

# **BUCKS COUNTY PLAYHOUSE**

**Front of House Volunteer**

**Training Packet**

2018 edition



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## **Welcome, Bucks County Playhouse Volunteers!**

We welcome you to the Bucks County Playhouse (BCP) family. We have an excellent team that is devoted to presenting the best possible entertainment to our audiences and creating a unique and inviting work environment for our artists. Since reopening in 2012, our volunteers have donated indispensable time and energy to make the Playhouse experience as welcoming and professional as possible. Those efforts have been invaluable to our operations, and we are so grateful to each person involved. Your dedication has allowed BCP to succeed in its mission, and we sincerely thank you for choosing to dedicate your precious time, skills, and enthusiasm to BCP. As we continue to grow and move forward, you will play an integral role in enhancing the BCP experience.

In addition to providing valuable support, you are also representatives of BCP. You will often be the face that audience members and artists associated with their visit to our theater, and the quality of your interactions will leave a lasting impression. To ensure the highest quality service as a volunteer, we have assembled the following handbook. Here you will find resources, policies, guidelines, and contact information, to which you can refer. We have attempted to cover all potential aspects of volunteering, but feedback is always welcome. We value all that you do for us, and we hope your time at BCP is enjoyable and enriching.

Thank you once again for volunteering and we look forward to seeing you at the Playhouse!

Warmly,

***The Bucks County Playhouse Staff***

## Front of House (FOH) Team

FOH team all share a common goal: **Get patrons in the theater and to their correct seats in a timely manner, so the performance can start on time.**

FOH Team includes:

- Box Office Staff
- FOH staff
- FOH volunteers

**House Management** - The House Management team (House Managers, Head Ushers, and Security Personnel) are responsible for the care, comfort, and safety of the audience during each performance. The House Management team helps to ensure that patrons have the best possible experience while enjoying our diverse programming.

**House Manager** – The House Manager is the lead manager of FOH operations during a performance. She or he is in regular communication with the Stage Manager. Among other things, this multi-tasking individual ensures the following:

- ease of entering & exiting the theater
- patron seating & re-seating
- patron satisfaction
- building maintenance/temperature
- patrons in need of medical attention
- coordinates with concessions management

The House Manager provides specific performance information and assigns volunteers to specific stations around the theater before, during, and after the performance. House Manager circulates throughout the theater.

**Head Usher** – The Head Usher works with the House Manager to make sure that the performance goes smoothly from the patron's point of view. The Head Usher is the contact person for scanners and FOH volunteers in the theater. They wear an ear-piece and a walkie-talkie, so they are always in communication. Once the performance has begun, the Head Usher can be found in the back of the house supervising the start of the show, late seating, and generally watches over the audience to handle any issue that may arise.

## Minimum Requirements

- able to stand for long periods of time (3-5 hours)
- good communication skills (greeting people & communicating instructions)
- must be able to read & comprehend ticket information
- able to lift at least 35 lbs.
- comfortable with technology
- ability to memorize seat numbers, rows and price type sections
- must be vigilant

## Volunteer Code of Conduct

Our code of conduct outlines the standards to which our volunteers will be expected to adhere to always. As a volunteer, you directly represent BCP. Patrons and visitors will associate your behavior with the Playhouse. You are sometimes the only person a patron/visitor will remember from their visit.

Volunteer expectations:

1. Be actively working throughout your shift.
2. No smoking or drinking alcohol while on duty or wearing a BCP vest.
3. Arrive on time for your shift and have all parking arrangements settled prior (let management know ASAP if you are unable to make your shift or if you are going to be late).
4. Dress appropriately for shifts (see dress code section for more info).
5. Refrain from using mobile devices; if you have an emergency please let management know and remove your vest to step out and take care of the issue.
6. Always put patrons first.
7. Be considerate of staff members and patrons and their personal space; do not be the "handsy" volunteer.
8. Maintain theater etiquette while in the Playhouse.
9. Leave all personal belongings at home, in your car or in a locker (feel free to bring a lock)
10. If you are not scheduled for a volunteer shift, please refrain from entering Employee only areas (i.e. Box Office, Balcony, Backstage, Basement).
11. Never, under any circumstances, voice complaints about a show/event to cast, crew, audience members or fellow ushers. We take your complaints seriously and care about your opinions, but we ask that you voice them to management.

**\*Please keep in mind the intimate  
setting at the Playhouse and know  
your voice can be heard in your surroundings\***

## FOH Volunteer Dress Code & Guidelines

### **Discreet is the name of the game for our FOH volunteers!**

When you volunteer, your appearance is a reflection not only of yourself, but of BCP. All volunteers must comply with the provided dress code, otherwise you may be asked to join us at another time.

Ushers should wear clothing that allows them to move freely and comfortably including walking, standing, kneeling, squatting, or reaching up.

