keep aisles free of all objects such as film cans, film reels, excess film and sand pails.

Make certain all lamp house exhaust motors are operating properly

Be careful not to cut yourself on sharp edges of reel cans, metal or plastic reels, or when handling film.

Be aware of spinning platters when threading film and avoid film paths between platters and projectors that may cause a tripping hazard.

Avoid contacting sharp edges and moving parts when cleaning projection machines.

Check booth wiring and fusible links on all openings to be sure they are intact. Always turn off the projector at the circuit breaker before making changes on any electrical line.

Long hair and loose clothing must be tied back securely when working around booth equipment.

Keep the guard on the generator coupling and the fan blade housing on the rectifier in place.

Have fire extinguishers and other fire fighting equipment ready for use in case of emergency. Know how to use them.

Do not use extension cords in place of regular wiring.

Be sure all cleaning chemicals used in the booth are well marked, that you have been trained in their use, and that you know the location in the theatre of all MSDS (Manufacturer's Safety Data Sheets) information for the chemicals you are using.

## **PROPERTY LOSSES - FIRE**

### **~ Overview ~**

Many property losses are caused by elements in nature that are beyond our control and are unpreventable. However, the onset of a fire is often caused by negligence and can be avoided.

Basements, storerooms, paint lockers, dressing rooms, and janitor lockers should be cleaned thoroughly at regular intervals to **ELIMINATE ANY ACCUMULATION OF RUBBISH** or other waste materials.

Only UL listed, self-closing, metal waste cans should be used for temporary disposal of oily waste rags, painter's cloths, or other inflammable materials.

Paint and thinners should be kept in tightly closed cans and stored in metal cabinets provided for inflammable materials.

Use safe cleaning solvents. Under no circumstances should gasoline be used for cleaning purposes.

**REPORT IMMEDIATELY** all defective electric floor outlets, plugs and extension cords. Make sure electrical outlets are properly grounded.

Make sure equipment is turned off when not in use.

**CONTROL SMOKING** and limit it to designated areas where proper metal disposal receptacles are provided.

**FIRE EXTINGUISHERS AND HOSES SHOULD BE** securely fastened to the wall and **CHECKED** on a regular basis.

## ~ Types of Fire ~

**KNOW THE DIFFERENCE BETWEEN TYPES OF FIRES** and the methods needed to extinguish them.

Type	Extinguishant	For Fires Involving
A	Pressurized water and multi-purpose dry chemicals.	Ordinary combustible materials such as paper, cloth) rubber, wood, plastics and upholstery.
B	Ordinary dry chemical, multi-purpose dry chemical, foam, carbon dioxide, and I-Talon 1211.	Flammable or combustible liquids such as gasoline, oil, grease, acetone, paint and lighter fluid or flammable gases.
C	The same as for Class B with the important criterion that the extinguishant be a non-conductor of electricity.	Energized electrical equipment such as motors, wiring and fuse boxes.
D	Dry powder agent specifically listed for use on the particular combustible metal that is on fire.	Combustible metals such as magnesium, sodium and lithium.

## ~ Fire and Exit Drills ~

Learn the locations of the nearest fire alarm box and fire extinguishers and how to use them.

**FIRE EXTINGUISHERS AND FIRE FIGHTING EQUIPMENT SHOULD BE IN GOOD CONDITION AT ALL TIMES.** Defects and missing or expired tags should be reported to your supervisor.

Phone numbers of police and fire departments should be located in the box office and the theatre manager's office.

**FIRE AND EXIT DRILLS SHOULD BE CONDUCTED ON A REGULAR BASIS** so employees will be properly trained in case of fire or panic. Panic can be most easily avoided by a quiet example of efficiency and routine on the part of every employee.

Participate in each drill so you will know the emergency routes and routines in case of a real emergency.

If your theatre does not have regular fire drills, map out your own escape routes so that you will know how to respond.

