

**KEY CITY
THEATRE**

**STAGE
SAFETY
AND
SECURITY
POLICY**

250-426-7006

www.keycitytheatre.com



Stage Safety and Security Policy.

These policies and guidelines are intended to anticipate and respond to a broad range of event profiles - from family and children entertainment to stadium style rock and roll events - and provide appropriate controls to ensure audience safety and enjoyment for all audience members at a concert experience.

Guiding principles:

Key City Theatre will aim to ensure the safety and enjoyment of a concert experience for all patrons.

General Guidelines:

- The venue must be able to conduct a fire and evacuation at all times. Activities will not be permitted that will circumvent the fire and evacuation plan.
 - All persons must maintain their personal safety – no staff or volunteer should undertake an action which will compromise their own personal safety.
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Venue Representative

- The Venue Representative maintains exclusive oversight and control of the event.
- The Venue Representative will be the Executive Director.
- When the Executive Director is not present, the Head of Technical Services or their representative will assume the role of Venue Representative.
- The promoter, security company staff, 3rd party technicians, artists and performers are expected to respond to any safety direction from the Venue Representative immediately.
- If deemed necessary, the venue representative may halt a performance.

The Role of Security Personnel

- Security Personnel assigned to maintain crowd control. Duties include informing patrons of the rules and managing patrons' physical space.
- This may require intervening in a patron's personal space to re-direct their actions.
- Security personnel will be sourced only through approved security providers.

- Security personnel must be physically capable, trained with prior experience in live event security and crowd management.
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Determining Need

- It is the responsibility of the promoter to identify events that require security.
- The venue reserves the right to determine security requirements independent of and at the expense of the promoter.

A general guideline outlines three levels of security:

1. Low: No alcohol consumption – ushers only
2. Average: Moderate alcohol consumption
3. High – Potential for:
 - a. High alcohol consumption
 - b. “Bar” style show
 - c. “Stadium” style show
 - d. High profile artists
 - e. Audience Dancing
 - f. Audience standing at the front of the stage
 - g. Young adult audience profile

The role of Ushers

Ushers first and foremost ensure the effective fire and evacuation plan and to oversee the audience and facility to ensure safety and enjoyment.

- Job duties include ticket taking and informing patrons of theatre regulation and behaviour and report concerns as needed.
- Ushers are not intended to be used as security personnel.

Patrons

Patrons are the individuals who are attending an event for their enjoyment.

Alcohol

From time to time Key City Theatre hosts events which have higher than normal alcohol consumption. The combination of higher alcohol consumption along with excitement from the event can lead to audience behaviours, which may be difficult to manage.

Crowding

Crowding is defined a concentration of people where patrons or staff are unable to move through a space due to the number of people in that space.

Crowding can cause discomfort for seated patrons who are unable to leave the affected space. The combination of alcohol and crowding may lead to fights between audience members.

- The promoter and venue will ensure that sufficient security is in place and located at designated areas to respond to crowding issues.
- Security Staff and Ushers will monitor crowding and:
- Direct patrons to the sides of the stage
- Ensure aisles and emergency exits are clear
- Direct patrons back to their seats if required

Seated vs. unseated patrons

Event planning should consider whether the audience will remain seated, standing or a combination of the two. Factors to determine will include age of the audience, past event history (other venues experiences), expected level of alcohol consumption, genre of event (rock, hip hop, punk).

- The promoter is expected to understand and communicate event details accurately to staff.
- The venue is responsible to review information and approve / assist with planning. Where information or planning is deemed incomplete, the venue is responsible to ensure a satisfactory plan is complete.
- A plan must be completed no less than two weeks prior to an event.
- The venue may override a promoter's security and hire additional staffing / resources at the promoter's expense if deemed necessary.

Dangerous behavior

- Behaviour that may result in personal injury will not be permitted.
- Ushers identifying dangerous behavior will report the behavior to the front of house manager.

Communication

- Clear communication must be maintained between the backstage crew, front of house ushers, box office, and security staff.
- Radios will be distributed to the Event Technical Director, Front of House Manager, Door 2 Usher, Door 5 Usher Box Office Representative / Theatre Manager and Head of Security.
- For shows with volumes over 90dB, radio users should use in ear headsets.
- Additional radios may be distributed to security and ushers as needed.
- Ushers will hold a pre-show event review meeting prior to each event and will be informed of any identified security issues and plans.
- For events with Security, Security personnel will attend the pre-show event review with the ushers.

Stage and Audience Chamber

- The Stage and audience chamber are distinct from one another.
- It is important for event staff to maintain a clear division to ensure performer and audience safety.
- Audience Members are generally not permitted on stage.
 - Performers may invite audience members onstage from time to time.
 - Onstage Performances that have specific seating or onstage audience presence may also take place provided there is an established evacuation plan that recognizes the specific seating arrangements.
- Venue staff and volunteers must anticipate and plan for measures to ensure audience members do not enter the performance area.
- Patrons that access the stage will be asked to leave the stage area.
- Patrons who do not comply may be physically removed by security staff.

Access to stage

- Clear access to the stage from the auditorium must be maintained at all times.
- Ushers or security personnel will keep stairs clear of patrons.

Backstage

Alcohol and Cannabis

- Key City Theatre is licensed for Alcohol sale and consumption in the front of house areas only.
- Backstage areas such as the green room and dressing rooms are not licensed. As such, alcohol or cannabis cannot be served or consumed in these areas.
- Due to Key City Theatre unique nature of being a School District property the no-alcohol and no-cannabis policy is strictly enforced.

