

# M N O P E R A

## Safety, Health, and Emergency Action Handbook



*Updated October 8, 2025, lb, gc*

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## SAFETY POLICY

Minnesota Opera has a continuing commitment to the prevention of accidents and injuries, the protection of property, and the proper training in all areas of safety and health. Our objective is a safety and health program that will prevent injuries and illness and prepare MNOP staff for emergency situations.

Our safety and health program includes:

- ❖ Providing safeguards to the maximum extent possible.
- ❖ Conducting inspections to find and eliminate, or control, safety and health hazards and unsafe working practices.
- ❖ Training all employees in good safety and health practices that pertain to their roles in the organization.
- ❖ Providing necessary personal protective equipment and instructions for use and care.
- ❖ Developing and enforcing safety and health rules and requiring that employees cooperate with these rules as a condition of employment.
- ❖ Investigating every accident promptly and thoroughly to find out what caused it and correcting the problem so it will not happen again.

### RESPONSIBILITY FOR SAFETY

The responsibility for safety and health is a collaborative effort between the organization and its employees. Please report any safety concerns to your supervisor or to the Human Resources Director, Facilities Manager, or Production Stage Manager.

**Minnesota Opera** accepts the responsibility for leadership of the safety and health program, for its effectiveness and improvement, and for providing safeguards required to ensure safe conditions.

**Employees in supervisory positions** will be responsible for ensuring that all operations in their areas are performed safely and with proper equipment and techniques; providing training on equipment in their areas; monitoring areas for hazards or factors which may cause accidents; and correcting or reporting existing hazards. Supervisory personnel will also promote positive attitudes towards health and safety to employees in their department.

**Employees** will be responsible for practicing proper safety and health procedures: following all safety and health policies, correctly using safety and protective equipment, and reporting all injuries and accidents in a timely manner. Employees will take the initiative to notify management of unsafe equipment, practices, or procedures that are observed.

Keep these first response resources close to your workspace so they can be referenced in an emergency.

## FIRST RESPONSE – ACCIDENT AND EMERGENCY RESPONSE

Emergencies and accidents can happen at any time. Familiarize yourself with the following procedures and locations of first aid equipment before an emergency occurs.

### IN A MEDICAL EMERGENCY – Administer First Aid/CPR only if trained

1. KEEP CALM, DO NO HARM to others or yourself.
  2. CHECK AREA FOR SAFETY, can you approach without being harmed?
  3. YELL FOR HELP
  4. CALL 911
  5. FOLLOW INSTRUCTIONS from the 911 Operator
  6. CONTACT your Supervisor & HR when the situation is stabilized
- ❖ CHECK AREA FOR SAFETY
    - If you have any doubts about the safety of the scene don't approach the victim
      - DO yell for help and call 911
    - If safe, approach and check for consciousness, check for Medical Tag or Bracelet
    - If possible, use personal protective equipment to prevent the spread of bloodborne pathogens.
  - ❖ YELL FOR HELP
    - At the Ordway Center: Ordway staff and security will take over the situation, follow their instructions. During performances, there is an onsite medic.
    - At Luminary Arts Center: LAC staff will take over the situation – follow instructions
    - At MNOP Center or Warehouse: more helpers regardless of First Aid training.
  - ❖ CALL 911 from your cell or closest land line.
    - If at the Ordway: Notify the Security Desk at 651-282-3070 (they will call 911)
    - INFORMATION FOR 911
      - The phone number you are calling from
      - Address where you are calling from:
        - Opera Center: 620 North First Street, Minneapolis
        - Luminary Arts Center: 700 North First Street, Minneapolis
        - Stinson Warehouse: 749 Stinson Boulevard, Minneapolis
        - Ordway Center: 345 Washington Street, St. Paul; Stage Door Entrance is on 5<sup>th</sup> Street west of Washington Street.
      - Where in the building the victim is located
      - Description of the nature and severity of the medical problem
  - ❖ Designate a person to wait outside the building entrance to escort EMS to the victim.
  - ❖ Keep the victim still and comfortable until help arrives. Do not move the victim unless there is a direct danger to them from the incident area. Do not attempt to give water to an unconscious person.
  - ❖ At MNOP buildings, Each First Aid kit is equipped with a packet of chewable aspirin to give at the first sign of a cardiac emergency.
  - ❖ Notify your Department Head/Supervisor and HR Director. Do not wait to make contact with HR before taking action.

## FIRST AID/AED/CPR TRAINING AND CERTIFICATION

Minnesota Opera’s preferred training and certification vendor is the American Red Cross. Typically, a hybrid training course is used with a self-directed online portion followed by a 4 hour, in person certification session. The certification expires every two years. The decision of which employees are to be certified is based on the volume and variety of personnel they encounter regularly.

First Aid kits and AEDs at MNOP buildings are maintained by MNOP Facilities. First Aid kits are stocked to respond to the hazards of the areas in which they are located. Eyewash stations are maintained by MNOP Facilities.

## RECOMMENDED STAFF TO BE TRAINED IN FIRST AID/AED/CPR

<ul style="list-style-type: none"> <li>❖ Facilities Manager</li> <li>❖ Production Stage Manager</li> <li>❖ Scene Shop Supervisor</li> <li>❖ Assistant Stage Managers</li> <li>❖ Luminary Arts Center Director</li> <li>❖ Luminary Arts Center Front of House Manager</li> <li>❖ Luminary Arts Center Asst. Director</li> <li>❖ Costume Director</li> <li>❖ Asst. Costume Director/Wardrobe Supervisor</li> <li>❖ VP Production</li> <li>❖ Associate/Assistant Production Directors</li> </ul>	<ul style="list-style-type: none"> <li>❖ Technical Director</li> <li>❖ Assistant Technical Director</li> <li>❖ Chorus Director</li> <li>❖ Director of Resident Artist Program</li> <li>❖ Luminary Arts Center House Technician</li> <li>❖ Production Carpenter</li> <li>❖ Youth Programs Music Director(s)</li> <li>❖ Company Manager</li> <li>❖ Props Crafts Person</li> <li>❖ Select Development Staff</li> <li>❖ HR Director</li> </ul>
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## FIRST AID KIT LOCATIONS

<p><b>Opera Center</b></p> <ul style="list-style-type: none"> <li>❖ <b>Level 4: Costume Shop</b> <ul style="list-style-type: none"> <li>○ Restroom</li> <li>○ Kitchen</li> </ul> </li> <li>❖ <b>Level 3M: Administration</b> <ul style="list-style-type: none"> <li>○ Outside of Conference Room</li> </ul> </li> <li>❖ <b>Level 3: Administration</b> <ul style="list-style-type: none"> <li>○ On wall by mail machine</li> </ul> </li> <li>❖ <b>Level 2:</b> <ul style="list-style-type: none"> <li>○ On pillar outside Dance Studio</li> </ul> </li> <li>❖ <b>Level 1: Scene Shop – CLASS B</b> <ul style="list-style-type: none"> <li>○ By Tool Crib</li> </ul> </li> <li>❖ <b>Lower Level</b> <ul style="list-style-type: none"> <li>○ On post outside of elevator</li> <li>○ Bemis - on white shelf near stairs</li> <li>○ In SM Road Box</li> </ul> </li> </ul>	<p><b>Ordway Center</b></p> <ul style="list-style-type: none"> <li>❖ <b>Music Theater Stage</b> <ul style="list-style-type: none"> <li>○ DS left next to SM console</li> <li>○ DS left near double doors to dressing rooms</li> </ul> </li> <li>❖ <b>Other Main Level</b> <ul style="list-style-type: none"> <li>○ Stage Door Security Desk</li> <li>○ Front of House Box Office</li> <li>○ Front of House Patron Services</li> </ul> </li> <li>❖ <b>Basement Level</b> <ul style="list-style-type: none"> <li>○ Carpentry Shop</li> </ul> </li> <li>❖ <b>Production Wing 3<sup>rd</sup> Floor</b> <ul style="list-style-type: none"> <li>○ Copy Room (requires key)</li> </ul> </li> </ul>
<p><b>Luminary Arts Center</b></p> <ul style="list-style-type: none"> <li>❖ Upper Level - Office</li> <li>❖ Lower Level - Green Room</li> <li>❖ Concessions Refrigerator Room</li> </ul>	<p><b>Warehouse – CLASS B</b></p> <ul style="list-style-type: none"> <li>❖ By main light switches and worktable.</li> </ul>

