

THE SHELDON

EMERGENCY RESPONSE PROCEDURES

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EMERGENCY RESPONSE PROCEDURES

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BASIC GUIDELINES

These procedures are intended to guide Sheldon staff, ushers, and volunteers in case of an emergency. While they cannot cover every conceivable situation, they do supply the basic administrative guidelines necessary to cope with most emergencies.

These procedures are designed to enhance the protection of lives and property through effective communication and implementation of available resources.

FIRST AID

- First Aid kits are in various locations throughout the building and should be replenished once at the beginning of each season by the Operations Team. They should be stocked with basic bandages, antibiotic ointment, analgesics, etc. necessary to respond to a simple medical emergency.
- First Aid kits are located in the following locations:
 - Behind the Bar on 2
 - Box Office
 - Ballroom Kitchen
 - Konneker Room Kitchen
 - Operations Office
 - Usher Room
 - Administrative Office

EMERGENCY EQUIPMENT

- ◆ The 2-way radios used for event communications are essential in case of emergency. They are stored, in their charger bases, in the Facility Manager on duty's office.
- ◆ Staff members' personal cell phones can also provide essential communications support if the building phone system is not operational. Take yours with you if the building is evacuated.
- ◆ Bullhorns should be used for evacuations and/or announcements if sound systems are inoperable. One can be found in the Green Room. The other can be found in the Building Operations Manager's Office.

All staff members, ushers and volunteers must remember the following:

- ◆ An emergency or disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning. Visualize in advance what essential items you may require in case of an evacuation and keep them in a location that you can access without delaying your departure. Possible essential items may include cell phones, coats, car keys, flashlights, 2-way radios, and personnel emergency contact data.
- ◆ The succession of events in an emergency is not predictable, hence, published emergency response procedures will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.
- ◆ Disasters may affect an area greater than The Sheldon, making outside emergency services unavailable or delayed.
- ◆ A staff member, usher or volunteer's response to an emergency can contribute significantly to its outcome.

DON'T PANIC: the best way to handle any problem is to try to remain calm.

SPREAD ORDER: if you are calm and professional in the face of a problem, visitors will behave likewise in most cases. Calmly lead or direct guests/patrons away from dangerous areas, and they will react in an orderly fashion.

- ◆ Communication with the media regarding an emergency or disaster must be handled by the same spokesperson as any other Sheldon business (Chris Peimann, Director of Advancement: 314.239.8763) do not offer facts or opinions to any media representative unless authorized to do so. Statements to the press should be written, brief, and omit any victim's names or their conditions.

EMERGENCY RESPONSE RESOURCES

Police/Fire/Ambulance		911
St. Louis Police Department 9 th District Administrative Line		(314) 444-2500
St. Louis University Hospital	Emergency Room	(314) 577-8777
	Main Switchboard	(314) 577-8000
Cardinal Glennon Children's Hospital	Emergency Room	(314) 577-5666
	Main Switchboard	(314) 577-5600
Barnes-Jewish Hospital	North Emergency Room	(314) 454-7900
	South Emergency Room	(314) 362-9123
	Main Switchboard	(314) 747-3000
Children's Hospital	Emergency Room	(314) 454-6090
	Main Switchboard	(314) 454-6000
American Red Cross	Service Center	(314) 286-8200
Missouri National Guard		(314) 260-8686
Federal Emergency Management Agency (FEMA)		(800) 427-2354
National Weather Service		(636) 441-8467
	www.crh.noaa.gov/lx	
	NOAA Weather Radio = 162.4550 MHz	
CATCO (Catastrophe Cleaning and Restoration Company)		(314) 772-9010

The Building Operations Manager maintains a list of essential service contractors (plumber, electrician, etc.) contact information at their homes as well as offices in case of emergency.

RISK ASSESSMENT

Due to the age of some of the electrical wiring and mechanical system components in our facility, the most prevalent life safety and asset risk appears to be electrical malfunction, which would in turn be likely to cause fire, smoke, electrocution, and eventually structural damage and flying debris hazards. The materials used in construction were primarily masonry, so the risk of the entire structure being consumed by fire is slight, but the structural steel supports would be weakened and lead to failure if not extinguished quickly.

Our facility is also threatened by other environmental risks inherent to our location as well as those inherent in today's society.

HAZARD	Electrical Malfunction	Tornado/ Severe Weather	Earthquake	Bomb	Biohazard	Violence	Gas Leak	Flood
Fire	•		•	•		•	•	
Smoke	•		•	•		•	•	
Electrocution	•		•	•		•		•
Gas Leak			•	•		•	•	•
Shrapnel/ Flying Debris	•	•	•	•		•		
Structural Damage	•	•	•	•		•		•
Power Outage	•	•	•	•		•		•
Broken Bones		•	•	•		•		
Inhalation/ Unconsciousness	•		•	•	•		•	•
Flood		•	•	•		•		•
Heart Attack	•	•	•	•	•	•	•	•

While no facility can ever be risk-free, we can all do our part to respond in a manner that minimizes the danger to ourselves, our co-workers, and our guests while preserving this local landmark. The most essential step we can take is to prepare for the unexpected by reading this emergency response plan, practicing its contents, and maintaining a constant awareness of your surroundings and vigilance regarding safety.