### **What to Wear:**

- ✓ black button-down dress shirt or similar
- ✓ black dress pants/ skirts (no shorter than 2 inches above the knee)
- ✓ black closed-toed walking shoes that are quiet on hard surfaces
- ✓ red BCP vest
- ✓ volunteer name tag
- ✓ all purses, bags & belongings must be stored in a locker in the usher room, bring your own lock

### **What NOT to Wear:**

- ⊗ shirts with logos or patterns
- ⊗ clothing with rips or tears
- ⊗ open toed shoes such as flip flops or sandals
- ⊗ revealing clothing
- ⊗ heavy perfume or cologne
- ⊗ purses or backpacks- BCP provides a secure usher room with lockers to store personal items (the Box Office door is always locked during performances, but volunteers must bring their own locks for the lockers)

**\*\*Remember: Ushers should always wear all black!\*\***

# General Theater Etiquette

Audiences should:

1. Arrive on time. (latecomers may enter the theater at the discretion of the House Manager)
2. Take care of any business before being seated:
  - Use restrooms – if a patron uses the restroom during a performance, Ushers should assist them on when it is appropriate to return to their seats
  - Open/unwrap cough drops and snacks in advance
  - Turn OFF your cell phones and put them away. Checking texts or scrolling during a performance is distracting to other patrons AND the performers
3. Not arrive to the theatre intoxicated.
4. Refrain from taking videos or photos of the performance. Doing so is against the law.
5. Sit in their assigned seats. Patrons are not permitted to "help themselves" to open seats without express permission for House Management.
6. Respect the space and other patrons.
7. Keep belongings and limbs out of the aisles.
8. Each have a ticket anytime they are entering/re-entering the theater
9. Stay awake.
10. Practice good personal hygiene.



## General Need-to-Know Information

- Assisted Listening Devices (ALD) are located by the box office window. You must obtain a form of ID to place in ALD holder; this helps to ensure patrons return the device.
- Booster seats are located on top of the lockers in the usher room.
- Toilet paper refills are in the lobby restroom in the closet.
- Cleaning Supplies are in the usher room lockers on the far left (report any major messes to Head Usher or House Manager).
- Proper flashlight etiquette.
- Report all temperature related complaints to House Manager or Head Usher.

\*DO NOT touch thermostats, they are pre-set and to  
be handled only by management\*

- All FOH volunteers are to help clean-up the theater post show.
- No outside food or drink permitted inside the theater.
- No photography or videotaping of any kind.
- All seating concerns/issues will be handled by House Manager.
- Rows **A** through **X** (no I's or O's .... they look like 1's and 0's)
- Center section: 101-113/114
- Side section: Left 2, 4, 6, 8 & Right 1,3,5,7
- Restrooms are in the back of the house, with 1 handicap restroom in the lobby.
- Emergency exits
- Bars: lobby, gazebo (seasonal), TBA opening in the end of the summer in 2018)

## Ticket Scanning 101

### Physical Tickets

1. Make sure each patron is holding their OWN ticket. This is helpful especially for large groups.
2. Scan each ticket
3. Check the scanner screen after each ticket. You will see any of the following messages:
  - a. **In GREEN = Patron Name; section, row, seat**
    - i. ACTION: Let the patron into the theater
  - b. **In RED = Duplicate entry, previously seen on scanner #X**
    - i. ACTION: Let the patron into the theater. This message means they have already been scanned and are re-entering.
  - c. **In RED = Ticket Refund/Exchange**
    - i. ACTION: Instruct them to see the Box Office
  - d. **In RED = Ticket is for different event**
    - i. ACTION: Check their ticket and confirm that they are in fact at the wrong performance. Once you have verified that, inform them that their tickets are for a different time/day and have them see the Box Office for further assistance.
4. If ticket does not scan:
  - a. Box Office Tickets: Check that their ticket is for the correct performance, then tear along perforated line & remember to keep the small stub in your vest pocket & hand the patron back the large stub with their seat assignment. The House Manager or Head Usher will collect your stubs just prior to curtain.
  - b. Home Printed/Phone Tickets: Check that their ticket is for the correct performance, and then send them to the Box Office so they can re-print their tickets.

### Phone Tickets

1. Make sure phone brightness is all the way up. Ask the patron to do this. **DO NOT HANDLE PATRONS' PHONES.** If you have a line of patrons waiting to enter, have them stand to the side while they figure it out to allow waiting patrons to enter.
2. Ask them how many people are in their party.
3. Scan each ticket on their phone by scrolling downwards. There are two barcodes on each ticket, you only need to scan one. The barcode scans best when it is about the size of a quarter.
4. Make sure the number of tickets you scanned matches the number in the party.

**\*Be sure to check that the patron is attending the correct performance that matches the ticket. ALWAYS check the scanner screen after scanning each ticket. \***

Ticket information:

- |                             |                           |
|-----------------------------|---------------------------|
| 1. Show/Event Title         | 5. Seat Number            |
| 2. Performance Day and Date | 6. QR Code                |
| 3. Performance Start Time   | 7. Patron or company name |
| 4. Row Letter               |                           |

## Shift Stations

FOH volunteers will be stationed in key locations in the House during the performance, depending on the show's specific needs, and are responsible for monitoring and maintaining audience behavior.

### **Greeters** (pre-show stationed in lobby & courtyard)

- welcome arriving patrons to the Playhouse
- answer basic questions about BCP & hand out promotional material
- Alert patrons of times (15, 10, 5, 2 mins) until show time to assist getting them into the house

### **Seating Ushers** (pre-show stationed inside the house)

- provide programs
- assist patrons with finding their seats
- store walkers, scooter, wheelchairs in appropriate locations
- tell patrons: "NO photos or video allowed, & to use the restrooms in the rear of the theater."
- provide patrons with show-specifics (run time/intermission info)

### **Scanners** (pre-show stationed at points of entry into theater)

- responsible for scanning tickets & letting patrons know: run time/intermission info
- must know how to set-up and troubleshoot the scanners

### **Restroom Usher** (during show stationed at the top of the aisles in the back of the house)

- responsible for holding guests at the top of the aisles until a seating cue
- must understand seating cues to release the hold and to be as un-disruptive as possible

### **Emergency Exit Door Guard** (during intermission & end of the show stationed at the back of house)

- redirect patrons trying to exit to exit through the lobby

\*Patrons are not to use this door as an exit unless there is an emergency\*

### **Stage Guard** (during intermission & end of the show stationed at the stage)

- protect stage & props
- make sure nobody is touching the stage, resting on the stage, leaning on the stage, putting any of their belongings on the stage (including yourself!)

