

Bellows Falls Opera House Safety Policy Certification Form

VOLUNTEER ATTENDANT TRAINING

Thank you for volunteering to serve as an attendant at the Bellows Falls Opera House. Your participation is a crucial part of making the Opera House a vital part of the Rockingham Renaissance. You will be the face of the Opera House for many patrons. Please join with us in making their experience welcoming, friendly and safe.

VOLUNTEER ATTENDANTS must be familiar with the responsibilities associated with the facility and overall safety procedures.

Purpose

The purpose of this Safety Plan is to present information and establish policies for the safe operation of the Bellows Falls Opera House (BFOH), located in Rockingham Town Hall, at 7 Village Square, in Bellows Falls, Vermont. This Plan, developed by the municipality, is meant to cover regular operations as well as any emergency, whether due to fire, power failure, natural disasters, human incidents, or any other cause.

Documents

This Plan consists of this five (5)-sided text document, four (4) architectural plans that show the location of exits, pull stations, and fire extinguishers throughout the building, and one (1) seating chart.

Compliance & Certification

Certification of appropriate training shall be required for persons designated as VOLUNTEER ATTENDANTS, and shall remain valid for a period of **two years** from the date of training. **This document shall serve as certification of such training.** The training of the VOLUNTEER ATTENDANTS must take place at least one week before VOLUNTEER ATTENDANTS' first event.

Volunteer Attendant Duties

- Each VOLUNTEER ATTENDANT shall strive to provide an exceptional customer experience to our patrons. Remain pleasant and attempt to keep any interactions with patrons from escalating. Should disruption or conflict arise, do not attempt to resolve it yourself; instead, report problem to Coordinator (or designated Manager) on duty.
- VOLUNTEER ATTENDANTS are required to procure and wear an easily-identified ensemble of white top and black bottom while on duty.
- VOLUNTEER ATTENDANTS shall have a working knowledge of seating locations throughout the auditorium, and be able to direct any patron to their seat. Please familiarize yourself with the seating map provided.
- VOLUNTEER ATTENDANTS shall be on site and ready to go on duty 30 minutes prior to doors opening. Between 30 and 15 minutes prior to doors opening, there will be a brief meeting in which the Coordinator will convey to VOLUNTEER ATTENDANTS any special information or considerations about the show.
- Each VOLUNTEER ATTENDANT shall be assigned to and stationed at one section of the Auditorium, and remain generally within that section during the event.

- VOLUNTEER ATTENDANTS should remain at their assigned station for at least 10 minutes after performance begins and 5 minutes after intermission ends. At that time, ATTENDANTS are welcome to sit in any unoccupied seat in their section. Nevertheless, remember that you are still on duty and may be needed to assist patrons at any time.
- VOLUNTEER ATTENDANTS shall not consume intoxicants of any nature while on duty. At the discretion of Coordinator, if an attendant is deemed impaired while on duty, that attendant shall be dismissed and ineligible to volunteer again for a period of at least one year.
- After audience has exited Auditorium, VOLUNTEER ATTENDANTS shall aid in large-item clean-up in their section, collect discarded concession packaging, and place in trash.
- Any lost items shall be turned in to Coordinator. Please note seat or area where item was found.
- No food or drink is allowed in balcony at any time, due to difficulty of cleaning.
- Once performance has started, audience should be gently discouraged from gathering and standing at rear half-wall of main auditorium.
- There is No Smoking allowed anywhere in the building at any time.
- No pyrotechnics or open flames are allowed at any time in the building.
- Exit lighting and/or any other safety features of the building shall not be disabled, covered or obstructed at any time. If you see such violation, report to Coordinator at once.
- For certain events, Lessee shall inform Coordinator (who shall convey to Staff and VOLUNTEER ATTENDANTS) that no audience food or drink shall be allowed in Auditorium. In such a situation, one or more ATTENDANTS may be stationed at entrance to Auditorium to ensure compliance.
- Please park, if at all possible, in the municipal lots on Bridge Street, by TD Bank/Hetty Green Park, or at the Waypoint Center, thus freeing limited parking near the BFOH for our patrons.
- BFOH Coordinators, managers and staff and/or the Town of Rockingham are not responsible for lost or stolen property.