## ~ In Case of Fire ~

- Activate nearest accessible fire alarm or call for assistance.
- Sound a verbal alarm.
- Determine if anyone needs to be rescued (this could include handicapped patrons, the elderly, the very young or someone who is trapped).
- Close off all doors to the fire area.
- If it becomes necessary to evacuate, use stairs never use an elevator.
- Assign someone to meet the fire department when they arrive to direct them to the fire area.

As with any other emergency, make no rash moves. By verbal instruction and by your own behavior, keep the crowd calm and moving quickly to the exits. When evacuating, remember to check restrooms and isolated areas for anyone who may not be aware of the situation. Fire extinguishers should only be used by employees trained in their use and only on fires in their early stages. Take the time to check that the extinguishant matches the fire. Using an unsuitable extinguishant on a fire may not only spread the fire, but may also be life threatening.

## **PROPERTY LOSSES – BOILER ROOM**

**ONLY QUALIFIED BOILER MECHANICS SHOULD SERVICE BOILERS AND BOILER ROOM EQUIPMENT DO NOT ATTEMPT TO USE OR REPAIR ANY BOILER IF YOU HAVE NO KNOWLEDGE OF THE SYSTEM.**

Keep area surrounding boiler clean at all times.

It is a good practice to have the name and phone number of a qualified **BOILER MECHANIC** posted in a conspicuous place on or near the boiler area.

## CRIME LOSSES - ROBBERY

### ~ Prevention ~

Robberies can be prevented. A robber looks for places that are isolated and easy to enter and leave, loose security procedures inside the premises, and the element of surprise. The prevention of robberies is largely the responsibility of management. This entails their guidelines for amount of money on the premises, frequency of deposits, use of safes, armored car service and premises alarms.

However, there are steps that YOU can take to prevent robberies.

- Keep the interior and front and rear entrances well lighted. Replace bulbs as they burn out.
- If panic bars are not used at all exits, keep rear and/or side doors locked whenever patrons are not in the theatre.
- If you must make bank deposits, go to the bank directly, but vary the route and time of the trips.
- Avoid opening the business before or after regular hours.
- Be alert for anyone acting suspiciously and report that person to your supervisor.
- Check the premises after the last show to determine that everyone has left.

### ~ During a Robbery ~

If a robbery should occur, your responsibility is to take no action that is likely to result in physical harm to yourself, fellow employees or customers.

- You should do **EXACTLY** as instructed by the robber. No actions should be taken that could jeopardize personal safety.
- If the robber displays a weapon, assume that he is capable of using it; take no risks whatsoever. If it is a firearm, consider it to be loaded.
- Do not attempt to activate the hold-up alarm unless there is **ABSOLUTE CERTAINTY** that it can be done safely.
- If a hold-up note is used, try to maintain possession of it.
- Do not go beyond the specific instructions of the robber in handing over the money or other valuables. If possible, be sure to include any "bait" money.
- Observe physical characteristics of the robber: sex, age, height, race, facial characteristics, complexion, hair, clothing, physical carriage, marks, scars, deformities, speech and method of operation.
- Note the number of accomplices.
- Note the method of escape and direction. If by car, note its make, model, year, color and license number.

## ~ After a Robbery ~

The ability of the police to apprehend the robber is dependent on the speed of notification by the victim and the clarity with which he/she describes the circumstances of the robbery.

- Notify police as soon as robbers leave the premises.
- Give the exact time of robber's departure.
- Lock all doors if possible-allow no one in except the police.
- Protect the scene of the crime; do not touch any articles or surfaces that may have been handled by the robbers and stop others from disturbing the premises.
- Ask witnesses to remain until the police arrive.
- Jot down all information relating to the crime do not trust it to memory.
- Do not discuss the hold-up with anyone until you are questioned by the police.

## LIABILITY LOSSES

### ~ Overview ~

Liability losses come about when a member of the public is injured or when their property is damaged because of an unsafe condition on theatre property or because of the negligent actions or inaction of a theatre employee. Liability losses drastically affect the profitability of any operation and can put a business out of business. As an employee, **YOUR RESPONSIBILITY IS TO PREVENT THESE LOSSES FROM OCCURRING.**

"Housekeeping" refers to the general state of the premises. A location that is neat, orderly and in good repair will experience fewer losses of all kinds. The best indicator of good housekeeping is physical appearance of the premises. It is the first impression the public receives of your professionalism and it is very noticeable.

