



PUMPHOUSE THEATRE  
POLICIES AND PROCEDURES

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## GENERAL POLICIES AND PROCEDURES

### General

1. No smoking in the theatre at any time. Food and drink are allowed at the discretion of the Tenant, though no glass bottles are permitted at any time. The Tenant's Front of House Staff will be responsible for enforcement of the policy. Any damages or stains will be charged to the Tenant.
2. No food, drink or smoking on deck or backstage unless it is a scripted action in the production. The Tenant's Stage Management will be responsible for enforcement.
3. Tenants must notify the PTS staff in advance if trucks or cars will be left unattended by the building. No truck or car may be left unattended by the building while a show is in progress to ensure proper egress from the building in the event of an emergency.
4. The PTS has a 5 cubic metre waste container. Each Tenant is entitled to a maximum usage of 1/2 of container (set, etc). If a Tenant requires more space there will be a charge for an extra pick-up. The PTS encourages the recycling of materials. If your set is too large to fit properly in the dumpster you will be required to remove it from the premises for disposal.
5. The equipment provided with the theatre is listed in the Technical Specifications for the theatre. Please note that equipment may be out of service from time to time. Check with the Technical Director before your load-in as to equipment availability.
6. All equipment is signed out to the Tenant in good working order. It is the responsibility of the Tenant to note any undetected damage/problems. You have the option of refusing any equipment at the time of issue. Damage to the equipment, incurred during the rental period, shall be charged to the Tenant at repair and/or replacement costs plus 10% administration charge or \$50.00, whichever is greater.
7. Damage to soft goods will be billed to clients as a replacement charge not a repair charge.
8. Tenants will be charged for all stage light replacement bulbs.

### Front of House

1. Tenants must provide their own box-office, ticket-taker and usher volunteers. For the Victor Mitchell Theatre a minimum of 4 ushers and 1 box office volunteer are required. For the Joyce Doolittle Theatre a minimum of 1 ushers and 1 box office volunteer are required.
2. The Tenant's front of house crew is responsible for cleaning up aisles and seating area in theatre.
3. One member of the front of house crew is **required** to remain in the lobby for the duration of the performance.

### Theatres

1. The Pumphouse Theatre Technical Director or his/her designate shall approve all rigging prior to load-in. Actual rigging **must be supervised** by Pumphouse staff and **installed by the client**.
  - a. Rigging is classified as any item, which is attached to the grid or truss system that is not already a venue provided lighting fixture with pre-attached clamp. For example rented

professional lighting equipment is not rigging, a chandelier is. As is any set piece that attaches to the grid or trussing system.

2. If there is to be any open flame on stage, all materials used - including but not limited to set, costumes, props, etc. - must be fire-proofed as per Calgary Fire Prevention Bureau recommendations, and available for inspection and testing prior to any audience viewing the performance.
3. Any painting that happens in the theatre must be controlled and kept off all existing surfaces. Any paint damage will also have a charge associated that will be determined by Technical Director per instance.
4. Microphones, headsets and belt packs are to be collected by the stage manager at the end of the day and locked in the control booth. Cables must be coiled and stored neatly.
5. Stage lights are not to be used as work lights for any amount of time.
6. It is client responsibility to report anything wrong with any stage light. It is the client's responsibility to first check to make sure an instrument is patched and cabled appropriately in the event that a stage light will not turn on. **Any maintenance, diagnostics or bulb changing that is required must be done by a Pumhouse staff member, after the client has verified it has been plugged in appropriately.**
7. Cable runs must be neat and securely tied. Connections should not be load supporting. Cables crossing floor traffic areas must be covered.
8. The stage and backstage areas are **the responsibility of the Tenant** to keep clean. Workshop must be clear of **all client items** at the end of **every night**.
9. House light levels during the pre/post show and intervals shall be of sufficient levels to allow members of the public to safely move about in the theatre.
10. All groups using the VMT **must keep a 5' (five foot)** clearance from the north wall to any scenery pieces or drape unless preauthorised by the Technical Director.
11. All groups using the JDT must keep an unobstructed view from the alarm sensor to the exit doors.
12. All **aisles must be a minimum of 36"** with no obstructions of any kind.
13. In the Victor Mitchell Theatre, the set up and dismantling of the scaffolding and the set up and closure of the seating risers is the responsibility of Pumhouse Theatres staff **with the Tenant's assistance**.
14. Only cloth spike tape and cloth gaff tape are to be used on the floor of the theatre. No vinyl gaff or duct tape may be used on the floor. A re-painting charge will be assessed if this occurs.
15. Damaged bulbs are charged back to the client upon replacement, an LX handling tutorial will be provided to the client upon load in to assist in avoiding this scenario.