Emergency Procedures

IN CASE OF INJURY OR MEDICAL EMERGENCY:

- In case of any injury or medical emergency, **report it immediately** to Coordinator on duty.
- First aid kits are located **behind the concession counter** in the lobby, and **in the dressing room**.
- **In case of serious injury, do not move the injured person** unless absolutely necessary. Only provide assistance to the level of your training. Call EMS by dialing 911.
- In case of serious injury where the injured person is located in a hard-to-reach area, or movement is a problem (such as catwalks, grid, roof, etc.) inform 911 Operator of the situation so the Fire Department can be dispatched.
- Bellows Falls Opera House Coordinators, staff, Town of Rockingham employees, Responsible Parties and VOLUNTEER ATTENDANTS are not required to perform first aid as part of their job duties.

IN CASE OF FIRE:

- If smoke or fire is discovered, **activate fire alarm** (stations located on map) before trying to extinguish fire and begin evacuation of building.
- Fire extinguishers are provided and available to be used by trained staff. Bellows Falls Opera House Coordinators, staff, Town of Rockingham employees, Responsible Parties and VOLUNTEER ATTENDANTS are not required to use a fire extinguisher as part of their duties.
- If the fire grows or there is thick smoke, do not continue to fight the fire: EXIT IMMEDIATELY

BUILDING EVACUATION:

There may be times when the building must be evacuated for safety purposes. Examples of these situations are a fire or fire alarm, power failure, a natural or man made disaster, or a terrorist threat.

Evacuate the building whenever the alarm sounds, even if there is no fire or smoke evident. In the event the building must be evacuated, the following procedure must be followed:

- **Activate the fire alarm, if appropriate, to evacuate the building.**
- **Upon an alarm sounding, go to your assigned door or station.**
- Direct and assist the audience, in an orderly fashion, to the most appropriate exit.
- Pay special attention to disabled and elderly patrons, and provide assistance to them as needed.
- Direct everyone evacuating to: **“Exit the Opera House and follow the sidewalk, north or south, at least 500 yards away from the building.”**
- **Do not use elevators.**
- VOLUNTEER ATTENDANTS are NOT responsible for evacuating the dressing room, basement restroom, and stage area.
- If safe to do so, remaining staff should check all areas in and around the auditorium, balcony, lobby and restrooms.
- When the theater is empty, close all doors and exit the building.
- Report situation to responding agencies (Police/Fire).
- After exiting building, all BFOH staff, crew, Responsible Parties, VOLUNTEER ATTENDANTS, etc. gather across street from Opera House, in front of 20 Village Square (currently “J&H Hardware”) for head count, a situation up-date (e.g., “all clear in my area, could not check an area,” etc...) and any additional orders.

PHONING 911:

Persons calling 911 to report an emergency situation or to ask for specialized help in order to prevent or control an emergency or incident such as fire or crowd control should report as follows:

- “I wish to report a specific situation.”
- “My name is _____. I am calling from the Bellows Falls Opera House located in Rockingham Town Hall at 7 Village Square, Bellows Falls.”
- “There are _____ (number) of people trapped or in immediate danger.”

The Venue

The Bellows Falls Opera House is a 550-seat theater on the first floor of a three-story brick structure, built in 1926, that also houses municipal offices for the Town of Rockingham and the Village of Bellows Falls. The theater includes a balcony on the second floor. There is also a Lower Theater, most often used for municipal meetings, located in the basement. As a result of renovations carried out from 2004-2006, the Town Hall and its theater are now completely served by smoke detection and suppression systems.

Occupancy

As determined by Fire Code and all available exits, these are the maximum number of individuals permitted in the theater, to include house and technical staff, ATTENDANTS and performers, including those in the dressing room in the basement.

First floor: 425 (Includes stage, dressing rooms, standing room behind rear half-wall at last row)

Balcony: 185

The Town shall post and maintain signs in the theater and balcony establishing maximum occupancies and showing the location of exits. Absolutely no exit aisles or doors shall be obstructed or blocked at any time.

The person established as the Responsible Party for the event will make sure that the maximum occupancy is not exceeded at any time. Please report any observed or suspected occupancy violation to Coordinator on duty.

Staffing for Films or Events Under Management by Town

First Floor: The Coordinator or Responsible Party must be present at all times when the theater is occupied. At the discretion of the Coordinator, or Responsible Party, additional attendants may be needed for a large number of occupants, a large number of children without adult supervision, or unusual conditions such as threatening weather.

Balcony: There will be not less than One (1) attendant in the Balcony when it is occupied.