In general:

- Keep floors clean and dry
- Keep counters and seats clean.
- Replace interior and exterior lighting as it burns out.
- Replace any broken glass.
- Repair sharp objects such as protruding nails, sharp metal edges and splinters.
- Keep things in their proper place. Do not stack boxes where they are visible or where they obstruct passage.
- Repair torn upholstery, torn or worn carpeting, cracked tiles and damaged equipment.
- If you can't take care of the situation yourself, make sure you report the problem to the proper person.

## ~ Indoor Theatres ~

### ***The Lobby***

Keep lobby floors as **CLEAN AND DRY** as possible. When anything is dropped or spilled, clean it up immediately. Post warning signs until the floor is dry.

If the outside entrance is onto a hard floor, place rubber mats at the entrances during wet weather to avoid slip and fall accidents.

**SEE THAT LOBBY DOORS ARE UNOBSTRUCTED** and unlocked whenever the theatre is open to the public. Door checks) springs and panic bolts should be checked to see if they are in working order.

Check rubber runners and inlaid rubber mats in the lobby to be sure they do not curl at the edges and present tripping hazards.

If your theatre still allows smoking, locate sand urns for discarded cigarettes where they will not create a hazard. Clearly label smoking areas.

Be certain standee pole-hole covers fit securely and are level with the surrounding carpet or flooring.

Use the barriers provided to prevent patrons who are standing in unrestricted areas of the lobby or mezzanine from blocking the exit aisles.

Be sure wall and overhead fixtures are secure.

In box offices, use only electric fans and heaters that are properly guarded. If a gas or similar heater is used, see that the booth is well ventilated.

Clean floor only when the theatre is not occupied by the public. Wash only a small area at a time, rope off the area and post warning signs. Rinse all soap film from floor with clean water.

Avoid use of excessive wax when polishing floors. A non-skid wax should be used.

## ***Concession Areas/Snack Bars***

Be especially alert to spilled drinks or food around the refreshment area. Wet or slippery floors caused by spills should be barricaded until cleaned and dry. **MOP UP SPILLED DRINKS PROMPTLY.**

Sweep popcorn and other debris from the floor whenever there is a slack period.

Popcorn and soda machines should be cleaned regularly to maintain the quality of the products sold.

If any product being sold looks, smells or tastes different than normal, bring it to the immediate attention of management. Check that popcorn does not contain an excessive number of unpopped kernels.

Display cases should be cleaned regularly and any cracked or broken glass should be replaced promptly

Always wash your hands thoroughly before handling food products and always after using the restroom. This is the best way to prevent or stop the spread of Hepatitis A.

If you have any cuts, scrapes or broken skin, the area should be properly bandaged and latex gloves should be worn if at all possible.

## **~ The Auditorium ~**

**DO NOT ALLOW AISLES OR EXIT LANES TO BE OBSTRUCTED** with portable seats or chairs.

Patrons should be cautioned against allowing feet, umbrellas or other objects to project into the aisle or to be set on balcony rails.

**IMMEDIATELY REPLACE** any burned out sidewall, stair, passageway, aisle or exit lights. Be sure exits are properly marked and illuminated. Periodically test the emergency lighting system to guarantee proper function.

Pay special attention to aged, disabled or exceptionally young children. Be certain that they reach their seat destination safely. Make a mental note of their location in the auditorium in order to provide assistance in the event of an emergency evacuation.