## AED LOCATIONS

### Opera Center:

- ❖ Level 1 between elevator and door to front stairwell

### Luminary:

- ❖ Lobby Level in light-lock next to concessions door
- ❖ Stage Level by the stairwell to the back alley on the northeast corner wall

### Minnesota Opera Warehouse:

- ❖ By main light switches and worktable

### Ordway Center:

- ❖ Stage Door
- ❖ DSL Stage Manager Console
- ❖ FOH Patron Services

## EYEWASH LOCATIONS

### Opera Center:

- ❖ Scene Shop's paint space – wall unit
- ❖ Costume Shop dye room – wall unit

### Luminary:

- ❖ Green Room – squirt bottle

### Minnesota Opera Warehouse:

- ❖ By main light switches and worktable

### Ordway Center:

- ❖ \_\_\_\_\_

## BLOOD BORNE PATHOGENS

### BLOOD BORNE PATHOGENS CONSIDERATIONS

- ❖ One cannot tell by looking if someone has a disease that can be transmitted by contact with their blood. Some bodily fluids can also transmit blood borne diseases (sputum and urine are not, unless visibly contaminated with blood, included in this group by OSHA and the CDC).
- ❖ Caution is advised whenever blood or suspect bodily fluids are involved. Use personal protective measures whenever possible. Thoroughly wash hands after contact even if gloves are worn.
- ❖ If blood or suspect bodily fluids remain at the scene after the person is transported to hospital, it will need to be cleaned by trained personnel.

### BLOOD BORNE PATHOGEN TRAINING AND CERTIFICATION

Minnesota Opera receives training through the AWAIR program. Certifications are to be renewed annually.

Bloodborne pathogens kits at MNOP buildings are maintained by MNOP Facilities.

### STAFF RECOMMENDED TO BE TRAINED IN BLOOD BORNE PATHOGENS

<ul style="list-style-type: none"> <li>❖ Costume Director</li> <li>❖ Asst. Costume Director /Wardrobe Supervisor</li> <li>❖ Facilities Manager</li> <li>❖ Production Stage Manager</li> <li>❖ Scene Shop Supervisor</li> <li>❖ Luminary Arts Center Director</li> <li>❖ Luminary Arts Center Front of House Manager</li> <li>❖ Luminary Arts Center Asst. Director</li> <li>❖ Props Crafts Person</li> <li>❖ HR Director</li> </ul>	<ul style="list-style-type: none"> <li>❖ Technical Director</li> <li>❖ Assistant Technical Director</li> <li>❖ Assistant Stage Managers</li> <li>❖ Luminary Arts Center House Technician</li> <li>❖ Production Carpenter</li> <li>❖ Youth Programs Music Director(s)</li> <li>❖ Company Manager</li> <li>❖ VP Production</li> <li>❖ Associate/Assistant Production Director</li> <li>❖ Chorus Director</li> </ul>
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### BLOOD BORNE PATHOGENS CLEAN UP KIT LOCATIONS

<p><b>Opera Center</b></p> <ul style="list-style-type: none"> <li>❖ Lower Level: TBD</li> <li>❖ Level 1: In the Scene Shop by the first aid kit near the tool crib</li> <li>❖ Level 2: On the pillar outside the Dance Studio</li> <li>❖ Level 3: TBD</li> <li>❖ Level 4: TBD</li> </ul>	<p><b>Luminary</b></p> <ul style="list-style-type: none"> <li>❖ Upper Level: TBD</li> <li>❖ Lower Level: TBD (Electrical Room)</li> </ul> <p><b>Warehouse</b></p> <ul style="list-style-type: none"> <li>❖ By First Aid Kit, by main light switches</li> </ul>
<p><b>Ordway Center</b></p> <ul style="list-style-type: none"> <li>• Props and Housekeeping departments have Blood Borne Pathogen Protection/Clean-Up kits.</li> <li>• All Ordway crew and staff are trained annually in Blood Borne Pathogen safety and clean-up</li> </ul>	

## ACCIDENT REPORTING & WORKERS' COMPENSATION

### **First Report of Injury**

All accidents or injuries must be reported to the injured employee's supervisor as soon as possible. Do not delay care to report an injury. In accordance with OSHA and Workers' Compensation policies, injured employees and their supervisors are required to complete a **First Report of Injury** form, which will be submitted to MNOP's Workers' Compensation Insurance provider. This form is distributed by the Human Resources Director and available from your supervisor and must be completed within 24 hours of an injury. If not submitted in a timely manner, Worker's Compensation claim may be rejected.

If an injury is not significant enough to require medical treatment, the form must still be completed and submitted with the **"incident"** box checked. This reporting also aids Minnesota Opera in identifying and correcting unsafe working conditions.

### **Treatment for Workplace Injuries**

When an employee completes a First Report of Injury form, they are provided with a packet of information on Minnesota Opera's Workers' Compensation policy and receiving treatment under this policy.

If an on-the-job injury requires immediate attention by a physician, the following urgent care and emergency rooms are available. By Minnesota state law, the injured party may see any physician of their choosing and have treatment covered by Worker's Compensation.

### **Medical Facilities close to Opera Center/Luminary and Ordway Center for the Arts**

#### **Hennepin County Medical Center Emergency Room – Minneapolis**

727 S 8<sup>th</sup> Street  
Minneapolis, MN 55405  
(612) 873-6963  
Open 24 Hours  
[www.hcmc.org](http://www.hcmc.org)

#### **Regions Hospital Emergency Room – St. Paul**

640 Jackson Street  
St. Paul, MN 55101  
(651) 254-3456

#### **Alina Health Urgent Care – Greenway (Minneapolis)**

3270 W Lake St, Suite 3264  
Minneapolis, MN 55416  
(612) 262-8890  
Hours: Mon-Fri: 8a – 8p, Sat-Sun: 8a-5p  
[allinahealth.org](http://allinahealth.org)

#### **HealthPartners Urgent Care St. Paul Como**

2500 Como Ave  
St. Paul, MN 55108  
(952) 853-8800  
Hours: Mon-Fri: 8a – 10p, Sat-Sun: 8a-5p  
[healthpartners.com](http://healthpartners.com)

## MENTAL HEALTH CRISIS

### RESPONDING TO A MENTAL HEALTH CRISIS – Administer First Aid if Trained.

If you or someone around is experiencing a Mental Health Crisis, the state of Minnesota has a variety of resources available at [THIS LINK](#). The number for the Suicide and Crisis Hotline is 988. If the person experiencing the crisis is an urgent danger to themselves or anyone else, call 911.

### MENTAL HEALTH FIRST AID TRAINING AND CERTIFICATION

Minnesota Opera receives training through the Minnesota Safety Council. This training requires five to eight students. Every participant after eight is an added cost per person. Participants will develop a tool kit of communications to engage with someone who may be experiencing a mental health challenge, crisis, or substance misuse situation. The decision of which employees are to be certified is based on the volume and variety of personnel they encounter regularly. The certification expires every three years.

