

Task/Process: Emergency Response	Task/Process: Emergency Response
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Ed Mirvish Enterprises Limited – Emergency Response

Scope:

The EMEL Emergency Response apply to all areas at:

- The Princess of Wales Theatre - 300 King St. W.
- The Royal Alexandra Theatre – 260 King St. W.
- The CAA Ed Mirvish Theatre – 244 Victoria St.
- The CAA Theatre – 651 Yonge St.
- Mirvish Productions Head Office – 322 King St. W. / Remote Work Locations

NOTE: Each of the buildings within the scope is unique and therefore requires specific emergency response procedures.

Definitions:

Emergency: a situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the force of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

Types of medical emergencies include but *are not limited to*: Cardiac arrest/heart attack, Choking, Continuous bleeding, Stroke, Seizure, Slips and trips, Falling from height, Burns, Cuts, Allergic reactions.

Other emergencies include, but are not limited to: bomb threats, chemical spills, fire, gas leaks, threat of violence (Active Assailant), confined space entrapment, power failure, adverse weather conditions, working at heights emergencies/rescue, external threats and pandemic (broad public emergency).

Emergency Coordinator(s): the individual(s) in the field that is a direct representative of the building owner and/or building property management. This individual will ensure that activities between the local emergency response agencies and the general public are coordinated and in place.

NOTE: Each of the buildings within the scope have been assigned an emergency coordinator; please refer to the emergency response procedures.

Responsibilities

Emergency Coordinator

When in the workplace, in the event of an emergency, the following staff act as Emergency Coordinator, in the following sequence:

- **During Showtimes: Front of House Manager, Assistant Manager or Duty Manager**
- **Non-showtimes: Operations Staff**
- **Non-showtimes Overnight: Security Guard on Duty**

The Emergency Coordinator is called via radio or alerted *any time* there is an emergency in the workplace.

The Emergency Coordinator will:

- Have an in-depth knowledge of the workplace, as well as its emergency procedures and policies
- Coordinate the activities of all present or involved during an emergency and is the designated liaison between management and emergency responders.
- Provide ongoing oversight and implement appropriate Emergency Procedures in an emergency. These procedures include: Emergency Medical Procedure (Appendix A), Elevator Entrapment (Appendix B), Fire Safety Plans, Active Assailant, Bomb Threat
 - Identifies the risks that are within or related to their areas of responsibilities and base emergency management plans on the assessment of risks, including those related to critical infrastructure
- Coordinate emergency response teams.
 - Communicate emergency prevention procedures with all workplace parties and necessary non-EMEL parties
- Have a sustainable capacity to meet the goals outlined in workplace emergency plans, based on priorities, needs analysis and capability requirements.

Front of House Manager – Assistant Manager / Duty Manager

- Will alert security/ stage door upon arrival and departure
 - Note: If there is a switch off between management (i.e. FOH Manager leaves and FOH Assistant Manager takes over), it is the last person to leave who reports their absence from the building
- Communicate emergency prevention procedures with all workplace parties and known external interested parties, (such as, touring companies) including specific training for any person with defined duties or responsibilities in relation to the procedures or plans
- Know the emergency procedures specific to their designated location and as outlined in the Emergency Procedures Policy
- Apply and implement changes based on outcomes of training and exercises as well as from practical experiences.
- Must have successfully completed training as outlined in the EMEL Competency Policy.
- Ensure front of house staff are trained in medical emergency procedures.

Operations Staff

- Responsible for keeping all medical and first aid materials up to date and stocked in each of the locations outlined in the scope.
- Responsible for attending to any incident that was caused by a building related issue; if not in the building, must attend.
- If incident was caused by something in the building, ensure that proper post-incident procedures are followed to determine the cause as well as provide a solution.
- If present during emergency medical incidents, works in coordination with Security as Emergency Coordinator when Front of House is not present.
- Know the emergency procedures specific to each location and as outlined in the Emergency Procedures Policy
- Must have successfully completed training as outlined in the EMEL Competency Policy

Security

- Respond, handle or assist with the emergency as per internal procedures and training.
- Ensure that appropriate personnel are informed of any medical emergency.
- Must understand EMEL health and safety policies and procedures, as well as being trained in a variety of emergency incidents, meeting and escorting responders and assisting in evacuating building occupants.
- Maintains communication and provides assistance as directed by the Emergency Coordinator (when they are not acting as Emergency Coordinator).
- Maintains communications and provides status updates with General Manager, Theatres, and Building Operations Manager.