**Control Booths**

1. **No food, drink or smoking in the booths.** It is the responsibility of the stage manager to enforce this policy.
2. Equipment is not to be moved or unplugged without permission and/or supervision of the Technical Director.
3. Please be advised that the Pumphouse may use equipment during **non-production times**. Comprehensive cue sheets for lights and sound are recommended.

**Greenroom and Dressing Rooms**

1. All areas are cleaned prior to the move-in date. The Tenant is responsible for keeping these areas clean and habitable during the rental period.
2. All food and/or beverages must be stored in the fridge provided in the Greenroom. This includes food/beverages in sealed packages.
3. The Tenant is to ensure that these spaces are clear and clean prior to leaving (clean sinks, counters, mirrors etc.). For strikes, all show and personal effects are to be removed and all garbage to be disposed of in the dumpster provided.
4. All lost and found items will be held for a period of one week after move-out date. All goods not claimed will be turned over to charity.
5. **No one shall punch, staple, tape, or screw anything to any surface without prior approval.** Repair costs will be invoiced (at Cost + 10% administration or \$50.00, whichever is greater) to any tenant not adhering to this policy. Please use picture rails and bulletin boards for any displays. All items must be mounted securely to the hooks provided. Hooks will not be moved or removed under any circumstances.
6. It is the responsibility of the stage manager to ensure all lights and personal items (such as curling irons, coffee pots, etc.) are shut off at the end of each day.

**Shop**

1. The shop is a useable area for Tenants during load-in as outlined by the Technical Director. This space **MUST** be cleaned at the end of each workday. After set-up (ie: final dress), the Tenant is to clear and clean the shop and all materials not used (sweep the floor, workbenches, pick up scraps, etc.).
2. Shop floor has been colour coded with paint for client ease in identifying which areas can never be blocked regardless of whether or not a show is in progress, please read the signage carefully in the shop to properly identify these and other such areas and rules.

## Schedule "D"

Pumphouse Theatre  
Policies and Procedures

General Policies and Procedures

3. Any items found blocking a fire door or either door in the workshop marked **do not block** will be removed immediately regardless of whether or not a show is in progress. Please familiarize yourself with these areas.
4. The shop is not to be used as a storage area, stage cross-over or dressing room without prior consent of the Technical Director. Rental charges for extra use will be assessed.
5. PTS does not supply *any* tools. Operators of any power tools **MUST** do so within manufacturer's specifications and as per the PTS Safety Rules for Power Tools, and as outlined in the Safety Policy.
6. Any materials *not* brought in by the Tenant, including workshop lumber, are *not* for client use.
7. Paint sink provided in the shop is not to be used for the disposal of mop water or any other grey water with the exception of washing out paint brushes and other like items. All other grey water is required to be disposed down a green room toilet.

## Boardroom

1. Rental of the Joyce Doolittle Theatre does not guarantee usage of the Boardroom. Usage of this space as a storage area, stage cross-over or dressing room requires prior consent of the Technical Director. Rental charges for extra use may be assessed.