Staffing for all Other Events

There will be at least one person identified as the lessee's Responsible Party for each event held in this facility.

BFOH Coordinator or trained designee must be present at all times when the theater is occupied.

First Floor: There must be at least One (1) VOLUNTEER ATTENDANT for every 100 attendees.

Balcony: There will be not less than One (1) VOLUNTEER ATTENDANT for every 100 attendees in the Balcony when it is occupied.

The number of expected occupants for an event will dictate the number of ATTENDANTS required. "First floor occupants" shall include those backstage and in the dressing room. If the number of occupants is unknown, the maximum occupancy will be used for event staffing.

Additional attendants may be required if large numbers of children are present in the absence of adequate adult supervision.

Training & Certification

I hereby acknowledge that I have read this Safety Plan and understand it, and have received training in its application. I understand that if its terms are violated, I will lose my certification for a period of not less than one year.

Signature of VOLUNTEER ATTENDANT

(please print name)

cellphone

email

Date

Signature of TRAINER

Name of Trainer (please print)

Training & Certification BFOH FILE COPY

I hereby acknowledge that I have read this Safety Plan and understand it, and have received training in its application. I understand that if its terms are violated, I, or the entity I represent, will forfeit any deposit and may not be permitted to lease the theater, or serve as RESPONSIBLE PARTY, in the future.

Signature of VOLUNTEER ATTENDANT

Name of VOLUNTEER ATTENDANT (please print)

VOLUNTEER ATTENDANT cellphone

VOLUNTEER ATTENDANT email

Signature of TRAINER

Name of Trainer (please print)

Date



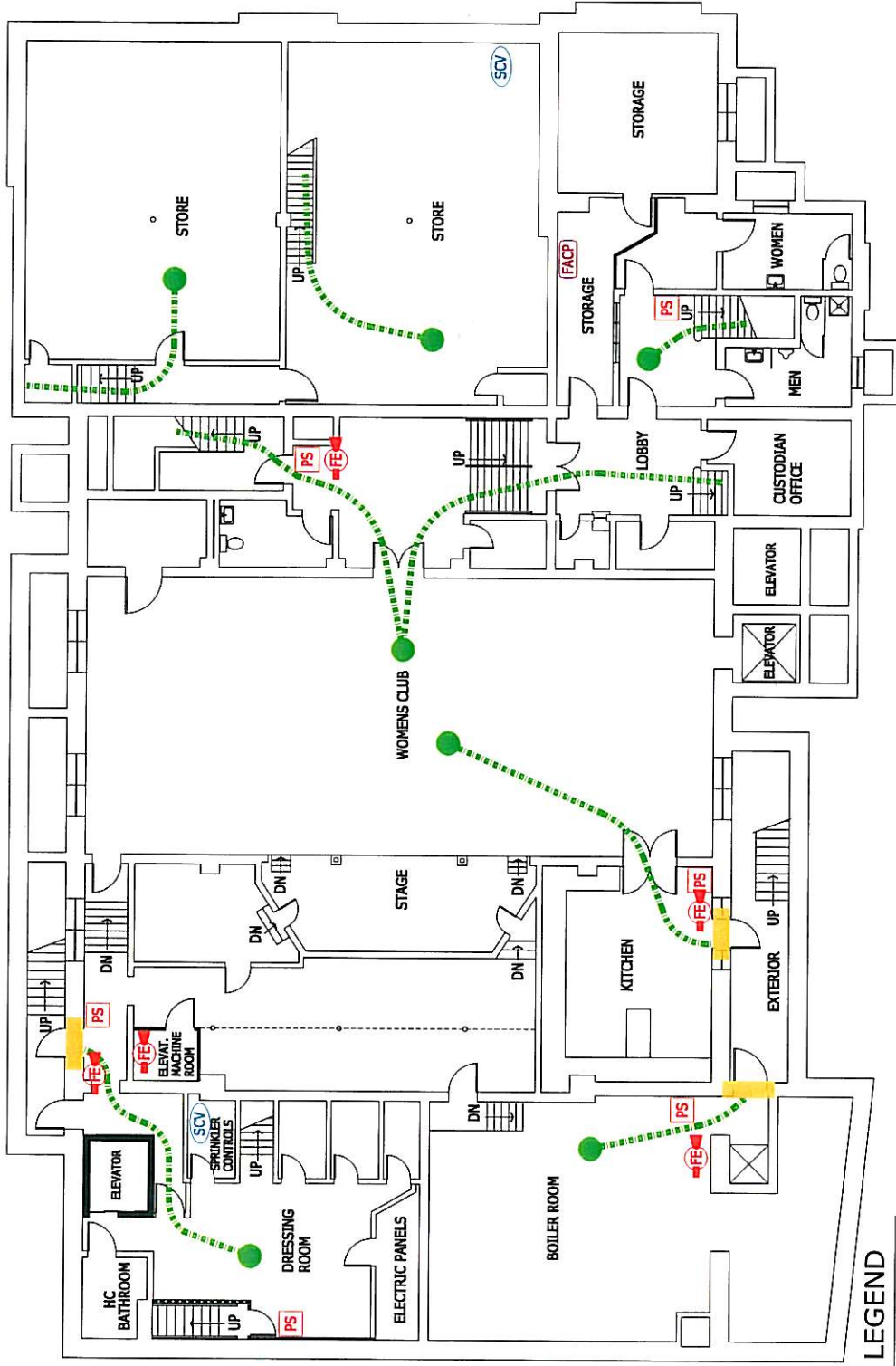
ROCKINGHAM TOWN HALL
BELLOWS FALLS, VERMONT