IN CASE OF FIRE...

If smoke reaches ceiling-mounted detectors, the Tech Electronics monitoring system will automatically signal an alarm to the central station and simultaneously dispatch the St. Louis Fire Department. THERE ARE ENUNCIATORS (speakers) AND STROBES (flashing lights) IN ALL NON-PUBLIC AREAS.

If heat reaches thermal fuses in sprinkler heads, the sprinkler system will activate. Sprinklers are located in Konneker Room, Kemper Atrium, Green Room, Annex offices, stairwells and in restrooms and kitchens. They are NOT located in the Concert Hall, Ballroom, or individual offices in the Concert Hall building.

When the fire alarm is activated, both elevators will recall to the 1st floor and become inoperable. They will only be brought back online by the fire department once the threat of fire is over or a full system reset.

1. Call 911 or activate one of the red pull stations to report the fire, including its location and size;
CALL NO MATTER HOW SMALL; DO NOT HANG UP UNTIL TOLD TO DO SO.
2. Evacuate the affected area in response to the alarm system's announcement; do not use elevator(s):
If the house sound system is active (e.g., during a concert or other event), the Facility Manager or Sound Technician on duty can make an announcement from onstage or backstage to address the Concert Hall.
If the house sound system is inactive, the Facility Manager on duty can make coordinated announcements with security staff using two-way radios for communication or can use the bullhorn in the Green Room if accessible.

IF THE AREA IS SMOKE-FILLED, instruct everyone present to proceed by crawling as the smoke will be minimal along the floor. Do not re-enter the affected area until instructed.

3. Close all fire-rated doors and keep patrons clear of them. These will prevent fire and smoke from spreading. Sprinklers in the area will activate as soon as the fire's heat reaches them. Fire rated doors are as follows:
 - Doors separating Atrium and Concert Hall
 - Doors separating Usher Lounge and Konneker Gallery
 - All doors in back stairwell between Annex building and Concert Hall building
 - Doors into Konneker Room
4. If the fire is small, use extinguisher(s) to put out or control size of fire. Do not endanger yourself or others in an attempt to put out the fire.
Aim at the base of the flames with a consistent pressure on the handles.
The 10-pound ABC-type extinguishers located throughout the building are effective against most types of fires but will only last 8-25 seconds. They are checked annually and recharged as needed. Fire extinguishers are located in the following areas:

- Level 1 – Outside Mechanical Room, Operations Office, and Elevator Lobby
- Level 2 – Elevator Lobby, Gallery Emergency Exit by Gift Shop,
- Concert Hall – Balcony Right, Balcony Left, Orchestra Right, Orchestra Left
- Level 3 – Annex Stairwell, Kitchen, North end of Konneker Room, North Storage Closet
- Level 4 – Elevator Lobby
- Level 5 – Kitchen, Northwest corner of Ballroom, Northeast corner of Ballroom

- Level A – Elevator Lobby, Green Room
- Level B – Elevator Lobby, Back Stairwell
- Level C – Elevator Lobby, Back Stairwell

4. If you or another individual catches fire, instruct them to “stop, drop and roll”.

Concert Hall Evacuation Protocols:

- To evacuate the Concert Hall seating area, make announcement to evacuate, activate ushers, have them open all nearest exit doors away from fire and obstructions and have them lead patrons calmly outside. For guests needing assistance, including people with wheelchairs or walkers, the Facility Manager and/or security should be notified to help assist the patron downstairs. No elevators can be used during for evacuation during a fire event.
 - Ushers and box office personnel will evacuate patrons in the following manner:
 - Rows A – G – Evacuate through the Emergency Exits on either side of the stage
 - Rows H – P - Evacuate through the front Concert Hall doors/stairs.
 - Balcony – Evacuate down the front stairs and out the front – If there is too much of a jam AND there is no fire in the back of the building, balcony volunteers can take patrons up the stairs to the Ballroom and down the emergency stairwells that are not in danger of fire.

Gallery Evacuation Procedures

- Upon activation of the fire alarm sirens and strobes, all Gallery Staff should begin directing visitors to the nearest exit. Depending upon the situation, normal closing procedures may not be able to be used. It will be important for each attendant to take direction from the Supervisor on duty or the designee of that Supervisor to act on his behalf.
- As visitors exit and a closing procedure is instituted, it will be important to check all restrooms, coat rooms, phone rooms, etc., to ensure that all visitors are out of the building.
- Visitors in wheelchairs or otherwise unable to evacuate should be assisted to a protected stairwell where they can be helped by others or await assistance from the Fire Department.

Gallery Headcount Procedures

- At the conclusion of the evacuation procedures, Gallery Staff will report to **employee parking lot** for a headcount.
- When the headcount is complete, let the Gallery Staff or the Director of Programming or Facility Manager on duty know that everyone is present.
- No one shall leave the designated area until they are instructed to do so by their supervisor.