Regularly check chairs for gum or other unwanted materials that could damage a patron's clothing. **CLEAN IMMEDIATELY.**

Report for immediate repair such unsafe conditions as:

- Torn, ripped or loose floor coverings.
- Chairs that are not securely fastened to the floor or have splinters, protruding screws or tacks, loose hardware, or damaged armrests. **IF THE CHAIR IS UNSAFE, ROPE IT OFF FROM ARM TO ARM FOR THE FULL WIDTH OF THE SEAT** and report it immediately for repair.
- Loose handrails or handrails with splinters, tacks or protruding screws.
- Abnormal bulges or new cracks in ceilings.
- Any evidence of falling plaster.

If suspicious looking objects are found, bring them to the attention of management. Be extremely careful of contamination from syringes or needles. Abandoned packages should be reported to management.

Place large fresh receptacles outside of the theatre door to encourage patrons to dispose of their trash rather than leave it on the floor. This will prevent spills and reduce clean-up time.

### **THERE ARE SPECIAL CONSIDERATIONS FOR STADIUM SEATING THEATRES.**

Proper lighting is extremely important.

- Make sure all aisle lights are working.
- Replace all bulbs as soon as they burn out or are damaged, even if it is just one bulb.
- Make sure all aisle lights and strips are properly secured and in place.
- Ceiling lights should go down to half power! Intensity during previews and credits to allow for safer entry and exit from the auditorium.
- Light strips or wall mounted lights should be operating at every step so that the edge of the step is contrasted from the rest of the step.

Loose or torn carpeting should be reported immediately and secured so that no one can trip. Loose or damaged handrails should also be reported immediately and repaired by a professional.

Your theatre should have signs posted advising the public that the auditoriums are stadium seating and that extra care should be used going up and down the stairs. This posting should also advise patrons to ask for assistance if they feel they may have difficulty with the steps. Whether your theatre has such a posting or not, you should still be alert and ready to assist any elderly or disabled customers who might need your help.

### ***Restrooms***

Check condition of restroom areas regularly to discourage loitering or vandalism; discourage smoking in an undesignated area, and to provide a feeling of security to patrons using the facility.

Periodic cleaning and servicing to make sure floors are dry, towel dispensers are full and hand dryers are working will keep slip exposures at a minimum.

Check any reports of wet floors in the restroom area **IMMEDIATELY**. The area should be barricaded until cleaned and dry.

Report any loose or damaged stall units immediately.

Report any loose or defective water faucets immediately.

See that wire grill doors protecting ventilating fans are securely locked.

Make sure restrooms are empty before turning out lights after the final show.

### ***Stairways and Aisles***

**KEEP AISLES AND STAIRWAYS CLEAN AND FREE FROM OBSTRUCTIONS.** Don't use them for storage of boxes and don't leave cleaning items there.

Replace any burned out lighting immediately. This will allow safe movement while a movie is in progress or during an emergency.

Report any torn or frayed carpeting and defective stair treads or handrails immediately.

### ***Elevators***

Landing gates and doors should not be able to be opened when car is not at the landing. If gates and doors do not function properly, inform your manager immediately.

Car floors should be kept dry and free from foreign objects.

In case an elevator gets stuck between landings, do not allow anyone to attempt to leave the car until help arrives. Do everything possible to avoid panic. Call the fire department and elevator company to release and inspect the elevator. Never attempt to handle this matter yourself.

### ***Entrances and Exits***

Keep sidewalks and entrances free of water, ice, snow and refuse. Rock salt or sand should be used to reduce slippery conditions in cold weather.

Sidewalks should be free of cracks and uneven surfaces to prevent accidents to patrons and to pedestrians. Report any dangerous conditions to your supervisor.

Be sure all guards are in place when sidewalk gratings or trapdoor covers are open.

**SEE THAT EXIT AREAS ARE NOT OBSTRUCTED.** Check doors for easy opening and report any defective panic-bars.

If waiting lines extend outside the theatre, be sure the lines do not block exits or interfere with pedestrians walking by.

Check all wail-advertising frame doors to be sure that glass is intact and that doors are locked.

Secure any signage at sidewalk entrance to avoid overturning by the wind, by children, or by pressure of the crowd.

Check that lighting is replaced as it burns out.

Observe building exterior for signs of loose gutters, cornices and other objects that could fall. Report these immediately.