### **Aisle Usher** (during intermission & end of the show House aisles)

- keep aisles clear to keep traffic moving and in case of emergency

### **Farewell Usher** (post show, stationed by exits)

- collect recycled programs & give to Head Usher
- say bye & thank patrons for coming as they exit

## The Shift

### **60 mins to showtime- Volunteers Arrive**

- Check in with Head Usher
- Put on vest
- Grab a name tag
- Take a flashlight
- Grab trash bag & gloves (keep in vest to use post-show)
- Head into House for shift meeting to receive shift station assignments

### **30 mins to showtime- Doors to House Open**

- Actively help to herd patrons into the House while performing assigned duties

### **5-2 mins to showtime- Close Lobby Down**

- Lower door closes
- Receive seating assignments from House Manager /Head Usher
- All traffic will go through upper door

### **During the Show**

- Stay in the House & monitor audience
- Report any issues to Head Usher, positioned in the rear of the House
- If able to troubleshoot from your position, do so following scripted guidelines

### **Post-Show**

- Alert Head Usher to any issues or important info that transpired during show
- Turn in any lost & found items to the Head Usher
- Collect any reusable programs and place them on the table in the usher room
- Return flashlights
- Empty vest pockets & hang vest in proper place
- Take off name tag and leave on table in the usher room
- Check out with Head Usher

**CLEAN UP** - All FOH volunteers are responsible for picking up the left-over items post-show.

- Trash bags and gloves are in the usher room lockers, keep in vest pocket.
- Pick up programs, drink cups, and larger trash items post-show.
- Programs that are reusable should be placed on the table in the usher room to be sorted by the Head Usher.

### **LOST & FOUND PROCEDURES**

- All items left behind after a show, should be handed to Head Usher.
- Under no circumstances should an usher "help themselves" to the items in the Lost & Found. If you believe you lost an item at the Playhouse, please inform the Head Usher or House Manager who will check for you.

## Conflicts/Issues

Always seek the House Manager or Head Usher if these issues arise:

- patron wants to move seats (tell them to visit the Box Office to speak with House Manager)
- ticketing issues (patrons are double seated, have ticket for wrong day)
- temperature complaints (simply let them know you will tell the House Manager)
- patrons with extraordinary requests (meeting cast, seating issues, etc.)
- any medical or accident emergencies
- any other conflicts/concerns presented by the patron

## FOH Volunteer Scripts

In this section we will review how to speak to patrons during performances in different scenarios. Remember to always be discreet and courteous; use a low volume, calm tone, and speak warmly with a smile.

If you must alert Head Usher of something that is NOT an emergency during the performance, do so at the appropriate times, such as during an applause break.

### **Patrons taking photos or videos**

- A. IF during pre-show they have already snapped the photo, or recorded a bit:
  - “Excuse me ma'am/sir, photos and videos of the stage and performers are strictly prohibited. I will need you to delete that.” And then, “Thanks so much for your cooperation.”
    - If they give you a hard time, find the House Manager or Head Usher immediately
- B. IF patrons are taking pictures/recording during the show in your direct vicinity:
  - “Sir/Ma'am, there is no photography or videography allowed.”
    - Then please let Head Usher know where the patron is located, so they can then find them at intermission or at the end of the show and have them delete the footage.
- C. IF the patron is **not** in your direct vicinity, do not engage with the patron. Let Head Usher know where the patron is located, and they will talk to the patron at an appropriate time.
- D. IF patrons are using their phones during the performance in your direct vicinity:
  - “Sir/Ma'am, please put your phone away.”
  - IF they are talking on their phone “Sir/Ma'am, you cannot be on your phone. Please hang up or go outside.”
  - IF patrons are talking, laughing (being disruptive) during a performance, alert Head Usher immediately.

### Patrons requesting to change their seats

- "If you would like to change your seating please visit the box office where the House Manager will be able to assist you."

### Double seating issues

- "Let me get the House Manager so we can sort this out." SMILE and get the House Manager.

### Patrons voicing any complaints

- "Thank you for your feedback. Let me find someone who can better assist you with your concerns." Then go find the House Manager.

### Patrons with outside food & beverage

- When a patron has any outside food or beverage:
  - "Excuse me, outside food and beverage are not permitted inside the theater."
    - Drinks: "Could you please finish that in the lobby? Thanks for your cooperation."
    - Leftovers/other outside food: "You can check that at the box office and pick it up after the show. Thanks for your cooperation."

### Patrons using bathroom during performance (Restroom Usher's responsibility)

- When a patron gets up to use the restroom during the performance. When they try to return to their seat:
  - "Excuse me, you just have to wait one moment until we can get you back to your seat. Thank you for your cooperation."
    - If patron asks why: "So, we do not disrupt the performance and patrons."
    - If patron becomes difficult, get the Head Usher (who will be stationed in the rear of the theater) and they will come to assist.

### Patrons obstructing aisle

- When a patron's legs or belongings are obstructing an aisle:
  - "Excuse me Sir/Ma'am, please keep the aisle clear by keeping your legs/belongings out of the aisle. Thank you." REMEMBER TO SMILE!
    - During the performance IF the patron is **not** directly in front or across from you, let the Head Usher know where the patron is located.