Ballroom Evacuation Procedures

- Upon activation of the fire alarm sirens and strobes, all Staff should begin directing visitors to the nearest exit not affected by fire. Emergency exits are as follows:
 - Northwest Stairwell
 - Northeast Stairwell
 - Southwest Stairwell
 - Southeast Stairwell
- **Close all doors upon exiting the building.**

Konneker Room Evacuation Procedures

- Upon activation of the fire alarm sirens and strobes, all Staff should begin directing visitors to the nearest exit not affected by fire. Emergency exits are as follows:
 - Northwest Stairwell
 - Southeast Stairwell
 - Annex Stairwell
- **Close all doors upon exiting the building.**

Administrative Office Evacuation Procedures

- Upon activation of the fire alarm sirens and strobes, all Staff should begin moving to the nearest exit not affected by fire. Emergency exits for the Concert Hall building are as follows:
 - Northwest Stairwell
 - Southeast Stairwell
 - Northeast Stairwell
 - Southwest Stairwell
- Emergency exits for the Annex building are as follows:
 - Emerson exit
 - Southeast stairwell
 - Southeast stairwell exiting into Alley
- **Close all doors upon exiting your section of the building**

Building Return

- The return to the building order (all clear) will be given by the Executive Director, Deputy Director, or designee after authorization is given by the on-scene Fire Department Commander. No one should re-enter the building until this order is given.

Concert Hall Stage/Backstage:

The stage and backstage doors are not fire-rated. In case of fire on-stage, evacuate the stage and confirm that both the North and South doors are closed to prevent the fire and smoke from spreading. Extinguishers are located backstage.

Offices:

The Annex stairwell doors are fire-rated. In case of fire in any office area, evacuate that floor and confirm that both the North and South stairwell doors are closed to prevent fire from spreading and protect the stairwell from smoke/flame.

IN CASE OF TORNADO/SEVERE WEATHER...

The St. Louis Metropolitan area is located in an area frequently subject to tornadoes and severe thunderstorms. While the recognized tornado season runs from March through September each year (peak is April), tornadoes have been recorded during every month of the year.

The Building Operations Manager, Facility Manager on duty, or Technical Director will monitor the radio and other information sources in times of threatening weather. A Tornado Watch is issued by the National Weather Service when atmospheric conditions in the region are “favorable for the formation of tornadoes.” A Tornado Warning is issued when meteorologists or public safety personnel have detected an actual tornado either via radar or direct sighting. In the event of a Tornado Warning, the City Emergency Response Sirens will sound in the vicinity of Powell Symphony Hall signaling that danger could be imminent. They will sound a siren, followed by specific instructions regarding the nature and location of the threat.

1. Operations and/or Personnel staff should verify the validity of the City siren via radio (KMOX-AM1120) or internet (www.weather.com) resources.

If the house sound system is active, the Sound Technician can make an announcement from the stage.

DO NOT EVACUATE THE BUILDING.

2. Call 911 to report any injuries, including victims’ locations and conditions;
DO NOT HANG UP UNTIL TOLD TO DO SO.
Administer First Aid as needed until help arrives.

Concert Hall Seating:

If a public event is in progress and a Tornado Warning has been issued, the Facility Manager shall notify the Technical Staff, Security Staff, and Box Office Staff. The Technical Staff will interrupt the program, make an announcement regarding the sighting, and let patrons know that we are temporarily evacuating the Concert Hall for the warning.

EVACUATE THE AUDITORIUM – instruct all personnel to the lower lobby area of the Concert Hall and/or the interior of the street level of the Emerson Center building.

- To evacuate the Concert Hall seating area, make announcement to evacuate, activate ushers, have them open all interior Concert Hall doors and have them lead patrons calmly down to the Kranzberg Gallery and Administrative Office areas on the 1st floors. Keep all patrons away from windows and exterior doors. Ushers and box office personnel will evacuate patrons in the following manner:
 - Center and Right Rows A – G – Evacuate through the Orchestra Right elevator lobby doors
 - Left Rows A-G, and All Rows H – P - Evacuate through the front Concert Hall doors, move across the bridge, and take stairs down to 1st floor.

- Balcony – Evacuate down the stairs, across the bridge, and down the stairs to the 1st floor. Use both stairwells in the Atrium to get down to the 1st floor

Stage/Backstage:

EVACUATE THE STAGE - instructing all personnel to the lower lobby area of the Concert Hall and/or the interior of the street level of the Emerson Center building.

Atrium/Ballroom/Konneker Room/Offices:

Occupants of above floors should move to the 1st floor Kranzberg Gallery or the Administrative offices of the Annex building. No guests or staff should be near doors or windows.

Once all spaces are evacuated, the Facility Manager should lock all exterior doors before joining the guests on the 1st floor. While there, the Facility Manager will need to monitor the warning. Once the Tornado Warning has been completed, all guests may move back up to the appropriate floors.

IN CASE OF EARTHQUAKE...

The St. Louis metropolitan area is considered a medium-risk location for moderate to severe earthquakes due to its proximity to the New Madrid and other Midwestern faults. Most earthquake victims are injured due to falling objects, collapsing structures, or subsequent fires due to ruptured power and natural gas lines. The Sheldon's most likely failures would include the release of ornamental terra cotta elements on the exterior facades, endangering anyone on the sidewalks below, and severe swaying of the Concert Hall balcony, which may compromise its structural integrity if the tremors are prolonged.