BASEMENT FLOOR PLAN
SCALE
MTS
DATE
FEBR. 22, 2007
DRAWN BY
JFE
CHECKED BY

A0

LIFE SAFETY / EVACUATION PLAN

BASEMENT FLOOR PLAN



LEGEND

- Fire Extinguisher
- Fire Alarm Pull Station
- Fire Alarm Control Panel
- Sprinkler Control Valve
- Emergency Egress To Exterior
- Emergency Egress Route



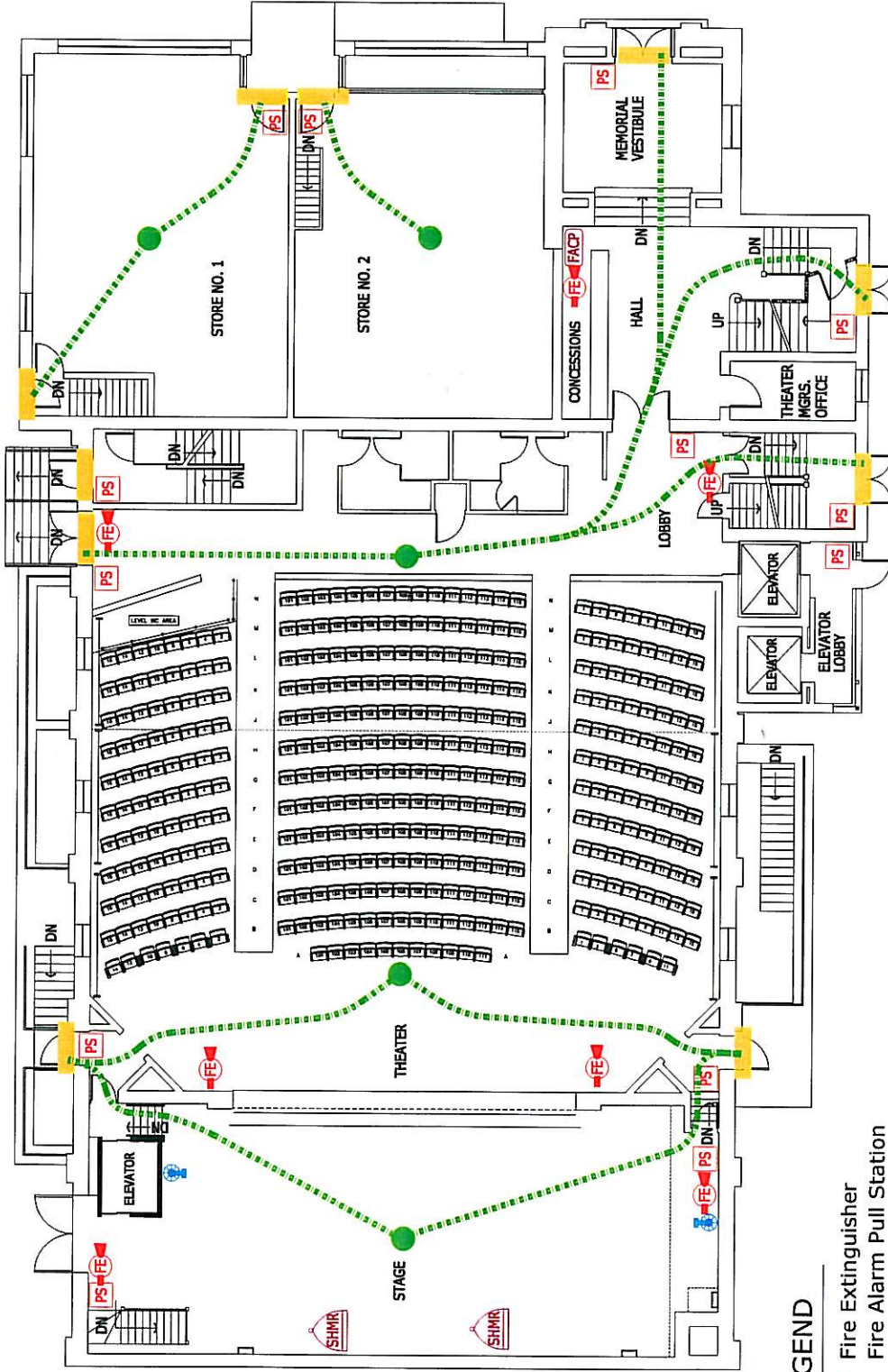
ROCKINGHAM TOWN HALL
BELLOW FALLS, VERMONT