## Flashlight Etiquette

- Always make sure your flashlight is pointed at a downward angle (unless getting their attention, then point in their lap). NEVER point your flashlight in someone's eyes.
- ONLY use your flashlight when told by the House Manager or Head Usher.
- Be as discreet as possible when using your flashlight during a performance.
- If you are not using your flashlight, ALWAYS make sure it is turned completely off and is in your VEST pocket.

## Emergency Procedures

Bucks County Playhouse takes the safety and well-being of its employees, students, and patrons very seriously. This document attempts to cover foreseeable emergency situations that could threaten individuals or property. It is impossible, however, to have one document that covers every possible circumstance. In the event of an emergency, it is very important to remain calm and use common sense. Look to House Management for guidance and follow their directions - a unified response is vital to ensure everyone's safety.

- know where fire extinguishers, first aid boxes, AED devices, emergency exits, and fire alarm pull stations are located
- do not allow trash to accumulate
- ensure that hallways, stairwells, and aisles are clear of obstructions
- if you notice any situation appearing unsafe, report it to House Manager or Head Usher- never assume that "it will just get taken care of"

If you have any questions about this plan, please speak with your supervisor - don't wait until an event happens!

### **DECISION MAKING**

There are various types of emergencies and a variety of responses that are called for. While the reaction to certain situations is automatic, the decision to cease operations (i.e. cancel a performance or cancel classes) lies strictly with Executive Management, which is defined as the General Manager, Producing Director, and Director of Production and Facilities.

Any emergency at the Playhouse which occurs during a performance will first be managed by the House Manager. The House Manager will then confer with available Executive Management and subsequently direct staff response.

### **COMMUNICATIONS**

During an emergency, clear channels of communication are critical. Depend on your supervisors to get vital information to you. Do not tie up the phone lines unnecessarily. Members of Senior Staff have emergency call lists that they will use for communication. This includes establishing the "chain of command" for critical decision making. In the event of an emergency, turn on your cell phone.

## TYPES OF EMERGENCIES

There are many situations that could be classified as "emergencies". Following are procedures for the most likely events: Fire Alarms, Power Outage, Medical Emergencies, Bomb Threats, Civil Disturbance, Shelter in Place Emergencies, Workplace Violence, and Severe Weather/Flooding. By familiarizing yourself with these procedures you should be prepared not only for these events, but for other unforeseen emergencies.

Response to emergencies which occur inside the theater during a performance will be organized by the House Manager and assisted by the Head Usher. Any emergency which calls for the evacuation of patrons should follow the Evacuation Procedures found later in this document.

Given the increased number of events involving active shooters, an *Active Shooter Plan* is included separately at the end of this section. Active Shooter response in the performing arts industry must be tailored for each individual theater and requires that staff be aware of their individual responsibilities and priorities.

### **FIRE ALARM**

It is BCP's policy to evacuate when an alarm goes off FOR ANY REASON. Staff members should evacuate immediately in a calm and efficient manner.

- DO NOT USE ELEVATORS
- CLOSE ALL DOORS BEHIND YOU
- DO NOT OPEN A DOOR WITHOUT FIRST FEELING IT FOR HEAT
- IF YOU ENCOUNTER SMOKE, STAY LOW – LOOK FOR AN ALTERNATE EXIT
- IF YOU NEED ASSISTANCE WITH STAIRS LET SOMEONE KNOW AND WAIT
- EXIT THE BUILDING AS QUIETLY AND CALMLY AS POSSIBLE

If you encounter a small fire first pull a fire alarm, then use a fire extinguisher. If you are unable to extinguish the fire, drop the fire extinguisher and evacuate.

How to Use a Fire Extinguisher:

1. Pull the pin on the extinguisher
2. stand 6-8 feet away from the fire
3. point the nozzle of the extinguisher at the base of the fire
4. use a sweeping motion to spray the base of the fire

If possible, exit with those from your immediate work area; once you reach the courtyard/street, congregate together and count heads for possible missing people. DO NOT GO BACK INSIDE in search of people. Inform your direct supervisor, Police, or Firefighter if someone is missing. Do not re-enter the building until it has been cleared by Fire or Police authority.

Evacuation procedures for the theater during a performance are covered later in this document.



## **POWER OUTAGE**

During regular business hours, remain at your work station; await instructions from your direct supervisor. A decision to evacuate during a performance will be made only by Executive Management if available, or House Management, after ascertaining the expected duration of the outage.

If a power outage occurs during a performance:

- House Manager walks to center stage and addresses the audience.
- FOH Volunteers will be stationed with flashlights at:
  - both house entrances
  - back of House Emergency Exit
  - lobby
- If the decision is made to evacuate, the House Manager will alert staff and stage management, and begin Front of House evacuation procedures found in the next section of this document.
- In the event of a power outage evacuation, when no emergency response from fire or police is expected, patrons can be allowed access to the parking lot.

## **MEDICAL EMERGENCY**

Dial "911". Alert your direct supervisor. If qualified, administer first aid, or locate a qualified provider. DO NOT move a victim unless they are in imminent danger. Dispatch a person to meet and guide EMT responders to the scene. Remain calm – reassure the victim that help is coming.

A medical Emergency involving a patron during a performance:

- One volunteer should remain with the patron; a second should find the House Manager or Head Usher.
- House Manager or Head Usher will designate a volunteer or a staff member to alert valet to incoming emergency vehicles and then wait outside to escort responders to the patron.
- House Manager will provide the first aid/CPR/AED required or direct another qualified person to do so.
- House Manager or Head Usher will direct a volunteer staff member to alert Stage Management if they are unaware of the situation, and contact Executive Management.
- Once emergency personnel arrive, give emergency personnel space to work with the patient. All witnesses must remain in the area and be available to answer questions. Any volunteer or staff member who was not part of the incident should assist by keeping patrons out of the way of the emergency personnel.