1. **DO NOT EVACUATE THE BUILDING UNTIL THE INITIAL SHOCK IS OVER.**
The safest locations are under desks or tables and within doorways. Direct everyone toward these locations and away from glass windows, shelves, and heavy equipment that might fall over. Advise everyone to cover their heads if possible.
2. **AFTER THE TREMOR HAS STOPPED, Evacuate the entire facility by announcement or walk-through in case of structural weakening which may fail in subsequent aftershocks**
 - ◆ If the house sound system is active (e.g., during a concert or other event), the Facility Manager on duty can make an announcement from backstage.
 - ◆ Direct all building occupants to assemble near the "Stage Door" entrance
 - ◆ Ask department heads to assist in the accounting for all building occupants.
 - ◆ Keep streets, driveways, alley, etc. clear for emergency vehicles and crew.
 - ◆ Assign a staff member to wait at both the Concert Hall Entrance and Emerson Entrance doors to direct the emergency response personnel as needed.
2. Call 911 to report any injuries, including victims' locations and conditions;
DO NOT HANG UP UNTIL TOLD TO DO SO.
Administer First Aid as needed until help arrives.

The Guard or Building Operations Manager will monitor the radio regarding area conditions.

Concert Hall:

If a public event is in progress, the Technical Director or Facility Manager on duty shall determine how best to interrupt the program and make an announcement regarding the earthquake. Ask guests to cover their heads where they are seated. After the initial quake, aftershocks can be expected, and the building may be evacuated.

Stage/Backstage:

If a rehearsal is in progress, the Technical Director or Facility Manager on duty shall determine how best to interrupt the rehearsal and make an announcement regarding the earthquake. Onstage and backstage guests will take cover in doorways.

Galleries:

Have patrons seek immediate shelter under any desks or tables if available. If none are available, direct patrons to doorways to offer protection from falling objects. After the initial quake, aftershocks can be expected, and the building may be evacuated.

Konneker Room:

Have patrons seek immediate shelter under tables. After the initial quake, aftershocks can be expected, and the building may be evacuated.

Ballroom:

Have patrons seek immediate shelter under tables. After the initial quake, aftershocks can be expected, and the building may be evacuated.

Offices:

Take cover from falling objects and debris under desks and in stairwells and door frames.

Re-Entry:

If the building is considered safe for re-entry by emergency personnel, damage control activities may begin. The shutdown of systems may be required as the damage is assessed. Artworks should be handled under the supervision of the Gallery Manager or the Director of Programming. The Building Operations Manager, Deputy Director, and Executive Director shall all be notified immediately if damages occur to premises while they are not on site.

IN CASE OF BOMB THREAT...

Any public facility is a possible target for a bomb threat. Treat all threats seriously, even if you think it might be a hoax.

1. If you receive Bomb Threat by Phone, ask the caller:
 - ◆ When is the bomb going to explode?
 - ◆ Where is the bomb located?
 - ◆ What kind of bomb is it?
 - ◆ What does it look like?
 - ◆ Why did you place the bomb?

2. Keep talking to the caller as long as possible and record the following information:
 - ◆ Time of call
 - ◆ Apparent age and gender of caller.
 - ◆ Speech pattern, accent, possible nationality, or other characteristics (intoxicated? stutter? fast/slow?).
 - ◆ Identity of caller if voice is recognized
 - ◆ Emotional state of caller (calm, agitated, excited, etc.)
 - ◆ Background noise (crowded room, music, street sounds, etc.)

3. Call 911 immediately for assistance.

4. Evacuate the entire facility by announcement or walk-through
 - ◆ NO ALARMS OR SIRENS WILL SOUND.
 - ◆ If the house sound system is active (e.g., during an orchestra service or other event), the Facility Manager on duty can make an announcement from backstage.
 - ◆ DO NOT TURN OFF LIGHTS OR EQUIPMENT
 - ◆ DO NOT OPEN DRAWERS OR CABINETS
 - ◆ OPEN ONLY THOSE DOORS REQUIRED TO PERMIT EGRESS FROM THE BUILDING
 - ◆ Direct all building occupants to assemble near the “Stage Door” entrance.
 - ◆ Ask department heads to assist in the accounting for all building occupants.
 - ◆ Keep streets, driveways, alley, etc. clear for emergency vehicles and crew.
 - ◆ Assign a staff member to wait at both the Concert Hall Entrance and Emerson Entrance doors to direct the emergency response personnel as needed.

If you observe a suspicious object or potential bomb in or near the facility, **DO NOT HANDLE THE OBJECT!** Do not search for a bomb yourself; wait for authorities to arrive and accompany them only if they request that a staff member do so as they are more likely to notice unusual situations.

All Spaces:

If a public event is in progress, the Facility Manager on duty shall determine how best to interrupt the program and make an announcement regarding the threat and evacuation (see above). Do not notify the guests that a threat has been called in. Let guests calmly know that an evacuation plan is in place

and that they are being moved for their safety and out of an abundance of caution. Staff should move all guests to a safe distance from the building.

- To evacuate the Concert Hall seating area, make announcement to evacuate, activate ushers, have them open all nearest exit doors away from obstructions and have them lead patrons calmly outside.
 - Ushers and box office personnel will evacuate patrons in the following manner:
 - Rows A – G – Evacuate through the Emergency Exits on either side of the stage
 - Rows H – P - Evacuate through the front Concert Hall doors/stairs.
 - Balcony – Evacuate down the front stairs and out the front – If there is too much of a jam AND there is no fire in the back of the building, balcony volunteers can take patrons up the stairs to the Ballroom and down the emergency stairwells.