### STAFF RECOMMENDED TO BE TRAINED IN MENTAL HEALTH FIRST AID

❖ VP, Production	❖ Human Resources Director
❖ Production Stage Manager	❖ Scene Shop Supervisor
❖ Assistant Director	❖ Costume Director
❖ Assistant Stage Manager(s)	❖ Asst. Costume Director/Wardrobe Supervisor
❖ Luminary Center Director	❖ Chorus Director
❖ Luminary Center Assistant Director	❖ Youth Music Program Director(s)
❖ Director of the Resident Artist Program	❖ Facilities Manager

## FIRE SAFETY

### REPORTING A FIRE

If you discover a fire:

1. PULL FIRE ALARM AND EVACUATE THE BUILDING
2. CALL 911
3. EXTINGUISH FIRE, if trained

- ❖ **PULL FIRE ALARM** to signal an evacuation
  - Opera Center - all fire alarm pulls can be found on the ground level next to all exit doors.
  - Luminary – contact Luminary staff; the fire alarm pull is in the electrical room.
  - Ordway Center - contact Ordway staff to pull alarm
- ❖ **EVACUATE THE BUILDING** and meet at the muster point.  
(detailed instructions in subsequent pages)
- ❖ **PHONE 911**, give the address of the building and specify where in the building the fire is and the severity of the fire.

Building Locations:

- Opera Center: 620 North First Street, Minneapolis
  - Stinson Warehouse: 749 Stinson Boulevard, Minneapolis
  - Ordway Center: 345 Washington Street, St. Paul; stage entrance on 5th Street west of Washington St. St Paul
  - Luminary Arts Cener: 700 N 1ST St, Minneapolis
- ❖ **IF TRAINED - EXTINGUISH FIRE**
    - DO NOT attempt to fight the fire if you have not been trained. Yell for a trained person and follow the standard evacuation procedures.
    - For those trained in the usage of fire extinguishers, please remember the **P-A-S-S** procedure. For more information regarding the usage of fire extinguishers can be found in First Response Recourses at [THIS LINK](#).

## FIRE EXTINGUISHER TRAINING

Minnesota Opera receives training through the Minnesota Safety Council. This training requires five to eight students. The decision of which employees are to be certified is based on the volume and variety of personnel they encounter regularly. The certification expires every three years.

Fire Extinguishers at MNOP buildings are maintained annually by an outside service scheduled by MNOP Facilities.

## STAFF RECOMMENDED TO BE TRAINED IN FIRE EXTINGUISHER OPERATION

<ul style="list-style-type: none"> <li>❖ Facilities Manager</li> <li>❖ All Scenery/Prop shop craftspeople</li> <li>❖ Costumes Crafts Person</li> <li>❖ Staging Team staff members</li> <li>❖ Costume Director</li> <li>❖ Costume Administrator</li> <li>❖ Luminary Arts Center full time staff</li> <li>❖ Technical Director</li> <li>❖ Assistant Technical Director</li> <li>❖ VP Production</li> </ul>	<ul style="list-style-type: none"> <li>❖ Associate/Assistant Production Directors</li> <li>❖ Chorus Director</li> <li>❖ RAP Director</li> <li>❖ Company Manager</li> <li>❖ Youth Programs Music Director(s)</li> <li>❖ Select Development Staff</li> <li>❖ HR Director</li> </ul>
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## FIRE EXTINGUISHER LOCATIONS AT OPERA CENTER

Look for signs at eye level or higher

<p><b>Level 4: Costume Shop</b></p> <ul style="list-style-type: none"> <li>○ Sewing area by front windows</li> <li>○ Spray Booth</li> <li>○ Break area by back windows</li> </ul> <p><b>Level 3M: Administration &amp; Conference Room</b></p> <ul style="list-style-type: none"> <li>○ At top of central staircase</li> <li>○ Outside conference room door</li> </ul> <p><b>Level 3: Administration</b></p> <ul style="list-style-type: none"> <li>○ Reception / Restroom area</li> <li>○ By the rear stairwell</li> </ul> <p><b>Level 2: Production, Dance Studio, Costume Storages, Offices</b></p> <ul style="list-style-type: none"> <li>○ Production office just inside door</li> <li>○ On pillar outside Dance Studio</li> <li>○ Inside costume storage, by the door</li> </ul>	<p><b>Level 1: All found in Scene Shop:</b></p> <ul style="list-style-type: none"> <li>○ By restroom</li> <li>○ By miter saw on pillar</li> <li>○ By Wood Shop Garage Door</li> <li>○ Assembly Room – right side of archway</li> <li>○ Welding Area by back door</li> <li>○ Paint Room – right side archway</li> <li>○ Paint Room by back pedestrian door</li> <li>○ Prop Shop – just inside door</li> </ul> <p><b>Lower Level: Bemis Rehearsal Hall, Dressing Rooms, Storage, Wenger Rooms</b></p> <ul style="list-style-type: none"> <li>○ Hallway outside of Bemis</li> <li>○ Inside Bemis double doors from hallway</li> <li>○ Prop Storage Room – by double doors</li> <li>○ Deck Storage Room</li> <li>○ Outside Freight Elevator</li> <li>○ Truss Storage Area</li> <li>○ Inside both Elevator Rooms (requires special key 1A)</li> </ul>
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## FIRE EXTINGUISHER LOCATIONS AT LUMINARY ARTS CENTER

Look for signs at eye level or higher

<b>Lobby Level</b> <ul style="list-style-type: none"><li>○ In lightlock on wall by concessions doors</li></ul> <b>Mezzanine</b> <ul style="list-style-type: none"><li>○ Left of callboard by the elevator and artist staircase</li></ul> <b>Green Room</b> <ul style="list-style-type: none"><li>○ On wall by doors to backstage</li></ul>	<b>Lower Elevator Lobby</b> <ul style="list-style-type: none"><li>○ On wall between bathroom doors</li></ul> <b>Electrical Room</b> <ul style="list-style-type: none"><li>○ On wall to the right of the doors as you enter</li></ul> <b>Stage Level</b> <ul style="list-style-type: none"><li>○ On the northeast corner wall by back-alley staircase</li></ul>
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## FIRE EXTINGUISHER LOCATIONS AT ORDWAY

Look for signs at eye level or higher

<b>Music Theater Stage</b> <ul style="list-style-type: none"><li>○ Downstage left by SM console</li><li>○ Upstage left by door to loading dock</li><li>○ Downstage right by fly rail</li><li>○ Upstage right by fly rail</li></ul> <b>Other Stage Level Locations</b> <ul style="list-style-type: none"><li>○ Loading Dock</li></ul>	<b>Basement Level</b> <ul style="list-style-type: none"><li>○ Carpentry Shop</li><li>○ Trap Room</li></ul> <b>Drake and US Bank Rooms (Level 2)</b> <ul style="list-style-type: none"><li>○ In central food prep area</li></ul> <b>Production Wing</b> <ul style="list-style-type: none"><li>○ In Stairwells on each level</li></ul>
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## FIRE EXTINGUISHER LOCATIONS AT WAREHOUSE

Look for signs at eye level or higher

<b>7 throughout the building</b> <ul style="list-style-type: none"><li>○ To right of door from staff parking lot</li><li>○ On post between bays 9 &amp; 11</li><li>○ On post between bay 13 &amp; cross-loading area</li><li>○ By Ordway road box</li><li>○ In hallway by Broadway ST NE person door</li><li>○ In break room</li><li>○ By First Aid and AED cabinets</li></ul>
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# EMERGENCY EVACUATION PLANS

## GENERAL INFORMATION

Exits in all Minnesota Opera and Ordway spaces are clearly marked. EVERYONE must evacuate the building when an alarm or other method is used to signal evacuation.