### ***Marquees***

When changing removable letters in the marquee, secure a firm grasp on each letter and remove or replace letters **ONE AT A TIME**.

**DO NOT OVER-REACH** from the ladder when removing letters. Move the ladder.

If scaffolding is used, position the horizontal plank at least 6 1/2 feet above the sidewalk. When ladders are used, have someone stand at the foot of the ladder to warn passing pedestrians.

Ice, snow, and icicles on top of the marquee should be removed immediately as excessive weight may cause collapse.

Make sure all marquee advertising signs are securely fastened in place.

### **~ Parking Lots ~**

Surfaces of parking lots should be kept under repair Cracks, uneven surfaces and potholes can lead to falls and can damage vehicles.

Lighting should be replaced as it burns out.

Ice and snow should be removed as soon as possible to prevent slips and falls or auto accidents. Snow should be removed toward drains so that snow melt does not run across parking or sidewalk areas causing a slick condition as temperatures drop.

Car stops should be secured in place.

## ~ Outdoor Theatres ~

Many of the safety precautions for indoor theatres also apply for outdoor theatres in the box office area, concession area, entrances and exits, restrooms, marquees and parking lots. However, outdoor theatres have additional exposures that must be considered.

Lighting should be adequate around concession and restroom areas to prevent falls.

Walkways should be level and free of damage.

Speakers and speaker posts should be checked before each opening. **ANY DEFECTIVE OR DOWNED SPEAKERS SHOULD BE REMOVED OR CLEARLY MARKED.**

**CHECK GATE ARMS** for mechanical soundness. If a gate malfunctions regularly, it should be repaired only by a knowledgeable maintenance person. Do not continue to use a malfunctioning gate; bodily injury or property damage can result.

**CHECK EXIT SPIKES** regularly for bent or defective spikes. **REPORT IMMEDIATELY** and do not allow vehicles to use exit until repairs are made. Be sure exit spikes are in the correct position and that a lockout is used to prevent vandals from moving the spikes.

Vehicle exits should be properly marked and lit.

Clearance signs should be posted wherever necessary.

Signs, barricades and pavement markings must be maintained and visible to drivers at all times.

Any playground areas should be checked for damaged equipment that could cause injury. Signs should be posted requiring parental or adult supervision while children are using the facility. You should notify your supervisor of any unattended children.

While used as swap meets or flea markets, motor vehicle traffic should be restricted in the display area during open hours. You should be alert for dangerous situations and report them immediately.

## **SPECIAL LIABILITY SITUATIONS**

### **~ Discrimination ~**

While employers and their employees have long been held accountable for their actions that affect the safety of their clientele and their fellow employees, courts have increasingly been holding employers and their employees liable for Personal Injury Losses when no physical damage or injury has occurred. Some forms of personal injury are covered by standard insurance policies, some are covered by special insurance policies and because some of these acts are illegal, there may be no insurance coverage available.

#### **Personal Injury includes:**

- Libel
- Slander
- Defamation of Character
- False Imprisonment
- Mental Anguish
- Discrimination
- Violation of Rights under the ADA (Americans with Disabilities Act).
- Harassment
- Wrongful Job Termination

When a patron or fellow employee makes such a claim against a business or an individual, it often comes down to one person's word against another's. While it is true that the person claiming injury must prove that such an injury occurred, it is time consuming and expensive to defend such accusations.

Most of these can be avoided simply by treating people with respect and doing nothing that could attract attention to a particular disability or personal characteristic. Discrimination can have many faces. Besides the most common form of racial discrimination, there is also discrimination based on age, sex, weight, disability and sexual preference.

The best defense against accusations of personal injury is to avoid actions or remarks that could lead to such accusations. As an employee who works with the public, you should make every effort to provide an environment that affirms and promotes the dignity and individual rights of all human beings of diverse backgrounds and needs.

## **SPECIAL SITUATIONS**

Situations may arise where prevention is taken out of your control. In these instances, how you handle the situation can greatly influence the outcome.