Gallery Evacuation Procedures

- Gallery Staff should begin directing visitors to the nearest exit. Depending upon the situation, normal closing procedures may not be able to be used. It will be important for each attendant to take direction from the Supervisor on duty or the designee of that Supervisor to act on his behalf.
- As visitors exit and a closing procedure is instituted, it will be important to check all restrooms, coat rooms, phone rooms, etc., to ensure that all visitors are out of the building.
- Visitors in wheelchairs or otherwise unable to evacuate should be assisted to a protected stairwell where they can be helped by others or await assistance.

Gallery Headcount Procedures

- At the conclusion of the evacuation procedures, Gallery Staff will report to designated areas for a headcount.
- When the headcount is complete, let the Gallery Staff or the Director of Programming or Facility Manager on duty know that everyone is present.
- No one shall leave the designated area until they are instructed to do so by their supervisor.

Ballroom Evacuation Procedures

- Staff should begin directing visitors to the nearest exit. Emergency exits are as follows:
 - Northwest Stairwell
 - Northeast Stairwell
 - Southwest Stairwell
 - Southeast Stairwell
- **Close all doors upon exiting the building.**

Konneker Room Evacuation Procedures

- Staff should begin directing visitors to the nearest exit. Emergency exits are as follows:
 - Northwest Stairwell
 - Southeast Stairwell
 - Annex Stairwell
- **Close all doors upon exiting the building.**

Administrative Office Evacuation Procedures

- Staff should begin moving to the nearest exit. Emergency exits for the Concert Hall building are as follows:
 - Northwest Stairwell
 - Southeast Stairwell
 - Northeast Stairwell
 - Southwest Stairwell
- Emergency exits for the Annex building are as follows:
 - Emerson exit
 - Southeast stairwell
 - Southeast stairwell exiting into Alley
- **Close all doors upon exiting your section of the building**

ACTIVE SHOOTER / TERRORIST ATTACK

An active shooter is defined by the federal government as "an individual engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms." Terrorist attacks can also be performed using other weapons including knives, personal explosive devices, hidden explosive devices, etc. Since we operate a public venue, it is important for all employees and event staff to be vigilant of their surroundings on a day to basis as well as during an event. Be aware of individuals on premises carrying backpacks, duffle bags, packages, etc. as well as being aware of these types of items left unattended. Be aware of individuals who might be acting suspiciously.

During an emergency event, the two most important responsibilities are:

- A person's first responsibility is for his or her safety.
- A second responsibility is to those in the immediate vicinity, those who are within line-of-sight or ear shot of where you are.

As a situation develops, staff may be required to use more than one option. During an active shooter situation, staff will rarely have all of the information they need to make a fully informed decision about which option is best. While they should follow the plan and any instructions given during an incident, often he or she will have to rely on their own judgment to decide which option will best protect lives.

Each individual must decide for himself or herself what actions are appropriate based on location and position during such an incident. The goal in all cases is to survive and protect. The safety of visitors, and coworkers also must be considered when making decisions on how to respond.

Upon recognizing the danger, as soon as it is safe to do so, staff or others must alert responders by contacting 911 with as clear and accurate information as possible. Some of the information the dispatcher may request is:

- How many suspects are there?
- Where is/are the suspect(s)?
- Have they left the scene?
- What are they wearing (including body armor)?
- Where are they moving toward?
- What types of weapon(s) are involved?
- How many shots have been fired?
- When was the last time you heard gunfire?
- Where are you located?
- How many people are with you?
- How many people are injured?
- Are there hostages?

Next, the Department of Homeland Security's RUN, HIDE, FIGHT action plan should be implemented in the following recommended sequence:

RUN

- If there is an accessible path, attempt to evacuate
- Identify an escape route and plan
- Run in zig-zag pattern
- Evacuate regardless of whether others agree to follow
- Leave belongings behind
- Help others escape, if possible
- Prevent individuals from entering the facility or the area
- Keep hands visible
- Follow the instructions of police officers
- Do not attempt to move the wounded

HIDE

- Be out of the active shooter's view
- Seek protection if shots are fired in your direction
- Pick a spot that will not trap you or restrict your movements
- Lock the door
- Blockade the door with heavy items
- Silence your cell phone and/or pager
- Turn off any source of noise, including radios and televisions
- Hide behind large items, such as cabinets and desks
- Stay low

FIGHT

- Take action
- Disrupt and/or incapacitate
- Act aggressively
- Throw items
- Use improvised weapons, such as weights, bats, chairs, etc.
- Yell, scream, poke, scratch, bite, etc.
- Commit to your actions — it's your life, or theirs
- Spread out and attack from different angles

When first responders arrive, cooperate with all instructions given by law enforcement, and do not interfere with first responders. Be sure to display empty hands with open palms. Law enforcement may instruct everyone to place their hands on their heads, or they may search individuals. Staff should identify themselves as such to law enforcement so as to assist with building resources and their locations.

Once the scene is secured, first responders will work with healthcare facility officials and victims on a variety of matters. This will include treating and transporting the injured, interviewing witnesses, and initiating the investigation.