### GENERAL INSTRUCTIONS FOR EVACUATION OF ANY MNOP LOCATION.

(Supervisor specific instructions follow)

1. Turn Off heat sources: space heaters, irons, etc.
2. Walk to the Exits using stairs. Do not use the elevator.
  - Supervisors – if possible, ensure that your staff are exiting
  - Supervisors – grab your emergency evacuation box
3. Leave lights as they are.
4. Close doors behind you.
5. Walk to the evacuation Muster Point.
6. Check in with your supervisor, or your supervisor's supervisor.
  - Supervisors – Take attendance of your staff. Who is offsite, present at muster point, present in fire refuge area?
  - Supervisors – If there are staff members whose current whereabouts you are unsure of, Call/text them. (If they don't respond, we need to inform Emergency Responders which employees may still be in the building).
  - Supervisors - Report to MNOP Point Person regarding who is missing or is in a fire refuge area awaiting evacuation assistance, or if everyone is accounted for.
7. Stay at muster point until given instructions by Emergency Services Authority.

\* If you have students or guests visiting, are managing outside vendors or volunteers – lead them to the muster point.

Use the Evacuation Reporting Structure (following pages) for 'check-in' instructions. In each department, the senior most Supervisor in each department will take attendance at the Muster Point and report this information to the MNOP Point People – VP Administration and/or the HR Director.

Employees requiring evacuation assistance will be assigned a "buddy" by their supervisor to aid them in evacuation. The HR Director and department supervisor will have a list of people requiring assistance and their assigned buddies and will determine an assembly area for the people who require assistance.

## EVACUATING THE OPERA CENTER - MUSTER POINT: STAFF PARKING LOT

There are six exit doors on the first floor of the Opera Center

### FRONT OF BUILDING

- ❖ Main entrance
- ❖ Jones rehearsal room
- ❖ Bemis balcony

### BACK OF BUILDING

- ❖ Rear stairwell
- ❖ Paint shop
- ❖ Steel/Layout shop

Map with pathways to Staff Parking Lot Muster Point is on following pages.

The enclosed stairwells at the front and back of the Opera Center building are designated fire *areas of refuge*. If you are unable to safely evacuate, wait in an *area of refuge* and emergency personnel will be directed to meet you there.

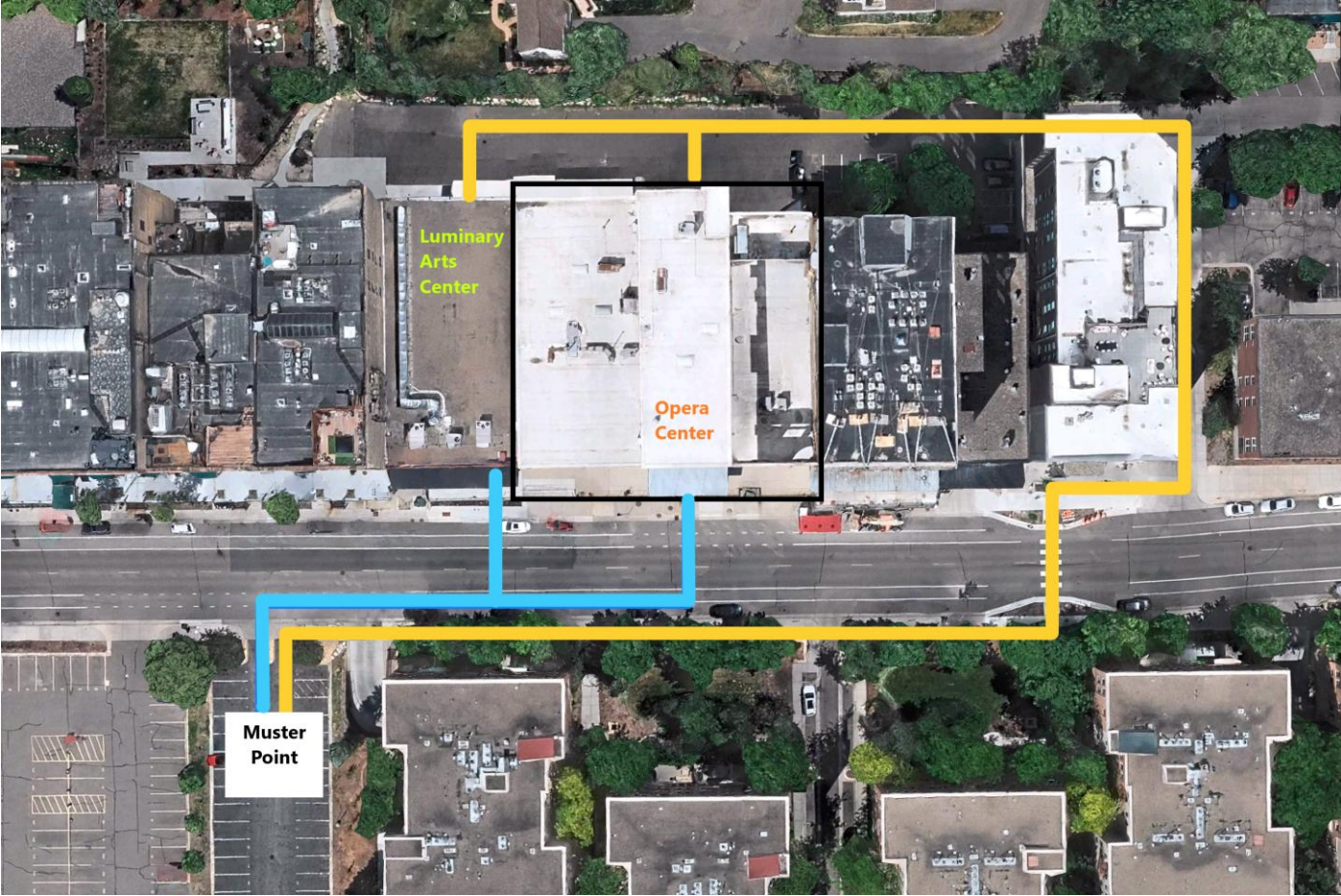
Emergency Evacuation Box Protocol: Boxes are located throughout the building. A Supervisor and Alternate from each area are assigned a box to maintain and grab during an evacuation. Evacuation boxes contain a flashlight; a list of personnel who normally work in the area; and paper, markers, and tape for posting signs as needed.

## EMERGENCY EVACUATION BOX LOCATIONS AT OPERA CENTER

### Supervisor and Alternate responsible for taking box outside.

<p><b>Level 4: Costume Shop</b>            Costume Director            (Assistant Costume Director)</p> <ul style="list-style-type: none"> <li>○ Shelves outside the Costume Director’s Office</li> </ul> <p><b>Level 3M: Administration</b>            Development Director            (Major and Planned Giving Director)</p> <ul style="list-style-type: none"> <li>○ Bookshelf by printers</li> </ul> <p><b>Level 3: Administration</b>            Human Resources Director            (VP, Administration and Board Relations)</p> <ul style="list-style-type: none"> <li>○ Top of mailboxes on level 3</li> </ul> <p><b>Level 2: Production Office</b>            Associate Production Director- Admin            (Assistant Technical and Facilities Director)</p> <ul style="list-style-type: none"> <li>○ Top of shelf in production office</li> </ul>	<p><b>Level 2: Front Offices, Costume Storage, Dance Studio</b>            Production Stage Manager            (Luminary Arts Center Director)</p> <ul style="list-style-type: none"> <li>○ Inside staging staff office</li> </ul> <p><b>Level 1: Scene Shop</b>            Production Carpenter            (Associate Production Director- Admin)</p> <ul style="list-style-type: none"> <li>○ By Scene Shop Supervisor’s desk</li> </ul> <p><b>Level 1 &amp; Lower Level: Rehearsal and Practice Rooms</b>            Production Stage Manager or Calling Stage Manager            (during production periods) or Facilities Manager (non-production periods)</p> <ul style="list-style-type: none"> <li>○ White shelves in Bemis.</li> </ul>
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**MUSTER POINT: MINNESOTA OPERA PARKING LOT**