## **BOMB THREAT**

Avoid panic - it is important that the public remain calm. Inform the Head Usher or House Manager. They will contact 911 and evacuate the building as needed. DO NOT open or touch any suspicious items - make note of their location and pass this information on to emergency personnel.

## **SHELTER IN PLACE EMERGENCIES**

"Shelter in place emergencies" include chemical/nuclear/biological attack.

- remain in the building and go to higher floors (chemicals tend to sink)
- avoid exterior doorways and windows
- shut and lock doors and windows
- place damp towels at the bottom of doors
- Facilities Manager/other qualified staff will turn off all HVAC systems including wall & window A/C units
- Facilities Manager or other qualified staff will turn off gas and water mains
- check in with your supervisor & await instructions

## **VIOLENCE (inside building)**

If an individual becomes violent or threatening DO NOT confront them. Extract yourself from the situation and contact your direct supervisor, House Management, or call "911". Remember that there is safety in numbers - stay out of situations where you may be caught alone.

## **CIVIL DISTURBANCES (outside building)**

- remain in the building
- avoid exterior doorways & windows
- await instructions from your direct supervisor or Emergency Response personnel

## **SEVERE WEATHER/FLOODING**

In the event of severe storms:

- seek shelter in lowest floor available (a room without windows & away from exterior walls, avoid hallways)
- check in with your supervisor as soon as possible

Flooding is a very real threat here at the theater, but rarely is it an imminent or unanticipated emergency. There is a series of preparation protocols for flooding that are put in place when the river is expected to reach flood stage. However, should you find yourself in the building when flood waters enter:

- seek shelter in the upper floors
- alert Head Usher or House Manager immediately
- do not attempt to enter flood waters (even shallow, slow moving water can sweep a person off their feet & turn into a drowning situation)

## EVACUATION PROCEDURES

The safety of staff and patrons is the priority in an evacuation. Remember, our patrons are often elderly, and many have limited mobility, they may need help! Especially those evacuating through the back of house and onto the catwalk exit.

Once the decision to evacuate has been made, each staff member will have assigned responsibilities that should be conducted calmly, quickly and efficiently. If an alarm goes off, evacuation starts immediately - DO NOT WAIT.

### **In the event we need to evacuate the theater:**

- Volunteers should go to their assigned door and open it, allowing patrons to leave quickly and safely. open all exterior doors
- assist patrons with evacuation, directing patrons to nearest exit
- when all patrons have exited, assist in sweeping the house, lobby, lobby bathroom, balcony
- Once everyone has left, please close the door behind you and exit the building.
- assist in crowd management, keeping the crowd moving away from the building & up to a safe place near Main Street, away from arriving Emergency Responders & out of the parking lot
- Gather together in one location, far enough away from the building to be safe.
- Locate the House Manager /Head Usher and be ready to assist her/him.
- Keep her/him in sight.
- Do not leave the area until instructed by House Management.

\* **SAFE PLACE:** This is the designated location we will gather patrons, crew and staff in event of an evacuation. It will be at the front door area of Celt Iberia or the marquee. When the Inn opens it will be there. \*

### **All staff & volunteers once they have evacuated should:**

- Assist patrons in moving away from the building and up the walkway to a safe place near Main Street.
- Keep patrons from entering the parking lot or otherwise obstructing the quick and safe arrival of Emergency Responders.
- Be a calm & assertive presence; reassure patrons that everything is under control and that their safety is our concern.

As soon as possible, check in with your direct supervisor and notify them of your safety.

**UNDER NO CIRCUMSTANCES ARE YOU TO ATTEMPT TO RESOLVE  
THE EMERGENCY BY YOURSELF. DON'T BE A HERO, LEAVE THE PROBLEM  
TO THE EMERGENCY RESPONSE PROFESSIONALS.**

## **THINGS YOU MUST KNOW**

### **LOCATION OF FIRE ALARM PULLS**

- 1- lobby between the two main exterior lobby doors
- 2- lobby to the left of the upper emergency exit door
- 3- balcony, top of stairs
- 4- house right doorways
- 5- rear house left emergency exit door

### **LOCATION OF FIRE EXTINGUISHERS**

- 1- lobby, upper lobby doors
- 2- lobby, left of the upper emergency exit door
- 3- two fire extinguishers at the rear of the house, left and right

### **LOCATION OF EXITS**

- 1- main exterior lobby doors
- 2- lobby, upper emergency exit door (beyond the lobby restroom)
- 3- rear, house left emergency exit door

**\*\*\*First Aid Kit is located to the right of the box office window\*\*\***

**\*\*\*AED is located behind box office window wall\*\*\***

## ACTIVE SHOOTER PLAN

### IN THEATER DURING A PERFORMANCE

An active shooter situation is most likely to happen in the audience seating area, having entered through the lobby (or, when complete, the Riverside Cafe). It must be assumed that any active shooter will attempt to cause as many casualties as possible, as quickly as possible. To this extent, it is vital that staff respond immediately, and make calling 911 their priority. Leaving patrons and coworkers behind may be difficult but is the action most likely to save lives. It can be assumed that patrons will follow staff members in evacuation.