## SPECIAL EFFECTS & PYROTECHNICS

- 1) The Pumphouse Theatres must be notified in writing four (4) weeks in advance of all pyrotechnical or special effects to be done in the Pumphouse Theatres.
- 2) The Pumphouse Theatres RESERVES THE RIGHT to make changes to the effects and has the final say in the viability of a pyrotechnical or special effect and can cancel any pyrotechnics if deemed unsafe or different from the effect approved by the Fire Marshall.
- 3) Special effects are categorized as: smoke, i.e.: fog machine, dry ice, or chemical; strobe lights; flames (open or closed, including candles); gun shots; and smoking
- 4) Pyrotechnics are categorized as any combustible material that produces smoke, fire, visual effect, or audio effect.
- 5) All pyrotechnical displays in the province of Alberta must be done by, or under the supervision of, a licensed shooter. The shooter's license must be posted at all times in the PTS office during that production.
- 6) The licensed shooter is the only person for the run of the performance who is the designated "pyro person". He (She), and only he (she), will: check the system, mix or make the pyro effect, load the pyro effect, test the system, detonate the effect, clean and maintain the system.
- 7) All set, prop, and costume pieces in the blast area and vicinity should be removed or treated with an approved fire retardant.
- 8) Proper safety and fire precautions must be taken:
  - a) two fire extinguishers backstage, one by the shooter, and one close by backstage
  - b) all people on deck or near the effect must know what the effect is capable of doing
  - c) a crewmember must stand ready during the effect with a fire extinguisher
- 9) The shooter MUST have direct line of sight to all blast areas, and has the final say in a go/no go situation.
- 10) All pyrotechnical materials (e.g., flash paper, squibs, powders, etc.) must be stored in a locked metal cabinet.
- 11) All detonation and blasting control boxes must have UL or CSA listed approval. The detonation switch has to be a keyed momentary on switch.
- 12) Fire Marshall approval is arranged through the PTS Technical Director and is required for any and all pyro or fire effects.
- 13) All guns used in the theatres must be modified to accept blank rounds only. A PAL (Possession and Acquisition License) must be in the possession of the person responsible for the weapons. All weapons and ammunition **MUST** be locked up when not in use. Only the person responsible for the firearms shall handle and load the weapons. Only the actors involved may handle the weapons, and only for the scenes required.

**The Pumphouse Theatre reserves the right to deny any application or to shut down any effect onsite that is deemed unsafe or where proper permits cannot be produced. Any and all Fog, Haze or Smoke, used in the venue must be approved by the Technical Director prior to use. If the use of any effect by the client causes a dispatched false alarm or causes any damage, they will be charged back any and all costs related.**

**If you have any questions or need clarification on any of these items, please contact the Technical Director at 403-263-0079 ext.102.**

## SAFETY RULES and SAFE WORKING PRACTICES

### **Worker Definition**

A Worker is any person who, through employment by PTS or another company, or when volunteering for PTS or another company, performs any type of work within the jurisdiction of the Pumphouse Theatres.

### **Worker Responsibilities**

1. Every worker shall take reasonable care to protect his or her safety and health and the safety and health of other persons who may be affected by his or her acts or omissions at work.
2. All workers working with equipment and materials that may be injurious to them in any way shall wear, and use in the manner for which they are designed, protective clothing or equipment required for the safe performance of their work.

### **Stage, Scenery/Paint Shop**

1. CSA approved steel-toed safety shoes shall be worn when deemed necessary by the Technical Director or his/her representative.
2. CSA approved facemasks or goggles shall be worn while working with any tools that may present a risk of injury or irritation to the eyes. These include but are not limited to, table saws, radial arm saws, skill saws, sanders, grinders, reciprocating saws and any other tools that the Technical Director or his/her representative may so designate at his or her discretion.
3. Paint sink should be used for intended purpose only and must be left in a clean condition. All paint and paint supplies must be removed at the end of each run. A cleaning fee will be applied if this is disregarded. No other grey water including mop water may be disposed for down this sink. Use a green room toilet for all other grey water.
4. CSA class A ear muffs shall be worn at all times when major power tools are operating.
5. Whenever there is a risk due to overhead work, hard hats shall be worn by any worker who is so ordered by the Technical Director or his/her representative at his or her sole discretion.
6. The building is a non-smoking area.
7. 'Cut-offs' and other debris should be cleared on an on-going basis. The shop shall be cleared completely and thoroughly at the end of each day.
8. When power tools are operated, there should be another person in the shop.