## **MEDICAL EMERGENCIES**

A medical emergency can strike anyone at any time. It could be a fellow employee or a patron. Such emergencies could include diabetic coma, asthma attack, heart attack, stroke, choking or seizure.

Management should make all employees aware of any theatre employees who are certified and willing to assist an injured patron or fellow employee.

Unless you are trained and certified in first aid and/or CPR you should **NEVER** move an injured person or attempt to perform life-saving maneuvers. If there are no qualified employees available to assist you, ask if there is anyone present in the theatre that is certified to assist the injured person.

If you become aware of someone in physical crisis, call 911 or an emergency response team. Remain calm and tell them what you know of the situation. They will need to know the exact location. If you know, tell them what has happened, whether the victim is breathing and whether the victim has a pulse.

Send someone outside to meet the paramedics and to quickly show them to the proper location.

Keep a clear passageway for the paramedics and keep crowds away from the victim.

**NEVER ATTEMPT ANY ACTIONS OR RESCUE TECHNIQUES THAT YOU ARE NOT QUALIFIED TO PERFORM.**

## **CROWD BEHAVIOR**

As a theatre employee, you must deal with large gatherings of people. Because of the nature of a crowd, one person's behavior can incite the behavior of others in the crowd in either a positive or negative manner. Uncontrolled crowd reaction can lead to serious injury or death. You should stop any reaction before it starts.

Keep crowds organized in lines or in cordoned-off areas of the lobby.

If someone is causing a disturbance, or interfering with others' enjoyment of the movie, ask them to leave the premises. If they will not leave willingly, call for assistance from security or police officers.

Pay attention to the make up of the crowd so that you can anticipate potential problems and be prepared to respond in the appropriate manner. Factors that can affect crowd behavior are:

- **Age**
  - The very old may become confused in a crisis situation. They also may need assistance in evacuating quickly.
  - The very young will need assistance in most situations. They may be boisterous, and they tend to spill things that should be cleaned up quickly
  - Teenagers can be disruptive and keep other patrons from enjoying the movie.
- **Ethnic Mix**
  - This can sometimes create a volatile situation. If gangs are involved, the situation can worsen. Be alert for the onset of any problems and seek assistance. Do not attempt to intervene on your own.
- **Movies**
  - Movies attract people based on their interests. The subject matter of some films can bring antagonistic factions together. This can create explosive situations. Be alert for potential problems. If you notice any weapons, call the police immediately.

**DO NOT ENGAGE IN ANY ARGUMENTS WITH AN UNRULY PATRON.**

## **BLOODBORNE PATHOGENS**

Bloodborne Pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. Exposure can occur by:

- Accidental puncture from contaminated needles, broken glass or other sharp objects.
- Contact between broken or damaged skin and infected body fluids.
- Contact between mucous membranes and infected body fluids.

You should always treat blood and body fluids as if they are infected. Do not provide medical aid to anyone unless you are qualified to do so and understand the precautions that should be taken.

Never break, bend or recap used needles that you find. Notify management immediately so that they may be disposed of as biohazard according to your local laws.

If anyone is exposed, see that the exposed area is washed thoroughly with nonabrasive, antibacterial soap and running water.

Any suspected exposure should be reported to your supervisor as soon as possible.

## **DISASTER**

Disasters are a reality we must all be prepared for. No one is immune. They can injure or kill, destroy property and threaten the survival of a business.

If your employer has a disaster recovery plan, become familiar with it. If not, ask your employer to consider the formulation of a plan.

If there is no formal disaster plan, this guide is intended to help you make intelligent decisions during an emergency. It does not contain all the answers because there are many variables to consider. It does offer some helpful advice on how to act during an emergency, and essential tips on surviving a disaster.

- Have a plan of action.
- Find out what specific skills your fellow employees have that can be useful in an emergency, e.g., first aid, CPR, fire fighting, survival training, etc.
- Know what temporary shelters (schools, churches, Red Cross) are within walking distance of the theatre.
- Be familiar with vehicles at work that could be useful in an emergency (4-wheel drive, RV, van, pickup truck).
- Be aware of special measures needed to help the handicapped.