**\*\*\* IN THE EVENT OF AN ACTIVE SHOOTER DO NOT PULL THE FIRE ALARM.**

A false fire alarm confuses the emergency response and the noise of the alarm can hinder clear communications between responders and dispatchers. \*\*\*

#### Front of House:

Staff working FOH are in the most direct danger and should make their own safety a priority, while also giving what assistance they can to patrons.

- Light Board Operator turns on house lights to assist patrons in evacuation
- house lights can also be turned on at the panel located back of House Left near the fire extinguisher
- if possible, evacuate through House Left Emergency Exit
- call 911
- if evacuation is not possible, get low and shelter behind booth wall

## ACTIVE SHOOTER GENERAL GUIDELINES (LOCK DOWN)

RUN! If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- have an escape route & plan in mind
- evacuate regardless of whether others agree to follow
- leave your belongings behind
- help others escape, if possible
- prevent individuals from entering an area where the active shooter may be
- keep your hands visible
- follow the instructions of any police officers
- do not attempt to move wounded people
- call 911 when you are safe
- call your direct supervisor

If trapped, hide. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

- be out of the active shooter's view
- provide protection if shots are fired in your direction (i.e., an office w/ closed & locked doors)
- not trap you or restrict your options for movement
- lock the door
- blockade the door with heavy furniture
- silence your cell phone and/or pager
- turn off any source of noise (i.e., radios, televisions)
- hide behind large items (i.e., cabinets, desks)
- remain quiet

If evacuation & hiding out are not possible:

- remain calm dial & 911, if possible, to alert police to the active shooter's location
- if you cannot speak, leave the line open & allow the dispatcher to listen
- close & lock doors, turn off lights
- switch cell phones to silent
- move away from windows & doors; get low, below window level
- call or text any one you can ASAP to alert them of your location and safety

## WHEN EMERGENCY RESPONDERS ARRIVE

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four.
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands and may push individuals to the ground for their safety.

How to react when law enforcement arrives:

- remain calm, & follow officers' instructions
- put down any items in your hands (i.e., bags, jackets)
- immediately raise hands & spread fingers
- keep hands visible always
- avoid making quick movements toward officers such as holding on to them for safety
- avoid pointing, screaming &/or yelling
- do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator:

- location of the active shooter
- number of shooters
- physical description of shooter(s)
- number & type of weapons held by the shooter(s)
- number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers.

These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.

Do not leave until law enforcement authorities have instructed you to do so.

## Frequently Asked Questions

### **Regarding tickets**

#### **What are your box office hours?**

The Playhouse's Lobby Box Office opens 2 hours prior to performance time. All patrons wishing to make an in-person purchase when the lobby is closed, may do so at the New Hope Visitors Center, 1 W. Mechanic Street (the corner of Mechanic and Main streets) across the street from the Playhouse.

#### **What are the Visitor Center hours?**

The Visitors Center is open every day from 11:00 a.m. – 6:00 p.m. Our telephone lines are open every day from 12:00 p.m. – 5:00 p.m. (12:00 p.m. until curtain on show days). Tickets are available 24 hours a day at BucksCountyPlayhouse.org.

#### **What are the Ticketing Fees?**

Restoration Fee:

The \$3.00 restoration fee goes directly to improving the Bucks County Playhouse. This includes renovations, upgrades, etc. It also goes directly to any programming that appears on the stage, for example, our BCP Youth Company. The restoration fee is non-waivable and applies to every ticket purchased for the Bucks County Playhouse.

Convenience Fee:

The \$3.50 convenience fee covers the cost of utilizing Patron Manager, a ticketing software that helps make ticket purchases, seating more convenient for our patrons. The convenience fee applies to all tickets ordered over the phone and over the web. It is waivable if you elect to come and purchase your tickets in person at our box office window.

Mailing Fee:

The \$1.00 fee covers postage for mailing tickets to our patrons. It is waivable if you simply elect to hold your tickets at Will Call or come in person to pick them up.

#### **What is dynamic pricing?**

Bucks County Playhouse employs a system of dynamic pricing. Prices increase based on demand. Season ticket holders and patrons who purchase tickets in advanced benefit under this pricing model. We encourage you to purchase tickets well in advanced as prices may increase without warning.

#### **Do you offer group discounts?**

Groups 10 or more can save up to 25%. Visit our groups sales page on our website.

#### **Do you offer military discounts?**

As a special thank you to all who serve our country in the military of Armed Forces, we are proud to offer a 10% military discount to all active and retired military members. This discount is available at our box office and the New Hope Visitors Center. Please present your official military or veteran ID card at the Box Office when purchasing tickets or picking up will call. This offer is only available in person or over the phone. (Please note: This offer may not be available for Visiting Artist performances. Please inquire at Box Office).

#### **Does my child need a ticket?**

Every attendee needs to have a ticket. Children under the age of 4 are not permitted in the theater.



**What is your inclement weather policy?**

Inclement weather is not a cause for a refund. In extraordinary circumstances when a performance is cancelled or postponed for any reason (including, but not limited to weather), patrons will be alerted with updated performance details via email, phone and our website.

**What is your refund policy?**

There are no refunds on Season Ticket Packages and ticket orders.

**What is your exchange policy?**

All sales are final and non-refundable. Subject to availability, tickets can be exchanged prior to the performance date for another performance date for another performance of the same production with a \$10.00 per ticket exchange handling fee. The \$10.00 fee is waived for all current season ticket holders. All ticket holders who exchange into a more expensive performance or higher-priced seating section will be charged the difference in the ticket price.