9. All lifts shall be made with a straight back and knees bent. Only those weights that can be moved comfortably shall be lifted. All heavy or awkward loads encountered must have assistance.
10. The Pumphouse reserves the right to make staging and other necessary changes to the production if there is any situation, which is deemed to be hazardous by the Technical Director.
11. All equipment will be operated in accordance with the instructions in their manuals or according to the instructions of the Technical Director. Any equipment problems must be reported immediately to the Technical Director.

**All accidents, even the most minor should be noted in the accident report book, and reported to the Technical Director of PTS or his/her representative.**

12. Anyone working at or over 10' above the floor on a ladder must have the ladder footed by another person. Any Person going higher than 12' on a ladder must be wearing a harness.
13. Anyone using the scaffolding must have a person at the base of the scaffolding at all times, any movement of the scaffold must be done by the person on the floor, any materials lifted up to the top via the rope and pulley must be done by the person on the floor.
14. During set up and strike, any open stage traps shall be barricaded, marked, or manned.
15. If any danger from above exists, the people footing ladders or working the scaffold, shall wear hard hats.
16. All flying hardware shall be inspected per change over or application, and dangerous components replaced.
17. If workers or staff notice that equipment is damaged including but not limited to the following: cracked lenses, damaged insulation to cables and pigtailed, luminaries that make buzzing or crackling noises, spread or cracked Clamps and yokes, kinked or frayed safety chains, loose fasteners, or malfunctioning equipment and if repairs cannot be satisfactorily repaired on the spot, the equipment should be tagged and removed from active inventory, and the Event Supervisor notified. No one but a Pumphouse Staff member will do any repairs to any equipment, including but not limited to changing bulbs and fixing electrical.
18. All luminary fixtures and attendant devices (i.e. barn-doors, top hats, etc.) shall be safety cabled to the lighting grid with an approved safety cable.
19. All lighting cables shall be neatly dressed and tied off to the lighting grid, excess cable shall be neatly coiled and tied to the lighting grid. Electrical connectors shall not bear loads nor hang unsupported.
20. Outside of 'show state'; there will always be a minimum amount of light in the two theatres as provided by the ghost lights.



**Schedule "D"**

Pumphouse Theatre  
Policies and Procedures

## Safety Rules &amp; Safe Working Practices

21. Fire doors and fire exits shall be unobstructed at all times, an area of no less than 6' in length X the door width shall be maintained clear at all times. All exit and aisle widths shall be a minimum 36" wide.
22. Whenever potential hazards exist (i.e.: workers overhead, open pit, etc.) other workers will verbally warn, and/or a sign or barricade will be posted, and/or a person will be designated as a look out.

## FIRE AND EVACUATION PLAN

### General Information

- 1. If there is a fire alarm; theatres & building MUST be EVACUATED.**
2. If anyone on staff or with the Tenant spots a fire, or believes there is a fire; they MUST without delay pull the nearest fire alarm pull station. They should at that point ensure that all persons close to the fire are evacuated outside.
3. Fire Warden and Deputy Fire Wardens will meet at the front doors (control point) once the building has been completely and successfully emptied.
4. The PTS Technician on staff is the Fire Warden for the building.
5. The Stage Manager and all Assistant Stage Mangers are Deputy Fire Wardens for their respective theatres.
6. The Front of House people and the bar/concession staff are the Deputy Fire Wardens of the lobby, bar and public washroom areas.
7. Fire Warden and Deputy Fire Wardens are assigned evacuation areas for which they are responsible.
8. All Deputy Fire Wardens are to report to the Fire Warden upon completion of their assigned tasks
9. The rendezvous point for the companies is the far side of the electrical transformer on the south side of the Pumphouse Theatres.
10. After the evacuation, members of both companies are to assist with crowd control.
11. Members of the general public are to assemble on the far south side of the Pumphouse Ave. cul-de-sac.
- 12. No person may re-enter the building until the Fire Department approves.**

### EVACUATION PAGE TO THE THEATRE

*Ladies and Gentlemen:*

*An alarm has sounded. Please evacuate the theatre through the nearest exit doors in a quiet, calm and orderly fashion.*