**EVACUATION & EMERGENCY GATHERING  
REPORTING STRUCTURE  
OPERA CENTER**

**IF SUPERVISOR ISN'T AVAILABLE, REPORT TO MNOP POINT PEOPLE**

<b>Department Personnel Report to →</b>	<b>MNOP Supervisor (or Alternate) Report to →</b>		<b>MNOP POINT PEOPLE</b>
<b>MARKETING AND COMMUNICATIONS STAFF</b>	<b>MARKETING AND COMMUNICATIONS DIRECTOR</b>	<b>VP ADVANCEMENT</b>	<b>VP ADMINISTRATION  AND/OR HR DIRECTOR</b>
<b>PATRON SERVICES STAFF</b>	<b>AND/OR ASSOCIATE PATRON SERVICES MANAGER</b>		
<b>DEVELOPMENT STAFF</b>	<b>DEVELOPMENT DIRECTOR  AND/OR MAJOR AND PLANNED GIVING DIRECTOR</b>		
<b>IMPACT STAFF</b>	<b>VP IMPACT</b>		
<b>FINANCE STAFF</b>	<b>VP FINANCE</b>		
<b>LUMINARY STAFF (when working at Opera Center)</b>	<b>LUMINARY ARTS DIRECTOR</b>		

# EVACUATION & EMERGENCY GATHERING REPORTING STRUCTURE OPERA CENTER

**IF SUPERVISOR IS NOT AVAILABLE, REPORT TO MNOP POINT PEOPLE**

Department Personnel Report to →	MNOP Supervisor (or Alternate) Report to →	MNOP POINT PEOPLE
COSTUME STAFF	COSTUME DIRECTOR  AND/OR TECHNICAL DIRECTOR	VP ADMINISTRATION  AND/OR HR DIRECTOR
SCENERY, PROPS, & PAINT STAFF LIGHTING STAFF VP PRODUCTION ASST TECHNICAL DIRECTOR ASST PRODUCTION DIRECTOR VISITING DESIGNERS	ASSOC PRODUCTION DIRECTOR  AND/OR TECHNICAL DIRECTOR	
FACILITIES STAFF OUTSIDE CONTRACTORS		

## DURING NON-REHEARSAL TIMES

ASST STAGE MANAGERS ASST DIRECTOR	PRODUCTION STAGE MANAGER	VP ADMINISTRATION  AND/OR HR DIRECTOR
PRINCIPAL CONDUCTOR COMPANY MANAGER ARTISTIC ADMINISTRATOR PRINCIPAL COACH & CHORUS DIRECTOR RESIDENT ARTISTS	VP ARTISTIC  AND/OR HEAD OF MUSIC	

## DURING REHEARSAL TIMES

STAGING STAFF MUSIC STAFF GUEST PRINCIPAL ARTISTS RESIDENT ARTISTS	COSTUMES ASM	PRODUCTION STAGE MANAGER	VP ADMINISTRATION  AND/OR HR DIRECTOR
CHORUS SUPERS/DANCERS/FIGHTERS	PROPS ASM		
YOUTH CHORUS	YOUTH SUPERVISOR		
ORCHESTRA	HEAD OF MUSIC		

## EVACUATING THE ORDWAY CENTER – MUSTER POINT: TRAVELERS INSURANCE PARKING LOT

Emergency exits are clearly marked throughout the Ordway Center. In the Production Wing, Facility Evacuation Plans (FEPs) are also posted on each floor. Familiarize yourself with the routes to the nearest emergency exits before you may be required to use them.

Use STAGE DOOR as exit from

- ❖ Music Theater Stage
- ❖ Downstage Left Dressing Rooms
- ❖ Basement Level

Use PRODUCTION WING STAIRCASE exits from

- ❖ Dressing Rooms
- ❖ Production offices

Use LOBBY DOORS as exit from

- ❖ Music Theater Audience
- ❖ Ordway lobbies

Map with pathways to Travelers Insurance Parking Lot on following pages.

The designated *areas of refuge* at the Ordway Center are the Level 2 Concert Hall Lobby and on each landing of the Production Wing Access Stairs on Stage Left and Stage Right on Level 2 and 3.

If you are unable to safely evacuate, wait in an *area of refuge* and emergency personnel will be directed to meet you there.

Use the Evacuation Reporting Structure in the following pages to know who to check-in with once you've evacuated.