**Can I buy gift certificates for a performance at BCP?**

Yes, you can buy Gift Certificates online or visit The BCP Box Office at 70 S. Main St. New Hope, PA 18938 -or- call: 215.862.2121

**Regarding the Playhouse****How early should ticket holders arrive for the performance?**

Theater doors open a half hour prior to the performance. Please remember to leave time to park and pick up your tickets if they are waiting for you at the box office. We recommend arriving 45 minutes to one hour prior to the performance.

**What happens if an audience member arrives late?**

Late seating is at the discretion of the production (refund and exchange policies apply).

**Can Audience Members record or photograph a performance in the theater?**

Audio and video recording devices and cameras are strictly prohibited inside the Bucks County Playhouse.

**What is the best way to stay informed about upcoming events at BCP?**

Visit or call the BCP Box Office or visit our website.

**Does BCP provide services for guests with disabilities?**

The Bucks County Playhouse is compliant with the Americans with Disabilities Act. Call (215) 862-2121 if you have specific wheelchair needs.

**Where to dine before or after the performances?**

Visit our website for dining suggestions or visit the New Hope Visitors Center.

**Are food and beverages available at the theater?**

Food and beverages are available at the new 2018 addition, Gazebo Bar and our Lobby Bar. Food and beverage purchased at any of our three bars **are allowed** in the theater. **No outside food or beverage is allowed.**

## ADA Information

The Americans with Disabilities Act of 1990 (ADA): prohibits discrimination and ensures equal opportunity for the persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.

### Service animals

According to ADA regulations, there are two recognized service animals: dogs and miniature horses.

*\*There are other regulations in the cases of miniature horses.*

1. **What is a service animal?** "Under the ADA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability."
2. **Do therapy animals count as service animals?** "No, the ADA regulations are very specific on that. The provision of emotional support, well-being, comfort, or companionship does not constitute work or tasks for the purposes of the definition. So, comfort animals, emotional support animals, or therapy animals are not service animals and are not covered by the ADA."
3. **The definition of service animal mentions dogs for psychiatric disabilities, isn't that the same as a therapy animal?** "No. There are psychiatric service dogs, but that's not the same as a comfort or therapy animal. Psychiatric service animals are trained to perform tasks ADA National Network 43 Disability Law Handbook that assist individuals with disabilities to detect the onset of psychiatric episodes and ameliorate their effects."
4. **Are there circumstances under which a person may have to remove a service animal?** "Yes, but it's rare. It's all right to ask an individual with a disability to remove a service animal from the premises if either the animal is out of control and the individual does not take effective action to control it, or the animal is not housebroken."
5. **Is it alright for a business or entity to require documentation for the service animal?** "Unless the animal is a service animal (and most of the time, it is apparent), then the entity may ask if the animal is required because of a disability. It is not, however, allowed to require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal."

### Ticketing

1. **What does ADA require regarding ticket sales?**
  - a. During the same hours
  - b. During the same stages of ticket sales, including, but not limited to, pre-sales, promotions, lotteries, waitlists, and general sales;
  - c. Through the same methods of distribution;
  - d. In the same types and numbers of ticketing sales outlets, including telephone service, in-person ticket sales at the facility, or third-party ticketing services, as other patrons;
  - e. Under the same terms and conditions as other tickets sold for the same event or series of events.

2. **Who is eligible for accessible seating?** “Individuals with disabilities who use wheelchairs or other mobility devices may purchase tickets for accessible seats. Other individuals with disabilities are eligible to purchase tickets for accessible seats if they require the use of the features of accessible seating. A ticket purchaser may, for example, have a service animal that requires the additional space offered by accessible seating. Or a ticket purchaser may, for example, be unable to ADA National Network 47 Disability Law Handbook navigate stairs, necessitating the need for accessible seating. Tickets for accessible seats may be sold to individuals who require accessible seating themselves or to someone purchasing on their behalf.”
3. **Can someone be eligible for accessible seating if they are overweight?** The Equal Employment in Opportunity Commission (EEOC) does claim obesity is a disability under ADA, and therefore anyone who asks for an accessible seat due to their weight is eligible to be sat there.
4. **Can accessible seating be released to the public?** “Tickets for accessible seating may be released for sale in certain limited circumstances. Unsold tickets for accessible seating may be released only under the following circumstances:”
  - a. When all non-accessible tickets (excluding luxury boxes, club boxes, or suites) in the venue have been sold out (the venue gets to define what “sold out” means);
  - b. When all non-accessible tickets in a designated seating area have been sold out and the tickets for accessible seating in that same area may be released in the same designated area; or
  - c. When all non-accessible tickets in a designated price category have been sold out and the tickets for accessible seating in that designated price category may be released within the same designated price category.
5. **What can I ask over the phone to assure the patron needs accessible seating?** “Individuals with disabilities may not be required to provide proof of disability, such as a doctor's note. For the sale of single-event tickets, it is permissible to ask whether the person purchasing the tickets for accessible seating has either a mobility disability or a disability that requires the use of the features of the accessible seating or is purchasing the tickets for a person who meets those criteria. For series-of-events tickets, it is permissible to ask the person purchasing the tickets for accessible seating to attest in writing that the accessible seating is for a person who has a mobility disability or a disability that requires the use of the features of the accessible seating.”