FIRST FLOOR PLAN
SCALE MTS
DATE FEBR. 22, 2007
DRAWN BY .JFE
CHECKED BY

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LIFE SAFETY / EVACUATION PLAN

FIRST FLOOR PLAN

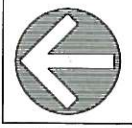


LEGEND

- Fire Extinguisher
- Fire Alarm Pull Station
- Fire Alarm Control Panel
- Fire Hose Stand Pipe
- Emergency Egress To Exterior
- Emergency Egress Route
- Smoke Hatch Manual Release

LIFE SAFETY / EVACUATION PLAN

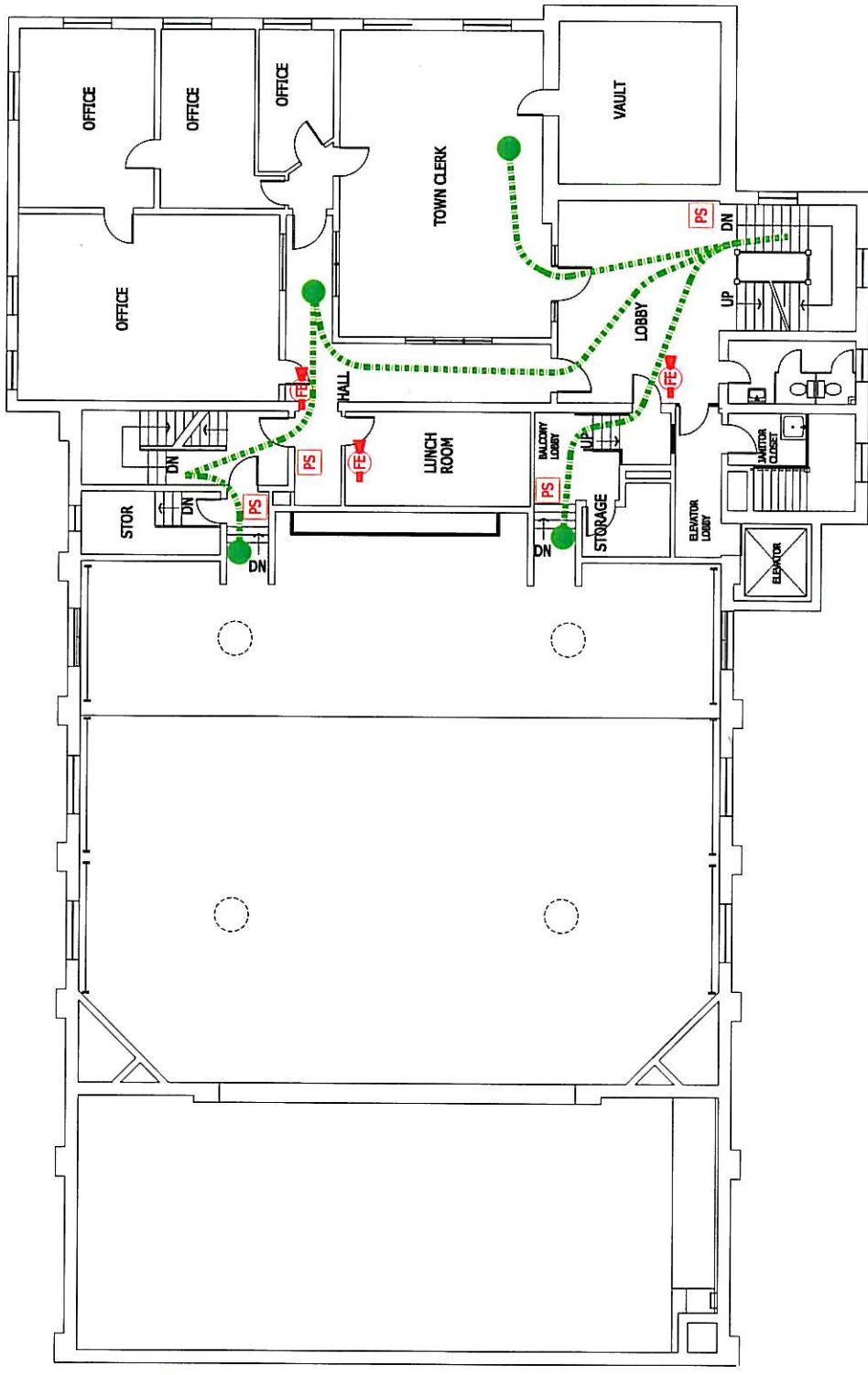
SECOND FLOOR PLAN



ROCKINGHAM TOWN HALL
BELLOWS FALLS, VERMONT

SECOND FLOOR PLAN
SCALE MTS
DATE FEBR. 22, 2007
DRAWN BY JFE
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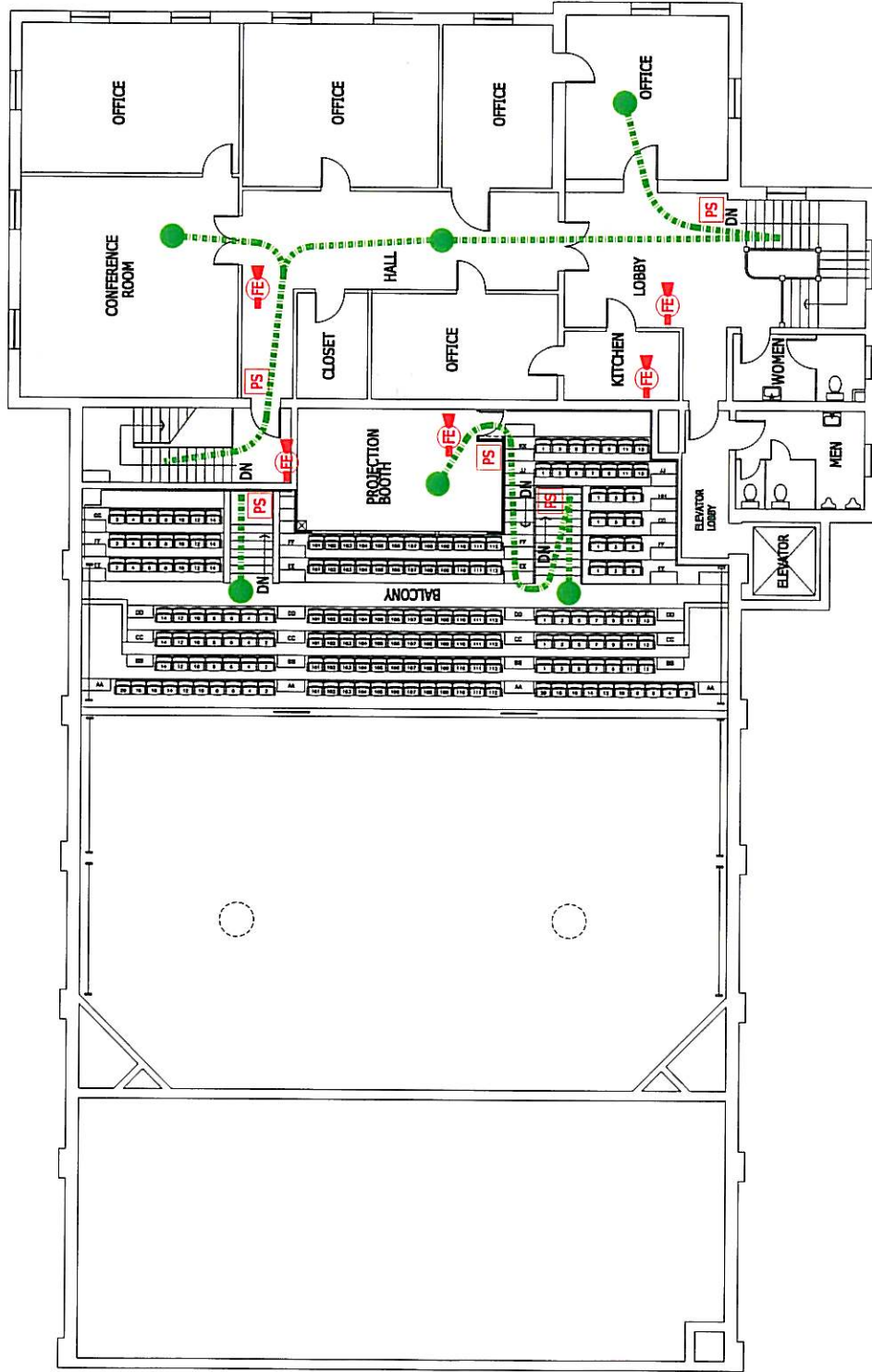
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- LEGEND**
- Fire Extinguisher
 - Fire Alarm Pull Station
 - Emergency Egress Route