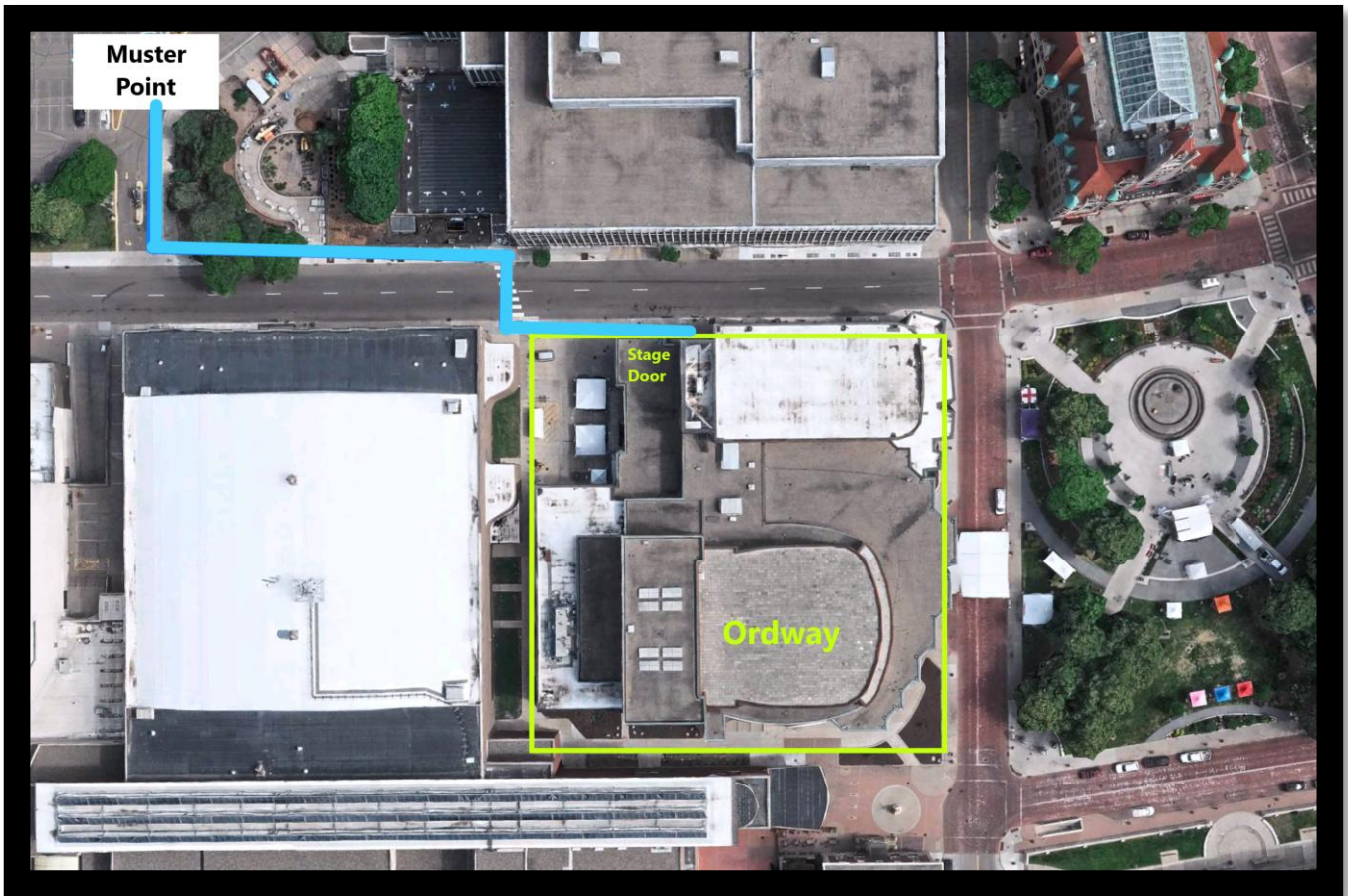
### ORDWAY EVACUATION INSTRUCTIONS FOR MNOP STAFF AND SUPERVISORS

1. Turn OFF heat sources: space heaters, irons, etc.
2. Walk to the Exits using stairs. Do not use the elevator.
  - If you have students or guests visiting, are managing outside vendors or volunteers – lead them to the muster point.
  - Supervisors – if possible, ensure that your staff are exiting
3. Leave lights as they are.
4. Close doors behind you.
5. Walk to the evacuation Muster Point.
6. Check in with your supervisor, or your supervisor's supervisor.
  - Supervisors – Take attendance of your staff. Who is offsite, present at muster point, present in fire refuge area?
  - Supervisors – If there are staff members whose current whereabouts you are unsure of, Call/text them. (If they don't respond, we need to inform Emergency Responders which employees may still be in the building).
  - Supervisors - Report to MNOP Point Person regarding who is missing or is in a fire refuge area awaiting evacuation assistance, or if everyone is accounted for.
7. Stay at muster point until given instructions by Emergency Services Authority.

For Stage Management duties including evacuation announcements, please see the Staging Team Handbook.

## MUSTER POINT: TRAVELER'S INSURANCE PARKING LOT

After exiting the building, please proceed to the **Traveler's Insurance Company Parking Lot**, located at the northeast corner of 5<sup>th</sup> Street and 7<sup>th</sup> Street.



**EVACUATION & EMERGENCY GATHERING  
REPORTING STRUCTURE  
ORDWAY**

**IF SUPERVISOR IS NOT AVAILABLE, REPORT TO MNOP POINT PEOPLE**

<b>Department Personnel Report to →</b>	<b>MNOP Supervisor (or Alternate) Report to →</b>	<b>MNOP POINT PEOPLE</b>
<b>ORCHESTRA AND BANDA</b>	<b>COMPANY MANAGER AND/OR HEAD OF MUSIC</b>	<b>PRODUCTION STAGE MANAGER  AND/OR  VP PRODUCTION</b>
<b>YOUTH CHORUS YOUTH CHORUS DIRECTOR</b>	<b>YOUTH SUPERVISORS AND/OR PROPS ASM</b>	
<b>CHORUS SUPERS/DANCERS/FIGHTERS</b>	<b>COSTUMES ASM AND/OR CHORUS DIRECTOR</b>	
<b>MUSIC STAFF GUEST PRINCIPAL ARTISTS RESIDENT ARTISTS TITLES CALLER</b>	<b>PROPS ASM AND/OR CHORUS DIRECTOR</b>	
<b>PRINCIPAL CONDUCTOR COMPANY MANAGER ARTISTIC ADMINISTRATOR PRINCIPAL COACH &amp; CHORUS DIRECTOR</b>	<b>VP ARTISTIC AND/OR HEAD OF MUSIC</b>	
<b>ANY MNOP COSTUME STAFF VISITING DESIGNERS</b>	<b>COSTUME DIRECTOR AND/OR TECHNICAL DIRECTOR</b>	
<b>ANY MNOP PRODUCTION STAFF VISITING DESIGNERS</b>	<b>TECHNICAL DIRECTOR</b>	
<b>OTHER MNOP STAFF</b>	<b>SENIOR MEMBER OF YOUR DEPARTMENT</b>	

## EVACUATING THE STINSON WAREHOUSE – MUSTER POINT: STAFF PARKING LOT

There are three exit doors at the warehouse

- ❖ Door to Broadway Street NE
- ❖ Door to Stinson Blvd NE
- ❖ Door to staff parking lot

The Muster Point is the Staff Parking lot by the 3 shipping containers.



### WAREHOUSE EVACUATION INSTRUCTIONS

1. Notify onsite supervisor of emergency
2. Walk to the Exits
3. Supervisor – ensure your personnel are exiting
4. Walk to the evacuation Muster Point
5. Check in with your supervisor
  - Supervisors – Take attendance of your staff. If there are staff members whose current whereabouts you are unsure of, Call/text them. (If they don't respond, we need to inform Emergency Responders which employees may still be in the building).
  - Supervisors - Report to Emergency Responders regarding who is missing or awaiting evacuation assistance, or if everyone is accounted for.
6. Stay at muster point until given instructions by Emergency Services Authority

## WEATHER EMERGENCIES

### TORNADO

The National Weather Service describes a tornado as a rapidly rotating slender funnel-shaped cloud which destroys everything along its narrow path. Tornadoes are extremely unpredictable.

Two defined conditions are recognized by the National Weather Service:

1. **Tornado Watch: Be Prepared!** Tornadoes are possible in and near the watch area. Review and discuss your emergency plans, take inventory of your supplies. Be ready to act quickly if a tornado warning is issued. Acting early helps to save lives! Watches are issued by the Storm Prediction Center for counties where tornadoes may occur.
2. **Tornado Warning: Take Action!** A tornado has been sighted or indicated by weather radar. There is imminent danger to life and property. Move to an interior room on the lowest floor of a sturdy building. Avoid windows. Warnings are issued by your local forecast office and sirens will sound.

### TORNADO EMERGENCY PROCEDURE

If a Tornado Watch is declared, the Assistant Technical & Facilities Director or Production Stage Manager will monitor the news or weather radio for further information.

If a Tornado Warning is declared via siren or weather news alert, all personnel will:

1. Secure your workspace
2. Make your way to your shelter location using stairs (see list for specifics of where)
3. Check in with your supervisor, or your supervisor's supervisor (reporting structure is the same as evacuations)
4. Wait for the ALL CLEAR from VP Administration or HR Director before returning to your workspace.

Supervisors:

1. Take attendance of your staff that is on site today and present at muster point
2. If there are staff members whose whereabouts you are unsure of, call/text them. (If they are still in the building, they should be sheltering with everyone else).
3. Report to Point Person regarding who is missing or if your team is all accounted for

### SHELTERING AT OPERA CENTER - MUSTER POINT: BACK & CENTER BEMIS

Each floor has been assigned one staff member (and one alternate) responsible for alerting staff and enforcing the floor's evacuation to the Lower Level:

- **Level 4:** Costume Director (Costume Administrator)
- **Levels 3M & 3:** Human Resources Director (VP, Administration and Board Relations)
- **Level 2:** Assistant Production Director - Scheduling (Associate Production Director)
- **Level 1:** Scene Shop: Scene Shop Supervisor (Associate Production Director)
- **Lower Level:** Production Stage Manager (1Facilities Manager)

Once the alert has ended, the Assistant Technical and Facilities Director or Production Stage Manager will notify the Fire Department if there are injuries or property damage. Immediate first aid will be provided if needed.