All quoted information was taken directly from the Disability Law Handbook which can be found at the following link:

[http://adata.org/sites/adata.org/files/files/DisabilityLawHandbook\\_2013-rev-2015.pdf](http://adata.org/sites/adata.org/files/files/DisabilityLawHandbook_2013-rev-2015.pdf)

## Basic Theater Terminology

### PEOPLE

**Assistant Stage Manager (ASM)**- person who is hired to help the Stage Manager

**Box Office Manager**- person who oversees ticket reservations & ticketing

**Cast**- the people who perform in a show

**Choreographer**- the person who creates dances & arranges movements for a musical

**Company**- the cast & crew of a show & any other staff who work on the show

**Company Manager**- the person who handles the day-to-day needs of the actors, designers, & technical workers in a theater company (e.g. travel arrangements, housing & hospitality)

**Crew**- all the people who work together on a show except the cast

**Director**- the person who provided the vision of how a show should be presented, who works with the actors on their roles, develops the blocking, & oversees the rehearsals

**Equity**- trade union formed to protect those who work in the theater by helping regulate pay & working conditions

**Front of House**- a term used to describe all the people in a theater who deal with the audience including the people who sell tickets, volunteers, & any other people who deal with the public

**House Manager** - the person in charge of the theater auditorium & anything to do with the audience

**Lighting Designer**- the person who designs the lighting for a show & works with the director to get the desired effects

**Musical Director**- the person who works with the director, actors & orchestra to get the desired musical effects for a show

**Producer**- the person(s) who oversees all aspects of mounting a production; responsible for the overall financial & managerial functions of a production or venue, raises or provided financial backing, & hires personnel for creative positions (writer, director, designers, composer, choreographer, and performers)

**Set & Sound Designers**- the person who designs the sets & the sound direction for a show

**Stage Manager (SM)**- the person who runs the show from opening curtain to closing curtain & oversees everything on the stage & the back of the stage

**Technical Director**- the person who supervises the construction of a set & and rigging that needs to be done, such as hanging scenery

## PLACES

**Backstage-** the part of a theater which is not seen by the audience, including the dressing rooms, wings & the green room

**Catwalk-** a narrow walkway suspended from the ceiling of a theater from which sometimes lights & scenery are hung

**Control Booth-** the place in a theater from which all the sound & lights are controlled

**Downstage-** the part of the stage closest to the audience

**Front of House-** the part of the theater known as the auditorium where the audience is seated, the lobby and the box office (also can be defined under people)

**Green Room-** a place for the performers to relax while waiting to go on Stage

**House-** used to describe the audience, or a short way to say "Front of House" the main seating auditorium (BCP: raked seating; maximum of 409 patrons)

**House Left-** sitting in the audience, facing the stage, this refers to the left side

**House Right-** sitting in the audience, facing the stage, this refers to the right side

**Offstage-** the areas of the stage which the audience cannot see

**Proscenium-** the arch that frames the front of a stage

**Set-** the setting of the stage for each Act & all the physical things that are used to change the stage for the performance

**Stage Left/Right-** these left/right directions are seen from the ACTORS point of view on the stage

**Stage Left-** is when the actor standing in the center of the stage moves to her/his left;

**Stage Right-** is when the actor standing in the center of the stage moves to her/his right;

**Trap-** an opening in the floor of a stage where a performer or prop can disappear, areas of the stage that are to the sides of the acting area & are out of view

**Upstage- (1)** the part of the stage that is farthest from the audience; **(2)** when one actor moves to the back of the stage & causes another actor to turn away from the audience...this is called "upstaging"; **(3)** when an actor draws attention to himself & away from the main action of a play

**Wings-** the areas of the stage that are to the sides of the acting area & are out of view

## THINGS

**Americans with Disabilities Act (ADA)**- a civil rights law that prohibits discrimination based on disability

**Assisted Listening Devices (ALD)**- hearing devices that are connected to our sound system

**Black-Out** – the quick shutting off of all the stage lights

**Break-A-Leg**- something people tell actors/performers to wish them “Good Luck” before a performance or audition

**Curtain Call**- the bows at the end of a performance

**Dress Rehearsal**- a rehearsal, usually just before a show opens, to practice the show just how it will be on opening night, including costumes & make-up, a rehearsal for both cast & crew

**Emergency Seats**- seats reserved for House Management to use as needed

**House Lights**- the lights that are used to light up the auditorium where the audience sits

**Late Seating Cue**- the appropriate time for ushers to seat latecomers as specified by the artist(s)/director/producer, depending on the specifications, patrons may not be guaranteed their ticketed seat & may be sat in another empty seat until intermission or through the end of performance

**Overture**- the beginning music in a musical which usually gives the audience an idea of the music to come & gets them into the feeling of the show

**Season Tickets**- a ticket package, tickets to multiple shows booked in advance as part of a season ticket package; ‘Season Ticket Holder’ benefits include: discounted tickets, ability to freely exchange, & Playhouse Plus Cards

**Marquee**- a sign stating the name of the theater, name of the show & the names of the artists appearing at that venue

**Playbill**- a program/booklet that contains information about a production

**Preset**- when either a prop, costume or something else used in a production is placed in or around the stage before the start of a performance

**Playhouse Plus Cards**- Season Ticket Holders receive this card: gets them discounts on merchandise & services from local Bucks & Hunterdon county area attractions

**Tech Booth**- the area designated for operating technical equipment, lighting controls & sound board

**Third Party Ticketing**- an outside source where tickets can be purchased

*BCP uses: Goldstar/Groupon, TodayTix, Travel Zoo & TDF (constantly changing depending on the production)*

*These tickets are often discounted. When buying through Goldstar, TDF and TodayTix, patrons do not choose their seats when purchasing and find out the day of the performance where their seats are.*

**Will Call**- the place (typically a ticket window or office) where items that have been paid for in advance can be picked up

# Seating Map

\*MUST know seat #'s and rows!\*

