

MUNY Emergency Response and Safety/Security Handbook

Revised May 28, 2025

OVERVIEW

The Muny maintains a comprehensive Emergency Response Plan. Its purpose is to provide a clear set of focused protocols related to fire, weather, medical, or other emergencies that may arise at The Muny. The following is an overview of the full plan.

GENERAL EMERGENCY PROCEDURES

- Any employee is authorized and encouraged to call 911 in the event of an emergency.
- Calls to 911 should be reported to the Director of Operations; or if the Director of Operations is not immediately available, to The Muny President.
- Emergencies should also be reported to department heads/managers. If an employee contacts a manager first, the manager will make the determination to call 911.
- Managers of other affected departments should be notified.
- Emergency responders arrive on Theatre Drive in front of the General Offices. An employee should meet the first responders and direct them to the area of the emergency.
- If the emergency is severe, the Director of Operations or The Muny President may call a general evacuation and each manager will direct the evacuation of their area.
- Employees not assigned emergency duties during an evacuation will leave the area in an orderly fashion and meet at their designated assembly point.
- The Director of Operations will announce when the emergency is declared over and when the premises are deemed safe for reentry.

MEDICAL EMERGENCIES AND HEALTH SAFETY INFORMATION

General Response Information

- Any employee may **CALL 911 FOR ALL MEDICAL EMERGENCIES**. After contacting 911, the employee should designate another employee to meet the response teams and escort them to the specific area of the emergency.
- The Muny schedules an in-house/onsite nurse for evening performances. The Muny contracts with an ambulance service to provide medical care and medical transport options. Contact a member of the house staff to contact our nurse or ambulance service.
- The Muny also has AED units and O2 tanks on site. One set is located at the General Offices front desk. Designated staff members are trained to use these units.
- First aid kits with basic medical supplies are located throughout The Muny complex. Managers are responsible for documenting the distribution of any medical supplies. Kits are located at the front reception desk, TD office, props office, orchestra pit, concession office and all rehearsal spaces.

Injuries and Unsafe Conditions

- Employee Injuries should be reported to a manager as soon as possible.
- Managers should document any accidents and/or employee injuries. Workers' Compensation report forms are available Human Resources Office and should be completed as soon as possible.
- Unsafe conditions should be immediately reported to a manager to prevent any future injuries.

COVID-19 Information

See The Muny's COVID-19 Safety Standard Operating Procedures for information on The Muny's COVID policy.

EVACUATION PROTOCOLS AND SAFE SHELTER AREAS

When working in a new space or unfamiliar area, be sure to identify the primary and secondary exit routes. If these routes are unclear, a manager can provide additional information.

General Evacuation Protocols

- Managers should identify designated meeting areas the during pre-season employee orientation meetings.
- Find the nearest exit away from hazardous areas.
- Meet at the designated meeting area identified in the employee orientation meeting.
- Managers for each department are responsible for a head count and reporting back to the Director of Operations.

Evacuations Due to Fire

- Use common sense and avoid dangerous areas.
- **ASSUME ALL FIRE ALARMS NOTIFICATIONS AND SIRENS ARE REAL – unless otherwise informed.**
- In the event of a **fire alarm test**, notification will be sent out via Workplace to all staff.
- The following fire detections/suppression systems are located on campus:
 - Fire detection system in Main Office Building
 - Fire suppression system in Orthwein Hall and Orchestra Pit
 - Clean agent systems in Stage Tower Sound Office and Light Control Room
 - Hood systems in Backstage Deli and Culver Pavilion kitchen

Weather Related Emergencies / Safe Shelter Areas

- In the event of severe weather (tornadoes, high winds, etc.), the following are considered safe shelter areas:
 - 1st floor corridor in the main building (between the paint shop and cast lounge)
 - Music Room in the main building
 - Concession office hallway (behind the *Backstage Deli* food prep area)
 - Back hallways of costume shop (near the craft area and costume staging area)
 - 1st floor of Orthwein Hall
 - Basement level of the Stage Towers
 - Main ticket office
- Avoid areas near windows if possible.
- **ASSUME ALL TORNADO NOTIFICATIONS AND SIRENS ARE REAL – unless otherwise notified.**
- In the event of a tornado siren test, notification will be sent out via Workplace to all staff.
- In the event of severe storms or lightning, Muny building structures—including rehearsal pavilions and pergolas (covered walkways)—have lightning suppression systems (grounded copper points) installed.