*Please assemble in the Pumphouse Avenue cul-de-sac, in front of the building, where we will make further announcements.*

*If you require assistance, please remain seated and the Front of House staff will assist you.*

## VICTOR MITCHELL THEATRE

1. **If there is an alarm, the theatre MUST be EVACUATED.**
2. The Stage Manager is the Deputy Fire Warden for the Victor Mitchell Theatre.
3. The Assistant Stage Manager(s) are the Deputy Fire Wardens for the backstage areas, including the greenroom, dressing rooms, shop, LX hallway, and backstage.
4. If anyone on staff or with the user groups spots a fire, or believes there is a fire, they **MUST** without delay pull the nearest fire alarm pull station. They should at that point ensure that all persons close to fire are evacuated outside.
5. The Stage Manager of the production, upon hearing the alarm (or being told of the alarm) **MUST STOP** the production, raise all house and work lights, stop all sound effects/music and make an announcement to the theatre, informing the theatre that all members of house and company should proceed in an orderly manner to the nearest exit.
6. The Stage Manager should ensure that all booth personnel proceed to the nearest exit (bottom of SW stairwell) and assist in the evacuation.
7. The Stage Manager is to ensure that the galleries and theatre are clear before exiting.
8. The deck ASM(s) should ensure that all actors and crew exit via the nearest exit, and ensure that the stage and backstage areas are clear, before exiting.
9. The rendezvous point for the VMT companies is the far side of the electrical transformer on the south side of the Pumphouse Theatres.
10. After the evacuation, members of both companies are to assist with crowd control.
11. Report to the control point (front doors) once evacuation of your areas complete.
12. Use common sense in handling situations.
13. Evacuation of handicapped persons:
  - Arrange for enough people to help in evacuating any and all handicapped persons in one trip. Note: Handicapped persons may want to choose their own aides and practise methods in assisting them.
  - Follow the advice and wishes of the handicapped person so long as their safety and yours are not jeopardized.
14. If, during the evacuation, Fire Warden and Deputy Fire Wardens find that movement in the stairwell has slowed appreciably or stopped, they are to redirect persons through safe floor area to an alternate exit.
15. Do not assume the emergency is over if the alarm bells stop ringing. Continue with the evacuation until told by the Fire Department personnel to stop.
16. Members of the general public are to assemble on the far south side of the Pumphouse Ave. cul-de-sac.
17. **No person may re-enter the building until the Fire Department approves.**

## JOYCE DOOLITTLE THEATRE

1. **If there is an alarm, the theatre MUST be EVACUATED.**
2. If anyone on staff or with the user groups spots a fire, or believes there is a fire, they **MUST** without delay pull the nearest fire alarm pull station. They should at that point ensure that all persons close to fire are evacuated outside.
3. The Stage Manager of the production, upon hearing the alarm (or being told of the alarm) **MUST STOP** the production, raise all house and work lights, stop all sound effects/music, and make announcement to the theatre, informing the theatre that all members of house and company should proceed in an orderly method to the nearest exit.
4. The Stage Manager should ensure that all booth personnel leave, and help the Front of House in evacuating the house via the south and east exit doors.
5. The Stage Manager should ensure that all actors exit via the nearest exit, and ensure that the stage, backstage areas are clear, before exiting.
6. The rendezvous point for the JDT companies is the far side of the electrical transformer on the south side of the Pumphouse Theatres.
7. Report to the control point (front doors) once evacuation of your areas complete.
8. After the evacuation, members of both companies are to assist with crowd control.
9. Use common sense in handling situations.
10. Evacuation of handicapped persons:
  - Arrange for enough people to help in evacuating any and all handicapped persons in one trip. Note: Handicapped persons may want to choose their own aides and practise methods in assisting them.
  - Follow the advice and wishes of the handicapped person so long as their safety and yours are not jeopardized.
11. If, during the evacuation, Fire Warden and Deputy Fire Wardens find that movement in the stairwell has slowed appreciably or stopped, they are to redirect persons through safe floor area to an alternate exit.
12. Do not assume the emergency is over if the alarm bells stop ringing. Continue with the evacuation until told by the Fire Department personnel to stop.
13. Members of the general public are to assemble on the far south side of the Pumphouse Ave. cul-de-sac.
14. **No person may re-enter the building until the Fire Department approves.**

## Box Office and Usher Duties and Responsibilities

### **Box Office/Front of House Manager**

The box office person will also act as the FOH manager and is responsible for supervising and training the ushers.