### **~ Earthquake ~**

Survival depends on your ability to stay calm and avoid panic. Above all, think before you act. Give patrons instructions.

#### **DURING:**

- Stay indoors-don't dash for exits.
- Watch for falling debris.
- Shield your head.
- Move to inside hallways, doorways or corners.
- Take cover under sturdy furniture.
- Stay away from windows.
- Keep clear of tall, heavy objects.
- Don't light matches or smoke.

**AFTER:**

- Be prepared for additional shocks.
- Keep away from fire, downed power lines and other danger areas.
- Try to keep people calm.
- Check for injuries.
- Give any first aid that you are qualified to give.
- Do not strike matches or turn on electricity.
- Check for fires or gas leaks.
- Follow official advice.
- Limit use of telephones.
- Do not overexert yourself.
- Stay calm and think before you act.

Be constantly aware of your surroundings and the threats they pose. Get away from anything that could fall. Take cover underneath any sturdy furniture or stand in a doorway, do not attempt to "run for safety." After the shaking stops, if necessary, cautiously move to a safer area and continue to avoid structures that could fall

**~ Windstorm/Tornado ~**

The National Weather Service is responsible issuing weather warnings to the public. "Tornado Watch" means conditions are right for a tornado to develop. "Tornado Warning" means a tornado has been sighted in the area or is indicated by radar if a "Tornado Warning" is announced:

**DURING:**

- Stay inside a building and, if possible, move people to a basement area.
- Keep people away from outside walls and windows
- Get underneath strong, heavy furniture.

**AFTER:**

- Check for injuries.
- Give any first aid that you are qualified to give.
- Do not strike matches or turn on electricity.
- Check for fires or gas leaks.
- Follow official advice.
- Limit use of telephones.
- Do not overexert yourself.
- Stay calm and think before you act.

## ~ Flash Flood ~

The National Weather Service is responsible for issuing Flash Flood Warnings. If you are in the path of the floodwaters, you must notify all patrons and employees and evacuate to higher ground. If evacuation is impossible, move to higher floors in the structure.

## ~ Bomb Threat ~

If a bomb threat is received by phone) the first rule to follow is to keep the caller talking as long as you can. Get as much information as possible. Try to establish the who, what, when, where, why and how of the situation. Try to establish as many distinguishing features of the caller as you can. The following checklist will be helpful:

- Note time and date of call.
- Ask where the bomb is placed.
- Ask when the bomb is set to explode.
- Ask what will make it explode.
- Ask why the bomb was placed.
- Ask what the bomb looks like.
- Try to get the caller's name.
- Try to identify background noises.
- Note any accent or distinguishing voice or speech characteristics or mannerisms.

As soon as the call is terminated, report it immediately to 911, the police or as specified by your employer. Furnish as much information as possible, as briefly as possible. Be sure to give your name, location and phone number. Evacuate upon order of the emergency response team.

## **NOTIFY PATRONS**

While patrons are watching a movie, they are isolated from outside events. They do not hear news reports or weather reports. Before they leave the theatre, they should be made aware of any dangerous conditions or situations that have developed without their knowledge. They should especially be notified of any severe weather or flash flooding in the area.

## **~ Employee Awareness ~**

Injuries, claims and lawsuits drastically reduce the profitability of any operation. A valued employee is one that recognizes this fact and realizes how his/her actions affect his/her own safety as well as the safety of the public.

Your responsibility in dealing with the public is to be alert to any potential loss situation and know what corrective action to take to PREVENT an accident. Should an accident occur, how you deal with the situation often will determine how quickly and smoothly the claim is settled.

Being professional is not about WHAT you do for a living, it is about HOW you do your job. Working for a well run, well-managed theatre circuit is something you can be proud of. A circuit that cares about both its employees and its patrons will have a positive image in your community. Be part of that image and keep up the good work.

Sincerely yours,

Stanley J. Reynolds