GENERAL SECURITY PROTOCOLS, ID BADGES AND BACKSTAGE ENTRY

- **EVERY MUNY EMPLOYEE SHOULD HAVE AN ID BADGE**
- Managers should contact Joy Boland (front desk) to obtain employee badges
- The Muny utilizes an ID badge system for clear identification of Muny employees.
- ID badges help us determine who is who in each department.
- Access to backstage is restricted to employees with ID badges.
- All employees should enter through the backstage gate. All other gates will remain closed and locked.
- Gate personnel will be checking badges day and night.
- If you see someone without a badge, please ask them to leave or direct them to the front reception area.

Park Safety and Parking Etiquette

- We recommend using the Lower East Parking Lot during daytime hours AND nighttime rehearsals.
- On rehearsal nights, we schedule a police officer to monitor vehicles and pedestrian activity on the Lower East Parking Lot.
- **Performance Nights:** The Lower East Parking Lot is designated for accessible parking. Theatre Drive is reserved for donor parking and bus access. Unauthorized cars parked in these areas should be moved prior to 6pm.
- At all times, avoid parking in front of the theatre altogether because of box office hours.
- Call 911 to report any suspicious activity or vehicles.
- Security notifications from neighboring institutions may be passed along to you or your managers for informational purposes only.

Metal Detectors

- Walk-through metal detectors are utilized at all entry points during evening performances.
- **EVERYONE (including staff, performers and audience members) is required to go through metal detectors at night. NO EXCEPTIONS.**
- Employees can enter from any security checkpoint but will also have access to an “Employee Entrance” at the driveway entrance for quicker entry.
- If a detector sounds, additional security measures such as bag checks and wandings will be utilized. Please be courteous to the security staff.
- Muny ID badges are NOT a free pass through metal detectors or a way of avoiding bag checks.

Security Details

- In addition to our backstage security guards, The Muny employs licensed uniformed police officers, park rangers and sheriffs to assist with security needs during performances.
- The Muny also employs tactically trained plain clothes police officers for all performances.
- Designated Muny personnel perform nightly perimeter and area searches prior to each performance. Any suspicious packages or out of place items are immediately reported to the Director of Operations. For everyone’s safety, the performance will not begin until the “all clear” has been received by designated managers.

Audience Disruption Policy (i.e. Protests)

If a group demonstrates on or near The Muny premises, the following procedures should be followed:

- Any Muny Employee witnessing any type of demonstration should immediately inform their manager, Director of Operations or The Muny President.
- Employees should not engage, interfere, or antagonize any demonstrators.
- Designated Muny staff, supported by the police, will respond to the demonstration.
- Our response goal is to deescalate the situation.
- No action will be taken against the demonstrators unless:
 - An individual is inside the theatre gates.
 - An individual is blocking a theatre entrance gate.
 - An individual is blocking access to ticket window locations.
 - An individual is blocking ingress/egress access to Muny grounds.
 - An individual is causing harm to another individual.
 - An individual is causing harm to Muny property.
- If one of the above conditions is true, a member of the Muny Management will coordinate efforts with police to resolve the issue in a peaceful manner.
- Any necessary pauses in performance will be coordinated between the House Management team and on-duty Stage Managers.

Active Shooter Information

In the event of an active shooter incident, the following steps should be taken:

- **RUN.** Evacuate the impacted area, leaving your belongings behind. There is no designated gathering area. Everyone is responsible for their own safety.
- **HIDE.** If evacuation is not an option, find the best place to hide, out of the active shooter's view.
- **TAKE ACTION.** If hiding is not an option, fighting back is the next course of action to delay, disrupt or incapacitate the shooter until law enforcement arrives.
- When law enforcement arrives on the scene, their priority is to stop the threat. They will not stop and check on anyone with injuries until the threat has been stopped.

SOCIAL MEDIA AND STATEMENTS TO THE PRESS

- **DO NOT text, tweet, post on social media or otherwise publicly share information related to the incident.**
- Designated Muny staff manage the situation's narrative to ensure that clear and concise information is provided to the public regarding all emergency situations or security issues. Kwofe Coleman, Amy Maier, or their designates are the only people authorized to speak to the press or post social media content.
- Any other questions should be answered with "A statement made by authorities at a later time."