Identification

- Key City Staff, VIPs, Photographers 3rd party contractors requiring access to backstage areas will need a backstage pass. These can be obtained from the Head of technical Services or from the office.
- Persons without a backstage pass may be restricted from entering the backstage areas.

Smoking

- Smoking includes cigarettes, cannabis, vaping, and other forms of inhalation such as hookahs, cigars, and pipes.
- Smoking is prohibited anywhere in the venue. Persons caught smoking or lighting any materials on fire in the venue will be asked to

leave the venue. This applies without exception to performers and to audience members.

- Burning of incense or smudging is permitted but requires the prior consent of management.
 - Any burning of incense or smudging requires notification to Mount Baker Secondary.
- Security staff and ushers observing smoking should ask the patron to put out the lit item immediately.
- Failure to comply with the no-smoking rule should be reported to the front of house manager immediately.

Weapons

- Items that may inflict bodily harm to another person will not be permitted.
- Ushers and Security staff will remain vigilant.
- Any weapons will be reported.

- The Front of House Manager must immediately report the presence of weapons to police.

Signage

The following, but not limited to, signage may be placed in the venue at the discretion of Management.

Patrons are not permitted on stage

Be mindful of other patrons:

Activities that may result in personal injury will not be allowed

No stage diving

No crowd surfing

No moshing,

Please do not block the view of seated patrons by standing at the front of the stage.

Patrons are welcome to dance at the sides of the stage.

No Smoking

Please follow the directions of Ushers and Security Staff at all times.

Key City Theatre is committed to maintaining a safe and enjoyable atmosphere for all patrons. Violations of our safety policies compromise the well-being of attendees, staff, and performers. Therefore, strict consequences will be enforced against those who fail to adhere to these guidelines.

Consequences of Violation:

1. Warning:

- Patrons found in minor violation of safety policies will receive a verbal warning from venue staff or security personnel. The nature of the violation and the warning issued will be documented.

2. Removal from Event:

- Should a patron persist in violating safety policies after receiving a warning, or if the initial violation is deemed severe (e.g., endangering others, aggressive behavior, unauthorized access to restricted areas), the individual will be escorted out of the venue by security personnel. No refunds will be issued in such cases.

3. Banning from Future Events:

- Patrons who commit serious infractions, or those with repeated violations, may be banned from attending future events at Key City Theatre. The duration of the ban will depend on the severity of the infraction(s).

4. Legal Action:

- In cases where a safety policy violation constitutes illegal behavior (e.g., assault, vandalism, theft), Key City Theatre reserves the right to involve law enforcement and pursue legal action against the individual(s) involved.

Reporting and Documentation:

- Venue staff and security personnel are responsible for reporting all incidents involving safety policy violations. Detailed reports will include the nature of the violation, the response taken, and any subsequent actions.

Review and Appeals:

- Individuals subjected to the consequences outlined in this policy may request a review of their case. Appeals must be submitted in writing to the Executive Director within 30 days of the incident.

Policy Enforcement:

- Key City Theatre staff, including security personnel are responsible for enforcing this policy. All staff members are trained to handle safety violations with professionalism and respect for all parties involved.

Communication:

- This policy will be communicated to patrons through visible signage at the venue, pre-event announcements, and inclusion in event programs and on the Key City Theatre website.

- Key City Theatre is dedicated to ensuring the safety and enjoyment of all patrons at concert experiences, accommodating a wide range of event profiles.
- Venue must always be ready for fire and evacuation; personal safety of staff and volunteers is paramount.
- The Venue Representative, typically the Executive Director or Head of Technical Services, has exclusive control over the event, including the authority to halt performances if necessary.
- Security personnel are essential for crowd control and must be sourced from approved providers, with the necessary physical capability and experience in live event security.
- The promoter is responsible for identifying the need for security, with the venue having the final say on security requirements, potentially at the promoter's expense.
- Security levels are determined based on factors like alcohol consumption, event type, and audience profile, with guidelines specifying low, average, and high security needs.
- Ushers play a key role in ensuring the fire and evacuation plan is effective, managing audience safety and enjoyment without acting as security personnel.
- Patrons' behavior can be influenced by alcohol consumption and crowding, requiring careful management to prevent issues like fights.
- Event planning should consider whether the audience will be seated or standing, with the promoter and venue collaborating to finalize plans at least two weeks before the event.
- Dangerous behavior is not permitted, and ushers are tasked with reporting any such incidents to the front of house manager.
- Clear communication among all event staff is crucial, with radios and pre-show meetings facilitating coordination.
- The distinction between the stage and audience chamber must be maintained to ensure safety, with specific protocols for audience members on stage.
- Backstage areas are subject to strict no-alcohol and no-cannabis policies, with backstage passes required for access.
- Smoking is prohibited throughout the venue, with specific allowances for incense or smudging upon management's consent.
- Weapons are banned, and the presence of any must be reported immediately, with police involvement if necessary.
- Consequences for violating safety policies include warnings, removal from events, bans from future events, and potential legal action, with a process for reporting, documenting, and appealing such incidents.
- The policy is enforced by trained Key City Theatre staff and communicated to patrons through various means to ensure a safe and enjoyable atmosphere.