#### **Responsibilities:**

- Familiarize volunteer usher with the space (location of bathrooms, reserved usher seat etc.) and evacuation procedures.
- Ensure that the usher has everything they need: including, flashlight, programs. (Flashlights are client responsibility to provide)
- Ensure that there are reserved usher seats.
- Remain in the lobby for the duration of the performance and Monitor the door against improper entry by latecomers etc.
- Assist usher with any patron who has to leave the theatre and, together with PH staff check their safety and well-being. PH staff will take the lead and call 911 as necessary.
- Assist Pumphouse staff with evacuation procedures if and when necessary.

#### **Usher**

- Stand by the theatre door until the house is opened.
- Check tickets to ensure that they are the correct date and time and theatre- often when there are two shows running concurrently we will have patrons for the Victor Mitchell shows line up for the Joyce in error.
- Tear tickets; retain stubs, and direct patrons inside.
- Distribute programs.
- Answer questions about running time and intermission, every once in awhile remind the line to turn off their cell phones.
- Close theatre doors when the performance begins and at the end of intermission.
- Prevent patrons from sitting or standing on stairs or in the aisles.
- Observe the audience to determine whether there are any problems once the show has begun. ( e.g. cameras or recorders being used, patrons causing disturbance, patrons taking ill etc)
- Open theatre doors at intermission and end of show.
- Once the theatre is clear do a quick scan and remove any programs or drinks.

#### **Fire and Evacuation Plan Please read full plan. Highlights include:**

The box officer volunteer, together with any bar staff are the deputy Fire Wardens of the lobby, bar and public washroom areas. You will assist audience members to exit and ensure that the washrooms are clear and close all doors as you leave. Control point is the front door. Upon hearing the alarm, proceed to the nearest exit (this will be identified at the beginning of the volunteer shift) and assemble on the far side of the Pumphouse Ave. cul-de-sac.

## LOBBIES

1. Bar/concession staff are Deputy Fire Wardens of the lobby areas including public washrooms, along with the Front of House staff from each theatre group.
2. Upon hearing an alarm, the Pumphouse Theatres bar/concession staff are to secure all money and valuables, and assist the Front of House people assisting audience members to exit, and are to ensure that the washrooms are clear, before exiting.
3. Direct evacuations of your assigned area the nearest exit.
4. Search all lobby areas, washrooms etc. to ensure all occupants have left the area. Be sure to close (but not lock) all doors as you leave.
5. Report to the control point (front door) once evacuation of your area is complete.
6. Use common sense in handling situations.
7. Do not attempt to fight a fire unless it is very small. At no time are you to endanger yourself.
8. Evacuation of handicapped persons:
  - Arrange for enough people to help in evacuating any and all handicapped persons in one trip. Note: Handicapped persons may want to choose their own aides and practise methods in assisting them.
  - Follow the advice and wishes of the handicapped person so long as their safety or yours is not jeopardized.
9. If, during the evacuation, Fire Warden and Deputy Fire Wardens find that movement in the stairwell has slowed appreciably or stopped, they are to redirect persons through safe floor area to an alternate exit.
10. Do not assume the emergency is over if the alarm bells stop ringing. Continue with the evacuation until told by the Fire Department personnel to stop.
11. Members of the general public are to assemble on the far south side of the Pumphouse Ave. cul-de-sac.
- 12. No person may re-enter the building until the Fire Department approves.**

## EVACUATION PAGE TO THE THEATRE

*Ladies and Gentlemen:*

*An alarm has sounded. Please evacuate the theatre through the nearest exit doors in a quiet, calm and orderly fashion.*

*Please assemble in the Pumphouse Avenue cul-de-sac, in front of the building, where we will make further announcements.*

*If you require assistance, please remain seated and the Front of House staff will assist you.*