EMEL Employees

- If present during a medical emergency, provide assistance as directed by the Emergency Coordinator.
- Bring forward any matters concerning actual or perceived Health and Safety issues within the workplace to a Manager or Supervisor so to mitigate any future emergencies.

HR Department

- Comply with Health and Safety Policies, including but not limited to EMEL Competency Policy and the Health and Safety Training Policy
- Assists FOH in implementing specific training for any person with defined duties or responsibilities in relation to the procedures or plans
- When developing policies and procedures, be able to identify the necessary resources to implement the prevention procedures, while taking into account the needs of other interested parties, such as emergency services, authorities or the general public
- Provide training, arrangements or measures, where appropriate, aimed at mitigating risks from hazards, relevant to the workplace
- Know the emergency procedures specific to each location and as outlined in the Emergency Procedures Policy
- Ensure there are staff trained in first aid at the locations within the scope

Evaluation:

Management, along with the Emergency Coordinators, will evaluate EMEL Emergency Response – Emergency Procedures as needed and monitor and ensure the ongoing compliance of staff.

Revisions:

Revision Made	Revision Made By	Date

Approvals:

The following individuals have read and approved the policy herein:

Name and Title	Signature	Date
Jason Powell General Manager, Theatres		

APPENDIX A – Medical Emergency Procedure –Theatres

Medical Emergency Procedure Overview:

1. In the event of a medical emergency, Security, Stage Management or a member of EMEL staff will call for the Emergency Coordinator and any other relevant parties via radio
 - a. Ensure that all radios are set to the correct channel to receive communications; this will vary on location (outlined above under ‘Scope’).
 - b. When anyone radios for an emergency, they will say, “Medical Emergency, [*the location of the emergency*]. Bring the defibrillator”.
 - i. In public spaces, the defibrillator is also referred to in code as ‘The Baby’. (i.e. “Bring The Baby”)
2. When the Emergency Coordinator arrives to the scene, they will assess the situation. If necessary, the Emergency Coordinator will ensure that 9-1-1 is called and first aid is being administered. They will also ensure that an automated external defibrillator (AED) is retrieved—the locations of the AED’s are listed in Appendix A.1.
3. Emergency Coordinators will send an usher or other member of staff to meet the EMS team at the designated entrance while another usher or other member of staff is at the alternative entrance for that theatre.
4. In the Princess of Wales Theatre, CAA Theatre, or the Ed Mirvish Theatre, depending on the location of the incident, security, or an usher captain will be sure to reserve an elevator for use by EMS.
5. When speaking to the 9-1-1 operator, provide all relevant and necessary information. This includes but is not limited to the following:
 - a. Number and location of ill or injured persons(s)
 - i. Provide the nearest entrance (emergency access point) and address in as much detail as possible
 1. Note: The Workplace Injury and Illness Report Form is a good guide to follow when making this call. Can also refer to the appropriate Emergency Response Checklist (Appendix A.2)
 - b. Nature of injury or illness
 - c. Hazards involved
6. The staff member or crew member assigned to meet the EMS team by the Emergency Coordinator takes report of what time the incident occurred, when EMS arrives, ambulance or truck number, and any other relevant time stamps.
7. The Emergency Coordinator or an assigned member of staff will:
 - a. Ensure crowd control measures are taken
 - b. Ensure the belongings of ill or injured persons are collected and readily available. This includes, but is not limited to, ID’s and medication.
 - c. Obtain or locate ill or injured persons emergency contact information whenever possible
8. The Emergency Coordinator will gather all evidence. This may include, but is not limited to, any reports from witnesses, Mirvish employees, security, any photos taken of the scene, or any other relevant evidence.
9. The Emergency Coordinator will ensure that the correct documentation and/or paperwork is filled out promptly and sent to the General Manager, Theatres.
 - a. ***If the ill or injured person is refusing care, ensure that they complete a ‘Refusal Form’***
10. The General Manager, Theatres will determine if the incident needs to be escalated to HR or other management parties.

APPENDIX A.1 - Locations of automated external defibrillator's (AED)

The Princess of Wales Theatre - 300 King St. W.

FOH - West Coat Check, wall mount

Backstage – Stagedoor, wall mount

The Royal Alexandra Theatre – 260 King St. W.

FOH - Main Lobby, East side near accessible washroom

Backstage - First floor corridor at East side near door to stage.