IN CASE OF BIOHAZARD ATTACK...

The threat of biological terrorism has recently intensified in the United States, and concerns about a possible threat are being expressed in many countries. Although cultural institutions do not appear to be targets, we strongly advise that all employees incorporate precautionary processes into your mail management practices. Treat all suspicious items seriously, even if you think it might be a hoax.

Potentially suspicious items may:

- Have no return address.
- Have no verifiable return address.
- Be addressed to someone no longer at the Company.
- Be marked "Personal", "Confidential", or other proprietary markings sent to a Company official.
- Have a postmark that differs from the location on the return address.
- Has a postmark from Trenton, NJ or St. Petersburg, FL.
- Have stains, odd shapes, wires, or an unusual weight or odor.
- Has excessive tape or wrapping.
- Be unexpected mail received from a foreign country.

A letter opener is also recommended.

If you observe a suspicious item in or near the facility, **DO NOT HANDLE IT!** If you become suspicious only after touching an item, wash your hands immediately with soap and water, then alert authorities and evacuate the building.

Call 911 immediately for assistance.

Evacuate the entire facility by announcement or walk-through; choose routes that avoid the suspicious item!

NO ALARMS OR SIRENS WILL SOUND.

If the house sound system is active (e.g., during a concert or other event), the Facility Manager on duty can make an announcement from stage.

- **OPEN ONLY THOSE DOORS REQUIRED TO PERMIT EGRESS FROM THE BUILDING**
- Direct all building occupants to assemble near the "Stage Door" entrance.
- Ask department heads to assist in the accounting for all building occupants.
- Keep streets, driveways, alley, etc. clear for emergency vehicles and crew.
- Assign a staff member to wait at both the Concert Hall Entrance and Emerson Entrance doors to direct the emergency response personnel as needed.

Isolate the area in which the item was found by closing any doors, turning off air conditioners or air handling units, etc. Isolate any individuals who may have been exposed.

DO NOT PANIC. Most biological illnesses can be cured after exposure by early treatment with the appropriate antibiotics. For more information about anthrax and its potential use as a biological weapon: www.bt.cdc.gov/Agent/Anthrax/Anthrax.asp

Full Facility:

If a public event is in progress, the Facility Manager on duty or shall determine how best to interrupt the program and make an announcement regarding the threat and evacuation (see above). Security Personnel and any ushers, under the direction of the Facility Manager on duty or other available Sheldon staff member should calmly evacuate the occupied spaces and move all visitors a safe distance from the building. Evacuation procedures for each space are as follows:

Concert Hall Evacuation Procedures

- To evacuate the Concert Hall seating area, make announcement to evacuate, activate ushers, have them open all nearest exit doors and lead patrons calmly outside. For guests needing assistance, including people with wheelchairs or walkers, the Facility Manager and/or security should be notified to help assist the patron downstairs.
 - Ushers and box office personnel will evacuate patrons in the following manner:
 - Rows A – G – Evacuate through the Emergency Exits on either side of the stage
 - Rows H – P - Evacuate through the front Concert Hall doors/stairs.
 - Balcony – Evacuate down the front stairs and out the front

Gallery Evacuation Procedures

- Upon evacuation, all Gallery Staff should begin directing visitors to the nearest exit.
- As visitors exit and a closing procedure is instituted, it will be important to check all restrooms, coat rooms, phone rooms, etc., to ensure that all visitors are out of the building.

Ballroom Evacuation Procedures

- All Staff should begin directing visitors to the nearest exit not affected. Emergency exits are as follows:
 - Northwest Stairwell
 - Northeast Stairwell
 - Southwest Stairwell
 - Southeast Stairwell

Konneker Room Evacuation Procedures

- All Staff should begin directing visitors to the nearest exit. Emergency exits are as follows:
 - Northwest Stairwell
 - Southeast Stairwell
 - Annex Stairwell

IN CASE OF MEDICAL EMERGENCY...

If Victim is CONSCIOUS:

1. Offer victim first aid as needed
 - ◆ Basic First Aid kits are located in the Facility Manager on duty's Office. They are stocked with the basic bandages, antibiotic ointment, analgesics, and biohazard clean-up kits necessary to respond to a simple medical emergency.
 - ◆ Keep the victim still and comfortable;
DO NOT MOVE THE VICTIM UNTIL CHANCE OF SPINAL INJURIES CAN BE ELIMINATED

If the victim is suffering from low blood sugar, offer Coke (not diet), orange juice or hard candy to stabilize them.

2. Offer to call EMS (911) – use mobile phone if possible
 - ◆ IF reported by phone, describe victims' locations and conditions; DO NOT HANG UP UNTIL TOLD.
3. Continue to administer First Aid as needed until help arrives.
4. Complete an Incident Report with as much detail as possible including names, contact information, witness statements, etc. Submit it to the Deputy Director the next business day and/or send via email for report to Insurance Company if needed.

If Victim is NOT CONSCIOUS:

1. Call EMS (911) immediately by mobile phone
 - ◆ IF reported by phone, describe victims' locations and conditions; DO NOT HANG UP UNTIL TOLD.
2. Assign someone to watch for paramedics and direct them to the victim's location.
 - ◆ IF reported by phone, describe victims' location and condition; DO NOT HANG UP UNTIL TOLD.
3. Continue to Administer First Aid as needed until help arrives.
 - ◆ Keep the victim still and comfortable;
DO NOT MOVE THE VICTIM UNTIL CHANCE OF SPINAL INJURIES CAN BE ELIMINATED.
4. Complete an Incident Report and give to Deputy Director to process.