LIFE SAFETY / EVACUATION PLAN

THIRD FLOOR PLAN



- LEGEND**
- Fire Extinguisher
 - Fire Alarm Pull Station
 - Emergency Egress Route



ROCKINGHAM TOWN HALL
 BELLOWS FALLS, VERMONT

THIRD FLOOR PLAN
SCALE NTS
DATE FEBR. 22, 2007
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STAGE

ORCHESTRA CENTER AND BEST OF HOUSE

ORCHESTRA LEFT

B	11	9	7	5	3	1		
C	15	13	11	9	7	5	3	1
D	15	13	11	9	7	5	3	1
E	15	13	11	9	7	5	3	1
F	15	13	11	9	7	5	3	1
G	15	13	11	9	7	5	3	1
H	15	13	11	9	7	5	3	1
J	15	13	11	9	7	5	3	1
K	15	13	11	9	7	5	3	1
L	15	13	11	9	7	5	3	1
M	15	13	11	9	7	5	3	1
N	15	13	11	9	7	5	3	1

A	11	10	09	08	07	06	05	04	03	02	01				
B	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
C	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
D	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
E	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
F	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
G	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
H	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
J	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
K	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
L	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
M	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01
N	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01

ORCHESTRA RIGHT

B	2	4	6	8	10	12	14	16
C	2	4	6	8	10	12	14	16
D	2	4	6	8	10	12	14	16
E	2	4	6	8	10	12	14	16
F	2	4	6	8	10	12	14	16
G	2	4	6	8	10	12	14	16
H	2	4	6	8	10	12	14	16
J	2	4	6	8	10	12	14	16
K	2	4	6	8	10	12	14	16
L	2	4	6	8	10	12	14	16
M	2	4	6	8	10	12	14	16

BALCONY LEFT

AA	19	17	15	13	11	9	7	5	3	1
BB	13	11	9	7	5	3	1			
CC	13	11	9	7	5	3	1			
DD	13	11	9	7	5	3	1			
EE	5	3	1							
FF	5	3	1							
GG	5	3	1							
HH	5	3	1							
IJ	13	11	9	7	5	3	1			
KK	13	11	9	7	5	3	1			

BALCONY CENTER

AA	12	11	10	09	08	07	06	05	04	03	02	01
BB	12	11	10	09	08	07	06	05	04	03	02	01
CC	12	11	10	09	08	07	06	05	04	03	02	01
DD	12	11	10	09	08	07	06	05	04	03	02	01
EE	12	11	10	09	08	07	06	05	04	03	02	01
FF	12	11	10	09	08	07	06	05	04	03	02	01

BALCONY RIGHT

AA	2	4	6	8	10	12	14	16	18	20
BB	2	4	6	8	10	12	14			
CC	2	4	6	8	10	12	14			
DD	2	4	6	8	10	12	14			
EE	14	12	10	8	6	4	2			
FF	14	12	10	8	6	4	2			
GG	14	12	10	8	6	4	2			