The CAA Ed Mirvish Theatre – 244 Victoria St.

FOH - Stage door

Backstage - Stage Left at Orchestra Level

The CAA Theatre – 651 Yonge St.

Main lobby mounted to wall next to coat check door.

Mirvish Productions Head Office – 322 King St. W. / Remote Work Locations

Fourth floor lunchroom, mounted outside kitchen door

APPENDIX A.2 – Emergency Response Checklist

Princess of Wales Theatre

If a medical emergency occurs, follow these steps:

- ☐ **Call 9-1-1** (when using one of the venue's phones, first dial '9' to get a line)
 - Follow the operator's instructions, and answer questions clearly and calmly
 - When asked the address, provide the address **[300 King Street West]**, but be sure to direct them to the closest entrance using clear instructions.
 - *If emergency takes place closest to Stage Door provide 9-1-1 with the following information:*
 - **“Have EMS arrive at Stage Door, located at the south entrance of the theatre on Pearl Street. Closest intersection is Pearl and John Street. Stage door signage is located above the west entrance on Pearl Street.”**
 - *If emergency takes place closest to the front entrance provide 9-1-1 with the following information:*
 - **“Have EMS arrive at the front entrance of the Princess of Wales Theatre, located at 300 King Street West. The closest intersection is King and John.”**
 - ☐ Contact the Emergency Coordinator, or instruct someone else to do so
 - If you are designated Emergency Coordinator, ensure the AED and first aid kit are retrieved.
 - First aid is administered as needed
 - ☐ Contact the Emergency Response Group Text which includes the following members of staff: General Manager, Theatres; Director of Business and Labour Relations; Director of Production; and the Building Operations Manager
 - ☐ Assign crowd control as necessary
 - ☐ When First Responders arrive, assist as needed and follow their instructions.
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Royal Alexandra Theatre

If a medical emergency occurs, follow these steps:

- ☐ **Call 9-1-1** (when using one of the venue's phones, first dial '9' to get a line)
 - Follow the operator's instructions, and answer questions clearly and calmly
 - When asked the address, provide the address **[260 King Street West]**, but be sure to direct them to the closest entrance using clear instructions.
 - *If emergency takes place closest to Stage Door provide 9-1-1 with the following information:*
 - **“Have EMS arrive at Stage Door, located at the back entrance of the theatre on Pearl Street. Closest intersection is Pearl and Ed Mirvish Way.”**
 - *If emergency takes place closest to the front entrance provide 9-1-1 with the following information:*
 - **“Have EMS arrive at the front entrance of the Royal Alexandra Theatre, located at 260 King Street West. The closest intersection is King and Ed Mirvish Way.”**
 - ☐ Contact the Emergency Coordinator, or instruct someone else to do so
 - If you are designated Emergency Coordinator, ensure the AED and first aid kit are retrieved.
 - First aid is administered as needed
 - ☐ Contact the Emergency Response Group Text which includes the following members of staff: General Manager, Theatres; Director of Business and Labour Relations; Director of Production; and the Building Operations Manager
 - ☐ Assign crowd control as necessary
 - ☐ When First Responders arrive, assist as needed and follow their instructions.
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CAA Ed Mirvish Theatre

If a medical emergency occurs, follow these steps:

- ☐ **Call 9-1-1** (when using one of the venue's phones, first dial '9' to get a line)
 - Follow the operator's instructions, and answer questions clearly and calmly
 - When asked the address, provide the address **[244 Victoria Street]**, but be sure to direct them to the closest entrance using clear instructions.
 - *If emergency takes place closest to Stage Door provide 9-1-1 with the following information:*
 - **“Have EMS arrive at Stage Door, located at the back entrance of the theatre on O’Keefe Lane. Closest intersection is O’Keefe Lane and Dundas Sq.”**
 - *If emergency takes place closest to the front entrance provide 9-1-1 with the following information:*

- **“Have EMS arrive at the front entrance of the Ed Mirvish Theatre, located at 244 Victoria Street. The closest intersection is Victoria and Dundas Sq.”**
 - Contact the Emergency Coordinator, or instruct someone else to do so
 - If you are designated Emergency Coordinator, ensure the AED and first aid kit are retrieved.
 - First aid is administered as needed
 - Contact the Emergency Response Group Text which includes the following members of staff: General Manager, Theatres; Director of Business and Labour Relations; Director of Production; and the Building Operations Manager
 - Assign crowd control as necessary
 - When First Responders arrive, assist as needed and follow their instructions.
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CAA Theatre