## TORNADO SHELTER LOCATIONS OPERA CENTER

Department Personnel	Specific Shelter Area in Basement
<ul style="list-style-type: none"> <li>• RYAN TAYLOR</li> <li>• VP ADMINISTRATION AND BOARD RELATIONS</li> <li>• HUMAN RESOURCES DIRECTOR</li> <li>• LUMINARY ARTS CENTER STAFF when in opera center</li> <li>• FINANCE</li> <li>• IMPACT</li> <li>• DEVELOPMENT</li> <li>• MARKETING AND COMMUNICATIONS</li> <li>• PATRON SERVICES</li> </ul>	<p>Center Bemis where the back stairs end.</p>
<ul style="list-style-type: none"> <li>• ARTISTIC</li> <li>• PERFORMERS</li> <li>• STAGING TEAM</li> </ul>	<p>Back Bemis where chorus chairs normally are</p>
<ul style="list-style-type: none"> <li>• COSTUMES</li> <li>• SCENERY</li> <li>• PROPS</li> <li>• PAINTS</li> <li>• LIGHTING</li> <li>• PRODUCTION</li> <li>• FACILITIES</li> </ul>	<p>Back Bemis by props storage</p>

**SHELTERING AT LUMINARY - MUSTER POINT: STAGE LEVEL, GREEN ROOM**

**WAREHOUSE: STAIRWELL TO LOWER LEVEL**

## SECURITY THREAT

### UNIDENTIFIED PERSON OR TRESPASSER – Opera Center or Warehouse

Minnesota Opera strives to be a safe place for all personnel. On rare occasions we may have suspicious visitors in our buildings. The Opera Center and warehouse are not open to the public, The Luminary does not have public restrooms or telephone access. It is everyone's responsibility to be smart about building security. Make it a habit to check that the lobby doors are securely locked when passing through the ground floor. Notify the Facilities Manager of any problems with the doors.

In the event of suspicious visitors or threatening intruders:

- ❖ If the individual is clearly harmless and has inadvertently wandered into a non-public space, please assist them in getting back to where they should be. Escort them out of the building if that is where they need to go.
- ❖ If the situation is not immediately threatening, take the following steps:
  1. **Communicate clearly.** Calmly inform the person that they are on private property and must leave. Be firm but non-confrontational. Many people will leave peacefully once informed.
  2. **Avoid physical contact.** Never make threats, provoke a fight, or physically block the person's exit. Using excessive force can lead to legal consequences for you.
  3. **Offer a chance to leave.** Give the individual the opportunity to leave voluntarily to avoid further trouble and potential legal issues.
  4. **Enlist a witness.** If possible, have another person with you when you address a trespasser. This is safer and creates a witness to the exchange.
- ❖ If the individual threatens violence or you suspect that they may become violent, remain calm and courteous, but do not tolerate abusive behavior. State firmly that you do not wish to argue and you want the person to leave. Do not aggravate or touch the individual. Try to keep an object like a desk or chair between yourself and the individual to maintain distance. If it is possible to leave the area, go to a room with locks on the inside of the door and call 911 immediately. The Ticket Office and Production Office are examples of such rooms.

### ACTIVE SHOOTER – REMEMBER RUN, HIDE, FIGHT!

#### Profile of an Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. The immediate deployment of law enforcement is imperative to stop the shooting and mitigate harm to victims.

Because active shooter situations often do not last more than 10 to 15 minutes (i.e. before law enforcement arrives on the scene) individuals must be prepared both mentally and physically to deal with an active shooter situation.

## Good Practices for Coping with an Active Shooter Situation

1. Call 911 **when it is safe to do so**. Operators will ask for the following information:
  - Address where you are calling from:
    - Opera Center: 620 North First Street, Minneapolis
    - Luminary Arts Center: 700 North First Street, Minneapolis
    - Stinson Warehouse: 749 Stinson Boulevard, Minneapolis
    - Ordway Center: 345 Washington Street, St. Paul
  - Location of the active shooter in the building
  - Number of shooters
  - Physical description of shooter(s)
  - Number and type of weapons held by the shooter(s)
  - Number of potential victims at the location
2. Be aware of your environment and any possible dangers.
3. Take note of the two nearest exits in your work area and various areas of the building.
4. If you are in an enclosed office, stay there then lock and barricade the door.
5. If you are in a hallway, get into a room, then lock and barricade the door.
6. **As a last resort**, attempt to subdue the shooter. If the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate them.

## How to Respond to an Active Shooter

Quickly determine the most reasonable way to protect your own life. Patrons and vendors are likely to follow the lead of employees during an active shooter situation.

1. **RUN/EVACUATE** – If safe to do so, run out of the building until in a safe location.
  - ❖ Leave personal belongings behind.
  - ❖ Visualize possible escape routes, including physically accessible routes for individuals with disabilities.
  - ❖ Avoid escalators and elevators.
  - ❖ Take others with you, but do not stay behind because others will not go.
  - ❖ Call 911 when safe to do so.
  - ❖ Let someone know you are safe.
2. **HIDE** – If evacuation is not possible, hide.
  - ❖ Hide in a location where the walls might be thicker and have fewer windows.
  - ❖ Lock the door and Barricade with heavy furniture.
  - ❖ Close and lock windows and close blinds or cover windows.
  - ❖ Turn off lights.
  - ❖ Silence all electronic devices.
  - ❖ Remain silent.
  - ❖ Use strategies, if possible, to silently communicate with first responders (for example, in rooms with exterior windows, make signs to silently signal law enforcement and emergency responders to indicate the status of the room's occupants).
  - ❖ Hide along the wall closest to the exit but out of the view from the hallway (allowing for an ambush of the shooter and for possible escape if the shooter enters the room).
  - ❖ Remain in place until given an all clear by identifiable law enforcement.

**If evacuation and hiding are not possible:**

- ❖ Remain calm
- ❖ Dial 911 and alert law enforcement of the active shooter's location
- ❖ If you cannot speak, leave the line open and allow the dispatcher to listen

**3. FIGHT/TAKE ACTION AGAINST THE ACTIVE SHOOTER** – As a last resort, and only when your life is in imminent danger, attempt to disrupt or incapacitate the active shooter by:

- ❖ Acting as aggressively as possible against them
- ❖ Throwing items and improvising weapons
- ❖ Yelling

**How to React when Law Enforcement Arrives**

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.

- ❖ Remain calm and follow officers' instructions
- ❖ Immediately put down any held items and raise hands with spread out fingers
- ❖ Keep hands visible at all times
- ❖ Avoid making quick movements towards officers
- ❖ Avoid pointing, screaming, or yelling
- ❖ Do not stop to ask officers for help or directions when evacuating, just proceed in the direction from which officers are entering the premises

**The first officers to arrive on 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 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 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.

**REPORTING A BOMB THREAT**

Bomb threats are an act of terrorism. To provide for the safety of all personnel and patrons all threats are to be taken seriously until safety can be confirmed. Bomb threats usually occur by phone. Any suspected bomb threat must be reported to the authorities by calling 911.

If you are receiving a bomb threat call:

1. Do not hang up.
2. Signal any staff members around to listen and call 911
3. Record call if possible
4. Write down any and all information the [Procedures Checklist by the Cybersecurity & Infrastructure Security Agency](#) and the following page:
  - a. Please keep this document easily accessible whether it is printed by your telephone or on desktop.
  - b. Write this information down as you are talking to the person or as soon as you hang up. You may also dial \*69 to try to get the caller back on the phone

If you should spot a suspicious object, package, etc., report it to the facilities department but under no circumstances should you touch it, tamper with it, or move it in any way.

# BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

- Remain calm & do not hang up, keep the caller on the line for as long as possible
- If possible, signal other staff members to listen & notify Site Decision Maker(s)
- If the phone has a display, copy the number and/or letters on the display
- Write down the exact wording of the threat
- Record the call, if possible
- Fill out the Bomb Threat Checklist immediately

### If you receive a written threat:

- Handle the document as little as possible
- Note date, time, and location the document was found
- Secure the document and do not alter the item in any way
- Notify the organization Site Decision Maker(s)

### If you receive a social media or email threat:

- Do not turn off or log out of the account
- Leave the message open on the device
- Take a screenshot, or copy the message and subject line
- Note the date and time
- Notify the organization Site Decision Maker(s)

*\* Refer to your local bomb threat management plan for evacuation criteria*

### DO NOT:

- Use two-way radios or cellular phone in close proximity to a suspicious item
- Touch or move a suspicious item

## IF A SUSPICIOUS ITEM IS FOUND, CALL 911

For more information about this form contact the CISA Office for Bombing Prevention at: [OBP@cisa.dhs.gov](mailto:OBP@cisa.dhs.gov)



V3

# BOMB THREAT CHECKLIST

DATE:

TIME:

TIME CALLER HUNG UP:

PHONE NUMBER WHERE CALL RECEIVED:

### Ask Caller:

- Where is the bomb located? (building, floor, room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

### Exact Words of Threat:

### Information About Caller:

- Where is the caller located? (background/level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

#### Caller's Voice

- Female
- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking Voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

#### Background Sounds

- Animal noises
- House noises
- Kitchen noises
- Street noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

#### Threat Language

- Incoherent
- Message read
- Taped message
- Irrational
- Profane
- Well-spoken

#### OTHER INFORMATION:

## ELEVATOR EMERGENCY

If you get stuck in the passenger elevator:

1. Do not attempt to force the doors open.
2. Remain calm. Keep other passengers calm. Sit on the floor if necessary.
3. Push and hold alarm button down or use the phone provided. The alarm will not ring unless button is held down.
4. State the floor number if known.
5. Use your cell phone to contact a co-worker, or one of the following:
  - ❖ MNOP Facilities Department at (612) 767-0544.
  - ❖ If you cannot reach anyone in Facilities, call Minnesota Elevator: (800) 708-2762.
6. Answer the phone if it rings. Turn off the alarm bell if you hear someone talking to you.
7. IF a medical emergency occurs, call 911.

If you hear the elevator alarm or are aware that someone is trapped in the elevator:

- ❖ Call the MNOP Facilities Department at (612) 767-0544.
- ❖ If you cannot reach anyone in Facilities, call Minnesota Elevator: (800) 708-2762

Both phone numbers are posted inside the elevator.

## **GENERAL WORKPLACE SECURITY AND SAFETY**

### **DISTURBANCES AND CONFRONTATIONS**

Employee involvement is key in preventing and responding to workplace violence. Everyone contributes to a safe and secure workplace by avoiding behavior which could escalate into a hostile situation. Any incidence of workplace violence should be immediately reported your supervisor and Human Resources Director.

Signs of potential conflict are:

- ❖ Talking, writing, or joking about inappropriate or hostile acts.
- ❖ Threats or talk about retaliation.
- ❖ A marked change in behavior (i.e.: attendance, performance, attitude, etc.)

Minnesota Opera places the highest priority on the health and safety of our employees and visitors. We have zero tolerance for intimidation, threats, harassment, or violence of any kind.

### **THEATER ENTRANCES AND BUILDING SECURITY**

When working at the Ordway Center, you must enter via the Stage Door and check-in via access badge, or computer tablet by security desk. The stage door entrance at the Ordway Center is located on 5<sup>th</sup> Street, just west of Washington Street. Security staff may require you to show your Minnesota Opera access card and/or a photo ID, which will be checked against a master list of authorized personnel. Upon leaving the building, you must check-out via access badge or computer tablet. Unauthorized personnel will not be permitted backstage at any time. While working in the Ordway, Opera staff should carry their access cards with them at all times.

### **VALUBLES**

Do not bring anything to the theater you would not want to lose. Expensive jewelry, large sums of money, and other items of value should be left at home or locked in the trunk of your car. Minnesota Opera is not responsible for the loss of personal items unless they have been specifically collected by stage management for storage during dress rehearsals and performances. Minnesota Opera stage management personnel will collect all performers valuable at half hour and will be returned immediately following the end of the rehearsal or performance.

### **FLEET SAFETY**

Only authorized personnel are permitted to drive company vehicles (Scene Shop truck, forklifts, Mobile Elevated Working Platforms). Any accidents or incidents which occur while driving must be reported to your supervisor and the Human Resources Director as soon as possible that day.

### **DRUG AND ALCOHOL USE**

For the complete drug and alcohol policy please see Minnesota Opera's Employee Handbook.

### **SMOKING POLICY**

All Minnesota Opera facilities and vehicles have been designated as non-smoking areas; this includes e-cigarettes. To prevent fire and public health hazards, smoking is permitted in outdoor areas only. Please dispose of all cigarettes properly.

If directors want to represent smoking onstage, facsimiles such as 'puff puff' or 0% nicotine electronic cigarettes/cigars will be used. When used in a production, Safety Data Sheets for the chosen products will be made available to all participants.

## HAZARD & WASTE DISPOSAL

OSHA has instituted the requirements of a Hazard Communication Standard; it was originally developed for the manufacturing industry but now applies to all workplaces. All company waste is managed by the Facilities Department therefore any questions regarding waste disposal, including known or potentially hazardous materials, should be directed there.

Minnesota Opera is a licensed very small quantity generator. We generate less than 100kg of or 220 pounds of hazardous waste per year. The Facilities department remains up-to-date on all waste disposal requirements. Our certificate is on file and renewed annually.

Waste collection for removal must be removed from the premises no later than 180 days after 2200 lbs have been accumulated.

**PLEASE DIAL 911 IF THERE IS AN EMERGENCY CAUSED BY A HAZMAT SPILL OR REACTION**

### ADDITIONAL RESOURCES:

<https://www.hennepin.us/business/recycling-hazardous-waste/management-disposal>

<https://search.epa.gov>

<https://www.pca.state.mn.us/waste/hazardous-waste>

<https://www.pca.state.mn.us/sites/default/files/w-hw2-53.pdf>

## A FINAL REMINDER

Safety is everyone's responsibility. Please report any safety concerns to your supervisor or to the Human Resources Director, Facilities Manager, or Production Stage Manager.

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To report any  
**EMERGENCY**  
Day or Night, including  
**Fire – Police – Ambulance**  
**DIAL 911**  
**From Ordway Phone Dial 9-911**

**OTHER IMPORTANT NUMBERS AND ADDRESSES**

Minneapolis Non-Emergency Police <i>Summons a police officer to a non-emergency scene</i>	(612) 348-2345
Minneapolis Police Precinct 1	(612) 673-5701
Minneapolis Non-Emergency Fire	(612) 673-2890
St. Paul Non-Emergency Police	(651) 291-1111
St. Paul Non-Emergency Fire	(651) 266-8989
Minnesota Opera Human Resources Dir.	(612) 342-9552
North Memorial Urgent Care 1835 County Road C West, Roseville 55113	(763) 581-9250
Urgency Room 3010 Denmark Ave, Eagan 55121	(651) 789-9900
Hennepin County Medical Center ER 701 Park Avenue, Minneapolis 55415	(612) 873-3000
Regions Hospital ER 640 Jackson St., St. Paul 55101	(651) 254-3456
National Poison Control Center National Suicide and Crisis Lifeline	(800) 222-1222 988 (Text and voice calls)
Ordway Center Security Desk	(651) 282-3070