Concert Hall:

- Usher inside house nearest victim should proceed to his/her location & calmly offer assistance/assess the situation.
- Second usher should calmly exit house and alert House Manager, Box Office Staff, or Security Guard to situation.

- House Manager, Box Office Staff, or Security Guard should immediately notify Facility Manager on duty that a medical emergency is in progress. One usher should stay with the guest while the Facility Manager on duty is in route. Once the Facility Manger on duty is able to assess the situation quickly and calmly, they will determine which course of action to take.
- Request a doctor from the house via a stage announcement if warranted.
- Contact tech staff to notify them of any delays and to have them notify back of house
- A member of staff should stay with the patron and their guests until the medical treatment is finalized.

Galleries/Ballroom/Konneker Room/Administrative Offices:

- Usher, Security or Staff should proceed to his/her location and calmly offer assistance/assess the situation.
- Security should immediately notify the Facility Manager on duty that a medical emergency is in progress. One staff, usher, security member should stay with the guest while the Facility Manager is in route. Once the Facility Manager on duty is able to assess the situation quickly and calmly, they will determine which course of action to take.
- A member of staff should stay with the patron and their guests until the medical treatment is finalized.

IN CASE OF UTILITY FAILURE...

In addition to continually monitoring the primary building systems, the Facility Manager on duty is the primary contact for utility issues. If you experience a partial power outage, notify the Building Operations Manager by phone (ext. 13) or cell phone 314.603.3358 immediately.

ELECTRICAL

The Sheldon Concert Hall, Ballrooms & Gallery is served by two separate Ameren electrical substations in order to minimize the possibility of complete power outage. If the primary service should be lost, a network of light fixtures located throughout the building public areas, including the amber Exit signs, will be powered by the secondary substation at full power to assist in safe egress throughout the building. The Building Operations Manager will contact Ameren and an electrician as needed to restore power as quickly as possible.

NATURAL GAS

Spire also provides service to our natural gas-powered boilers and water heater. The gas line and connections are located in the southeast corner of the basement only. If you suspect a gas leak, cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT.** The Building Operations Manager will contact Spire to investigate as quickly as possible.

1. Call 911 immediately for assistance.
2. Evacuate the entire facility by announcement or walk-through; do not try to use elevator(s):
 - ◆ NO ALARMS OR SIRENS WILL SOUND.
 - ◆ If the house sound system is active (e.g., during an orchestra service or other event), the Facility Manager on duty can make an announcement from stage.
 - ◆ DO NOT TURN OFF LIGHTS OR EQUIPMENT
 - ◆ Direct all building occupants to assemble near the “Stage Door” entrance.
 - ◆ Ask department heads to assist in the accounting for all building occupants.
 - ◆ Keep streets, driveways, alley, etc. clear for emergency vehicles and crew.
 - ◆ Assign a staff member to wait at both the Concert Hall Entrance and Emerson Entrance doors to direct the emergency response personnel as needed.

Concert Hall Evacuation Procedures

- To evacuate the Concert Hall seating area, make announcement to evacuate, activate ushers, have them open all nearest exit doors and lead patrons calmly outside. For guests needing assistance, including people with wheelchairs or walkers, the Facility Manager and/or security should be notified to help assist the patron downstairs. No elevators can be used during a power outage or natural gas leak.
 - Ushers and box office personnel will evacuate patrons in the following manner:
 - Rows A – G – Evacuate through the Emergency Exits on either side of the stage
 - Rows H – P - Evacuate through the front Concert Hall doors/stairs.
 - Balcony – Evacuate down the front stairs and out the front

Gallery Evacuation Procedures

- Upon evacuation due to an electric outage, all Gallery Staff should begin directing visitors to the nearest exit.
- As visitors exit and a closing procedure is instituted, it will be important to check all restrooms, coat rooms, phone rooms, etc., to ensure that all visitors are out of the building.
- Visitors in wheelchairs or otherwise unable to evacuate should be assisted to a protected stairwell where they can be helped by others or await assistance from the Fire Department.
- If HVAC equipment fails for any reason longer than 24 hours, a backup system and/or generators should be immediately called in. In the event of a power failure or any equipment failure that would jeopardize the artworks, Gallery Manager should be notified IMMEDIATELY. Gallery Manager will help to assess how to proceed.

Ballroom Evacuation Procedures

- Upon evacuation due to power outage, all Staff should begin directing visitors to the nearest exit not affected. Emergency exits are as follows:
 - Northwest Stairwell
 - Northeast Stairwell
 - Southwest Stairwell
 - Southeast Stairwell

Konneker Room Evacuation Procedures

- Upon evacuation due to power outage, all Staff should begin directing visitors to the nearest exit. Emergency exits are as follows:
 - Northwest Stairwell
 - Southeast Stairwell
 - Annex Stairwell

Offices:

If the offices are occupied, the Executive Director or Deputy Director shall determine if and when the staff shall be dismissed.