If a medical emergency occurs, follow these steps:

- **Call 9-1-1** (when using one of the venue's phones, first dial '9' to get a line)
 - Follow the operator's instructions, and answer questions clearly and calmly
 - When asked the address, provide the address **[651 Yonge Street]**, but be sure to direct them to the closest entrance using clear instructions.
 - *If emergency takes place closest to the front entrance provide 9-1-1 with the following information:*
 - **“Have EMS arrive at the front entrance of the CAA Theatre, located at 652 Yonge Street. The closest intersection is Yonge and Isabella Street.”**
- Contact the Emergency Coordinator, or instruct someone else to do so
 - If you are designated Emergency Coordinator, ensure the AED and first aid kit are retrieved.
 - First aid is administered as needed
- Contact the Emergency Response Group Text which includes the following members of staff: General Manager, Theatres; Director of Business and Labour Relations; Director of Production; and the Building Operations Manager
- Assign crowd control as necessary
- When First Responders arrive, assist as needed and follow their instructions.

APPENDIX B – Elevator Entrapment Procedure

Purpose

This procedure was developed to ensure a safe, effective rescue in the event that passengers become trapped in elevator cars throughout Ed Mirvish Enterprises Ltd. Properties.

Scope

This procedure covers all elevators throughout Ed Mirvish Enterprises Ltd. Properties.

Procedure for Elevator Entrapment

In the event that an elevator malfunctions resulting in passengers being trapped inside an elevator car, the following procedure is to be followed:

1. Only qualified personnel from the elevator Service Provider are authorized to open the elevator doors and to assist the trapped passenger(s) in exiting the cab. Building employees are not authorized to assist trapped passenger(s).
2. Upon being contacted by the entrapped passenger(s) via the elevator phone, Monitoring Company or the elevator Alarm Button, Security will notify the Building Operations Manager and Emergency Coordinator during show times. The Building Operations Manager will contact the elevator Service Provider and notify Management Team.
3. If immediate medical attention is required, the Emergency Coordinator will call 911 to request emergency medical assistance.
4. Building Operations will obtain an estimated time of arrival (ETA) from the elevator Service Provider, which will then be communicated to the Emergency Coordinator.
5. The following individuals will be dispatched to the scene:
 - A certified Elevator Technician
 - Emergency Coordinator
 - Building Operations (if on-site and/or required)

The Emergency Coordinator will maintain communication with the passenger(s) during the event and will inform the passenger(s) of the procedure that follows. The elevator may begin moving again without notice, so attempts to exit the elevator without professional assistance pose a serious risk. Therefore, passenger(s) will be advised not to attempt to open the elevator doors and to stand away from the doors.

1. The Emergency Coordinator on the scene will assess the situation and determine the passengers' level of physical and/or emotional stress. The Emergency Coordinator will also

reassure the passenger(s) that they are not in any danger and keep them informed of the progress.

2. When possible, the Emergency Coordinator will remain at the scene until all passengers are able to exit the elevator cab safely.
3. If on-site, Building Operations will remain at the scene unless another priority/emergency situation arises that requires an immediate response. If Building Operations is unable to remain at the scene, they will remain available to the Emergency Coordinator / Security Guard.

Persons Entrapped

Being mechanical equipment, elevators are subject to occasional mechanical issues, including failure. Though entrapment in an elevator is an uncommon occurrence, it is necessary to develop and communicate rescue procedures should entrapment occur.

In the event that an elevator malfunctions, and you become trapped inside an elevator car, the following procedure is to be followed:

1. **Remain calm.**
2. Call for assistance using either the elevator phone and/or the alarm button. If medical attention is required, notify the responding Emergency Coordinator immediately.
3. For safety reasons, do **not attempt** to try to pry open the doors.
4. Building Operations will notify the elevator service provider immediately. In the case of passenger entrapment, the service provider will dispatch an elevator technician without delay.
5. Continue to stay in communication with the Emergency Coordinator during entrapment.

Emergency Coordinators:

When in the workplace, in the event of an emergency, the following staff act as Emergency Coordinator, in the following sequence:

1. During Showtimes: Front of House Manager, Assistant Manager or Duty Manager
2. Non-showtimes: Operations Staff
3. Non-showtimes Overnight: Security Guard on Duty