IN CASE OF PLUMBING FAILURE/FLOODING...

Our Tech Electronics facility alarm system includes contact on sprinkler standpipe to alert the central monitoring station of any possible flooding from the primary water sources. The sprinkler alarm also detects any damage to the sprinkler system should its performance be compromised by malfunction or vandalism. The Tech Electronics system will signal an alarm and simultaneously dispatch the St. Louis Fire Department in the case of the sprinkler system.

Cease using all electrical equipment in the vicinity of the water.

Concert Hall:

If a public event is in progress, the Facility Manager on duty shall determine whether to interrupt the program and make an announcement regarding the situation.

Galleries:

Any water leak to the galleries or to the art storage area should IMMEDIATELY be isolated and Gallery Manager MUST BE NOTIFIED IMMEDIATELY. Gallery Manager and Gallery staff will immediately move any artwork as far away as possible from the leak. If Gallery Manager is not available, Sheldon staff is authorized to carefully move any artwork away from the leak IMMEDIATELY and should then immediately call the Gallery Manager. If any artwork is damaged by water, Gallery Manager shall call in a conservator to help with the recovery.

If a water leak occurs:

- **Call Gallery Manager immediately.** Advise Operations and Gallery personnel of exact locations and severity of the leak. It is important to indicate if any part of the collection is involved or is in imminent danger. Sheldon Operations Department will make the appropriate notifications to technicians required.
- Advise if there are any electrical appliances or electrical outlets near the leak. If there is any danger, the area should be evacuated.
- If you know the source of the water and have the ability to stop the leak, then do so (i.e., turn off water, unclog the drain).
- Begin containment and clean up when the area is determined to be safe.
- Be prepared to assist, as directed, in the protection or movement of art objects which may be, or have been, damaged.

Stage/Backstage:

If a rehearsal is in progress, the Facility Manager on duty shall determine whether to interrupt the rehearsal and make an announcement regarding the situation.

Offices:

If the offices are occupied, the Executive Director or Building Operations Manager shall determine whether the staff shall be dismissed.

IN CASE OF VIOLENT OR CRIMINAL BEHAVIOR...

Everyone is asked to assist in making our facility a safe place by being alert to suspicious situations and promptly reporting them to the Security Guard or Event Operations Manager. Every staff member has the right and obligation to challenge any unfamiliar individual. If you are uncomfortable confronting them, contact the Facility Manager on duty, or a security guard as quickly as possible and ask for assistance.

If you are a victim of or a witness to any criminal behavior, notify the guard, Facility Manager on duty, or Building Operations Manager immediately. If you need medical or police assistance, call 911 or ask the security guard to call for you.

Please provide the following information for completion of the Incident Report:

- ◆ Nature of the incident
- ◆ Location of the incident (inside/outside, building area, etc.)
- ◆ Description of the person(s) involved.
- ◆ Description of the property involved.
- ◆ Whether you have called the police or other authorities.

Concert Hall:

- ◆ The ushers and event staff are authorized to challenge any visitor's presence and ask to see their ticket stub. Summon the exterior security officers on duty via radio as needed to confront or remove any individuals from the building.
- ◆ The bartenders are required by law to limit service to any patron who appears to be intoxicated. Summon the exterior security officers on duty via radio as needed to confront or remove any individuals from the building.

Galleries:

Procedures are the same for galleries.

Stage/Backstage:

The guard and Facility Manager on duty must challenge any unauthorized individuals in the backstage area. Summon the exterior security officers on duty via radio as needed to confront or remove any individuals from the building.

Offices:

The receptionist must challenge any unauthorized individuals attempting to access the office area. He or she must use their discretion to involve additional staff to neutralize the situation. Summon the police by phone as needed to confront or remove any individuals from the building.

GALLERIES PROCEDURES APPENDIX

Damage to Works of Art

Purpose

This section outlines the necessary procedures for reporting and responding to incidents involving damage to works of art. In this section, damage is defined as ***any incident involving art including vandalism, accidents within the museum, or failure of building operations systems (water pipes, sprinklers, smoke detectors, HVAC, etc.).***

Reporting Damage

All reports of damage to works of art should be immediately sent to the Gallery Manager. Notification should include specific details as to the nature and extent of the incident:

- Work(s) of art or area involved
- Location of damaged work(s)
- Description of damage (size, type, extent, location on piece)

The Gallery Manager or Director of Programming will be responsible for informing contract conservation specialist, the Director, and Executive Director of the incident, coordinating any recovery efforts with a contract conservator, and filing a detailed damage report with the Finance Department and the insurance provider.

In case of water damage, objects affected by water should immediately be separated and laid flat – if much water exists and many pieces were affected, deep freezing is an option so that the pieces can be dealt with independently over time. Immediately consult a paper or objects conservator.

On-Call Conservators in St. Louis (updated 2006):

Paintings Conservation: Paul Haner, Saint Louis Art Museum - H- 314-965-6814 / C- 314-853-1413

Paper Conservation: Sheba Haner - Telephone H- 314-965-6814

Objects Conservator: Laura Gorman, St. Louis Art Museum – 655-5261 or Moni Jankowiak, St. Louis Art Museum – 655-5262

Operations should immediately contact Gallery Manager should an incident occur after office hours.